

BEFORE THE PUBLIC UTILITIES COMMISSION

**In the matter of the Public Utilities
Commission Act 1999, (No. 10 of 1999)**

And

**In the matter of Notification for Wire
Line Callers to Mobile CPP Customers.**

MR. PREM PERSAUD, C.C.H	-	CHAIRMAN
MR. HUGH K. GEORGE	-	MEMBER
MR. JOHN L. WILLEMS, A.A.	-	MEMBER
MR. BADRIE PERSAUD	-	MEMBER

REPRESENTATION

The Guyana Telephone and Telegraph Company Limited	-	*Mr Miles Fitzpatrick, S.C, Attorney-at-Law *Mr Godfrey Statia, Regulatory Consultant *Mr Gene Evelyn, Director (Rates)
The Consumers' Advisory Bureau	-	Ms Eileen Cox, A.A, Chairperson
The Guyana Consumers' Association	-	Mr Patrick Dial, President

By Order No. 1/2001, dated the 29th day of March, 2001, the Public Utilities Commission (the Commission) made, inter alia, the following order that:

Because CPP represents a significant change for wire line subscribers, GT&T shall institute a mandatory Notification that will:

- *Alert the calling party that they will incur air time charges;
- *Advise the calling party of the permitted rate that applies;
- *Afford the calling party the opportunity to terminate the call at that point without incurring any charges, and
- *Inform persons less than 18 years old that they are prohibited from completing such calls.

2. The Guyana Telephone and Telegraph Company Ltd. (GT&T) on June 14, 2001 made a formal written request to the Public Utilities Commission (PUC) for permission to discontinue at the end of June 2001 the recorded notification played to wire line callers to mobile CPP customers.

3. The Commission, having carefully reviewed the matter issued Order No. 4/2001 which mandated GT&T to implement from Midnight (24:00 hours) Wednesday, 18th August, 2001 the following changes:

- (a) The Guyana telephone and Telegraph Company Limited (GT&T) discontinue the recorded notification at present given to wire line callers seeking to access mobile CPP customers: and to replace it with a notice, to wit, **“This is a call to a cellular number and will cost \$10.00 per minute”**.
- (b) All new subscribers must be provided with a written information advisory as to the cost associated with calls made by wire line customers to mobile CPP customers;
- (c) GT&T to undertake a public education campaign to regularly publish reminders in press, radio and television to wire line customers of the cost associated with calls to mobile CPP customers.

4. Following the receipt of complaints from telephone users about the Notification Message to the PUC over the months, the Commission on its own motion formally served notices to the Guyana Telephone and Telegraph Co. Ltd., the Consumers Association of Guyana, and the Consumers Advisory Bureau to schedule a public hearing for Tuesday, May 28, 2002 at which to discuss the **Continuance/Discontinuance of Cellular Call Warning**.

5. A Public Hearing was held on the aforesated date, and was adjourned to June 11, 2002.

6. The Commission received from GT&T on July 12, 2002 a submission dated July 10, 2002, and captioned **Removal of Notification Message**.

7. The above document outlined the utility's position. This document was copied to both Consumer Groups - GCA & CAB, with a request for a response, which was in fact received July 29, 2002 and captioned **The GCA's position vis-à-vis GT&T's**.

8. The GCA's submission was copied to the utility.

9. The final session of the Public Hearing was held on Monday, August 19, 2002, and provided all parties the opportunity to expand, qualify or update their submission to the Commission, and to the earlier presentations of their representatives who appeared before it. During the hearings GT&T submitted that:

- (a) "Wire line customers who are desirous of reaching CPP customers and who are familiar with the recording lose at least fourteen (14) seconds before that call goes through".
- (b) The accumulated switch call processing time associated with the "recording" is a cost the utility absorbs without any monetary compensation.
- (c) G.C.A. responded to GT&T's submission and maintained the hereunder premises:

10. Arguing the case for land line users who, without, the recording, the GCA feels should be protected from being unwittingly made to pay for expensive cellular calls, the representative of the GCA amplified on the contents of the Consumer Advisory group's submission, those being:

- (a) Failure by GT&T to provide land line phones for consumers who require them;
- (b) Financial imposition on many land line users;
- (c) The total time for the notification recording is eight (8) seconds only.
- (d) The provision of telephones by GT&T (e.g. North Ruimveldt Residents) who are unable to send or receive calls during power outages as such persons use fixed wireless telephones


11. The Commission, having heard both the GT&T and the Consumers organisations, and after carefully considering all presentations made at public hearings in the matter of Notification for Wire Line Callers to Mobile CPP Customers now hereby orders as follows:-

ORDER


With effect from Midnight (24:00 hours) Saturday, September 7th 2002,

- (a) The Guyana Telephone & Telegraph Company Ltd (GT&T) discontinue the recorded notification at present given to land line callers seeking to access mobile CPP customers.
- (b) Customers should be advised that they may exercise the option, if they so desire, of having a block placed on their landline telephone to prevent the making of calls to a cellular phone.
- (c) GT&T is further hereby ordered to publish this Order, and to give adequate notification of all matters touching this Order every three (3) months from the date of the first publication of this Order for the duration of one year.
- (d) A copy of all notices and publications touching upon this Order must be sent to the Public Utilities Commission.

Dated this 28th day of August, 2002.


.....
Prem Persaud, C.C.H

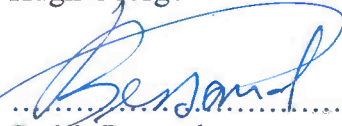
- Chairman


.....
John Willems, A.A.

- Commissioner


.....
Hugh George

- Commissioner


.....
Badrie Persaud

- Commissioner