

3.0 TELECOMMUNICATIONS



Photograph 3: Overview of Cable & Wireless

3.0.1 BACKGROUND

The nationally owned telecommunications company of Antigua and Barbuda is the Antigua Public Utilities Authority (APUA) Telephones. This company is owned and controlled by the Government of Antigua and Barbuda and provides both residential and commercial businesses with telecommunication services. The international telecommunications service provider is Cable & Wireless (West Indies) Ltd. (C&W), a branch of the British owned, major global telecommunications company, Cable & Wireless PLC. Cable & Wireless PLC has several branches throughout the Caribbean. The hub for the region however is based in Antigua. Cable & Wireless services approximately 14 million to 20 million calls per year and they estimate that traffic to be 25% of their capability. Both entities work closely together in order to ensure first-class service to the country.

Economic development of a country is directly related to its telecommunications infrastructure. The tele-density of Antigua and Barbuda is compatibly with that of many developing countries. It is estimated in 2004 that there are approximately 50 telephone lines per one hundred persons. With a population of approximately 70,737 (2001) there was an increase in telephone lines issued from 16,000 in 1991 to 38,000 in 2004.

3.0.2 TELECOMMUNICATIONS SERVICES OFFERED BY ANTIGUA PUBLIC UTILITIES AUTHORITY (APUA)

- Custom Calling Features
- CLASS Features
- Centrex Systems
- PABX and Key Systems
- Switched 56 / 64 kbits Data Services

- Private "Lease" Lines
- T1 Service
- Fibre Connectivity
- C7 Signaling
- Voice Mail System
- Intergrated Services Digital Network (ISDN)
- PCS Cellular Service (Digital Cellular GSM 1900 MHz Technology)
- Features on Demand

3.0.3 BANDWIDTH

The modern state-of-the-art telecommunications facilities of APUA can and do provide high-speed data lines including ISDN, T1, DSL and HDSL.

- **ISDN LINES**

APUA has 423 ISDN lines assigned to its customers.

- **T1 LINES**

T1s are used extensively by the Gaming Industry and other local (telecommunications) enterprises such as cellular operators and resellers of Internet Services. Companies, who desire to move data at higher speeds, can request DSL and HDSL from APUA.

3.0.4 APUA INSTALLATION CHARGES

Installation Charges			
Description	Business	Government	Residence
Direct Exchange Line	\$200.00	\$125.00	\$125.00
Direct Exchange Line (with Security Deposit)	\$120.00	-	\$60.00
Temporary Line (Less than 1 month)	\$260.00	\$260.00	\$260.00
Leased Line	\$240.00	\$240.00	\$240.00
Re-installation of service (due to recovery)	\$200.00	\$125.00	\$125.00
ISDN	\$165.00	\$165.00	\$165.00
Extensions (with new service)	\$60.00	\$60.00	\$60.00
Extensions (after original request)	\$70.00	\$70.00	\$70.00
Installation of jacks charged at the same rate as extensions	\$60.00	\$60.00	\$60.00
Multiten Hunt Group	\$320 per line	-	-
Directory Number Hunt Group	425.00 per line (if new service, plus installation charge)		
Line Reversal	\$25.00 per line		

Figure 5: APUA Installation Charges

3.0.5 APUA INSTALLATION CHARGES

Transfers			
Description	Business	Government	Residence
Telephone Line (external)	\$200.00	\$125.00	\$125.00
Telephone Line (internal)	\$70.00	\$70.00	\$70.00
Extension	\$70.00	\$70.00	\$70.00
Change of Name	\$150.00	\$150.00	\$150.00
Change of Number	\$150.00	\$150.00	\$150.00
Change of Name and Number	\$150.00	\$150.00	\$150.00

Figure 6: APUA Transfer Charges

3.0.6 APUA VERTICAL SERVICES

Vertical Services (Features)			
Description	Business	Government	Residence
Call Waiting	\$25.00	\$25.00	\$25.00
Call Forwarding	\$25.00	\$25.00	\$25.00
Fixed Call Forwarding	\$25.00	\$25.00	\$25.00
3 – Way Conferencing	\$25.00	\$25.00	\$25.00
8 Number Speed Dialing	\$25.00	\$25.00	\$25.00
30 Number Speed Dialing	\$25.00	\$25.00	\$25.00
Automatic Call Back Busy	\$25.00	\$25.00	\$25.00
Automatic Recall	\$25.00	\$25.00	\$25.00
Calling Number Delivery	\$25.00	\$25.00	\$25.00
Calling Name Delivery	\$25.00	\$25.00	\$25.00
Calling Name / Number Delivery	\$25.00	\$25.00	\$25.00
Customer Originated Trace	\$25.00	\$25.00	\$25.00
Subscriber Activated Call Block	\$25.00	\$25.00	\$25.00
Wake Up Call Reminder	\$25.00	\$25.00	\$25.00
Unlisted Service	\$25.00	\$25.00	\$25.00
Hot Line	\$25.00	\$25.00	\$25.00

Figure 7: APUA Vertical Charges

3.0.7 APUA RECONNECTION FEES

- Reconnection Fee (for non-payment) is \$50.00 for all persons.

