

Steering innovation  
for 140 years



**C&W** Business

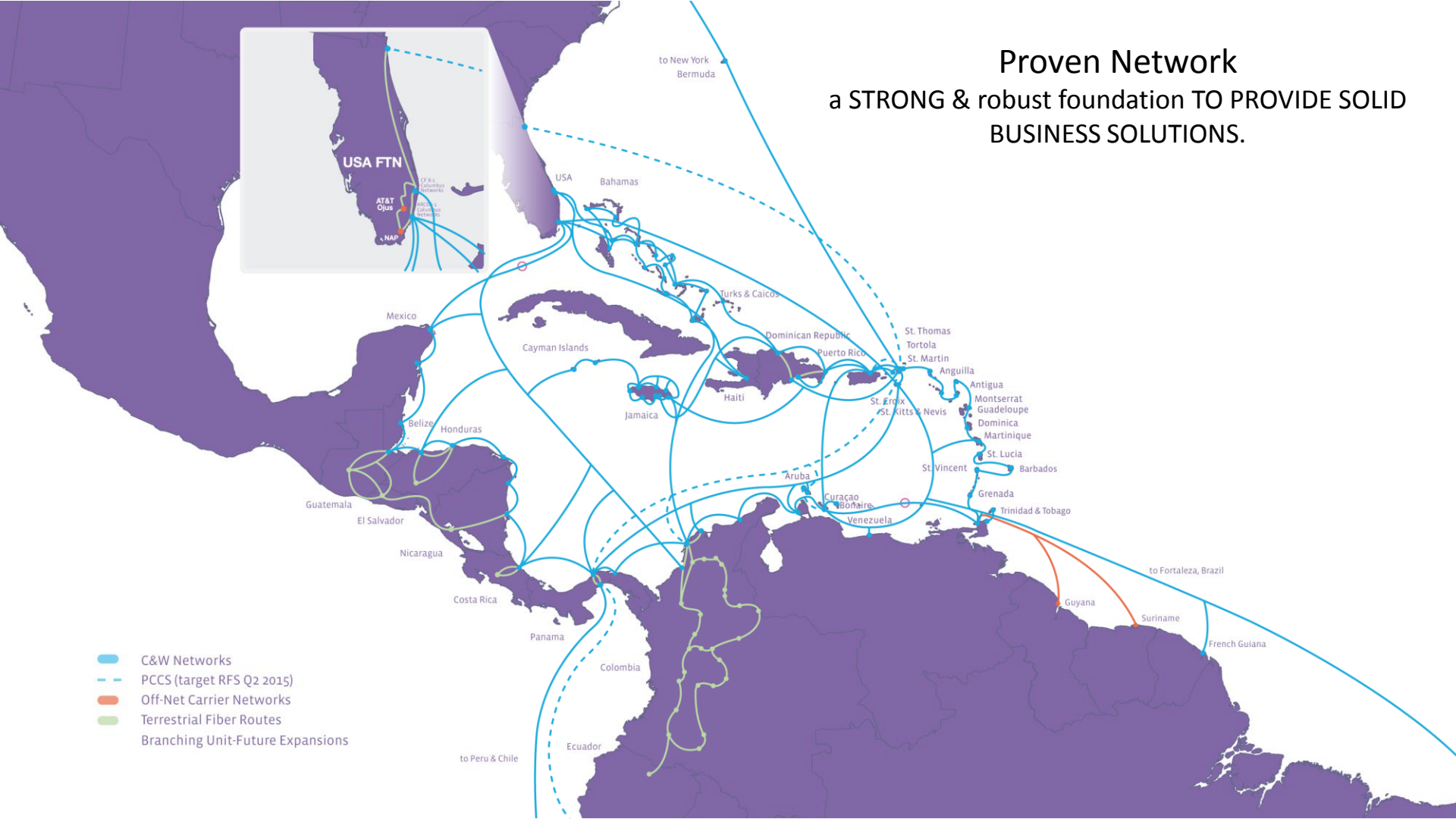
Diane McAuliffe  
Vice President

# Connecting Communities -Transforming Lives

# Proven Network

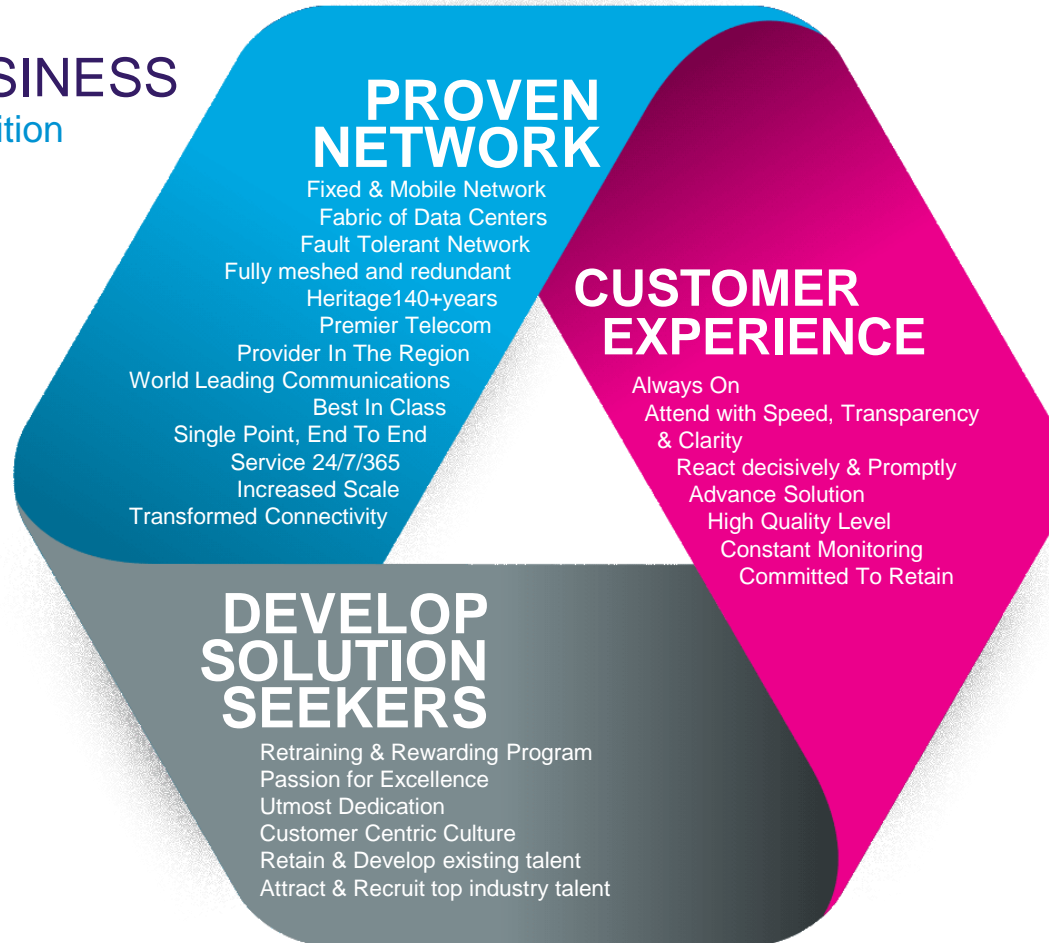
a **STRONG & robust** foundation TO PROVIDE SOLID BUSINESS SOLUTIONS.

- C&W Networks
- PCCS (target RFS Q2 2015)
- Off-Net Carrier Networks
- Terrestrial Fiber Routes
- Branching Unit-Future Expansions



# C&W BUSINESS

Value Proposition



# Our New Suite of Solutions

 Managed Services & Connectivity	 Unified Com. & Collaboration	 Mobile Solutions	 Cloud IT	 Vertical Solutions
<ul style="list-style-type: none"><li>• Managed LAN</li><li>• Managed WAN</li><li>• MPLS</li><li>• Managed WiFi</li><li>• DIA</li><li>• Mobile Workforce</li><li>• Workspace Solutions (MyBusiness, MyEnterprise)</li><li>• Managed Security</li><li>• Virtual Desktop</li></ul>	<ul style="list-style-type: none"><li>• Cloud VoIP</li><li>• Cloud PBX</li><li>• On Premise Managed PBX</li><li>• Hosted Managed PBX</li><li>• SIP trunking</li><li>• Traditional voice lines</li><li>• Traditional E1/T1 voice trunks</li><li>• Video Conferencing</li><li>• Contact Center</li><li>• CCaaS</li><li>• Digital Signage</li></ul>	<ul style="list-style-type: none"><li>• Mobile Voice</li><li>• Mobile Data</li><li>• Roaming voice</li><li>• Roaming data</li><li>• Closed User Groups</li><li>• Enterprise BlackBerry BES</li><li>• Handset Strategy</li><li>• Mobile Enterprise Applications.</li><li>• M2M</li></ul>	<ul style="list-style-type: none"><li>• Business Continuity</li><li>• Data Center Solutions</li><li>• IaaS</li><li>• ITaaS</li><li>• DRaaS</li></ul>	<ul style="list-style-type: none"><li>• Hospitality Solution</li><li>• PMS integration</li><li>• WiFi</li><li>• Video Surveillance</li><li>• Telephony</li><li>• Cont Center</li><li>• Cloud Backup</li><li>• Managed services</li><li>• Hospitality applications</li><li>• Guest Services</li><li>• Financial Vertical Solutions</li><li>• Government Solutions</li></ul>

