

13 July 2011

Victor Corcoran  
Chief Executive Officer  
Digicel  
Cayman Financial Centre  
36A Dr. Roys Drive  
PO Box 700 GT  
Grand Cayman  
CAYMAN ISLANDS

***By e-mail***

Dear Mr. Corcoran

**Re: Local Number Portability – Extension to Implementation Deadline**

I refer to your letter of 6 July 2011, updating the Authority on progress made to Digicel's network upgrades to accommodate Local Number Portability ('LNP') and Digicel's position on the draft porting contract.

Turning first to Digicel's progress accommodating LNP, in your letter, you assert on behalf of Digicel that Digicel "is able to offer number portability in Cayman as of July 1, as per the ICTA mandate 2008-5" (the 'obligation'), and that therefore Digicel is confident that it is compliant with the obligation. However, I note that further on in your letter, you clarify that Digicel is only able to offer "limited number portability" – the "type and functionality" of which is restricted and the pricing of which is "not optimal". Also, you state that Digicel has not launched 'porting' "commercially".

Given the above, please respond to the following questions by *5pm Wednesday, 20 July 2011*. When replying, Digicel is requested to repeat the question before each response:

1. Please provide the interconnection agreements Digicel has with other operators that allow for the proper routing of calls to and from ported

numbers and indicate the sections of those agreements that detail the handling of routing for ported numbers.

2. Please provide the training manuals/materials and process steps Digicel used with its frontline customer contact staff to deal with the situation where a Digicel customer asks to move to another provider while keeping his or her number.
3. How long will it take Digicel to effect such a switch – counting from the time its customers ask to switch to the new provider while still keeping their ported number, and finishing when customers can physically make or receive calls from their 'ported' number (such calls being recognised as being provided by the new provider)?
4. How much will it cost Digicel customers to switch their mobile and/or fixed numbers to the new provider?
5. You refer on behalf of Digicel to there being: "significant restrictions on the port time, functionality and pricing that is now available to any ported number." Please provide a detailed explanation of those restrictions.

In relation to Digicel's position on the draft porting contract, you state in your letter that, contrary to the note sent by the Consortium Chairman on 5 July 2011, "agreement between the operators has not been [reached] on a contract with a central database vendor or on porting rules." (Your letter states that on 5 July 2011, the Consortium submitted to the Authority a draft contract that the Consortium proposes to submit to the chosen central database provider for signing, and the third page of your letter references a "draft contract attached". The Authority has neither received a copy of the draft contract nor was there a draft contract attached to Digicel letter.)

If Digicel considers that either or both of the contract with a central database vendor or porting rules issues is a grievance which needs to be resolved by the Authority, please submit *separate* determination requests for these items under the Dispute Resolution Regulations by *5 p.m. Wednesday, 20 July 2011* at the latest, including evidence that the other Consortium members have been properly informed of Digicel's grievance(s).

Yours sincerely,

[Signed]

David Archbold  
Managing Director