

Responses to URCA's Public Consultation Document (ECS 23/20120) on CBL's Application for Permanent Price Change for SuperBasic Television Services

I, Lily Brown OBJECT to the price increase for Cable Bahamas. Just because there has not been a price increase since 1989 is no justification for an increase.

This increase would impact my finances adversely because I assist several other underpaid persons with their cable bill. An increase in this amount would render me unable to continue doing this and these persons (senior citizens included) will not be able to afford this bill.

Thank you,
Lily Brown

Dear

Sir/Madam:

It was brought to my attention only today that Cable Bahamas will be increasing its charges to Bahamians/residents living in The Bahamas. This has really started a revolution as many Bahamians are dissatisfied with Cable Bahamas' services.

Personally, my REV PHONE continues to drop calls or if the call wasn't drop the recipient/the person on the other end just won't be able to hear me. My Cable channels goes in and out and hence you just have to watch what is available as supposed to what you would of paid for. Not to mention the internet service that works when it decides too.

I am sure I am not the only person experiencing these problems and I am sure if not already in the coming days you will be receiving letters from consumers that are simply unhappy and are discourage with this recent change/increases in fees Cable Bahamas is bringing about.

We ask that you look into this matter and no this injustice that is about to be placed on Bahamians.

Regards
Amanda Newbold

TO WHOM IT MAY CONCERN.

I am in total disagreement with the proposed increase for Cable Bahamas Services.

The current services offered are shoddy at best and a vast majority of the channels are in Spanish. Additionally, multiple channels are usually off air with no explanation.

The company needs to focus on bringing the services up to an acceptable level before the idea of increasing costs can be entertained.

Kind Regards.

ROBYN BROOKS.

I'm Kashalia Smith writing to implore whoever is in control of allowing the increase for Cable Bahamas not to. I repeat, don't allow the increase for Cable Bahamas.

Thank you
Kashalia Smith

When is the town meeting for Cable Bahamas?

I do not think an increase is appropriate when basic cable is low quality, everything is the Spanish version and I am still waiting on this digital cable. I pay the same amount as others who have been enjoying digital quality for years now.

The instant late fee needs to be applicable after a warning. This is instant revenue for them at the customer's expense.

Marcus Laing

I am a consumer of Cable Bahamas's services i.e. cable, internet and voice. none of which are up to par. Let me address each, Cable: this service since inception keeps changing even though when I signed up for my basic cable package it included channels that made sense to me. As of late Cable Bahamas broadcasts numerous spanish speaking channels, learning a new language is a good thing but not at my cable expense! I feel that Cable Bahamas forces channels down our throats. I have complained about this over and over only to hear "the technician is working on it Sir" this is unacceptable! Internet: for the most part this service is basically up and down. I pay for unlimited speed and feel very limited in my computing. I complain which I am initialed to since I am paying for the service, and a pacifier is pushed in my mouth. Very unreliable! Voice: Flawed from it was started, I have since dropped this very poor service by Cable Bahamas. Dropped calls, no calls, being charged for calls that should be included in my plan I can go on and on.

This brings me to the question about URCA even entertaining Cable Bahamas's request for an increase of any sort! Are they serious??? I accepted Cable Bahamas as progress back then because anything was better than ZNS. Increase?? Cable Bahamas can float off of the amount of late fees that it incurs every month because of the very crafty planting of the bill due date on such an off date.

Please Sir/Ma'am Do Not Join In This Conspiracy And Allow Cable Bahamas To Continue To Rape Bahamians.

Kariem Jones

I disagree with your 27% increase. How do Cable Bahamas want a 26% increase and it like Cable Bahamas don't care, we already have phone, internet, cable from you and yet you still want to increase prices when we are supporting your business. Well we are going to flood the meeting and disagree if so I will cancel all of my services.

Joshua Carroll

Cable Bahamas has applied to URCA for a 27% price increase. Town Meeting to be held Tuesday 11th September, 2012 at 6:30 p.m. at Holy Cross Anglican Church, Highbury Park off Soldier Rd. TALK NOW OR PAY LATER. See attachment.

Sheleta Collie

Dear Sirs:

Re: Request for rate increase by Cable Bahamas Limited("CBL") to Utilities Regulation and Competition Authority ("the Authority")

I am an existing customer of Cable Bahamas ("CBL") and I write to voice my opposition to the requested rate increase by CBL for the following reasons:

- Although the price of basic cable services have not changed since 1995, over the years CBL has systematically reduced the quality of its programming removing once available channels forcing customers to purchase their more expensive premium packages
- CBL has forced customers to purchase or rent digital set-top boxes required for each television in a person's home. CBL has a Monopoly on the sale and rental of the boxes. This additional cost has been borne by the consumer increasing the cost of the CBL's services.

