

Cable & Wireless
Communications

A guide to our business

June 2013

Our business in brief

We are a full service telecommunications business focused on pan-America, a region incorporating Central America and the Caribbean. We also own Monaco Telecom, Monaco's leading telecommunications provider.

We own and operate networks over which people can use mobile data, call, text, use the internet and watch TV; we help businesses to connect to their customers and international offices, and to store their data; our social telecoms projects help governments to deliver better and cheaper public services; and our undersea cable networks carry telecoms traffic between nations.

We provide good value for our customers through fair pricing, triple play (packages of broadband, fixed line and pay TV) and quad play (packages of mobile, broadband, fixed line and pay TV) and through the experience we deliver and support we provide.

Supporting the growth and development of the communities where we operate is at the heart of our approach, and we are committed to behaving in an ethical and socially responsible manner.

For more information visit www.cwc.com.

What we do

Mobile

Our mobile networks enable customers to make calls, send messages and access the internet. We have 3.4 million mobile customers.



Fixed Line

We own fixed line networks enabling us to provide landline and other services to customers, from residential subscribers through to large scale enterprises and governments. Fixed line is the backbone which supports our other networks. We have 1.1 million fixed line customers.



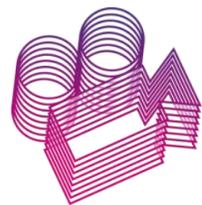
Broadband

We provide high speed fixed broadband to homes and workplaces. Increasing broadband speed and reliability is important to our customers as the amount of services, applications and internet-enabled devices increases. We have 366,000 broadband customers.



Triple Play and Quad Play

In several locations we enable customers to purchase good value combinations of our pay TV, broadband, fixed line and mobile services.



Managed Services/Social Telecoms

We manage major projects to upgrade and install telecoms services for businesses. We also help governments to improve the efficiency and cost of delivering public services in areas such as healthcare, emergency services, law and order and online education.



Carrier/Cable

Our extensive sub-sea cable network grid carries voice and data traffic internationally on behalf of consumers, enterprises and other telecoms operators.



Where we operate

A region where CWC is well-placed to develop and grow

- Market leaders
- Full service provider
- Strong networks
- Cable assets
- Government relations
- Strong balance sheet
- Organic and inorganic opportunities



Regionally focused

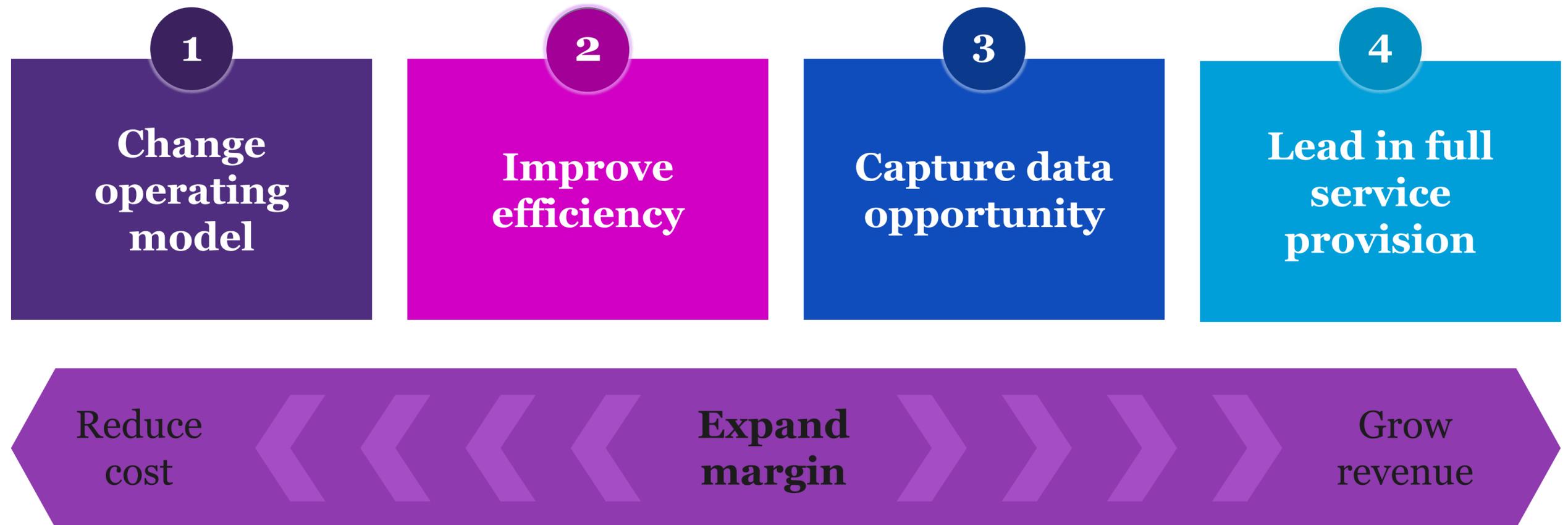
Exclusively targeted on pan-America

- Intersection between Latin America and North America
- Addressable population of 84 million
- Favourable demographics; young populations
- GDP growth markets
- Emerging markets
- Under-penetrated telecoms markets, with rapid growth in data
- Increasing tourist destination and roaming revenues
- Governments keen to work with telcos to deliver services

An attractive region offering good growth opportunities

Our strategy

How we will deliver growth

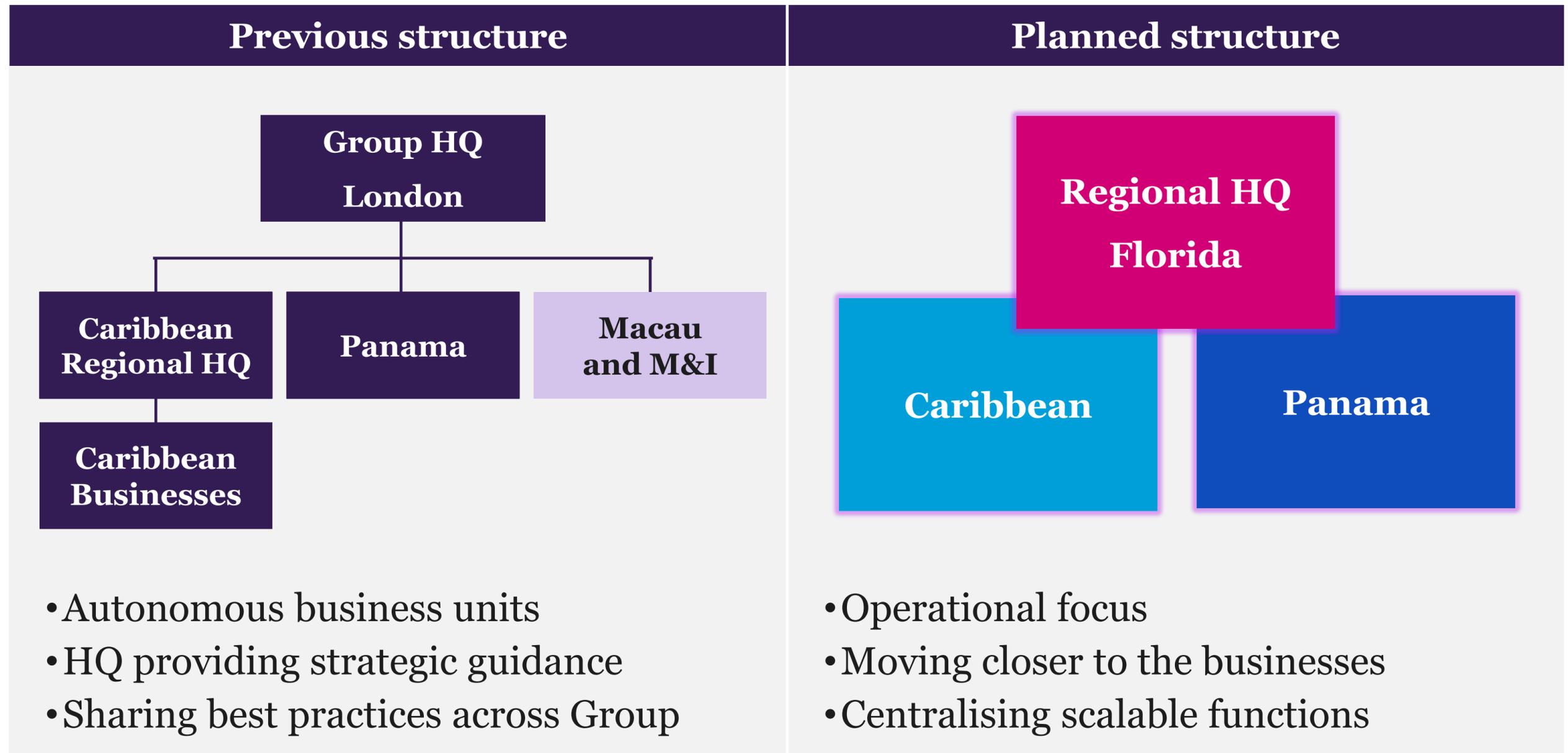


Changes to our operating model

New unified structure

1

Change
operating
model



Simplified reporting structure to reduce decision chain and underlying cost

Strong potential synergies

Potential to realise significant savings

Having focused our business on a single region we are now improving our productivity by creating a unified operating structure, simplifying the way we deliver services and reducing network costs.

