

**Submissions of Guyana Telephone & Telegraph Company ('GTT+') Regarding
Subscriber Activated Call Blocking Feature**

Introduction

1. On June 30, 2014, the Guyana Telephone and Telegraph Company (GT&T) filed an application for the increase of landline metered rates and also for the approval of new rates for eighteen (18) wireline switch features including but not limited to wake up call, call forwarding features and call waiting features among others. The subscriber activated call blocking feature is a feature that is in the same class of features that are provided by GT&T to its customers. However, GT&T inadvertently did not make the application for this rate at that time. As such, by way of this application, provided that the Commission finds favour with this application, GT&T hereby seeks to have a rate approved for the provisioning of this service to our Customer within thirty (30) days of the Order being made by the Commission.

2. By Order No. 2 of 2017, rates for wireline features were approved by the Public Utilities Commission ('PUC') on June 9, 2017, with the rates taking effect as of August 1, 2017. GT&T refers to Exhibit 1 being Order No. 2 of 2017 dated June 9, 2017.

The Subscriber Activated Call Blocking Feature

3. The Guyana Telephone and Telegraph Company ('GTT+') hereby makes an application for a rate for the wireline feature service of Three Hundred and Ten Guyanese Dollars (GY\$310.00) per month the usage of the service by a wireline account holder on the GT&T network. For an avoidance of doubt, if a Customer has more than one (1) wireline at a location, the Customer would have to pay the charge for the service for each one of the lines to the location in question.

4. The feature allows for subscriber to block the ability to make outgoing calls to various destinations. This is a value added service that provides convenience for the Customer, as he or she is able to moderate the usage of the wireline where more than one person has access to that device. This is not a service that the Customer must have to use the wireline service. Similar to the other feature services for which GT&T currently charges approved rates, it is a service of convenience that adds value to having and using the wireline service. The figure for the cost is predicated on the fact that is an optional service that the Customer can choose to use and is therefore value added and not based on the cost of the service.

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Cost of Providing the Service

5. As it relates to the cost for the service, the service is provided by an infrastructure that provides an array of features that complements the wireline fixed services is a one time cost of One Hundred and Ninety Thousand United States Dollars (US\$ 190,000.00) or Three Million Nine Hundred and Ninety Thousand Dollars (GY\$39,900,000.00)¹. This cost does not take into consideration the cost for repairs and upkeep of the service which are incidental to the operations of the infrastructure.

Particulars of the Service

6. As of October 1, 2018, there are thirty thousand three hundred and sixty-eight ('36368') subscribers that are currently using the service. There are no outstanding applications for this service. Each application is processed immediately upon receipt of the request for the service.
7. The subscriber activated call blocking feature has different applications that are afforded to the Customer. They are:
- i. All calls - The customer is prompted for PIN whenever any call is made. Except emergency;
 - ii. Toll Free services - Customer is prompted for a PIN whenever TOLL calls are made (Toll is an out of exchange call). Emergency is exempted;
 - iii. International Direct Dialing calls ('IDDD') - Customer prompted for PIN when there is an attempt to make an international direct dialing call on the number; and
 - iv. 900 Calls – Premium services that are used by the Customer for example dating, entertainment and recreational services.
8. To access this service, the following steps are taken :
- i. Customer Calls the Call Center or Walk into the Store and request for the call blocking feature to be activated on his landline.
The Customer Service Representative ('CSR') asks the Customer what version of the service he or she would like to have the phone and also what PIN.
 - ii. The First Command is to Enable the Call Blocking Feature with PIN.
 - iii. Either customer ask to set a particular PIN or CSR provide a PIN to customer. Customer indicates same and the matter is escalated for approval and implementation.
 - iv. The Customer is advised that the call blocking feature will be implemented within twenty –four (24) hours of the request.

¹ This would be the cost of the service at an exchange rate of Two Hundred and Ten Guyanese Dollars (GY\$210.00) to One United States Dollar (US\$1.00) .

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9. Further to paragraph 8, in the event that the rate is approved by the Commission, the rate of Three Hundred and Ten (GY\$310.00) allows for GT&T to implement the rate to be provided for the Customer on a pro-rated basis and the Customer would be billed in arrears for the service.

10. The call blocking feature does not allow for the Customer to block incoming calls. It allows for the Customer to use a PIN to prevent persons from making unauthorized calls using the wireline. The proposed charge of Three Hundred and Ten Guyanese Dollars (GY\$310.00) will be a single charge and the consumer will have the choice of access multiple features for the flat charge of Three Hundred and Ten Dollars (GY\$310.00).

11. These respectfully are our submissions before the Commission.



A handwritten signature in black ink, appearing to be 'M. Reynolds', is written over a horizontal line. The signature is stylized and includes a large loop at the bottom left.

Mark Reynolds
Director, Legal and Regulatory Affairs
GT&T

October 1, 2018