



**CABLE & WIRELESS**

**Customer Mobile Migration Plan to New CW Plans**

**Q. If I was a TDMA customer, what plan will I be on now?**

A. As all mobile plans (called bMobile) are now the same whether a customer is on TDMA or GSM technology, all TDMA customers were automatically moved from their old Digital plans to a new bMobile plan. Customers had and continue to have the ability to upgrade or downgrade to any other bMobile plan of their choice. Customers were moved automatically as follows:

Digital 40 to b350  
Digital 150 to b500  
Digital 275 to b750  
Digital 500 to b1150  
Business 1000 to bBiz 2200  
Business 3000 to bBiz 3750  
Business 5000 to bBiz 7500  
Business 10000 to bBiz 20,000

**Q: If I had a TDMA postpaid plan before March 9<sup>th</sup> 2004, did I have to get a GSM handset and sign a twelve-month contract in order to get the higher number of minutes? If I was told by C&W personnel that I had to sign a twelve-month contract, what recourse do I have now as a customer?**

A. No. Customers may revert to TDMA service and may do so by contacting Cable & Wireless at any of its Retail Stores or Customer Care and a representative will be happy to review your situation and advise the most appropriate option available.

**Q. Are any of the Digital TDMA plans available to new customers?**

A. No. TDMA Digital plans were terminated and replaced by the above bMobile plans on March 9<sup>th</sup> 2004.

**Q. What options are available for TDMA customers who do not wish to migrate to new bMobile plans or who want to return to a Digital plan?**

A. There are no options available for a customer that chooses not to migrate. All customers must be migrated to or choose a bMobile plan that best suits their needs. Every TDMA customer benefits from better rates in the new plans.

**Q. Were TDMA customers charged any fees for being migrated to bMobile plans or did they need to sign up to a new 12 month commitment following migration to a new plan?**

A. Customers were not charged any fees when they were migrated to bMobile plans. Their existing contract term also remained unchanged.

**Q. I had a TDMA plan before March 9<sup>th</sup> 2004. During the period March 9<sup>th</sup> to April 7 2004, I opted to get a GSM handset to replace my TDMA handset and, in the process, had to sign a twelve-month contract. I was charged an early termination fee. Should I have been charged this fee?**

A. An early termination fee would only have been applicable if a 6 month (Cool Deal) or 12 months minimum mobile contract was being terminated early.