Potential to realise significant value

- US\$100m cost saving target over next two years
- New operating model
- Reduced headcount
- Network efficiencies
- Property rationalisation
- Administrative savings

Aiming for Caribbean EBITDA margin >30% over medium term

Data future

The inexorable demand for data

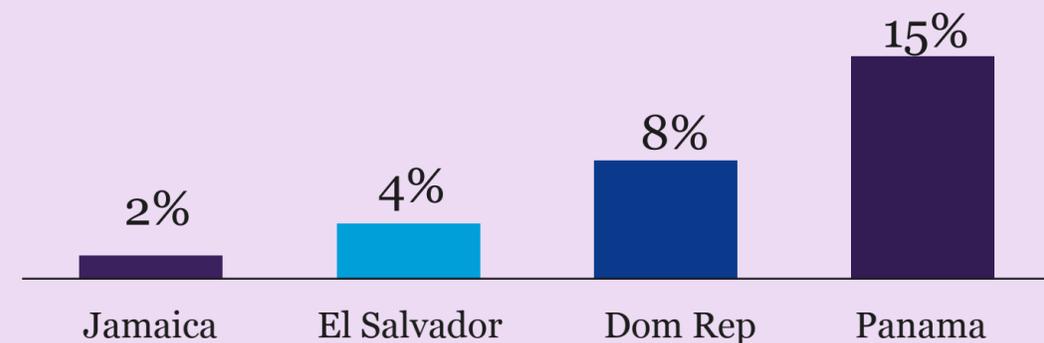
Growing demand for bandwidth
Faster growth of mobile data demand in pan-America than developed markets

Mobile data (PB) in Lat Am and Caribbean ¹



Penetration low in the region
Compares to 25%+ in developed markets

Mobile broadband penetration ²



Full service providers best placed
Network assets create synergies and competitive advantage

- Cross and upselling
- Mobile growth served by mobile and fixed networks
- Importance of international connectivity

Full service provision

A competitive advantage

Mobile

- > 50% of mobile sites connected by high speed IP backhaul
- Six markets upgraded to 4G/HSPA+ including Panama, Barbados, Bahamas and Cayman
- Majority of key spectrum acquired

Fixed

- NGN in Bahamas and St. Vincent and the Grenadines
- Fibre broadband in Panama – current roll out in Barbados and Cayman
- Pay TV available in Panama, Barbados, Cayman and St Lucia

Enterprise and Government

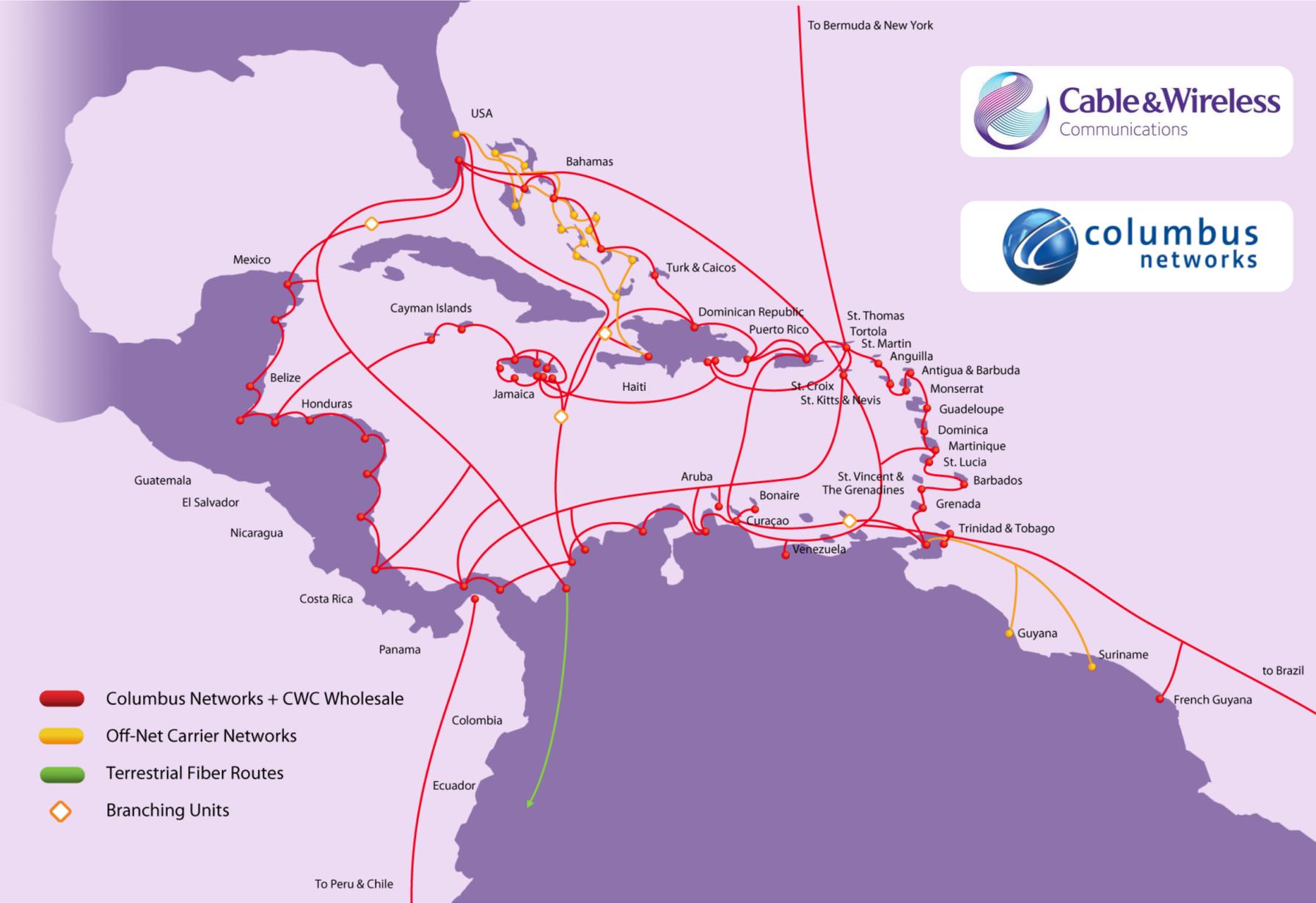
- Extensive backhaul and access networks
- New data centre investments
- Dedicated capability in structuring and delivering enterprise contracts
- Social telecoms expertise

Wholesale capacity alliance

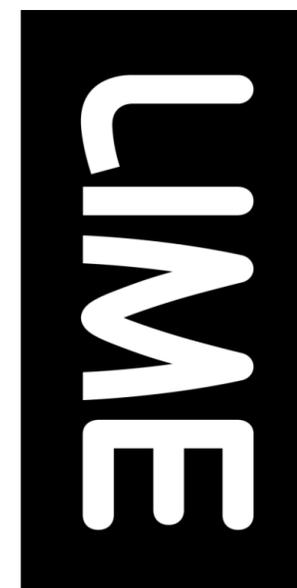
Strategic alliance offers expanded network

4
Lead in full service provision

- Strategic alliance with Columbus Networks
- Expanded network platform spanning 42 countries in the region
- Positions CWC strongly



Appendix



Our People

Board of Directors



Sir Richard Lapthorne CBE
Chairman

Sir Richard Lapthorne is Chairman of the Company having been Chairman of Cable and Wireless plc since January 2003. He is also Chairman of the Nomination Committee. In March 2012 he was appointed Chairman of the Foresight Group on UK Manufacturing, and is Chairman of the PwC Public Interest Body and a Non-executive Director of Sherritt International, based in Toronto.

