Steering innovation for 140 years

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Vice President
Connecting Communities - Transforming Lives
Proven Network
a STRONG & robust foundation TO PROVIDE SOLID BUSINESS SOLUTIONS.
C&W BUSINESS Value Proposition

PROVEN NETWORK
- Fixed & Mobile Network
- Fabric of Data Centers
- Fault Tolerant Network
- Fully meshed and redundant
- Heritage 140+ years
- Premier Telecom Provider
- In The Region
- World Leading Communications
- Best In Class
- Single Point, End To End
- Service 24/7/365
- Increased Scale
- Transformed Connectivity

CUSTOMER EXPERIENCE
- Always On
- Attend with Speed, Transparency & Clarity
- React decisively & Promptly
- Advance Solution
- High Quality Level
- Constant Monitoring
- Committed To Retain

DEVELOP SOLUTION SEEKERS
- Retraining & Rewarding Program
- Passion for Excellence
- Utmost Dedication
- Customer Centric Culture
- Retain & Develop existing talent
- Attract & Recruit top industry talent

Value Proposition
# Our New Suite of Solutions

<table>
<thead>
<tr>
<th>Managed Services &amp; Connectivity</th>
<th>Unified Com. &amp; Collaboration</th>
<th>Mobile Solutions</th>
<th>Cloud IT</th>
<th>Vertical Solutions</th>
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</thead>
<tbody>
<tr>
<td>Managed LAN</td>
<td>Cloud VoIP</td>
<td>Mobile Voice</td>
<td>Business Continuity</td>
<td>Hospitality Solution</td>
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<td>Managed WAN</td>
<td>Cloud PBX</td>
<td>Mobile Data</td>
<td>Data Center Solutions</td>
<td>PMS integration</td>
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<td>MPLS</td>
<td>On Premise Managed PBX</td>
<td>Roaming voice</td>
<td>IaaS</td>
<td>WiFi</td>
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<tr>
<td>Managed WiFi</td>
<td>Hosted Managed PBX</td>
<td>Roaming data</td>
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<td>DIA</td>
<td>SIP trunking</td>
<td>Closed User Groups</td>
<td>DRaaS</td>
<td>Telephony</td>
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<td>Mobile Workforce</td>
<td>Traditional voice lines</td>
<td>Enterprise Blackberry BES</td>
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<td>Cont Center</td>
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<tr>
<td>Workspace Solutions (MyBusiness, MyEnterprise)</td>
<td>Traditional E1/T1 voice trunks</td>
<td>Handset Strategy</td>
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<td>Cloud Backup</td>
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<tr>
<td>Managed Security</td>
<td>Video Conferencing</td>
<td>Mobile Enterprise Applications</td>
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<td>M2M</td>
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<td>CCaaS</td>
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<td>Financial Vertical Solutions</td>
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<td>Government Solutions</td>
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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 highs-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
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$1 billion 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

<table>
<thead>
<tr>
<th></th>
<th>Net promoter score improving</th>
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<tr>
<td>CWC</td>
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<td>Caribbean</td>
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<td>BVI</td>
<td>+2</td>
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<tr>
<td>Montserrat</td>
<td>+22</td>
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<tr>
<td>St Kitts</td>
<td>+6</td>
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<tr>
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<tr>
<td>Dominica</td>
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<tr>
<td>Grenada</td>
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</tr>
<tr>
<td>St Lucia</td>
<td>+16</td>
</tr>
<tr>
<td>St Vincent</td>
<td>-2</td>
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- **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
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.

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
Welcome to the New C&WB Business