- CBL has recently reported an operating income of \$7.8 million for the three months ending June 30, 2012 suggesting that a further rate increase would result in increased profits at the expense of consumers
- CBL now sells advertisement spots which they interject into its broadcasts. These advertisements have replaced a large portion of the foreign network advertisements and are an additional revenue stream for CBL with no consequential benefit for consumers.
- CBL's service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.
- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Tavares K. LaRoda

Your Questions: Cable Bahamas request for a 27% increase in their Basic package fee.

Unacceptable.

URCA needs to obtain from CB their licenses, current, where they obtain their Network-Channel: Channel feeds...okay as of late we have not been seeing the logo of 'Direct TV' but.

Why hit the price range where the majority are?

What is CB's new Advertising Revenue? They have added that revenue since their original License.

In the economic climate this is not fair and equitable to the majority... if they need additional revenue which does not seem to be the case if you read their Annual Reports and their payments of Dividends then I suggest they go after those who can afford the additional costs.

Certainly I don't agree that URCA should permit this increase.

Gerard Wirth

Dear Sirs:

Re: Request for rate increase by Cable Bahamas Limited ("CBL") to Utilities Regulation and Competition Authority ("the Authority")

We are existing customers of Cable Bahamas ("CBL"), account name and number is Larisa Miller-Johnson/179655-1, and trust that you would accept this letter as our opposition to the requested rate increase by CBL for the following reasons:

- We understand and could appreciate that even though the price of basic cable services have not changed since 1995, over the years CBL has systematically reduced the quality of its programming removing once available channels forcing customers to purchase their more expensive premium packages, which itself does provide satisfactory viewing for consumers
- CBL has forced customers to purchase or rent digital set-top boxes required for each television in a person's home. CBL has a Monopoly on the sale and rental of the boxes. This additional cost has been borne by the consumer increasing the cost of the CBL's services. **After purchasing boxes for each television you are then forced to pay additional to have the channels for each package relayed to each television set (I think this is what they call *vu-plex*)**
- CBL's service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services – **according to them, only if the services are interrupted for periods longer than three days would you billing be adjusted, therefore, they simply do not care about the inconvenience they would have caused consumers.**
- **Most important of all to us, the equipment (set top boxes and remote controls) are NOT disable friendly, particularly for blind persons. I, Mr. Johnson, am totally blind and for the most part, require the assistance of my family to help with changing channels.**
- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

In light of the above, we trust that this would aid in decision process **NOT** to allow CBL to have the increase in fees.

Tyrone and Larisa Johnson

Good Morning:

My views regarding the proposed \$8 increase:

1. I do not support the increase - Late fee charges generates 'huge income'

- already...
2. Cable Bahamas currently has a monopoly on the provision of 'Cable Services'
 3. Possibility - Cable Bahamas is looking to raise money to 'fund' a new or recently introduced service?
 4. Cable Bahamas needs Competition... definitely!!
 5. Hopefully when Cable Bahamas' monopoly ceases, other viable Cable Companies will be granted licenses to provide Cable Services in The Bahamas ... Looking forward to...

N.B. Cable Bahamas very recently introduced its new 'telephone' service

Will 'captive' consumers be continuously required to 'fund' future NEW SERVICES Cable Bahamas wishes to introduce?

Roselda Stubbs

Good morning:

This complaint was phoned in, but as it was taken from a pensioner unfamiliar with the internet, I took notes and submit the below on her behalf as her "written" concern

Denamae Armbrister (Yellow Elder Gardens)

- She is a Cable Bahamas customer and wants her complaint noted and recorded because she wants to ensure that the voice of the pensioner is heard and considered.
- She is a poor person who moved to New Providence from Eleuthera at just 19 years old
- At 19 she became a nurse earning at the time \$37.05 per week.
- At 19 she applied to the government for a low cost home, because although a poor woman she wanted to build a home and a foundation for her family and herself.
- In the years that followed she eventually received a home.
- She is today nearly 70 years old, has been retired now for five years after 44 years in the nursing profession.
- As a pensioner she receives a fixed income.
- When she became a pensioner she ensured that by then she had completed all financing obligations and other automatic deductions from her income, because as a pensioner her income is fixed and she no longer enjoys the chance for an income increase.
- She did this because she says she's always been responsible
- Over the years, she has been able to add on to her low-cost home and in fact in the 44 years as a nurse expanded her home to where she now has 6 bedrooms and is able to accommodate children and grandchildren.
- Although she's been able to do this her life/living has in all her years remained modest.
- In 2007, she lost a daughter to cancer and since then has had the additional responsibility for the care of the son of that daughter, who now at 17 years, is no longer eligible for the National Insurance Survivors Benefit that he received up to age 16.

