

Dear sir,  
does the OUR not listen to the word on the street at all?

Since the licence for 3G Mobile Service was awarded to Airtel, **OVER** a year ago, the general public have been asking why we needed another company in the Island and more masts when Cable and Wireless could have supplied the service within months.

The decision was made however and since then Airtel has repeatedly failed to keep to their commitments laid down in their contract.

Each time the OUR has not worked for the benefit of the public and have not imposed any sort of penalties on Airtel except warnings that "something" will happen if they don't get the job done.

From past rulings by the OUR Cable and Wireless has received penalties without the benefit of time to correct the error of their ways.

It seems to me, and a lot of other people in all echelons, that you are favouring Airtel.

Could it be that the OUR made the decision to issue the licence and, after the first missed date for launch, realised it had made the wrong decision, so, to save face only issued a warning and set new dates which you stated would be adhered to for penalties to be paid?  
**NO PENALTY WAS PAID.**

Now a second deadline has been missed and still no penalty has been levied against Airtel, only another smack on the wrist and told to do better.

IT STINKS and you are leaving yourselves open to charges that favouritism and even forms of bribery are being employed.

Does that sound harsh? Well it should, because that is what is being said on the streets.

The 3G service could have been up and running for a year by now if Cable and Wireless had been given the Licence with no extra masts and the people would be enjoying the use of that service.

I am a member of the "working class" and, as most people these days, a mobile user and all I want is the best service with the best prices supplied by the best provider who can deliver that service on time.

The OUR was set up to ensure that that is what is delivered and you have FAILED.

What penalty will be imposed on Airtel if they fail, this time, to meet their deadline?  
Another smack on the wrist and another date or will you have the bottle to say enough is enough and withdraw the licence and issue it to a company that can provide the service in weeks not years?

I fear that the same will happen again and once again the public will be kept waiting.

I hope this time, if the dates aren't met, that the OUR will have the bottle to admit it was wrong and impose a massive fine or withdraw the licence from Airtel.

My last question is, what standard of service will be expected **if** the latest deadline is reached?

I hope the OUR is going to insist that nothing but a **FULL** service is all that is acceptable and not just a partial service to beat the deadline.

The mobile users have the right to expect a first class service, from the off, with the time that has been allowed Airtel.

The OUR is being made to look foolish and worthless by Airtel`s manipulations and I suggest a bigger stick wielded by a stronger arm is needed.

Do what your title says and Regulate but do it fairly.

Peter Jones.