

Uganda: Airtel to compensate BlackBerry customers

Airtel Uganda on Friday, 14 October 2011, said it would offer its BlackBerry customers a service waiver following a global outage attributed to the service provider Research in Motion (RIM).



The BlackBerry outage was caused by a hardware error which halted messaging and web browsing across many parts of the world, disrupting services for three days.

In a statement to *Daily Monitor*, V.G Somasekhar, Airtel Uganda managing director said, "We remain concerned about the inconvenience this has caused to our BlackBerry users and we would like to compensate both our pre-paid and postpaid customers for the inconvenience as we best can," he added, "for our PostPaid customers; who are customers paying their bills at the end of every month, we will waive three days off the BlackBerry monthly rental for the month of October.

The three day waiver will be reflected in the monthly bill sent to all our postpaid BlackBerry users for the month of October." Research in Motion has now fully restored data services to its BlackBerry devices.

Source: allAfrica.com