



The Bigger, Better Network.

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July 20, 2011

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

Dear Mr. Archbold,

Please find answers to your questions below.

**Question 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.**

Digicel is of the opinion that existing interconnect with Cable and Wireless is adequate to allow for number portability. The agreement will have to be amended slightly to accommodate international incoming calls that terminate on numbers that have been ported. A copy of this agreement has already been lodged with the ICTA.

**Question 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.**

Digicel has not commercially launched its number portability service and has no immediate plans to do so as Digicel still feels it is in the best interest of all parties to continue to work towards an agreed solution between all operators and as such has not to-date provided any training to frontline staff. Although technically we can offer limited porting realistically porting will not work unless all relevant parties have agreed commercially how porting will operate. In other words we cannot provide any manuals until the industry has agreed how porting will operate, i.e. there need to be an agreed process between the donor network and the receiving network since a porting cannot be completed by one operator in isolation (see also 5 below).

**Directors:** Denis O'Brien (Chairman), Michael Alberga, Leslie Buckley, Conor O'Dea

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**Question 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)?**

Digicel has not commercially launched its number portability service; Digicel has simply completed all works within its control to allow for number Portability on its switch. We are unable to complete work on other key elements such as our billing system until Porting rules are agreed between the operators (see answer to question 3 and 5). The challenge with the present solution is that a subscriber would have to be completely removed from one carriers network before being reinstated on the other network. This could result in a subscriber being without calls for a number of days, worst case a week.

**Question 4. How much will it cost Digicel customers to switch their mobile and/or fixed numbers to the new provider?**

Digicel has not as yet decided to charge subscribers to switch carriers, but will review this as we move forward. However, a monthly charge will be applied to customers' accounts in order to re cover the full costs of NP implementation.

**Question 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.**

Digicel has not commercially launched its number portability service, Digicel has simply completed all works within its control to allow for number Portability on its switch (see also answer to question 3). We are unable to complete work on other key elements such as our billing system until Porting rules are agreed between the operators. Basically our switch has been up graded to route calls based on full number rather than the first 3 digits and our switch can host all Cayman number ranges and not just Digicel ones.

The key restrictions identified to-date:

- a) The first restriction would be that the subscriber would need to be disconnected from switch from a period of time,
- b) The second restriction is that the subscriber port would be 100% manual and may take a number of days,
- c) The third restriction would be that a subscriber could only be offered plans where they are billed the same rate for calling either Cayman network,

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- d) Other numbers would be charged for calls to the ported number as if they were calling a number on the donor network and not the receiving network,
- e) Certain features such as SMS will also be affected,
- f) The ported number would initially lose access to many prepaid offers and applications such as "Week Pass's".

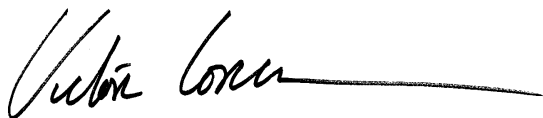
Any number porting now would first require a commercial agreement and business rules agreement between ourselves and other relevant parties. Digicel does not believe it makes sense to kick off new discussions based on our Limited Portability but rather complete the process and discussions now well advanced with Porting XS.

The objective of our letter was to show that we have completed all possible upgrade works as per mandated timeline. The remaining works to the billing system and the development of an interface between Porting XS and Digicel systems are dependent on a contract being signed with Porting XS and on additional information which Porting XS is refusing to provide. We will complete these as soon as feasible. Digicel is happy to announce recent upgrades referred to in July 6<sup>th</sup> letter have been completed ahead of schedule and should no longer impact on number portability lead times.

At this stage although technically possible, we have no immediate intention of launching LNP since we have not any agreed rules and processes in place and consequently no porting could be effected between two networks, as such we believe it makes most long term sense to continue to continue to work with the other operators to implement a central data base managed solution. I am happy to meet to discuss any further questions

Digicel is more than happy to enter into a contract with Porting XS based on draft contract attached.

Yours sincerely,



Victor Corcoran  
Chief Executive Officer

Attachments