3.0.8 APUA CALL CHARGES

All Prices are quoted in Eastern Caribbean Currency. Exchange Rate US\$ 1.00 = EC\$2.70

For trunk lines, for each unit above first 45:

Business	\$0.15	
Residential	\$0.15	
Monday to Saturday	6:00 am – 5:59 pm	1 unit = 3 minutes
	6:00 pm – 5:59 am	1 unit = 6 minutes
Sunday	All Day	1 unit = 6 minutes

The billing process starts the moment the call is answered and is based on APUA's clock. There are no charges for receiving local calls, or for making calls that are not answered.

There is a 45 cents charge for calling Directory Assistance. Visually impaired persons desirous of having these charges waived should apply to the APUA's Commercial Office.

3.0.9 APUA COIN BOX CALLS

For first 3 minutes	\$0.25
For each minute thereafter	\$0.25

For further information please contact:

Antigua Public Utilities Authority
 P.O Box 416
 Cassada Gardens, St. John's, Antigua, West Indies
 (268) 480 – 7000 (Tel)
 (268) 462 – 2782 (Fax)
 Website: www.candw.ag/com/apua/apuatel.html
 E-mail: apuaops@candw.ag

3.1 CABLE & WIRELESS

3.1.0 TELECOMMUNICATIONS SERVICES OFFERED BY CABLE & WIRELESS

- Direct Internet Access (DIA)
- Dial Up and Broadband Internet
- International Direct Dial Telephone Service
- International Toll Free
- Access 800
- Data Access Services
- International Leased Circuits
- Mobile Services
- Facsimile
- Paging
- Telex
- Pre – Paid Card Services
- Credit Card Calling Services
- Cyber Cafés At Offices And Major Hotels Around The Island

3.1.1 CABLE & WIRELESS TELECOMMUNICATIONS COST

For telecommunication intensive businesses example Call Centres, the charge per minute to North America and the United Kingdom are as follows:

Minutes per Month	Charge per Minute (US\$)
1,000,000 or greater	0.10
999,999 – 900,000	0.11
899,999 – 800,000	0.12
799,999 – 700,000	0.13
699,999 – 600,000	0.14
599,999 – 500,000	0.15
499,999 – 400,000	0.16
399,999 – 300,000	0.17

3.1.2 CABLE & WIRELESS CALL CENTER RATES

Below are the relevant rates as of 2004 for incoming toll free calls and outbound International Direct Dialed calls. In both cases, the rates start at \$0.12 US cents per minute from 0 to 200K minutes, to \$0.084 US cents for over 2,500,000 minutes.

These rates are applicable to calls going go/coming from North America (United States & Canada) and the United Kingdom only.

Outbound IDD & ITFS Call Center Pricing							
Terminating	Base Rate, US\$ per minute	Discounted Rate, US\$ per minute	Discounted Rate, US\$ per minute	Discounted Rate, US\$ per minute	Discounted Rate, US\$ per minute	Discounted Rate, US\$ per minute	Carrier
	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	
Canada	\$0.120	\$0.108	\$0.102	\$0.096	\$0.090	\$0.084	
United Kingdom	\$0.120	\$0.108	\$0.102	\$0.096	\$0.090	\$0.084	
United States	\$0.120	\$0.108	\$0.102	\$0.096	\$0.090	\$0.084	

Figure 8: Cable & Wireless Call Center Pricing – Outbound

Toll Free Call Center Pricing							
Originating	Base Rate, US\$ per minute	Discounted Rate, US\$ per minute	Discounted Rate, US\$ per minute	Discounted Rate, US\$ per minute	Discounted Rate, US\$ per minute	Discounted Rate, US\$ per minute	Carrier
	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	
Key Markets							
Canada	\$0.120	\$0.108	\$0.102	\$0.096	\$0.090	\$0.084	Sprint
United Kingdom	\$0.120	\$0.108	\$0.102	\$0.096	\$0.090	\$0.084	Sprint
United States	\$0.120	\$0.108	\$0.102	\$0.096	\$0.090	\$0.084	Sprint

Figure 9: Cable & Wireless Call Center Pricing – Toll Free

Call Center Customers Volume Discounts			
Level	From	To	Discount %
Level 1	0	200,000	0.00%
Level 2	200,000	500,000	10.00%
Level 3	500,001	1,000,000	15.00%
Level 4	1,000,001	1,500,000	20.00%
Level 5	1,500,001	2,500,000	25.00%
Level 6	Over 2,500,000	999999999	30.00%

Figure 10: Cable & Wireless Call Center Pricing – Volume Discounts

For further information please contact :

Cable & Wireless (WI) Ltd.
 P.O Box 65
 Clare Hall, St. John's, Antigua, West Indies
 (268) 480 – 4000 (Tel)
 (268) 480 – 4200 (Fax)
 Website: www.cwantigua.com