- Her own son and youngest child, is also 17 and now attending college.
 - She has another daughter she says now suffering from a lymphoma disease.
 - She said after becoming a pensioner she had a grandson reduce her cable television package to the basic package and declined upgrades when CBL sales reps telephoned called inviting her to upgrade.
 - Reducing her cable costs has been important to her, especially after incurring expenses for set top boxes, which she did she says because she has grandchildren and other family that live with her and that also come to visit her for periods.
 - Ms Armbrister added that she has no husband to help her with her family and home.
 - She explained that her reason for providing URCA all of this personal information is to demonstrate that she tries to live responsibly.
 - Ms Armbrister is against any price increase to Cable's SuperBasic package and implores URCA to consider the plight of pensioners, who like her "have no more salary to get" and are hard pressed to find ways to save anything.
-

NO to the increase. We are already forced to watch SPANISH channels that are different when we first signed up as clients of Cable Bahamas. Not to mention when service is interrupted for an extended period of time they hit you with "the contract says adjustments will be made if the service is off for more than 3 days". This has to be one of the WORST companies in the Bahamas.

Liveto Jevon Smith

NO! NO! INCREASE, FOR MOSTLY REPEATED MOVIES EVERYDAY FROM CABLE BAHAMAS AND NOT UNTIL THE BAHAMA ISLANDS HAVE BEEN CABLIZED AS PROMISED

Alfreda Johnosn

Even though the price of basic cable remains unchanged since the service was launched in 1995, Cable Bahamas has a found a way to increase revenue by digitizing their entire cable network. The purchase of Cable pay TV is now directly tied to the purchase or rental of the digital box (per room). A brand new box is \$108 (per room) with a one year warranty, a refurbished box (per room) is \$70 with a three month warranty or you can rent the box(s) FOREVER at a cost of \$3.00 per month, and might I add the quality of the signal is not what it used to be. We have already incurred additional cost due to digitization and will continue to incur this cost as long as the digital box is tied to pay TV, so no I do not feel a price increase is justified, it cost more now to get basic cable than it did in 1995.

Denise Campbell

Subject: I disagree with your 27% increase. How do Cable Bahamas want a 26% increase and it like Cable Bahamas don't care, we already have phone, internet, cable from you and yet you still want to increase prices when we are supporting your business. Well we are going to flood the meeting and disagree if so I will cancel all of my services.

Joshua Carroll

To Whom It May Concern:

I am opposed to Cable Bahamas wanting to increase the cost of their basic package for cable tv. Their service is not up to the standard that it should be with their duplicated channels, some channels not working all the time, their Spanish speaking channels and it just too much for poor Bahamians at this time with so many people out of work. We are just breaking even now days with paying our bills we can't afford anything extra. Please don't allow this increase to happen these people are not hurting like we are.

Amanda Rolle Kelly

Dear Sirs:

Re Request for rate increase by Cable Bahamas Limited("CBL") to Utilities Regulation and Competition Authority ("the Authority")

I am an existing customer of Cable Bahamas ("CBL") and I write to voice my opposition to the requested rate increase by CBL for the following reasons:

- Although the price of basic cable services have not changed since 1995, over the years CBL has systematically reduced the quality of its programming removing once available channels forcing customers to purchase their more expensive premium packages.
 - CBL has forced customers to purchase or rent digital set-top boxes required for each television in a person's home. CBL has a Monopoly on the sale and rental of the boxes. This additional cost has been borne by the consumer increasing the cost of the CBL's services.
 - CBL has recently reported an operating income of \$7.8 million for the three months ending June 30, 2012 suggesting that a further rate increase would result in increased profits at the expense of consumers.
 - CBL now sells advertisement spots which they interject into its broadcasts. These advertisements have replaced a large portion of the foreign network advertisements and are an additional revenue stream for CBL with no consequential benefit for consumers.
 - CBL's service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.
 - The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.
-

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Steino Sharon

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- **CBL has forced customers to purchase or rent digital set-top boxes required for each television in a person’s home. CBL has a Monopoly on the sale and rental of the boxes. This additional cost has been borne by the consumer increasing the cost of the CBL’s services.**
- CBL now sells advertisement spots which they interject into its broadcasts. These advertisements have replaced a large portion of the foreign network advertisements and are an additional revenue stream for CBL with no consequential benefit for consumers.
- CBL’s service is frequently interrupted and CBL refuses to pro-rate customers’ accounts for periods where the customer does not have access to the services.

CBL now offers a Rev Caribbean package (HBO, Showtime, Cinemax) that frequently offers programming in foreign languages even though they are servicing an English speaking district. As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Ingrid Taylor

Dear Sirs:

Re Request for rate increase by Cable Bahamas Limited (“CBL”) to Utilities Regulation and Competition Authority (“the Authority”)

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Paulette Lightbourne

Good

morning,

With regards to the requested increase by Cable Bahamas, I am sure that you will also take into account that Cable Bahamas recently created an increase by changing their system so that every TV in the house requires an individual box (whether you purchase the box or rent it on a monthly basis). In the past, only one box was required and that serviced the entire house. An \$8.00 increase is just too much at one time. In addition, there are many communities in the Family Islands that are still without Cable TV.

