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New Dimensions in the provision of Telecommunication services in a competitive environment

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Agenda

- Public Policy
- Regulatory Regime
- Customer Retention



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Public Policy

- Why are we here?
 - Public policy shift



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Public Policy...

- Developments in US and UK
- Formation of “Baby Bells”
- Early 80’s
- Monopolies were COOL
- Monopolies were state owned
- National manufactures supplied state owned monopolies



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Public Policy...

- OECS policy shift
- World bank intervention
 - Job creating potential
 - High telecom charges
 - Informatics



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Public Policy...

- OECS sees telecom industry as an economic driver
- Current regulatory environment does not support the realization of that view.



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Regulatory

- Existing...
 - Based on historical realities
 - Investors were few and far between
 - Regulators and Investors had vested interest
 - Post license legislation did not clearly define regulator's role

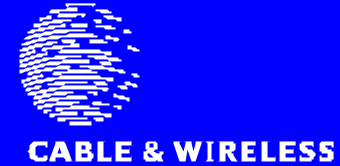
Regulatory



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- Proposed...
 - Divorced from political process
 - Equipped with the relevant skill sets
 - Encourage regional standardization
 - USO & Interconnect
 - National numbering scheme

Universal Service Obligation



- The USO needs to be:
 - Affordable to industry and consumers
 - Based on validated cost studies
 - Funded by all operators on an equitable basis
 - Independently administered



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Interconnection

- Cost based interconnection
- Charges should generally be cost based
- Interconnection costs should, where appropriate, include contribution towards the access deficit charge
- Availability of demand forecast information



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National Numbering

- Regard for existing numbering regime
- Number portability



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Customer Retention

- Existing
 - Henry Ford's assembly line
 - Technological advances (Digital Telephony)
 - Feature choices (Business/Residential)
 - Single provider



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Customer Retention

- Subscriber vs. Customer
- Customer expectations
 - SLA
 - Customer Charter
 - Solutions
 - Michael Dell



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Conclusion

- Cultural Change
- Service Oriented
- Operator Agility
- Evolutionary Regulatory Framework
- Financial Muscle