

Definitions of Terminology

Term	Definition
Gross Retail Turnover	The total amount of receipts in money or money's worth billed by the Licensee from all sources arising out of or in connection with the provision of the retail service.
(Fixed location) Residential Customer	For purposes of defining a fixed-line, fixed-wireless, or data services Customer, a Residential Customer is one whose service address is used primarily for private and personal purposes, i.e., where the business use of the service address (if any) is merely incidental or occasional.
(Fixed location) Business Customer	For purposes of defining a fixed-line, fixed-wireless, or data services Customer, a Business Customer is one whose service address is used primarily for a business, profession, or occupation rather than for private or personal purposes, and where the substantial use of telecom services at that address is for the use of a business, profession, or occupation. The following locations are considered to be businesses: a bank, office, store, hotel, or restaurant.
Operator Assisted (revenues and minutes of use only)	<p>Operator Assisted services are to include credit card calls, calling card calls, and collect calls. Examples of Operator Assisted services include C&W's 1-800-CALL-USA, and prepaid calling cards.</p> <p>Licensees' submissions are to include a clear indication of the services it includes under Operator Assisted services.</p>
(Mobile) Business and Residential Customer	<p>For purposes of mobile wireless services, Postpaid Business and Postpaid Residential customers are to be defined by the category of customer to which the plan is marketed. For instance, activity (i.e., accounts, handsets, revenues, and usage) associated with C&W's bMobile plans is to be categorized as residential, whereas C&W's bBiz activity is to be categorized as business.</p> <p>Licensees' submissions are to clearly state the postpaid mobile plans it designates as Postpaid Business Customers and Postpaid Residential Customers.</p>

ATTACHMENT 2
 ICTA Quarterly Monitoring Data Request
 Fixed and Mobile International Services and Data Services

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Method of counting Customers	<p>For purposes of counting Residential and Business Customers, Customers are to be defined as the number of unique retail subscriber accounts.</p> <p>For the purpose of counting Public Payphones, Public Payphones are to be defined as the number of Public Payphone lines.</p>
Handset	Handsets are to be defined as the total number of unique Mobile Customer telephone numbers.
Line	A circuit between the Customer's service address and the Licensee's central office.
Public Payphone	<p>A Public Payphone is one provided directly by the Licensee to the general public.</p> <p>Public Payphones are to exclude payphones leased from a Licensee to a Business Customer (e.g., hotel, restaurant/bar, or retail outlet) and located on the Business Customer's property, primarily for use by its patrons.</p> <p>Public Payphone activity is to exclude Operator Assisted Services; that is, it is to only include coin-generated activity.</p>
Group 1	Permanent Internet connections (PIC) lines with a minimum upload or download throughput (bandwidth) of no more than 128 kbps.
Group 2	PIC lines with a minimum upload or download throughput more than 128 kbps, and no more than 512 kbps.
Group 3	PIC lines with a minimum upload or download throughput more than 512 kbps, and no more than 1024 kbps.
Group 4	PIC lines with a minimum upload or download throughput more than 1024 kbps.