



ORDER AND SUPPLEMENTAL ORDER
issued pursuant to section 95 of the Communications Act, 2009

WHEREAS, by letter dated 23rd June 2010 to Systems Resource Group Ltd. (SRG), Bahamas Telecommunications Company Ltd. (BTC) (hereinafter jointly referred to as "the Parties") notified SRG that BTC had unilaterally decided to discontinue the termination of certain inbound traffic from foreign carriers delivered by SRG to BTC's customers;

AND WHEREAS, the Utilities Regulation and Competition Authority (URCA), in the light of the correspondence exchanged between the parties was satisfied that there was a dispute between the Parties which could result in SRG-originated traffic not being terminated to BTC's customers, issued an Interim Order ("the Interim Order") on 23rd June 2010 directing BTC to refrain from its proposed action, namely to discontinue the termination of inbound traffic from foreign carriers delivered by SRG to BTC's customers until such time as URCA had completed a full investigation into the matter, with a view to protecting consumers and effective competition in the Bahamas;

AND WHEREAS, since issuing the Interim Order, URCA has provided the Parties a reasonable opportunity to make written representations regarding their respective positions concerning the dispute at issue between the Parties;

AND WHEREAS, URCA has investigated the matter and considered the submissions made and the views expressed by the Parties concerning the dispute in question;

AND WHEREAS, URCA has considered and decided the matters stated in the Reasons for Decision annexed hereto;

NOW, in exercise of the powers conferred on it under section 95 of the Communications Act, 2009 ["the Act"], URCA hereby issues the following Order to BTC and to SRG:

1. In the light of the evidence available to URCA, there appeared to be two possible bases for the dispute on setting an applicable rate or charge for SRG-originated inbound international traffic destined for BTC's customers:
 - (a) Because of the omission to include in Section 3.1 of Schedule B of the Interconnection Agreement a rate or charge for SRG-originated inbound international traffic, BTC was not contractually obligated to terminate such traffic but did so in light of its legal and license obligations, including but not limited to its SMP designation regarding fixed voice and mobile voice and data services. In those circumstances, and considering BTC's

threats in its letters to SRG dated 18th and 23rd June 2010 to discontinue the termination of such traffic unless SRG paid a charge for such traffic, URCA, in carrying out its duties to protect consumers and competition in the electronic communications markets had to ensure that services were not disrupted by issuing the Interim Order, thereby keeping the issue of the rate payable or charge for such traffic to be determined in due time.

- (b) Alternatively, the parties had agreed charge to be paid to BTC for SRG-originated inbound international traffic destined for BTC's customers, under the previous legal regime for telecommunications in The Bahamas through the Interconnection Agreement that they have. However, in the light of the new legal and regulatory regime, BTC through its letters to SRG dated 18th and 23rd June 2010, attempted to amend the Agreement so as to propose or impose rates which SRG refused to accept. In those circumstances, coupled with BTC's threats in its letters to SRG dated 18th and 23rd June 2010 to discontinue the termination of such traffic unless SRG paid a charge for such traffic, URCA, in carrying out its duties to protect consumers and competition in the electronic communications markets had to ensure that services were not disrupted by issuing the Interim Order, thereby keeping the issue of the rate payable or charge for such traffic to be determined in due time.

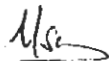
Under either of these two options, URCA is satisfied that there was a legal basis for its intervention so as to ensure that the services were not disrupted with a view to protect consumers and competition in the electronic communications markets in The Bahamas and for it to determine at a later stage the issue of the applicable rate or charge for such services.

2. There should be a cost-based charge payable to each Party for terminating inbound international calls destined for the other Party's customers.
3. The Parties shall seek to agree between themselves a rate that would be payable by each Party for the delivery of inbound international calls destined for the other Party's customers and that such rate should be incorporated into the existing Interconnection Agreement between the Parties. If the Parties are unable to agree on such a rate by the time URCA approves BTC's Reference Access and Interconnection Offer, the applicable rate shall be the same as that which will have been approved by URCA in BTC's RAIO.
4. The operative period for such charge shall be from 18th June 2010 until the date the Parties enter into a new Interconnection Agreement.
5. Within twenty-eight (28) days of the date of this Order or such later date as the Parties may mutually agree between themselves, the Parties are each required

to exchange and agree all billing records and/or call details of all inbound international calls originating on each Party's network and terminating on the other Party's network since 5:00 PM on 18th June 2010. The exchange of the necessary data shall be carried out in accordance with the agreed procedures in the current Interconnection Agreement between the Parties. Any dispute between the Parties arising on the billing information data should be dealt with under the agreed procedures in the Interconnection Agreement for resolving billing disputes between them.

6. The terms of payment for the services provided shall be the same as those agreed in their Interconnection Agreement, unless otherwise agreed between the Parties.
7. For the avoidance of doubt, each Party shall, from 18th June 2010, ensure that all international traffic delivered to the other Party for termination to the other Party's customers contains the appropriate CLI information and that each Party shall terminate such traffic to its customers subject to the payment by the other Party of the appropriate interconnection charge.
8. Within twenty-eight (28) days of the date of this Order and every twenty-eight (28) days thereafter, until all issues between the Parties arising from the implementation of this Order are resolved, both SRG and BTC shall each provide URCA with an updated written report of the status of the steps taken by the Parties to comply with this Order, with a copy of such report being sent to the other party. No further reports will be submitted once the Parties agree that they have both fully complied with this Order, or on written notification to the Parties by URCA's Chief Executive Officer. The reports shall be sent for the attention of URCA's Director of Policy and Regulation.
9. The Interim Order issued by URCA to BTC on 23rd June 2010 is hereby revoked with immediate effect.
10. BTC or SRG may apply in writing to URCA's Director of Policy and Regulation at any time for additional or supplemental directions under this Order, if necessary, subject to notice also being served on the other party.

Dated the 20th day of January, 2011.



USMAN SAADAT
Chief Executive Officer