



Ⓟ Broadband Ⓟ Telephone Ⓟ Data Ⓟ Professional Services

Mr. David Archbold
Managing Director,
Information and Communications Technology Authority
Grand Cayman, Cayman Islands

11 December 2009

Dear Mr. Archbold,

RE: Public Consultation on Deep Packet Inspection & Similar Technologies

Please accept this letter as a response to the letter dated 3 December 2009.

WestTel has been utilizing DPI and similar technologies since the introduction of the EasyConnect product in 2005. Since that time, the use of these technologies has been expanded to cover all residential and corporate Internet customers. WestTel utilizes the technology exclusively for the purpose of traffic management. To be clear, WestTel does not utilize DPI or similar technology to gather, record or store any information concerning Internet usage by any customer singly, as part of a group or as a whole.

The DPI technology that WestTel utilizes provide significant enhancements to the customer experience. Residential customers enjoy the acceleration and prioritization of voice, video and other time sensitive applications. Additionally, DPI technology provides a non-intrusive method of managing congestion during periods of peak usage. Corporate customers are able, with traffic management profiles, to align their Internet asset to meet particular business requirements.

A mandate by the ICTA to remove DPI and similar technologies from the WestTel network would have significant negative repercussions for WestTel customers. Beyond the expense of equipment replacement and network redesign, alternative solutions would need to be installed for managing network traffic. The non-DPI solutions available for traffic management are not capable of providing the tools necessary to effectively manage a modern wireless network. The end result would be a network less able to serve the needs of customers.

WestTel would welcome a set of guidelines by the ICTA that satisfied any legal, regulatory, customer and competitive issues that may be of concern.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Michael Edenholm". The signature is fluid and cursive, with a long horizontal line extending to the right.

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