Between June 2009 and April 2010, he was Chairman of the McLaren Group. From 1996 to May 2003 Richard was Chairman of Amersham International plc (now GE Healthcare) having joined its Board as a Non-executive Director in 1989. He was Finance Director of British Aerospace plc from July 1992 and Vice Chairman from April 1998 until his retirement in 1999.

Richard is a Trustee of Tommy's Campaign, the charity researching still and premature birth. He was Non-executive Chairman of New Look Group and Morse plc until November 2007 and February 2008 respectively and Her Majesty the Queen's Trustee at The Royal Botanic Gardens, Kew until his retirement in September 2009.



Tony Rice
Chief Executive Officer

Tony Rice is Chief Executive of the Company and has been so since demerger in March 2010, having previously served as CEO of the predecessor Cable & Wireless Communications business since November 2008. He was Group Finance Director of Cable and Wireless plc from March 2006 onwards, having been a Non-executive Director since January 2003.

Tony was at British Aerospace and its successor company BAE Systems for 16 years as Group Treasurer and ultimately Group Managing Director, Commercial Aircraft, responsible for its Airbus and Regional Aircraft business units. From 2002 he was CEO of Tunstall Holdings Ltd, Europe's leading telecare company until its sale in September 2005.

Tony is the Senior Independent Non-executive Director of Spirit Pub Company plc which listed on the London Stock Exchange in 2011. He is also Chairman of Alexander Mann Solutions, and Tony was recently appointed as a Trustee for Shelter, the housing and homelessness charity.

Our People

Board of Directors



Tim Pennington
Chief Financial Officer

Tim Pennington is Chief Financial Officer (CFO) of the Company. He previously served as the Group Finance Director for Cable and Wireless plc. Previously, Tim was CFO and an Executive Director of Hutchison Telecommunications International Ltd, a company listed in Hong Kong and New York. Tim was also Finance Director of Hutchison 3G (UK) (Hutchison Whampoa's UK mobile business) and has corporate finance experience with HSBC Investment Bank and Samuel Montagu & Co.



Nick Cooper
Corporate Services Director

Nick Cooper is an Executive Director of the Company, having served as Corporate Services Director for the Cable & Wireless Communications business since December 2008 and Group General Counsel and Company Secretary for Cable and Wireless plc from January 2006 to demerger. He has Board level responsibility for Human Resources, Brand, PR & Communications, Legal & Regulatory Affairs, Insurance, Corporate Social Responsibility, Procurement and IT. Nick qualified as a solicitor with London law firm Herbert Smith. He has held in-house positions as company solicitor with Asda and George Clothing and as General Counsel and Company Secretary of The Sage Group Plc and JD Wetherspoon Plc. In September 2002, Nick was appointed Company Secretary and was part of the Executive Management Board of Energis until its acquisition by Cable and Wireless plc.

Our People

Board of Directors



Simon Ball
Non-executive Director,
Deputy Chairman and
Senior Independent Director

Simon Ball is a Non-executive Director of the Company having previously served as a Non-executive Director of Cable and Wireless plc since May 2006. He is also the Deputy Chairman, Senior Independent Director, Chairman of the Remuneration Committee and a member of the Audit and Nomination Committees. Simon became Chairman of the Remuneration Committee on 1 June 2012 having previously been the Chairman of the Audit Committee. Simon is a Non-executive Director of Tribal Group plc and of Allied Irish Banks plc.

Previously, Simon was Group Finance Director for 3i Group plc until November 2008 and also held a series of senior finance and operational roles at Dresdner Kleinwort Benson, served as Group Finance Director for the Robert Fleming Group and was Director General, Finance for the Department for Constitutional Affairs.



Alison Platt
Non-executive Director

Alison Platt was appointed as a Non-executive Director of the Company on 1 June 2012, and is a member of the Audit, Nomination and Remuneration Committees. Alison is a Managing Director at Bupa, responsible for International Development Markets. She took up this post in October 2012 having previously held a number of senior posts across Bupa including Chief Operating Officer of its UK private hospitals business, Deputy Managing Director in its UK insurance business and latterly Managing Director for its businesses in the UK, Europe and North America. Before joining Bupa, Alison held a number of key positions in British Airways.

Alison Platt was chair of 'Opportunity Now', which seeks to accelerate change for women in the workplace, from May 2009 until April 2013. She was also a Non-executive Director of the Foreign & Commonwealth Office between 2005 and 2010, and in the 2011 New Year Honours she was appointed a CMG for her services to the Board of the FCO.

Our People

Board of Directors



Ian Tyler
Non-executive Director

Ian Tyler has been a Non-executive Director of the Company since his appointment on 1 January 2011. On 1 June 2012, Ian was appointed Chairman of the Audit Committee. Ian is also a member of the Remuneration and Nomination Committees. Ian is a chartered accountant and was Chief Executive of Balfour Beatty plc from January 2005 to March 2013, having joined the company in 1996 as Finance Director and having become Chief Operating Officer in 2002. From 1993 to 1996 Ian was Finance Director of ARC Limited, one of the principal subsidiaries of Hanson Plc, having previously been Hanson's Group Financial Comptroller since 1991. Prior to that, from 1988, he held the positions of Group Treasurer and Financial Controller at Storehouse Plc, the retailing group. Ian is a Non-executive Director of BAE Systems plc and also President of CRASH, the charity for homeless people around the UK.



Mark Hamlin
Non-executive Director

Mark Hamlin has been a Non-executive Director of the Company since his appointment on 1 January 2012, and is a member of the Audit, Nomination and Remuneration Committees. Mark is a Chartered Clinical Psychologist, and is the Chairman of the Organisation Resource Group of Companies. He is a senior adviser to the boards of global businesses in many areas including strategy, culture and corporate change programmes in international markets. Born in Johannesburg, he is involved with a number of charities in Africa, some aimed at creating additional income for subsistence farmers and their families, and others establishing life skills education centres for young people. Mark is the President of Wedmore Opera, a community based music performance charity in Somerset.

Our History 1866 - 1981

The history of Cable & Wireless Communications (CWC) can be traced back to a number of British Telegraph companies founded by Sir John Pender in the 1860s. Since then, we have provided telecommunications services, networks and equipment to businesses, governments and residential customers around the world.

1866

Manchester cotton merchant, John Pender is part of a consortium which lays the first undersea telegraph cable across the Atlantic



1869

Pender founds the Falmouth, Gibraltar and Malta Cable Company and the British Indian Submarine Telegraph Company



1870

First cable landed at Porthcurno, Cornwall. London to Bombay Telegraph line is completed



1872

A number of companies merge to form the Eastern Telegraph Company, the first global telecommunications company



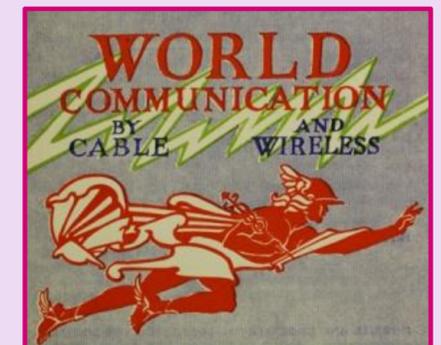
1900

The Eastern Telegraph Company has a massive international network of around 150,000km of undersea cables



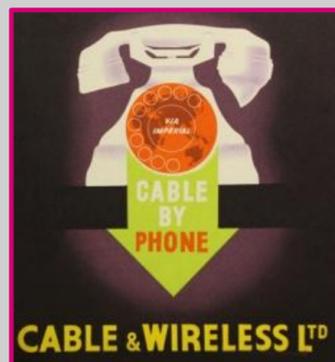
1928

The telegraph cable and wireless radio interests of the British Empire are merged into a new company, Imperial and International Communications Ltd



1934

The company's name is changed to Cable & Wireless (C&W)



1947

The British Government nationalises C&W



1981

C&W is first privatisation by Thatcher Government



Our History 1981 - 2013

1993

Mercury Communications, founded by C&W in 1982, launches One2One, Britain's first mobile network



1997

C&W buys stake in Panamanian INTEL (Instituto Nacional de Telecomunicaciones), now Cable & Wireless Panama



2004

C&W purchases controlling stake in Monaco Telecom

2010

Group demerges into Cable & Wireless Communications (CWC) and Cable & Wireless Worldwide



2011

CWC purchases a controlling stake in the Bahamas Telecommunications Company and sells its Bermuda business



2013

CWC agrees disposal of Monaco & Islands and Macau divisions to focus on growth in pan-America

Operations



Panama



Background

Cable & Wireless Panama (CWP) is the leading provider of mobile, fixed line and broadband services in Panama. We also provide pay TV and enterprise services. Its mobile business operates under the brand + Movil and the pay TV operation is called TV Digital.

