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## **REGULATORY AUTHORITY PRESS RELEASE – FOR IMMEDIATE RELEASE**

### **Bermuda Telephone Company (“BTC”) Billing Error for all Business Customers**

The Regulatory Authority (“Authority”) has been made aware, by way of complaints, of a billing error made by BTC which resulted in thousands of business customers receiving overage charges dating back to October 2015.

The Authority is currently investigating the matter and is advising customers who dispute the charges to do so in writing to BTC at [request@btc.bm](mailto:request@btc.bm). 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.

Once the Authority concludes the investigation, a further announcement will be made of its findings.

Customers that do not receive a response from BTC can notify the Authority via its website at [www.rab.bm](http://www.rab.bm).