Regards,

C. Armbrister

Dear Sirs:

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I am an existing customer of Cable Bahamas (“CBL”) and I write to voice my opposition to the requested rate increase by CBL for the following reasons:

- Although the price of basic cable services have not changed since 1995, over the years CBL has systematically reduced the quality of its programming removing once available channels forcing customers to purchase their more expensive premium packages.
- The channels from 5-50 is not kids friendly and I strongly believe that **FAMILY GUY** should not be on before 12pm.
- CBL has forced customers to **purchase or rent digital set-top** boxes required for each television in a person’s home at 3per month per box rental or \$49.95 or \$79.95 purchased per box. CBL has a Monopoly on the sale and rental of the boxes. This additional cost has been borne by the consumer increasing the cost of the CBL’s services.
- CBL has recently reported an operating income of \$7.8 million for the three months ending June 30, 2012 suggesting that a further rate increase would result in increased profits at the expense of consumers.
- CBL now sells advertisement spots which they interject into its broadcasts. These advertisements have replaced a large portion of the foreign network advertisements and are an additional revenue stream for CBL with no consequential benefit for consumers.
- CBL’s service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.
- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Monique Carey

I SAY HELL NO!!!!!!!!!!!!!! NO INCREASE!!!!

Kirk H. Rolle

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- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Regards,

Shenika P. Astwood (Mrs.)

I AM AGAINST THE INCREASE. CABLE BAHAMAS NEED TO IMPROVE ON THEIR SERVICES. WHENEVER YOU HAVE LOST OF SERVICE, THEY ARE NEVER ABLE TO TELL YOU A DEFINITE TIME A TECHNICIAN WOULD VISIT YOUR HOME. THEY WOULD TELL YOU THE AVAILABLE TIMES ARE 9-12 OF 12-5. THE CONSUMER WOULD HAVE TO WAIT AT LEAST 3-4 HOURS BEFORE A TECHNICIAN SHOWS UP. WHY SHOULD WE TAKE OUR TIME TO ACCOMMODATE THEM AT OUR EXPENSE. TIME IS MONEY.

I SAY NO, NO, NO A THOUSAND TIMES NO TO THE INCREASE. THEY ARE RIPPING OFF THE BAHAMIAN PEOPLE ALREADY.

AS A MATTER OF FACT, WE NEED ANOTHER CABLE PROVIDER IN THIS COUNTRY.

Denise C. Lloyd

Good Day,

Please add my name to the list of clients who object to basic cable premium increase at this time of economic difficulty.

Kindest regards,

M. Morley

Dear Sirs:

Re: Request for rate increase by Cable Bahamas Limited("CBL") to Utilities Regulation and Competition Authority ("the Authority")

I am an existing customer of Cable Bahamas ("CBL") and I write to voice my position to the requested rate increase by CBL for the following reasons:

- Although the price of basic cable services have not changed since 1995, over the years CBL has systematically reduced the quality of its programming removing once available channels forcing customers to purchase their more expensive premium packages.
- CBL has forced customers to purchase or rent digital set-top boxes required for each television in a person's home by disconnecting the cable services within a week of informing that the customer that they have been digitalised. CBL has a Monopoly on the sale and rental of the boxes. This additional cost has been borne by the consumer increasing the cost of the CBL's services.
- CBL has recently reported an operating income of \$7.8 million for the three months ending June 30, 2012 suggesting that a further rate increase would result in increased profits at the expense of consumers.
- CBL now sells advertisement spots which they interject into its broadcasts. These advertisements have replaced a large portion of the foreign network advertisements and are an additional revenue stream for CBL with no consequential benefit for consumers.
- CBL's service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.
- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Yours sincerely,

J. Olivia Wilson

Dear Sirs:

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Patrice Curry

TO WHOM IT MAY CONCERN

While I can understand Cable Bahamas' application for an increase in basic cable fees, I am opposed to this as the company has not met its obligation to the Bahamian people. I am a

resident of South Andros and am still waiting for Cable Bahamas to provide basic cable to the residents of South Andros and other areas of The Bahamas.

One of the reasons for Cable Bahamas' request is that it has not had an increase in fees for some 15 years but I hear of no plans of using funds if the request for increase is granted to ensure that the remaining areas of the Bahamas is provided with basic cable service. I feel that the Bahamian public might be a bit more sympathetic if the increase in fees is used to benefit and unlift the Bahamian people as a whole and not just benefit Cable Bahamas.

In your review of this application, please take in to consideration that there are many islands/settlements in the Bahamas that are still without basis cable services.

Bernadette Rolle

This e-mail seeks to categorically state my position on this matter. I live in Colony Village. I have never seen so much outages from a Cable Company in all my life. Just recently cable was off 5th and 6th September back -to-back for hours not to mention so many outages before- too numerous to mention.