Cable & Wireless Communications has been a major shareholder in Cable & Wireless Panama since 1997.

Panama has a President who acts as both the head of state and the head of government. Executive power is exercised by the Government with legislative power being shared between Government and the National Assembly. National elections are held every five years. The National Assembly is elected by proportional representation in fixed electoral districts.

Panama's telecoms sector is regulated by the Autoridad Nacional De Los Servicios Publicos which is an independent body.

Panama's economy continues to grow rapidly. Its GDP grew at a rate of over 10% in 2012. It is expected to continue growing strongly for the next five years as the Panama canal doubles its capacity. The project is expected to be completed in 2014 to mark the Canal's 100th anniversary.

Economic Overview

- Population: 3,559,408 (2013 est.)
- GDP: US\$34.82 billion (2012 est.)
- GDP/Capita: US\$9,631 (2012 est.)

Source: CIA World Factbook

Currency

Balboas (PAB). Pegged to the US\$ (B1-\$1).

Industries: Transportation and storage, financial services and communication

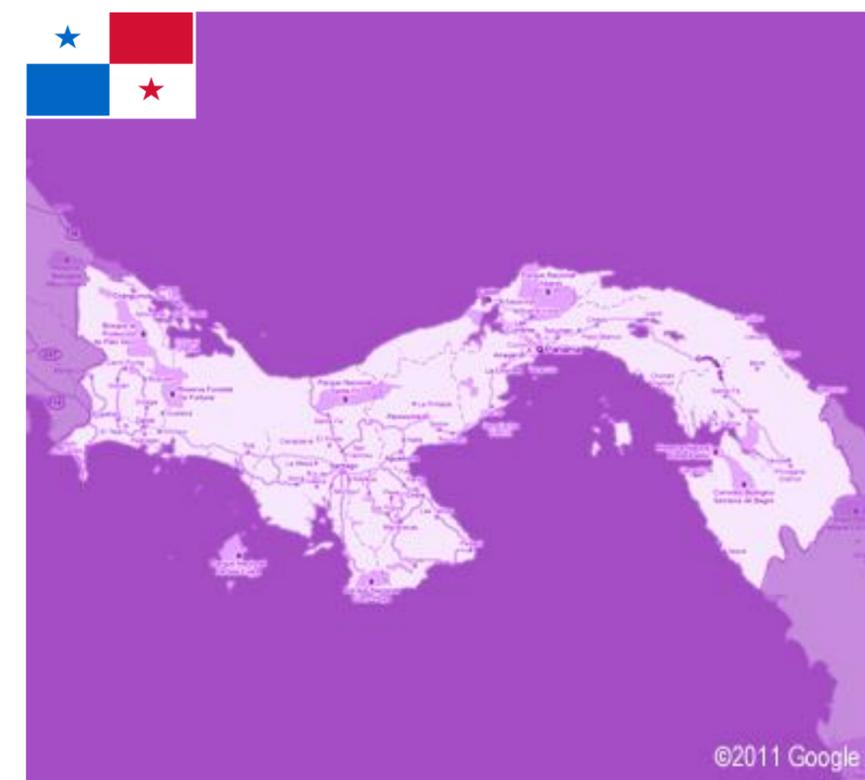
Capital city: Panama City

Country code: +507

Ownership

Cable & Wireless Communications owns 49% of Cable & Wireless Panama. The Government also owns 49% of the company; the remaining 2% is shared between the employees of the company.

Cable & Wireless Communications has both management and board control, through a shareholder agreement.



Market Overview (31 March 2012)

Service	Competitors
Mobile	Movistar, Digicel, Claro
Domestic Voice	Cable Onda, Clarocom, Advance, Movistar, Claro, System One, Net Uno
Broadband	Cable Onda, Mobilphone, Wipet, Viva Communications
Pay TV	Cable Onda, Claro TV, Sky, Astrovision, Mocatel, Viva Communications, Cable Total Panama

Recent Developments

- In 2013 CWP launched its first mobile app – helping Panamanians to place classified advertising in some of the country's major newspapers
- We have also been working with the country's public hospitals, installing IT systems to manage assets – from ambulances to air conditioners – and to improve care standards by introducing digital patient records.
- In 2012, we won a social telecoms contract to update Panama's National Registry, a project that will make buying and selling a home, or starting a business much easier
- In December 2011 CWP was chosen to implement a 911 emergency services system for the Government of El Salvador

Anguilla



Background

In Anguilla LIME provides mobile, fixed line and broadband services. Cable & Wireless Communications has operated there since 1971.

Anguilla is one of 14 British Overseas Territories which continue to fall under the jurisdiction of the United Kingdom. The Queen is head of state, with foreign affairs predominantly managed by the UK's Foreign and Commonwealth Office. British Overseas Territories also have access to British financial support and funds when needed. Anguilla has its own Government and domestic legislation. Executive authority is exercised by the Cabinet under the leadership of the Chief Minister and is subject to approval by the 11-member House of Assembly.

Anguilla's telecoms sector is regulated by the Public Utilities Commission, an independent body.

Economic Overview

- Population: 15,754 (2013 est.)
 - GDP: US\$175.4 million (2009 est.)
 - GDP/Capita: US\$11,133(2013 est.)
- Source: CIA World Factbook

Currency

East Caribbean Dollar (EC\$/XCD). Pegged to the US\$ (US\$1 - \$2.70 EC\$)

Industries: Tourism and offshore financial services

Capital city: The Valley

Country code: +1 264

Ownership

Cable & Wireless Communications owns 100% of LIME Anguilla



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	1 st out of 3	Digicel, Weblinks
Domestic Voice	1 st out of 2	Caribbean Cable Communications
Broadband	1 st out of 3	Weblinks, Caribbean Cable Communications

Recent Developments

- In April 2013 LIME sponsored the first TransPharm Weekend, a festival promoting sports and fitness
- LIME is also committed to supporting education and in 2013 donated a computer to Morris Vanterpool school and upgraded the internet service at the Teacher Gloria Omolulu Institute
- In December 2012 LIME presented 40 families from around the island with specially made up food hampers to help them enjoy the festive season

Antigua & Barbuda

Background

In Antigua & Barbuda LIME supplies international voice, mobile and broadband services.

The twin-island state is independent from the United Kingdom but retains the Queen as its head of state. She appoints a local Governor-General as vice-regal representative. The Governor-General appoints a 17-member Senate. A 17-member House of Representatives is elected.

Antigua and Barbuda's telecoms sector is regulated by the Government.

Economic Overview

- Population: 90,156 (2013 est.)
- GDP (\$): US\$1.2174 billion (2012 est.)
- GDP/Capita: US\$13,021(2013 est.)

Source: CIA World Factbook

Currency

East Caribbean Dollar (EC\$/XCD). Pegged to the US\$ (US\$1 - \$2.70 EC\$)

Industries: Tourism, construction and manufacturing

Capital city: St John's City

Country code: +1 268

Ownership

Cable & Wireless Communications owns 100% of LIME Antigua



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	1 st out of 3	Digicel, Antigua Public Utilities Authority (APUA)
Broadband	1 st out of 3	APUA Antigua Computer Technology

Recent Developments

- LIME has been running a campaign to discourage islanders from texting whilst driving, including calling for the government to make it illegal
- LIME sponsored the Antigua and Barbuda carnival in 2012
- In February 2012, the Government of Antigua & Barbuda and LIME collaborated on a project to provide 1600 teachers of primary and secondary schools with Lenovo laptops, carry cases and discounted Broadband service to assist with the education need of the country
- LIME has a three year agreement (2010 – 2013) to sponsor Old Road one of the country's top football clubs

The Bahamas

Background

The Bahamas Telecommunications Company (BTC) provides mobile, fixed line and broadband services. BTC holds exclusivity over the supply of mobile services until 2014. The company was founded in 1906 and until 2011 was wholly owned by the Government of The Bahamas.

