

THE HONOURABLE THE SENATE

PARLIAMENTARY QUESTION

No. *1 Name: Senator Jamal A. A. Slocombe: To ask the Minister of Innovation, Industry, Science and Technology (MIST)

1. Is the Minister aware that in recent months, there have increasing reports from members of the public, households and businesses regarding challenges with telecommunications services, *inter alia* dropped mobile calls, intermittent or weak mobile signals, loss of connectivity, apparent coverage gaps, recurring interruptions and inconsistent speeds to broadband internet services?
 - (a) If the Minister is aware, will he state:
 - (i) whether the Government has undertaken, a comprehensive assessment of the quality, reliability, capacity and geographical coverage of telecommunications services inclusive of mobile and fixed broadband services across Barbados?
 - (ii) If so, what are the findings of that assessment?
 - (iii) whether all the telecommunications providers are currently meeting the regulatory and quality-of-service standards for mobile and broadband services and if not, what are Government's plans to improve the reliability and quality of telecommunications services?
 - (b) Will the Minister state whether the telecommunications providers have been required to submit reports identifying the causes and frequency of mobile and Broadband service interruptions, together with the measures being taken to prevent their recurrence?
 - (c) Will the Minister state whether the Government has assessed the extent to which the households and businesses across Barbados, dependent on telecommunication services, have been affected by the unreliability and inconsistent broadband services. If not, what measures would be implemented to ensure that the services the consumers receive are reasonably commensurate with the services for which they are paying?
 - (d) Will the Minister state what mechanisms currently exist to hold telecommunications providers accountable where consumers and businesses are paying for services that are repeatedly unreliable, interrupted, or unavailable?
 - (e) Will the Minister outline the measures being implemented to ensure that Barbados possesses sufficiently resilient telecommunications infrastructure, contingency arrangements, network capacity and mechanisms to maintain essential communications during major outages or network failures?

- (f) Will the Minister indicate whether the Government has defined a timeframe within which the current mobile coverage, telecommunications reliability and broadband connectivity challenges would be substantially addressed?

Notice of this question was given on 14th October, 2026

Signed:
Senator Jamal A. A. Slocombe