This is annoying and inconveniencing. I am not an American but I am a teacher. I wanted to watch the Democratic Convention so I could be educated an informed. There is no notice when these outages will occur so I can go elsewhere to watch the convention. I am tempted to find another Cable Company at THIS TIME.

Perhaps the Government should seek to bring in another Cable Company to break this monopoly.

Further Cable Bahamas is too expensive as it stands. They do **NOT** deserve an increase at this time.

I STRONGLY OBJECT TO CABLE BAHAMAS RECEIVING AN INCREASE AT THIS TIME.

Regards,

Vanda Moss

Dear Sir/Madam,

I write concerning your recent disclosure that Cable Bahamas (hereinafter referred to as CBL) has made application for a 27% price increase on its basic cable TV rate.

Firstly let me state that I have "standing" or an intrinsic interest in this matter because I am a CBL cable and internet customer. Let me go on record as being STRONGLY opposed to this proposal, and not only because CBL has yet to fulfill its universal service provider requirements, but because of several other reasons as I shall explain.

In my opinion, CBL or any company in any industry should NEVER have been given a 15-year monopoly because it only (and will always) results in the consumer being raped financially (please pardon my strong expression, I could not find a softer word to express my true feelings). CBL almost immediately commenced its efforts to extract as much moneys as possible from its TV customers when very early on, it used its technology to determine the most popular of some of the channels in its basic package. It then removed those channels and placed them in premium packages so that customers would have to pay an addition \$5+ per month to receive those channels.

Secondly, CBL forced all of its customers who wanted access to its high-speed internet service to first purchase its TV product. This is scandalous!! I have been made to understand that URCA has recently forced CBL to cease and desist from this diabolical and anti-competitive practice, but alas, by that time they had already reaped millions of dollars and had most of the internet market effectively cornered.

Thirdly, CBL over the course of the last year or so has forced all of its customers with more than one TV set to purchase a set-top box for \$49.00 for each additional TV in order to receive its signals under the guise of "digitizing" its signals. This commercial extortion must have resulted in hundreds of thousands, if not millions of dollars moving from its poor customers (like myself) to the bloated coffers of CBL, and I still question if this action was legal. In any event it is clear that the poor people of this country was forced to foot the bill (if CBL is to be believed) of this company "improving" its service to them, whether they wanted that improved service or not. The costing for such undertakings are almost always a "business expense." What hurt me more than anything about this particular profanity is that no one, not even one of our beloved political "leaders" who claim to care so much for the "small man" uttered a single word of protest. Not a word also from you, URCA. Consumers were slaughtered by this action, but not a word.

Finally, I hold no sympathy whatsoever for a company that very recently boasted earning \$6.339 million in profits over just the first three months of 2012 crying that it must increase its TV rates. I guess \$6 million a quarter is not enough.

Dear Sir/Madam,

I write concerning your recent disclosure that Cable Bahamas (hereinafter referred to as CBL) has made application for a 27% price increase on its basic cable TV rate.

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In my opinion, CBL or any company in any industry should NEVER have been given a 15-year monopoly because it only (and will always) results in the consumer being raped financially (please pardon my strong expression, I could not find a softer word to express my true feelings). CBL almost immediately commenced its efforts to extract as much moneys as possible from its TV customers when very early on, it used its technology to determine the most popular of some of the channels in its basic package. It then removed those channels and placed them in premium packages so that customers would have to pay an addition \$5+ per month to receive those channels.

Secondly, CBL forced all of its customers who wanted access to its high-speed internet service to first purchase its TV product. This is scandalous!! I have been made to understand that URCA has recently forced CBL to cease and desist from this diabolical and anti-competitive practice, but alas, by that time they had already reaped millions of dollars and had most of the internet market effectively cornered.

Thirdly, CBL over the course of the last year or so has forced all of its customers with more than one TV set to purchase a set-top box for \$49.00 for each additional TV in order to receive its signals under the guise of "digitizing" its signals. This commercial extortion must have resulted in hundreds of thousands, if not millions of dollars moving from its poor customers (like myself) to the bloated coffers of CBL, and I still question if this action was legal. In any event it is clear that the poor people of this country was forced to foot the bill (if CBL is to be believed) of this company "improving" its service to them, whether they wanted that improved service or not. The costing for such undertakings are almost always a "business expense." What hurt me more than anything about this particular profanity is that no one, not even one of our beloved political "leaders" who claim to care so much for the "small man" uttered a single word of protest. Not a word also from you, URCA. Consumers were slaughtered by this action, but not a word.

Finally, I hold no sympathy whatsoever for a company that very recently boasted earning \$6.339 million in profits over just the first three months of 2012 crying that it must increase its TV rates. I guess \$6 million a quarter is not enough.