The Commonwealth of The Bahamas is spread over 29 islands. It is a sovereign nation with legislative power vested in a bicameral parliament. The Prime Minister is the head of government and is the leader of the party with the most seats in the House of Assembly. Executive power is exercised by the cabinet, selected by the Prime Minister and drawn from members of the House of Assembly.

The telecoms market is regulated by the Utilities Regulation and Competition Authority (URCA).

Economic Overview

- Population: 319,031 (2013 est.)
 - GDP (\$): US\$8.249 billion (20112 est.)
 - GDP/Capita: US\$25,856 (2013 est.)
- Source: CIA World Factbook

Currency

Bahamian dollars (B\$/BSD). Pegged to the US\$ (US\$1 – B\$1)

Industries: Tourism and banking

Capital city: Nassau

Country code: +1 242

Ownership

Cable & Wireless Communications - 51%. The Government of the Bahamas - 49%.



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	1 st	Sole provider
Domestic Voice	1 st out of 2	Cable Bahamas
Broadband	2 nd out of 2	Cable Bahamas

Recent Developments

- BTC has been undertaking a programme of opening new and refurbished stores across The Bahamas. In addition to BTC outlets the company is introducing a number of franchise stores
- In 2012 BTC sponsored The Bahamas team at the Olympic Games in London. In 2013 the company also sponsored the CARIFTA Games, one of the Caribbean's main athletics meetings for the region's up and coming stars.
- BTC launched 4G (HSPA+) mobile services in January 2012 giving customers access to mobile data services such as games, video and mobile applications for the first time
- Cable & Wireless Communications purchased 51% of the shares in BTC and took management control on 6 April 2011

Barbados



Background

In Barbados, LIME provides mobile, fixed line, broadband and pay TV services. Cable & Wireless Communications has operated there since 1924.

Barbados gained independence from the United Kingdom in 1966, but retains the Queen as its head of state. She is represented locally by an appointed Governor General. The island has a two-party parliamentary system which is headed by a Prime Minister and Cabinet.

Barbados' telecoms sector is regulated by the Fair Trading Commission which is an independent body.

Barbados has a luxury tourism industry involving some of the world's most famous resorts.

Economic Overview

- Population: 288, 725(2013 est.)
 - GDP (\$): US\$4.533 billion (2012 est.)
 - GDP/Capita: US\$15,700 (20113 est.)
- Source: CIA World Factbook

Currency

Barbadian dollars (BDS\$/BBD). Pegged to the US\$ (US\$1 – B\$2)

Industries: Tourism, sugar cane and manufacturing

Capital city: Bridgetown

Country code: +1 246

Ownership

Cable & Wireless Communications owns 81% of LIME Barbados. 19% is publicly owned.



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	1 st out of 2	Digicel,
Domestic Voice	1 st out of 3	Digicel, Flow
Broadband	1 st out of 3	Sunbeach, Flow

Recent Developments

- LIME Barbados is currently rolling out a fibre broadband network across the island
- In April 2012 LIME launched a pay TV service in Barbados. Branded 'LIME TV' subscribers nationwide can watch up to 130 channels and video on demand content delivered to a set top box in the customer's home over a broadband connection
- LIME Barbados launched 4G (HSPA+) mobile services in 2012
- In 2011 LIME sponsored Rihanna's coming home concert , which included making flying in customers from across the region who had won tickets and donating seats to a local childrens home in Barbados

British Virgin Islands

Background

In the British Virgin Islands (BVI), LIME provides mobile, fixed line and broadband services. Cable & Wireless Communications has had a presence in the Islands since the 1880s.

BVI is one of 14 British Overseas Territories which continue to fall under the jurisdiction of the United Kingdom. As such, the Queen is head of state, with foreign affairs predominantly managed by the UK's Foreign and Commonwealth Office. British Overseas Territories also have access to British financial support and funds when needed. BVI has its own Government through a democratically elected Legislative and Executive Council.

BVI's telecoms sector is regulated by The Telecommunications Regulatory Commission.

BVI is also a major cable hub for LIME. The East-West, CBUS and ECFS cables all have landing points in BVI.

Economic Overview

- Population: 31,148 (2012 est.)
 - GDP (\$): US\$1.1 billion (2008 est.)
 - GDP/Capita: US\$35,155 (2012 est.)
- Source: CIA World Factbook

Currency

US dollar

Industries: Tourism and offshore financial services

Capital city: Road Town

Country code: +1 284

Ownership

Cable & Wireless Communications owns 100% of LIME British Virgin Islands



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	1 st out of 3	Digicel, CCT Global Communications
Domestic Voice	1 st out of 3	Digicel, CCT Global Communications
Broadband	1 st out of 3	Digicel, CCT Global Communications

Recent Developments

- LIME launched 4G (HSPA+) mobile data services in June 2012
- LIME BVI was presented with a Tourism Ambassador Award by the Government in 2012 for outstanding contribution to the preservation of local culture and dedication to the growth of the tourist sector
- LIME's East-West cable became operational in February 2011. The cable provides a link between Jamaica and the Cayman Islands in the west of the Caribbean, to Tortola in BVI, in the east. The cable also lands in the Dominican Republic

Cayman Islands

Background

In the Cayman Islands LIME provides mobile, fixed line, broadband and pay TV services. Cable & Wireless Communications has had a presence in the Cayman Islands since 1890.

Cayman is one of 14 British Overseas Territories which continue to fall under the jurisdiction of the United Kingdom. As such, the Queen is head of state, with foreign affairs predominantly managed by the UK's Foreign and Commonwealth Office. The Government is headed by a British-appointed Governor, a Legislative Assembly, and a Cabinet.

The Cayman Islands' telecoms sector is regulated by the Information and Communications Technology Authority (ICTA) which is an independent statutory authority.

The Cayman Islands are an offshore financial centre with large numbers of fund management groups and insurance companies.

Economic Overview

- Population: 53,737 (2013 est.)
 - GDP: US\$2.25 billion (2008 est.)
 - GDP/Capita: US\$41,870 (2013 est.)
- Source: CIA World Factbook

Currency

Caymanian dollars (CI\$/KYD). Pegged to the US\$ (US\$1.2 – CI\$1)

Industries: Tourism, banking, fund management and insurance

Capital city: George Town

Country code: +1 345

Ownership

Cable & Wireless Communications owns 100% of LIME Cayman Islands



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	1 st out of 2	Digicel
Domestic Voice	1 st out of 3	WestTel, Telecayman
Broadband	1 st out of 4	WestTel, Telecayman, Digicel

Recent Developments

- LIME launched a pay TV service in the Cayman Islands in April 2013
- LIME Cayman was the first in the LIME region to implement Local Number Portability (LNP) in 2012, making it possible for customers to move telephone numbers between networks
- In October 2011, the Cayman islands was the first LIME territory upgraded to 4G (HSPA+) mobile services

Dominica

Background

In Dominica, LIME provides mobile, fixed line and broadband services. Cable & Wireless Communications has been in operation there since 1924.

Dominica's Parliament is formed of 21 elected members, with the President as Head of State.

Dominica's telecoms sector is regulated by the National Telecommunications Regulatory Commission, which is an independent body.

The island prides itself as a 'green' tourist destination with a high proportion of visitors going for its eco-resorts.

