

Our ref: GRCR/GR 15.20  
02 January, 2004

Mr. David Archbold,  
Managing Director,  
Information, Communication Technology Authority,  
P.O. Box 2502GT,  
3<sup>rd</sup> Floor Alissta Towers,  
Grand Cayman.

Dear Mr. Archbold:

**Re: Re-branding and Plan Introduction to High Speed Internet (ADSL)**

Pursuant to the Authority's correspondence of 16 December 2003 concurring to the reclassification of Cable & Wireless ("C&W") High Speed Internet (ADSL) to Category 3 Service, C&W is now notifying the Authority of further changes to its High Speed Internet (ADSL) service.

As mentioned in our letter of 11 December 2003, C&W will re-brand its existing ADSL plans to make the plans more customer-friendly as well as introduce a new low-end ADSL plan.

Currently, plans and speeds for the ADSL service are outlined in Table 1 below:

Table 1

<b>Plan</b>	<b>Speed (Down / Up)</b>	<b>E-mail Accounts</b>	<b>Personal Web Page (MB)</b>	<b>Monthly Price</b>
Ultra	256kbps / 64kbps	5	3	\$74
Select	512kbps / 128kbps	10	5	\$99
Deluxe	1544kbps / 256kbps	10	5	\$199
Setup		\$120		
Move		\$120		
Downgrade		\$120		

The proposed ADSL service changes will be as follows and per Table 2 below:

- a) x128 will be introduced at \$59 per month.
- b) Move fee will be reduced to \$50 and, if a new one year term is agreed upon, the fee will be waived.
- c) Downgrade fee will be waived to end of March to give customers a chance to decide what plan is best for them.
- d) As of April 01, downgrade fee will be waived if signed for a new one year term.
- e) A re-branding will take place at the same time, calling the other packages “x256”, “x512” and “xT1”, where x will be the same name as with the x128 plan. This will make the plans much easier for customers to understand.

Table 2

<b>Plan</b>	<b>Speed (Down / Up)</b>	<b>E-mail Accounts</b>	<b>Personal Web Page (MB)</b>	<b>Monthly Price</b>
x128	128kbps / 64kbps	5	3	\$59
x256	256kbps / 64kbps	5	3	\$74
x512	512kbps / 128kbps	10	5	\$99
xT1	1544kbps / 256kbps	10	5	\$199
Setup	\$120			
Move	\$50 (Waived if signing new 1-year term)			
Downgrade	\$120 (Waived if signing new 1-year term)			

Special Offer

Cable & Wireless intends to waive setup fee for Dialup customers who want to upgrade to ADSL High Speed Internet until end of March.

Tariff Amendment

Tariff pages (Item 603) will be amended accordingly and made available.

Effective Date

C&W plans to introduce the new plan effective January 8, 2003.

Customer Notification

Customer notification will be done via radio, printed, and electronic media.

Please contact me should you have any questions.

Yours faithfully,  
Cable & Wireless (Cayman Islands) Ltd.

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Rudy B. Ebanks  
Vice President, Regulatory and Carrier Relations

c.c. Timothy Adam, Chief Executive C&W  
Lisa Agard, EVP Legal Regulatory and Public Policy C&W  
Frans Vandendries, Senior Regulatory Advisor C&W