

BAHAMAS TELECOMMUNICATIONS COMPANY LTD., (“BTC”)
Complaints Management Process

**Relating to the Processing and Recording of
Consumer Complaints.**

As our customer you have the right to make a complaint. BTC’s goal is to keep our customers satisfied and that means as few complaints as possible. We are committed to listening and improving our services to you every day by delivering the best telecommunications services in the Bahamas.

This Complaints Handling Procedure outlines how we handle complaints and is intended to give you an opportunity to express your concerns. For your convenience, a hardcopy of this procedure together with our Complaint Form, is available free of charge at our corporate office located on John F. Kennedy Drive or at any of the following BTC and franchise stores:

Bay Street
Coconut Gove
East Street South
Cowpen Road – Bettidels Plaza
Harbour Bay
Mackey Street Plaza
Old Fort Bay Plaza
Prince Charles Drive
RND Plaza, JFK Drive
Mall at Marathon
Southwest Plaza

Family Island customers can also pick up a copy at any of our offices located near you.

WHAT IS A COMPLAINT?

For the purposes of this Complaints Handling Procedure, a complaint means an expression of dissatisfaction made by you, our valued customer, in relation to

1. the services that we have provided to you; or
2. the complaints handling process; and

A response or resolution is expected by you.

If you are unable to complete the Complaint Form, kindly contact our Customer Care Department at (242) 225-5282 or (242) 302-7224, toll free and one of our agents will assist you. If someone you know is unable to make a complaint themselves and you wish to act on their behalf you may do so by producing authorization documents to this effect.

HOW TO MAKE A COMPLAINT?

Your complaint must be sent to us within sixty (60) business days after the occurrence of the incident.

The completed Complaint Form can be submitted on our website at www.btcbahamas.com or delivered to any of our store locations set out above. You can email the Complaint Form to customerservies@btcbahamas.com . Should you wish to fax your Complaint Form you may do so at (242) 328-4495 or submit it by mail to:

Bahamas Telecommunications Company Ltd.
No. 21 John F. Kennedy Drive
P.O. Box N 3048
Nassau, Bahamas
Attention: Desiree Clarke

A complaint may also be made in person by visiting the above-mentioned locations during the hours of 9am to 5pm, Monday through Friday.

You should provide any supporting documents relating to the complaint together with the Claim Form. This includes bill statements, service contracts or agreements, written correspondence, reports and any other evidence relating to the complaint. Please note that BTC will retain all documents provided and recorded throughout the complaints handling process and for a minimum of twelve (12) months following resolution of the complaint.

Once the complaint is submitted, it will be assigned a unique identifying number that we will use to track your complaint until has been resolved.

The Process

You will receive an acknowledgment of receipt of your complaint within five (5) business days. If it is determined that your complaint is frivolous or vexatious we will notify you within this time period.

A representative in our Customer Care department will begin investigating your complaint immediately. If you are dissatisfied with the response you receive you may escalate your complaint in the following manner:

Customer Service Representative;
Manager, Query Management;
Senior Vice President of Customer Service;
President and Chief Executive Officer.

Resolution

BTC wants to ensure that your complaint is handled fairly and in a timely manner. We aim to resolve all of our complaints within thirty (30) days. Once we have reached a decision a response will be provided to you.

We will consider a complaint to be closed if:

1. You have indicated that you no longer wish to pursue the complaint;
2. We have agreed a course of action and if taken, would resolve the complaint to your satisfaction;
3. We have taken action that is reasonable and you are no longer dissatisfied;
4. We have done all that we can and are unable to resolve the complaint.

Utilities Regulation and Competition Authority (URCA)

If you do not receive a response within thirty (30) days or if you are dissatisfied with the response received, you have the right to escalate your complaint to URCA.

BTC may revise this procedure from time to time. Should there be any significant changes made, such change will be approved by URCA prior to the implementation of the same.