Economic Overview

- Population: 73,126 (2012 est.)
 - GDP (\$): US\$489 million (2011 est.)
 - GDP/Capita: US\$6,687 (2012 est.)
- Source: CIA World Factbook

Currency

East Caribbean Dollar (EC\$/XCD). Pegged to the US\$ (US\$1 - \$2.70 EC\$)

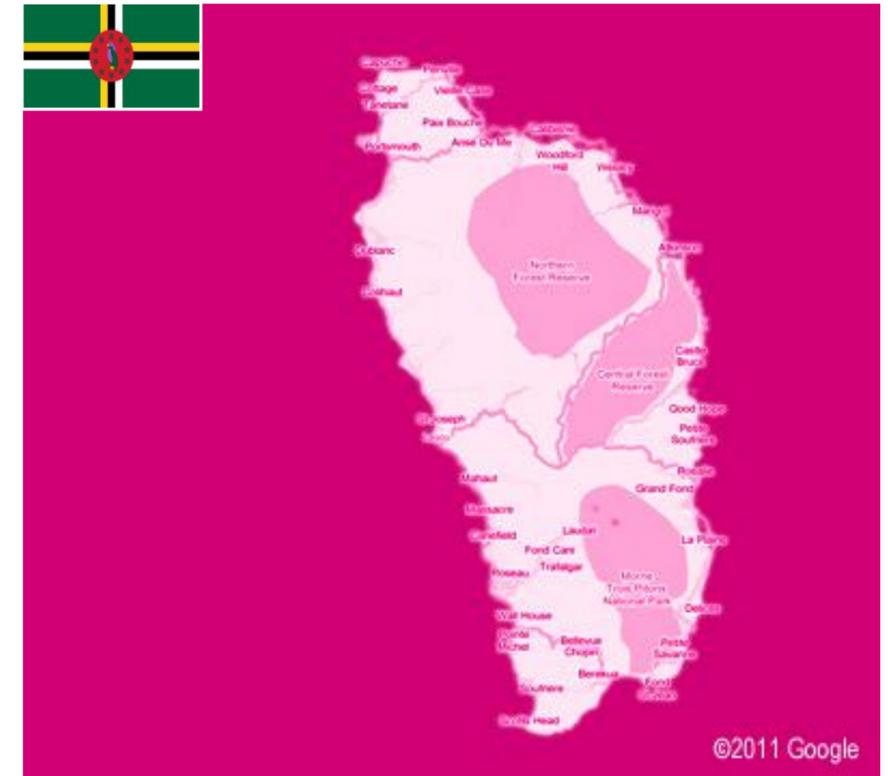
Industries: Soap, coconut oil, tourism, furniture and shoes

Capital city: Roseau

Country code: +1 767

Ownership

Cable & Wireless Communications owns 80% of LIME Dominica and the remaining 20% is owned by the Government of Dominica



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	1 st out of 2	Digicel
Domestic Voice	1 st out of 3	Marpin, SAT Telecoms
Broadband	1 st out of 3	Marpin, SAT Telecoms

Recent Developments

- In April 2013 LIME worked to establish a local Internet Exchange Point making it quicker for islanders to access local web sites
- LIME Creole in the Park, a family music event, celebrated its 10th anniversary in September 2012
- LIME opened a new flagship retail store in July 2012, so that customers can access all LIME's services from a single location for the first time

Grenada

Background

In Grenada, LIME provides mobile, fixed line and broadband services. Cable & Wireless Communications has had a presence in Grenada since 1925.

Grenada consists of seven islands – one under its name, and six smaller islands. The Queen is the head of state and she is represented locally by a Governor General. Grenada's Parliament is formed of two houses, a 15-member House of Representatives (elected by the public) and a 13-member Senate (appointed by the Government and opposition).

Grenada's telecoms sector is regulated by the National Telecommunications Regulatory Commission, which is an independent body.

Grenada is known as the 'island of spice' due to the production of nutmeg and mace crops.

Economic Overview

- Population: 109,011 (2012 est.)
 - GDP: US\$822 million (2011 est.)
 - GDP/Capita: US\$7,540 (2011 est.)
- Source: CIA World Factbook

Currency

East Caribbean Dollar (EC\$/XCD). Pegged to the US\$ (\$1 - \$2.70 EC\$)

Industries: Tourism, beverages and spices (nutmeg)

Capital city: St George's

Country code: +1 473

Ownership

Cable & Wireless Communications owns 70% of LIME Grenada. 27.5% is owned by the Government of Grenada and the remaining 2.5% of the company is owned private shareholders.



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	2 nd out of 2	Digicel
Domestic Voice	1 st out of 2	Flow
Broadband	1 st out of 2	Flow

Recent Developments

- LIME sponsors Grenada's 400 metres Olympic sprint champion, Kirani James. He acts as a brand ambassador for LIME throughout the Caribbean region
- For the past 21 years LIME has been sponsoring a scholarship programme supporting young people to pass their A levels and university degree. An average of 13 scholarships are awarded each year
- LIME is also a major sponsor of the Grenada carnival, Spicemas
- LIME donated 1,000 nutmeg plants to local farmers in 2012 and sponsored the Grenada Nutmeg | Festival in November.

Jamaica

Background

In Jamaica, LIME provides mobile, broadband, fixed line, data centres and hosting services. Cable & Wireless Communications has had a presence in Jamaica since the 1880s.

Jamaica has a Governor General who is appointed by the Queen. Its Parliament is composed of an appointed Senate and an elected House of Representatives.

Jamaica's telecoms sector is regulated by The Office of Utilities Regulation (OUR), which is an independent body.

Jamaica is the largest island in the English-speaking Caribbean.

Economic Overview

- Population: 2,909,714(2013 est.)
 - GDP: US\$15.26 billion (2011 est.)
 - GDP/Capita: US\$5,244 (2013 est.)
- Source: CIA World Factbook

Currency

Jamaican dollars (J\$/JMD)

Industries: Tourism, bauxite/alumina and rum

Capital city: Kingston

Country code: +1 876

Ownership

Cable & Wireless Communications owns 82% of LIME Jamaica. LIME Jamaica is a listed entity and the remainder is publicly owned



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	2 nd out of 2	Digicel
Domestic Voice	1 st out of 6	Flow, Digicel, Reliant, Gotel, Newgen
Broadband	1 st out of 4	Flow, Digicel, D-CAL

Recent Developments

- In June 2013, LIME underlined its commitment to value by leading the market in reducing mobile prices following a fall in Mobile Termination Rates (the amount charged to operators when their customers call a different network)
- LIME sponsors sprinters Asafa Powell and 100m World Champion, and Olympic 100m sprint champion, Yohan Blake. The athletes act as ambassadors for LIME across the region
- In February 2011, a new fibre optic cable linking Venezuela, Cuba and Jamaica landed on the north coast of Jamaica. LIME is the strategic landing partner for the cable

Montserrat



Background

In Montserrat, LIME provides mobile, broadband, fixed line, data centres and hosting services. Cable & Wireless Communications has had a presence in Montserrat since 1925.

Montserrat is one of 14 British Overseas Territories which continue to fall under the jurisdiction of the United Kingdom. As such, the Queen is head of state, with foreign affairs predominantly managed by the UK's Foreign and Commonwealth Office. Montserrat has its own Executive Council and Legislative Council. The Executive Council consists of the Governor as President, the Chief Minister and three other ministers, the Attorney General, and the Secretary for Finance.

Montserrat's telecoms sector is regulated by The Info-Communications Authority.

Montserrat has an active volcano on one side of the island, which has been erupting since 1995.

Economic Overview

- Population: 5,189 (2013 est.)

- GDP:N/A

Source: CIA World Factbook

Currency

East Caribbean Dollar (EC\$/XCD). Pegged to the US\$ (\$1 - \$2.70 EC\$)

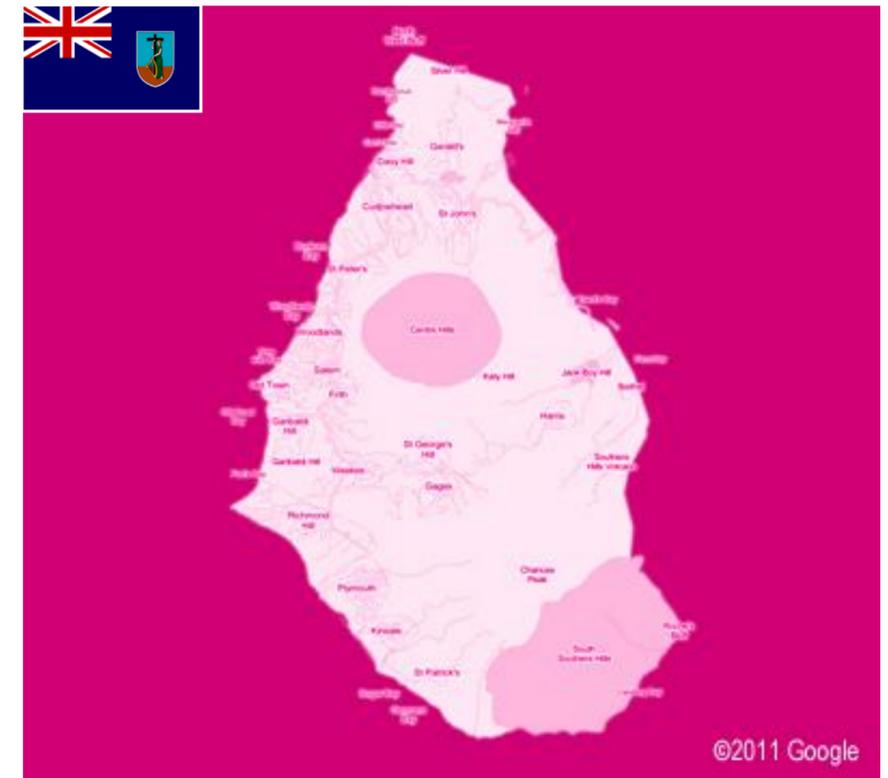
Industries: Tourism, rum and textiles

Capital city: Officially it is Plymouth but this was destroyed by a volcano so Brades serves as the temporary Government centre

