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## REGULATORY AUTHORITY ANNOUNCEMENT – FOR IMMEDIATE RELEASE

### Authority Widens its Investigation of Bermuda Telephone Company (“BTC”) Billing Practices

The Regulatory Authority (“Authority”) is further investigating whether the billing errors by BTC for its business customers (explained in the Authority press release of December 13<sup>th</sup>, 2016) may represent a wider issue with its billing practices, which may include residential customers.

All BTC customers, whether business or residential, are advised to check whether unexpected charges have been included in their bills. The billing errors being investigated by the Authority may date from September 2016 (in terms of increased and/or unclear charges being made to customers by BTC).

*If customers identify a discrepancy in their bill, they should submit a complaint in writing to BTC at [request@btc.bm](mailto:request@btc.bm). It is important that customers are aware that, in accordance with BTC’s Terms and Conditions, customers are not liable for disputed charges until the dispute is rectified. However, customers do remain liable to pay all undisputed charges to avoid disconnection of service.*

When the Authority concludes its investigation, a further announcement will be made.

Customers who do not receive a response from BTC can notify the Authority via its website at [www.rab.bm](http://www.rab.bm). For further information, please contact the Consumer Protection Manager at the Regulatory Authority - Nakia Smith at 405-6000 or email [info@rab.bm](mailto:info@rab.bm).