

PUC/GTT: G- 06/2019

June 28, 2019

Chief Executive Officer  
Guyana Telephone & Telegraph Co. Ltd  
79 Brickdam  
Georgetown

Dear Mr. Nedd

**Complaint – Account Number 19626973 (Tel. 226-1787)**

The Commission is in receipt of a complaint on the matter at caption from Mr. Raymon Gaskin of 75 Dennis Street, Campbellville, Georgetown. Copy of the complaint is attached hereto for your perusal and the contents speak for itself.

In brief, the complainant has indicated that his bill (Invoice Number 46214055) received for the billing period May 01, 2019 - May 31, 2019 was presented in a new format.

The Commission has examined the copy of the new bill (attached) and has noted with concern the following:

- (1) On the face of it, the telephone bill does not reflect an itemized list of (a) cellular calls and (b) overseas calls which would have been itemized in previous bills and afforded consumers the ability to check and verify their activities for the preceding month.
- (2) This new format would have been disseminated to other consumers throughout Guyana.

In light of the foregoing, the Commission requests your response to this complaint to reach us no later than the close of business (15:30hrs) on Friday, July 5, 2019.

Yours sincerely



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Destra Bourne  
Complaints' Manager