Country code: +1 664

Ownership

Cable & Wireless Communications owns 100% of LIME Montserrat



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	1 st	Sole provider
Domestic Voice	1 st	Sole provider
Broadband	1 st	Sole provider

Recent Developments

- In 2012 LIME supplied 400 laptops for secondary school children as part of the Government's ICT initiative
- LIME Montserrat has sponsored two international lines which allow nationals living in the UK or US to phone home at local call rates
- Since February 2012 LIME customers have been enjoying free music and exclusive content straight to their mobile from our newest brand ambassador - Damian "Jr. Gong" Marley
- In July 2011 LIME opened a new administrative building and retail store in Montserrat. The company had been using temporary accommodation since the volcano in 1995

St. Kitts & Nevis

Background

In St. Kitts & Nevis, LIME provides mobile, fixed line and broadband services. Cable & Wireless Communications has had a presence there since the 1880s.

The Federation of St. Kitts & Nevis has a National Assembly composed of 11 elected representatives and three appointed senators. Nevis also has a unicameral legislature with considerable autonomy to make laws. St. Kitts & Nevis' telecoms sector is regulated by the National Telecommunications Regulatory Commission which is an independent body.

St. Kitts & Nevis is becoming a popular tourist destination, with Nevis home to a five-star hotel and several resorts.

Economic Overview

- Population: 51,134 (2013 est.)
 - GDP: US\$738 million (2012 est.)
 - GDP/Capita: US\$14,432 (2013 est.)
- Source: CIA World Factbook

Currency

East Caribbean Dollar (EC\$/XCD). Pegged to the US\$ (US\$1 - \$2.70 EC\$)

Industries: Tourism, cotton, salt, clothing and footwear

Capital city: Basseterre

Country code: +1 869

Ownership

Cable & Wireless Communications owns 77% of LIME St. Kitts and 23% is publicly owned.



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Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	1 st out of 3	Digicel, UTS Cariglobe
Domestic Voice	1 st out of 3	Cable Communications, The Cable
Broadband	1 st out of 3	Cable Communications, The Cable

Recent Developments

- LIME expects to launch 4G (HSPA+) mobile data services in St. Kitts and Nevis before the end of 2012
- Country Manager, David Lake was elected as the President of the St. Kitts Chamber of Industry and Commerce (CIC) on 23 February 2012
- LIME has supported the St. Kitts & Nevis music festival for the past 18 years

St. Lucia



Background

In St. Lucia, LIME provides mobile, fixed line, broadband and pay TV services. Cable & Wireless Communications has had a presence there since 1924.

St. Lucia is a sovereign state within the Commonwealth of Nations. The Queen is the head of State and appoints the Governor General. The island has a Parliament which consists of a 17-member House of Assembly and an 11-member Senate, appointed by the Governor General.

St. Lucia's telecoms sector is regulated by the National Telecommunications Regulatory Commission, which is an independent body.

Economic Overview

- Population: 162,781(2013 est.)
 - GDP: US\$1.259 billion (2012 est.)
 - GDP/Capita: US\$7,734 (2013 est.)
- Source: CIA World Factbook

Currency

East Caribbean Dollar (EC\$/XCD). Pegged to the US\$ (US\$1 - \$2.70 EC\$)

Industries: Tourism, clothing and agriculture

Capital city: Castries

Country code: +1 758

Ownership

Cable & Wireless Communications owns 100% of LIME St Lucia



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	2 nd out of 2	Digicel
Domestic Voice	1 st out of 2	Karib Cable
Broadband	1 st out of 3	Karib Cable, Spectra

Recent Developments

- In June 2013 LIME St. Lucia introduced the One rate offering prepaid mobile customers the opportunity to call any local number and 25 other Caribbean territories for a flat rate of 60 cents per minute.
- LIME sponsors ambassadors across the Caribbean including St. Lucia music stars Teddyson John and Stacy Iman Charles
- Over the past six years LIME has contributed more than EC\$1 million in cash and communications support to St. Lucia's carnival and calypso tent activities and has sponsored several of Saint Lucia's leading carnival bands and tents.

St. Vincent & the Grenadines

Background

LIME provides mobile, fixed line and broadband services to St. Vincent & the Grenadines. Cable & Wireless Communications has had a presence there since 1925.

St. Vincent & the Grenadines' house of assembly comprised of 15 elected representatives and six appointed senators. The head of state is the Queen who appoints the local general council.

In 2010, St. Vincent & the Grenadines was the first sovereign nation in the world to have full Next Generation Network connectivity, thanks to LIME. This means that everyone living across the islands can get access to broadband services.

The telecoms sector in St. Vincent & the Grenadines is regulated by the National Telecommunications Regulatory Commission, which is an independent body.

Economic Overview

- Population: 103,220 (2013 est.)
 - GDP: US\$717 million (2012 est.)
 - GDP/Capita: US\$6,946 (2013 est.)
- Source: CIA World Factbook

Currency: East Caribbean Dollar (EC\$/XCD).
Pegged to the US\$ (US\$1 - \$2.70 EC\$)

Industries: Tourism, agriculture, cement, furniture and clothing

Capital city: Kingstown

Country code: +1 784

Ownership

Cable & Wireless Communications owns 100% of LIME St Vincent and the Grenadines



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	2 nd out of 2	Digicel
Domestic Voice	1 st out of 2	Karib Cable
Broadband	1 st out of 2	Karib Cable

Recent Developments

- In October 2012, LIME and the National Telecoms Regulatory Commission launched a system to make emergency and non-emergency calls across the island's territorial waters, improving the range and response that can be provided by the coastguard to vessels in the region
- LIME is a major supporter of Vincy Mas, the country's carnival, supporting events like Soca on the Beach
- All islanders can now access broadband, thanks to LIME's NGN network. In 2010 St. Vincent & the Grenadines was the first sovereign nation in the world to fully switch to NGN

Turks & Caicos Islands

Background

In Turks & Caicos, LIME provides mobile, fixed line and broadband services. Cable & Wireless Communications has had a presence there since telecoms was introduced to the island on January 31st 1898.

The Turks & Caicos consists of two island groups. Over 60% of the population live on Providenciales in the Caicos islands. Turks & Caicos is one of 14 British Overseas Territories which continue to fall under the jurisdiction of the United Kingdom. As such, the Queen is head of state, with foreign affairs predominantly managed by the UK's Foreign and Commonwealth Office. A Governor is appointed by the Queen and presides over an Executive Council formed by an elected local self-government. Turks & Caicos' telecoms sector is regulated by the TCI Telecommunications Commission.

The island has established itself as a high-end tourist destination, and boasts a burgeoning financial services sector.

Economic Overview

- Population: 47,754 (2013 est.)
 - GDP: N/A
- Source: CIA World Factbook

Currency

US dollar

Industries: Tourism and offshore financial services

Capital city: Grand Turk

Country code: +1 649

Ownership

Cable & Wireless Communications owns 100% of LIME Turks & Caicos



Recent Developments

- In May 2013 LIME Turks & Caicos launched a 'Mobile Geek Squad' to provide technical support and handset repairs for customers
- In April 2013 LIME re-launched its refurbished main office on Grand Turk
- LIME colleagues visited the island's of north and south Caicos in September 2012 to give children free haircuts and LIME goodie bags as a Back to School incentive

Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	2 nd out of 3	Digicel, Islandcom
Domestic Voice	1 st	Sole provider
Broadband	1 st out of 2	WIV

Trinidad & Tobago

Cable & Wireless Communications – Joint Venture



Background

Telecommunications Services of Trinidad & Tobago (TSTT) provides mobile, fixed line and broadband services. Cable & Wireless Communications has a minority holding in the company (49%).

