



Government of the Republic of Trinidad and Tobago

Ministry of Trade, Investment and Tourism

MEDIA RELEASE

Ministry of Trade, Investment and Tourism and the Telecommunications Authority of Trinidad and Tobago (TATT) Sign Landmark MOU to Elevate Consumer Protection in the Telecommunications Sector

The Ministry of Trade, Investment and Tourism, through its Consumer Affairs Division (CAD) and the Telecommunications Authority of Trinidad and Tobago (TATT), have formally signed a Memorandum of Understanding (MOU) to significantly enhance consumer protection, streamline complaint resolution and advance digital literacy across Trinidad and Tobago. The agreement was officially executed by Ms. Abigail Bynoe, Permanent Secretary in the Ministry of Trade, Investment and Tourism and Mr. Kurleigh Prescod, Chief Executive Officer of TATT.

This strategic inter-agency partnership establishes a formal, structured framework to address consumer issues specifically within the telecommunications and broadcasting sectors. Key initiatives under the MOU include:

- **Coordinated Complaint Handling:** Streamlining procedures for receiving, referring, investigating and resolving consumer complaints to eliminate duplication and deliver timely, transparent outcomes.
- **Joint Market Research and Intelligence:** Sharing complaint trends, non-confidential data and regulatory insights to directly inform future consumer policy and sector improvements.
- **Public Awareness and Digital Literacy:** Launching co-branded educational campaigns, public advisories, social media outreach and joint surveys to empower consumers regarding their rights, obligations and available avenues for redress.
- **Joint Capacity Building:** Hosting collaborative workshops and training sessions focused on telecom regulations, complaint investigations and dispute resolution.

This initiative aligns with Trinidad and Tobago's broader national strategy to strengthen collaborative digital governance, modernize regulatory coherence and boost public confidence in local institutions. By harmonizing the specialized technical regulation of TATT with the advocacy and protection mandate of the Consumer Affairs Division, both entities are ensuring that national progress in telecommunications is matched by robust, consumer-centric protection.

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