



# OFFICE of the REGULATOR

Please address all correspondence to  
the Regulator  
Private Bag, Apia, Samoa

Tel: +685 30282  
Fax: +685 30281  
Email: [admin@regulator.gov.ws](mailto:admin@regulator.gov.ws)

## ORDER OF THE REGULATOR No. 2013/T03

### MODIFICATION OF ORDER OF THE REGULATOR No. 2013/T02

#### WHEREAS:

On 5<sup>th</sup> April 2013, the Regulator issued a determination and Order of the Regulator No. 2013/T02 ('Order') with regard to a complaint lodged against Bluesky Samoa Limited's ('Bluesky') billing practices by one of its fixed line customers.

The Order requires Bluesky to carry out certain actions; such actions to be performed within specified timelines. The effective date of the Order was the 12<sup>th</sup> day of April 2013.

On 11<sup>th</sup> April 2013, Bluesky wrote to the Regulator requesting the Regulator reconsider his Order upon the basis of Bluesky's belief that information made available to the Ministry of Finance with regard to the matter may not have been available to the Regulator during his investigation of the complaint. Bluesky requested that the Regulator amend the effective date of the Order to allow for such information to be considered.

The Regulator agreed to extend the effective date of the Order to 3<sup>rd</sup> May 2013 providing Bluesky the opportunity to submit to the Office of the Regulator information specified in its letter dated 11<sup>th</sup> May 2013.

The Office of the Regulator is in receipt of material from Bluesky and is in the process of reviewing the same. Bluesky has been advised that the material provided is being reviewed and that the Regulator will be in a position to advise Bluesky of his findings at the end of a ten day period. As such, the Regulator has seen fit to further extend the effective date of the Order.

### ORDER CHANGING THE EFFECTIVE DATE OF ORDER OF THE REGULATOR No. 2013/T02

Pursuant to the Telecommunications Act 2005 ('Act'), the Regulator is empowered to regulate the telecommunications market and to issue orders in the course of implementing his statutory duties under the Act.

In performing his statutory duties, the Regulator issued Order of the Regulator No. 2013/T02 on 5<sup>th</sup> April 2013.

#### Effect of the Order

The Regulator orders that the effective date of Order of the Regulator No. 2013/T02 shall be **Friday 17<sup>th</sup> May 2013**.

All other regulatory instructions or orders included in Order of the Regulator No. 2013/T02 shall remain the same unless the Regulator makes a new Order modifying or replacing Order of the Regulator No. 2013/T02.

**Date of Order: 7<sup>th</sup> May 2013**



Dennie De Freitas  
**REGULATOR**