Trinidad and Tobago's Head of State is the President, who is elected by the members of the Senate and the House of Representatives. The Senate consists of 31 members, 22 appointed on the advice of the Prime Minister and the Leader of the Opposition, and nine appointed by the President.

Trinidad & Tobago's telecoms sector is regulated by an independent body, the Telecommunications Authority of Trinidad & Tobago.

Trinidad & Tobago has the highest GDP in the English-speaking Caribbean, with an economy buoyed by the country's strong natural resource wealth, particularly oil and gas reserves.

Economic Overview

- Population: 1,225,225 (2013 est.)
 - GDP: US\$23.84 billion (2012 est.)
 - GDP/Capita: US\$19,457 (2013 est.)
- Source: CIA World Factbook

Currency

Trinidad & Tobago dollars (TT\$/TTD). Pegged to US\$ (US\$1 = TT\$6.2505)

Industries: Petroleum and petroleum products and liquefied natural gas (LNG)

Capital city: Port of Spain

Country code: +1 868

Ownership

Cable & Wireless Communications owns a 49% share in TSTT. The Government owns 51% of TSTT.

Three Cable & Wireless Communications representatives sit on the Board.



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	2 nd out of 2	Digicel
Domestic Voice	1 st out of 2	Flow
Broadband	1 st out of 7	Green Dot, Flow, Three Sixty Communications, Illuminat, Lisa Communications, Open Telecom

Recent Developments

- TSTT supported Trinidad's annual children's carnival by providing thousands of safety stickers which acted as a child's identity card, making it easier for police to reunite anyone lost with their parent
- In January 2013 TSTT launched brewards, a scheme for postpaid and prepaid customers to earn points as they spend with the operator which can be redeemed against goods from participating local retailers
- In November 2013 TSTT launched 4G (HSPA+) mobile data services

Monaco



Background

Monaco Telecom provides mobile, fixed line, broadband and pay TV services in Monaco. Cable & Wireless Communications acquired control of the business from Vivendi Universal in 2004.

Monaco is second only to the Vatican as the smallest independent state in Europe. The State has a constitutional monarchy with the Prince holding overall executive power and he alone, can sign and ratify treaties. There is also a 24-seat National Council, elected every five years, whose function is to accept or reject legislation proposed by the Prince and to vote on budget proposals; 16 members are elected by a list majority system and eight by proportional representation.

Monaco's telecom sector is regulated by Monaco's government.

The State has no income tax and low business taxes. Monaco has a large expatriate population and is a base chosen by many businesses due to its low taxes.

Economic Overview

- Population: 30,500 (2013 est.)
 - GDP: US\$5.748 billion (2010 est.)
 - GDP/Capita: US\$188,459 (2013 est.)
- Source: CIA World Factbook

Currency

Euro (EUR)

Industries: Tourism, construction and financial services

Capital city: Monaco

Country code: +377

Ownership

Cable & Wireless Communications holds a 75% interest in CMC, a holding company that has an economic interest of 55% in Monaco Telecom. 6% of that 55% is held in trust . 25% of CMC is owned by Batelco Group. The remaining 45% of MT is owned by the Société Nationale de Financement in which the state is the controlling shareholder.

Cable & Wireless Communications has management control of Monaco Telecom and majority control of the board.



Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	1 st out of 5	SFR, Bouygues, Orange, Free
Domestic Voice	1 st	Sole provider
Broadband	1 st	Sole provider
Pay TV	1 st	Sole provider

Recent Developments

- Monaco Telecom signed an agreement with Level 3 in June 2013 giving the company's enterprise customers better international connectivity options
- In May 2013 Monaco Telecom was chosen as the European base for hosting Movius Corporation's Café Cloud - a set of cloud-based telecoms services which will be sold to non-competing operators
- Monaco Telecom has also recently launched an initiative to store digital feature films in its data centres. By storing digital films in the cloud, production companies can edit them more easily and reduce the time between filming and broadcast

Afghanistan

Cable & Wireless Communications – Joint Venture



Background

Roshan is Afghanistan's largest mobile operator. Cable & Wireless Communications has had a presence in Afghanistan since 2003 when the mobile market was liberalised.

Afghanistan has a President who acts as the head of state. Administratively, Afghanistan is divided into 34 provinces. Each province has a capital and a governor in office.

The country's telecoms sector is regulated by the Afghanistan Telecom Regulatory Authority, which is an independent body.

Afghanistan's economic outlook has improved significantly since 2001. The country has received over US\$2 billion in international assistance.

Economic Overview

- Population: 31,108,077 (2013 est.)
 - GDP: US\$19.85 billion (2012 est.)
 - GDP/Capita: US\$638 (2013 est.)
- Source: CIA World Factbook

Currency

Afghanis (AFA)

Industries: Textiles, soap, furniture, shoes, fertilizer, agriculture, mineral water, cement, carpets, natural gas, coal and copper

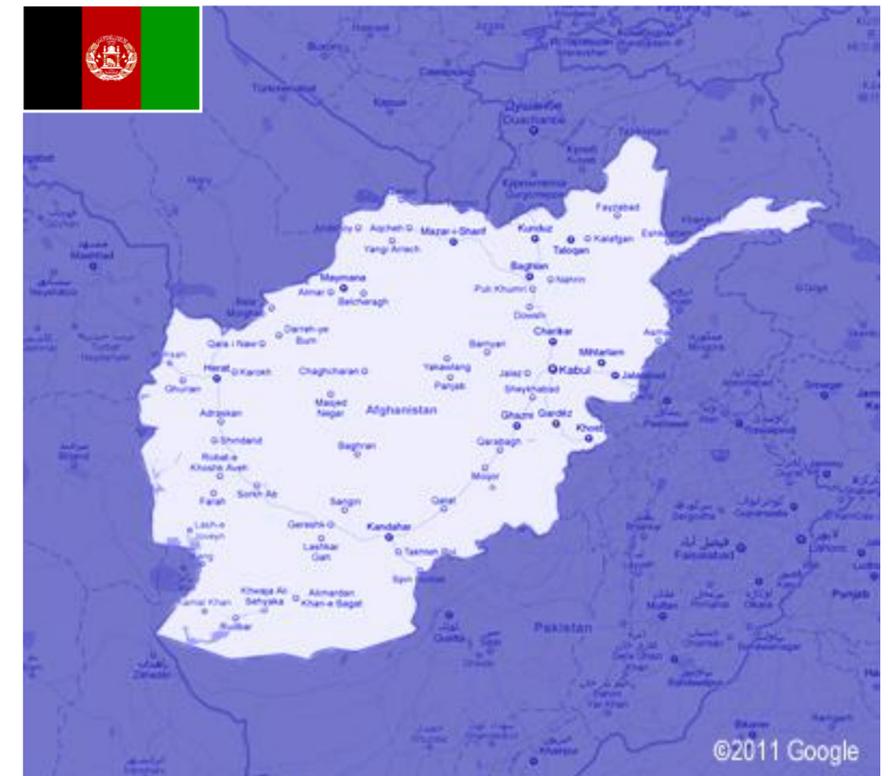
Capital city: Kabul

Country code: +93

Ownership

Roshan is owned by an international consortium made up of three shareholders:
 Monaco Telecom International (MTI), a subsidiary of Cable & Wireless Communications – 36.75%
 The Aga Khan Fund for Economic Development (AKFED) – 51.00%
 Teliasonera – 12.25%

Roshan is accounted for as a joint venture in Cable & Wireless Communications' accounts.



Recent Developments

- Roshan won a Global Leadership Award at the fifth annual TMT Finance Awards in April 2013
- In February 2013 Roshan was the first company in Afghanistan to attain B Corp status, a recognition of its strong corporate governance, financial metrics, community investment and environmental performance
- In January 2013 Roshan attained the highest ISO quality recognition 9001:2008 for its technology, network and sales operations
- Roshan secured a licence to launch 3G services in September 2012
- Western Union, a leader in global payment services, and Roshan announced in February 2012 that they will introduce the Western Union Mobile Money Transfer service in Afghanistan.

Market Overview (31 March 2012)

Service	Position	Competitors
Mobile	1 st out of 4	Afghan Wireless Communication, Etisalat, MTN



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