



## **CABLE & WIRELESS**

27 April, 2004

Dear Valued Post-Paid Mobile Customer,

In ICTA Decision 2004-1, issued on April 7th, 2004, The Information and Communications Technology Authority stated that Cable & Wireless' rates for some of its postpaid mobile plans and services were below cost. Cable & Wireless was directed to raise the monthly rates of four of its post-paid mobile plans and certain mobile IDD call destinations around the world. These changes were mandated by the Authority if the company wished to continue offering the plans and services. Cable and Wireless respects the rule of law and has complied with the directive issued by the ICTA. However Cable and Wireless does not agree with the findings and is reviewing its options.

### **What has changed?**

We have chosen to keep offering you the services you enjoy today. If you are on the b350, b500, b750 or bBiz7500 post paid mobile plans, the new rates mandated by ICTA Decision 2004-1 are as follows. These new rates apply whether or not you are using a TDMA or a GSM handset. If you are on another plan, your monthly rates do not change as a result of ICTA Decision 2004-1.

<b>bMobile Plan</b>	<b>Mandated Increase</b>	<b>Monthly Rate 9<sup>th</sup> March 2004</b>	<b>New Monthly Rate</b>
b350	\$ 8	\$ 35	\$ 43
b500	\$ 21	\$ 45	\$ 66
b750	\$ 6	\$ 60	\$ 66
b1150	None	\$79	\$ 79
bBiz2200	None	\$129	\$129
bBiz3750	None	\$189	\$189
bBiz7500	\$ 60	\$ 299	\$359
bBiz20000	None	\$599	\$599

Here are some of your options if you are a postpaid mobile customer:

1. New customers who were not a C&W postpaid mobile customer before March 9th and who signed up for one of the above mentioned postpaid plans between March 9th 2004 and April 7th 2004 have an option to downgrade or terminate service without penalty, and are entitled to a full refund on their handset.

2. Existing customers who were on one of C&W's postpaid mobile plans before March 9th and who requested to change to one of the above mentioned plans between March 9th 2004 and April 7th 2004 have an option to downgrade to another C&W postpaid plan without incurring a downgrade fee. The term of your contract that existed before you changed to a new plan (i.e., before March 9th) will be in effect.

Our new post paid mobile IDD rates for calls to Antarctica, Ascension, the Cook Islands, Cuba, Cuba-Guantanamo, the Falkland Islands, Guinea Bissau, the Norfolk Islands, Saint Helena, Sao Tome and Principe, the Solomon Islands, the Syrian Arab Republic and Vanuatu (Republic of ) will be \$0.96 per minute, \$0.72 per minute, and \$0.66 per minute for Day, Evening and Weekends respectively. All other mobile IDD rates remain the same. You will still enjoy rates for calls to Jamaica, Turks and Caicos, USA, Canada, UK and Ireland of \$0.45 per minute, \$0.40 per minute and \$0.35 per minute for Day, Evening and Weekends respectively. You can also enjoy a further 20% discount on the above rates with your Talkaway discount.

The new rates are effective as of April 8th, 2004. Call us on 811 or go to [www.candw.ky](http://www.candw.ky) for further details.

Ian Tibbetts  
VP Sales & Customer Services