

PUBLIC UTILITIES COMMISSION

Order No. 3/2004

**In the matter of an
Application by Guyana
Telephone and Telegraph
Company Limited for
Mobile Pre-paid Account
Replenishment**

Coram:

Justice Prem Persaud, C.C.H. -	Chairman
Mr. Badrie Persaud -	Commissioner
Mr. John Caesar -	Commissioner
Mr. Maurice Solomon -	Commissioner

with Ms. J. Ganpatsingh, Secretary (ag.)/Financial Analyst.

ORDER

Approval is hereby granted to Guyana Telephone and Telegraph Company Limited to offer, in addition to the existing service, a minimum mobile pre-paid account replenishment amount of five hundred dollars with a life span of 6 months. This service will be limited to sales via the Debisys point-of-sale ("C-Point").

This order shall take immediate effect.


This 29th day of December, 2004.


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Prem Persaud, C.C.H

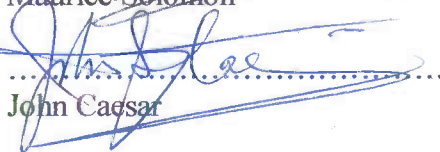
- Chairman

.....
Badrie Persaud

- Commissioner


.....
Maurice Solomon

- Commissioner


.....
John Caesar

- Commissioner





Guyana Telephone & Telegraph Company Ltd

P.O. BOX 10628, 79 Brickdam, Georgetown, Guyana, S.A.

Tuesday, December 14, 2004

Ms. Jennifer Ganpatsingh, Secretary (ag)
Guyana Public Utilities Commission
298 Church Street, Queenstown, Georgetown

RECEIVED

Date: 16.12.2004
PUBLIC UTILITIES COMMISSION

Dear Ms. Ganpatsingh

Mobile Pre-Paid Account Replenishment Using the Debisys Point-of-Sale

1. You will recall that in July last, Management advised the Commission of the company's plan to deploy the Debisys point-of-sale, under the brand "C-Point", as an alternative mode of replenishing mobile pre-paid accounts.
2. We subsequently wrote the Commission on July 13th 2004 saying, among other things:

"We are mindful of the fact that the Commission has approved specific denominations of cards with specific life spans and we intend to respect the Commission's Order."
3. However, increasingly we are finding that because they are interfacing with a point-of-sale, customers express resentment at the fact that the minimum amount accepted is \$1,000. And, as you can well imagine, our explanation that adjusting this minimum would require PUC approval does little to reduce customer resentment.
4. The company, therefore, wishes to make a formal request for the Commission's approval to make the minimum mobile pre-paid account replenishment amount \$500 as opposed to \$1,000. Of course, this will only apply in the case of replenishments effected via the Debisys point-of-sale terminals. Mobile pre-paid card denominations will remain unchanged. Also, the 6-month life span applicable to the \$1,000 cards will be applied to the \$500 account replenishments.
5. We trust that the Commission will find it possible to quickly approve this modest adjustment to the conditions surrounding mobile pre-paid service. Management would very much like to announce this change as something of an Xmas concession.

Best regards.


Godfrey Statia
Consultant

*afk...
29/12/04*

cc Ms. Sonita Jagan—General Manager & CEO
Gene Evelyn—Director, Ratemaking

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