Sir/Madam, I urge you in the strongest possible terms to absolutely reject this obscene request from CBL. I pray that the foregoing will be sufficient to enable you to easily accede to this request.

Best Regards,

Welly Forbes

Good Morning,

I am definitely opposed to the increase. In addition to the points below, they no longer provide good customer service.

Thereze Gibson

Increase should be less if absolutely necessary to save jobs.

Davina Holder

SEPTEMBER 7TH 2012

TO WHOM IT MAY CONCERN

I DISAGREE WITH THE INCREASE AS CABLE BAHAMAS NEEDS TO **FIRST** GIVE BETTER SERVICE SO YOU CAN SEE THE PICTURE WITHOUT PIXLEIZATION AND FREEZING IN THE MOVIES WHEN THE WEATHER IS CLEAR OUTSIDE.

ALSO STOP SHOWING THE SAME MOVIES OR SERIES DAY AFTER DAY OR WEEKLY.

THE INCREASE OF 27% IS TOO HIGH OF A JUMP AT ONE TIME.

THANKING YOU KINDLY IN ADVANCE

CONCERNED CUSTOMER

Dear

Sir/

Madam,

This request by Cable Bahamas has evoked several questions:

- 1) Should consumers be able to see for free all local TV channels?
- 2) Should basic TV services be at a fee, say , \$15 to \$20 a month, to comfortably enable the poor to view?
- 3) Should an arrangement be made for news only channels along with local channels to be in a package for free or at a very low rate?
- 4) Why is there a need to have more than one set-top box to service one account?
- 5) Could one device be used to convert the signal being supplied to all televisions to one service location?
- 6) Is the consumer benefiting equitably based on the cost he is paying?
- 7) In view of Cable Bahamas' healthy profitability, how can this increase be justified?

Kindest regards,

J. Ricardo Cox

I am e-mailing in against the proposed 27% increase for Cable Bahamas because it is unfair to me and all other consumers because we are paying our bills but yet Cable Bahamas do not pay royalties/subscriptions to the networks but instead steal/hack/pirate direct t.v signals, the cost of living is way too high as it is and the salary is not being increased to match it, and cable t.v has now become a necessity since it is now the only way one can get to see ZNS community bulletins, news, etc. So it is not fair. Please remember your financial struggles before you'll get successful and remember how it felt and that people are going through this on a continual basis. So no to Cable Bahamas greedy capitalist, fat cat request of a 27% increase, because who knows what's next, Revoice, BTC, BEC, water, Bahamians are just over broke(job) and need mercy and compassion.

Lothario Johnson

RE: Cable Bahamas Proposed Increase

To Whom It May Concern:

The Bahamas is an archipelago of islands on which many Bahamians live. We work on one and travel to Family Islands; in instances our 'hometowns' on weekends, holidays, to funerals, weddings, anniversaries, etc. Travel may occur several of them per year. As BAHAMIANS we expect the same services when we travel to these islands. This is not the case! We who live in New Providence have families and friends on these islands and should speak out on their behalf.

Cable Bahamas has not lived up to their commitments and we who pay (I am sure) would not have a problem paying 27% when ALL BAHAMIANS are treated fairly. How could you come to us for an increase when our children on some family islands, the future of our country cannot get the same opportunities as their peers in the capital or other islands. Yes, they need to use the internet like any other Bahamians. Who are looking out for THEM? Please URCA before you make any decisions on this increase for Cable Bahamas make sure every school aged Bahamian student has access to cable especially the internet.

One of the Golden Knights, Chris Brown is from the settlement of Wemys's Bight, Eleuthera with over sixty homes averaging four persons residing in each house. Families and friends were not able to watch him on the world stage due to the lack of a simple necessity of cable television. Please URCA do NOT let another person become famous from any other family island and Cable Bahamas gets thumbs down.

I am writing on behalf of the people of Wemys's Bight, South Eleuthera

Mildred S. Young

PS. Community meetings are scheduled for many of the major family islands, but none for the 'Island of FREEDOM'!

Cc: Prime Minister, Hon. Perry G. Christie
Hon. Damian Gomez, MP for Central & South Eleuthera/Minister of State in Legal Affairs
Hon. Jerome Fitzgerald, Minister of Education, Science & Technology
Margaret Symonette, Island Administrator Central & South Eleuthera

Good day,

I would like to voice my opinion on the propose Cable Bahamas hike increase. Cable Bahamas states their price for the basic package \$30 has not increase in 17 years which is true, but to the \$30 basic package one must now pay a \$4.99 digital fee so my cost grew from \$30 to \$34.99. They also mention the cost of living has increase. This is why the cost of living has increase because utility companies brag about the profits and sponsorships then charge us the consumer more. If rather than charging us more give us more value in the other packages and I would gladly upgrade and pay more. As it stands we are not getting more value so why pay more.

