

Order of the Regulator No. 2018/T53

Mobile Bundled Services

Background

The Regulator is prompted by in-house monitoring of mobile data bundles; to issue this Order as a result of Digicel (Samoa) Limited's ("Digicel") circulation of partial information, which has or may affect purchase choices of a customer.

On 17 September 2018 the Regulator received a new complaint from a Digicel customer of the same nature; in essence concerned Digicel's All in One Bundle is false and misleading in that a reasonable person would expect all the mixed bundles when in effect, a customer only receives limited bundles based on daily or weekly usage.

Given the subsequent and continuous complaints it is evident that Digicel has not effectively nor efficiently addressed the instructions provided under the Regulator's letter dated 4 September 2018.

As such the Regulator has seen it fit to make the following Order pursuant to sub-sections 8(1)(r), 47(5) and 77(1)(d) of the Act.

Order 1

Digicel is directed to:

- a) forthwith remedy the defects of the systems put in place to ensure that all mixed bundles are received by all customers and such system must work efficiently and effectively; and
- b) clearly and continuously inform customers of Terms and Conditions apply for its All in One Bundles.

Order 2

All service providers must make available all bundle options for customer perusal.

Service Providers must take necessary action to amend systems to reflect all bundles offered by **Friday 21 September 2018**.

Date of Order: Wednesday 19 September 2018



Lefaoalii Unutoa Auelua Fonoti
Regulator