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Information & Communications Technology Authority

ICTA/160/161-03

26 April 2004

Mr. Rudy Ebanks  
Vice President, Regulatory and Carrier Relations  
Cable & Wireless (Cayman Islands) Ltd.  
P.O. Box 293 GT  
Grand Cayman

Dear Mr. Ebanks,

### **Request for Mobile and ADSL Tracking Information**

Please find attached interrogatories with regards to C&W mobile usage volumes and ADSL subscribers.

When filing its interrogatory responses, the company is requested to repeat the interrogatory in its response.

The Authority requires the information for mobile services as soon as possible. As a result, C&W is requested to respond to interrogatory 1 for March 2004 by end of business day 30 April 2004.

For each month thereafter, C&W is requested to file the information requested in the attached interrogatories 1 through 3 beginning April 2004 and onwards within 7 business days following the end of each month. For the month of March 2004, C&W may file the information requested in interrogatories 2 and 3 at the same time it files the information for April 2004.

Finally, if the company is unable to meet the above filing dates for a specific month, kindly contact me as soon as possible.

Yours sincerely,

"Signed"

Elaine Leung  
Head of Economics & Regulation

Attachment

Cable & Wireless  
Mobile and ADSL Services

1. For each postpaid plan that is the subject of ICTA Decision 2004-1, dated 7 April 2004, provide the following information:
  - For each of the following monthly queries, with the exception of March 2004, exclude the subscribers to the plan that initiated a contract during to the month at issue. In the case of March 2004, exclude the subscribers to the plan that initiated a contract from the date the plan migration was implemented through the end of the month.
  - Subscriber activity is to be defined as the activity associated with a billed account, not the activity associated with an individual handset.
  - i) Identify the aggregate actual usage volumes of included on-net plan minutes, on a monthly basis, by customer decile, from the date the plan migration was implemented. In other words, identify the aggregate actual usage volumes of included on-net plan minutes of the lowest consuming 10% of the subscribers to the plan that do not meet the above exclusion criteria (decile 1), the second lowest consuming 10% of the subscribers to the plan that do not meet the above exclusion criteria (decile 2), and so on through the highest consuming 10% of the subscribers to the plan that do not meet the above exclusion criteria (decile 10).
  - ii) Identify the aggregate actual usage volumes of additional on-net minutes in each decile identified in 1(i).
  - iii) Identify the aggregate actual usage volumes of off-net minutes in each decile identified in 1(i).
  - iv) Identify the number of subscribers in each decile identified in 1(i).
  - v) Identify the month-ending aggregate number of handsets associated with the subscribers in each decile identified in 1(i).
  - vi) Identify the aggregate number of additional handsets added to the subscribers' plans during the month at issue in each decile identified in 1(i).
2. On a monthly basis, beginning 31 December 2003, identify by month, the number of C&W ADSL subscribers by plan name (e.g., x128, x256, etc.), the corresponding maximum available downstream capacity (128 Mbps, 256 Mbps, etc.) and the customer type (business, residential or other (indicate what "other" refers to)) for each month in the quarter.
3. On a monthly basis, beginning 31 December 2003, identify by date, the promotions offered during the month, the terms and conditions of the promotion, and the number of subscribers that signed up for the promotion by plan name, the corresponding maximum available downstream capacity and customer type.