Please URCA refuse this hike in price bid of Cable Bahamas for their basic package and if they want to generate more revenue offer upgrades that gives the consumer value for their dollar and we will gladly upgrade our packages and pay more money.

Thanks for your time.

Jerry Rahming

To Whom It May Concern,

I wish to express my opposition to the requested increase by Cable Bahamas, and trust that my experiences would lend to the denial of that request. I am also against the payment of a late fee, and the purported increase of this fee as well.

I have had the service of Cable Bahamas for over seven (7) years, and the service has **ALWAYS** been substandard. In particular, the television reception has always been poor, from scrambled channels to "temporarily off the air". When they went to mandatory boxes per television, I was forced to return them because of the poor reception, and Cable Bahamas' procedure of having me the customer troubleshoot their equipment. Additionally, the terms and condition of my agreement were changed when they implemented a charge for reception to more than one television. So, I now only have the one (1) free box. When I purchased the Basic Service, I used to get all of the "News" channels, e.g., MSNBC, and CNN. Most days those channels are "temporarily off the air", and we are forced to watch movies that are in English,

and advertisements that are in some foreign language. The Internet Service has, and is still causing me and my family much discontent. Every day, sometimes several times throughout the day the service goes down. After many calls and visits, we opt now to just disconnect the applicable cables which serve to correct the problem.

Despite the many disruptions to both my Cable Television and Internet services over the years and to present, I have never been credited for the many disruptions due to their lousy service.

Finally, can you advise Cable Bahamas to include the "balance" of bill on the customers receipt.

When we, as consumers are provided another option in Cable Service, then maybe consideration should be given to their request. Thank you for your kind consideration.

Wendy Humes

Re: Request for rate increase by Cable Bahamas Limited ("CBL") to Utilities Regulation and Competition Authority ("the Authority")

I am an existing customer of Cable Bahamas ("CBL") and I write to voice my opposition to the requested rate increase by CBL for the following reasons:

- Although the price of basic cable services have not changed since 1995, over the years CBL has systematically reduced the quality of its programming removing once available channels forcing customers to purchase their more expensive premium packages.
- CBL has forced customers to purchase or rent digital set-top boxes required for each television in a person's home. CBL has a Monopoly on the sale and rental of the boxes. This additional cost has been borne by the consumer increasing the cost of the CBL's services.
- CBL has recently reported an operating income of \$7.8 million for the three months ending June 30, 2012 suggesting that a further rate increase would result in increased profits at the expense of consumers.
- CBL now sells advertisement spots which they interject into its broadcasts. These advertisements have replaced a large portion of the foreign network advertisements and are an additional revenue stream for CBL with no consequential benefit for consumers.
- CBL's service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.
- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Michelle Fox

I am an existing customer of Cable Bahamas (“CBL”) and I write to voice my opposition to the requested rate increase by CBL for the following reasons:

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- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Chantal S. Palacios

**Re Request for rate increase by Cable Bahamas Limited (“CBL”) to Utilities
Regulation and Competition Authority (“the Authority”)**

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As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Darryl Darville

Dear Sirs:

Re: Request for rate increase by Cable Bahamas Limited ("CBL") to Utilities Regulation and Competition Authority ("the Authority")

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- CBL now sells advertisement spots which they interject into its broadcasts. These advertisements have replaced a large portion of the

foreign network advertisements and are an additional revenue stream for CBL with no consequential benefit for consumers.

- CBL's service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.
- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Yours faithfully,

Anastacia Strachan

Dear Sirs:

Re: Request for rate increase by Cable Bahamas Limited ("CBL") to Utilities Regulation and Competition Authority ("the Authority")

My name is Juliette Wilson Fraser, and I am an existing customer of Cable Bahamas ("CBL"). I am writing to voice my opposition to the requested rate increase by CBL for the following reasons:

- Although the price of basic cable services have not changed since 1995, over the years CBL has systematically reduced the quality of its programming removing once available channels forcing customers to purchase their more expensive premium packages.
- CBL has forced customers to purchase or rent digital set-top boxes required for each television in a person's home. CBL has a Monopoly on the sale and rental of the boxes. This additional cost has been borne by the consumer increasing the cost of the CBL's services.
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- CBL now sells advertisement spots which they interject into its broadcasts. These advertisements have replaced a large portion of the foreign network advertisements and are an additional revenue stream for CBL with no consequential benefit for consumers.
- CBL's service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.

- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

J.A. Wilson-Fraser (Mrs)

Attn. Ms. K. Smith:

I wish to advise, even though I cannot attend the meeting on the captioned subject; that I do not think that cable Bahamas qualifies for a rate increase. My conclusion is based on the facts that, whereas my house has more than the basic channels, Cable Bahamas has basic fundamental problems that they have to seriously address but one gets the impression that these problems seems to be of no consequences to them because its only the lowly customer with basic cable services who are complaining. To deal with specifics:-

.....i] any week day between sunrise and early afternoon 2000Z there are multiplicities of "loss of service" breaks even though only "temporarily"!

