

FOR IMMEDIATE RELEASE

## Flow TCI identifies Spectrum Interference and continues Capacity Expansion & Network Optimization

**PROVIDENCIALES, Turks and Caicos (June 25<sup>th</sup>, 2024)** – Leading telecommunications provider Flow TCI has launched several capacity expansion projects to further improve its mobile and fixed network performance in Providenciales, Grand Turk, North, Middle and South Caicos.

The company's technical operations teams, after several months of drive testing, ongoing monitoring and troubleshooting exercises, have also identified external spectrum interference contributing significantly to the degradation in service experienced by Flow customers.

**FLOW TCI Country Manager, Joanne Missick** shared: "Our engineering teams, in collaboration with external partners, have been working over the past several months to deliver a more robust service experience for Flow customers throughout the islands. We are also working closely with our local regulator to investigate the interference produced by *network jammers* that is impacting approximately 41% of our network. This issue was discovered and reported to the Commission on April 24<sup>th</sup>, 2024, and is significantly hampering the quality of services to our paying customers."

**Director of Technology Operations, North Caribbean, John Connolly** added: "Our team is moving ahead with ongoing projects to increase overall traffic reliability, increase microwave backhaul capacity to North Caicos sites, and improve capacity at the Providenciales International Airport. Areas of high utilization will be prioritized during this process while our team works simultaneously on overall network optimization."

Customers may have experienced issues caused by this interference and are encouraged to continue to report concerns through the following channels:

1. The frontline agents at your nearest Flow store
2. Make a report to our social care teams on Facebook and Instagram
3. Contact the Regional Customer Care Center at 1-800-804-2994

**Head of Fleet and Facilities, Ronald Gardiner** said: "Flow appreciates the patience and loyalty shown by customers during this time, and we are committed to providing an improved connectivity experience with our network and services."

**-ENDS-**

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