# Enabling CARICOM's Single ICT Space

Access to  
Cutting edge  
technology at  
low capital costs

Scalable  
platforms built  
to support  
innovation

Service provider  
to all CARICOM  
Member states

Unified Comms.  
Solutions for  
Education &  
Learning

Providing access for  
Collaboration software and  
tools from the C&W Cloud

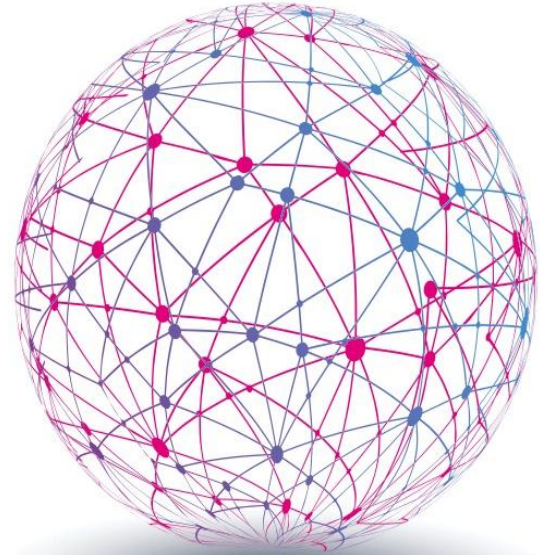
Technology  
Governance and  
Policy  
Enforcement

Ubiquitous  
affordable  
high-speed  
connectivity

World Class Full fiber regional Network  
Dedicated Regional Datacenter mesh

# Driving Value for Governments & Enriching lives...

- ❑ **Modern Public Sector use and greater Citizen Adoption of technology** -Open Government , eGovernment, eCommerce
- ❑ **Growth in Research, Innovation and Development** of New ICT Products and Services
- ❑ **CW Business Dedicated Government Channel**



# KEEPING OUR COMMITMENT

Our commitment is to innovate and deliver reliable solutions that enable you to focus on what's next for your business.

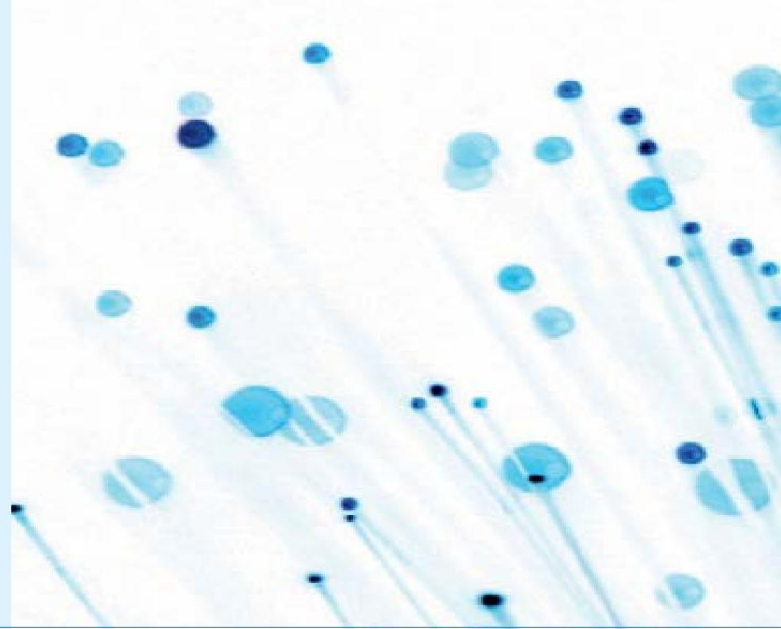


# Project Marlin

A US\$1billion 3 year project to upgrade C&W's networks, enhance its offer to customers and increase superfast mobile and broadband penetration across the region.

## YEAR 1

- **US\$442 M invested over fiscal 2014/15**
- **+165%** Data traffic increase across LIME markets in 2014
- **+100%** Our mobile networks in all LIME markets upgraded to deliver HSPA+ service
- Fiber upgrades across the Caribbean markets providing up to six fold increase in data and in some cases up to 100mg of data connectivity



# FOCUS ON SERVICE

Net promoter score improving

CWC	+6	BVI	+2
Caribbean	+17	Montserrat	+22
Panama	+3	St Kitts	+6
Bahamas	+13	Turks & Caicos	+7
Jamaica	+17	Dominica	-4
Barbados	+23	Grenada	-3
Cayman	+27	St Lucia	+16
Anguilla	+29	St Vincent	-2
Antigua	+16		



- Insourcing Service Delivery and Care
- Dedicated and Focused B2B team
  - Field Operations
  - Service Delivery
  - Customer Support and Care

# Connecting Communities -Transforming Lives

FTSE4GOOD Index for the 14th consecutive year, since  
2001



Staff members the first to say 'Hello' to the new Flow, Barbados

Merry Moments winners and LIME Anguilla staff



## Examples of CSR ACTIVITIES

- **Anguilla** – Christmas Breakfast Baskets
- **Antigua** shared a Christmas Gift with unsuspecting 'unsung' heroes
- **Barbados**, Children Homes shopping trip
- Toy drive in **Cayman**
- Labour Day community clean up in **Jamaica**
- Feeding the poor in **St. Kitts & Nevis**
- Christmas Luncheons in **St. Lucia**
- Hand delivered care packages in **St. Kitts & Nevis**
- a senior citizens' gala in **Turks and Caicos** held
- **British Virgin Islands**, our LIME SMART education programme & our LIME 4 LIFE health and wellness initiatives

*Working across the region to provide sustainable services and social support to the citizens, governments and businesses to enable economic development, connect communities and transform lives.*



Welcome to the New  
**C&W** Business