.....ii] just plain loss of service, screen either straight-out blank or video frozen and audio still going. Solution seems to be a quick switch in channel and returns to the channel being watched. Problem is, you might have to do this many times thus missing out on ones programme.

.....iii] Cable Bahamas has serious problems not only with its audio output strength but also with its video quality. Sadly it does not relate exclusively to just Channel 11, 12 and 14. The video and audio quality in some instances is a bloody blooming disgrace and, in a effort to keep this as short as possible, I shall mention just one instance, Channel 271; one wonders what quality control exist at Cable Bahamas.

.....iv] the continuous repetition of programmes; is the increase to provide a cessation of this practice or what?

.....v] early in the year, Cable Bahamas announced that for improved picture quality, a "box" would be provided to each house hold at no cost with additional boxes, if you wanted to watch their signal, being available for a flat fee of \$50. Now there mass confusion that additional monies has been added to the basic service charge for each "Box"; no two households know what they are paying for. What is particularly sickening about this "Box" business is that, although Cable Bahamas collected its \$50:00, it provided neither a manual nor instructions on how to use all the output terminals on the back of the "Box"!

The question of Cable Bahamas' telephone service. Should not the Company explain to its phone customers what their services are capable of doing? I've had it with their customers calling my number and leaving messages to call them and being asked for my access code among others when I do only to get cussed because I did not return their calls in a timely manner. Whereas I did return the calls in all instances the additional problems involves phone being busy with nobody being home, phone ringing but not being heard in the house just to mention a few promiscuous mediocrity with which one is faced. Would not this section also benefit from the increase in any rate increase at this time? I live in the Imperial Park Sub-Division on Silver Pam Blvd in House #2. Thanks in advance for your help in denying Cable Bahamas their increased rate until such time as they clean up their mess; as is, their services stink!

C. Ricardo E. Strachan

Cable Bahamas service is not the best if they had competition services would be better, a increase for service is not feasible for the public with all the economic challenges the Bahamians are facing.

I say **No!!!** to the increase.

Sharran Neymour

Dear Sirs:

Re: Request for rate increase by Cable Bahamas Limited("CBL") to Utilities Regulation and Competition Authority ("the Authority")

My name is Lynn Gibson, and I am an existing customer of Cable Bahamas ("CBL") and I write to voice my opposition to the requested rate increase by CBL for the following reasons:

- Although the price of basic cable services have not changed since 1995, over the years CBL has systematically reduced the quality of its programming removing once available channels forcing customers to purchase their more expensive premium packages.
- CBL has forced customers to purchase or rent digital set-top boxes required for each television in a person's home. CBL has a Monopoly on the sale and rental of the boxes. This additional cost has been borne by the consumer increasing the cost of the CBL's services.
- CBL has recently reported an operating income of \$7.8 million for the three months ending June 30, 2012 suggesting that a further rate increase would result in increased profits at the expense of consumers.

- CBL now sells advertisement spots which they interject into its broadcasts. These advertisements have replaced a large portion of the foreign network advertisements and are an additional revenue stream for CBL with no consequential benefit for consumers.
- CBL's service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.
- CBL's customers have to wait normally for one week before a service technician can visit their home to fix a problem. Also the customer have to wait at home possibly all day between the hours of 9am -5 pm (no specified time can be given) to wait on that technician.
- Some of their channels switch from English to Spanish.
- CBL does not offer any type of credit to its' customers for disruption of service as other companie
- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Lynn Gibson

Dear Sirs:

Re: Request for rate increase by Cable Bahamas Limited ("CBL") to Utilities Regulation and Competition Authority ("the Authority")

My name is Krystle Armaly I am an existing customer of Cable Bahamas ("CBL") and I write to voice my opposition to the requested rate increase by CBL for the following reasons:

- Although the price of basic cable services have not changed since 1995, over the years CBL has systematically reduced the quality of its programming removing once available channels forcing customers to purchase their more expensive premium packages.
- CBL has forced customers to purchase or rent digital set-top boxes required for each television in a person's home. CBL has a Monopoly on the sale and rental of the boxes. This additional cost has been borne by the consumer increasing the cost of the CBL's services.

- CBL has recently reported an operating income of \$7.8 million for the three months ending June 30, 2012 suggesting that a further rate increase would result in increased profits at the expense of consumers.
- CBL now sells advertisement spots which they interject into its broadcasts. These advertisements have replaced a large portion of the foreign network advertisements and are an additional revenue stream for CBL with no consequential benefit for consumers.
- CBL's service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.
- CBL has two channels that offer the same service this is not necessary as one can be used for another station.
- As the Bahamas is a English speaking country there is a Spanish channel that is not watched due to the language.

The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Regards,

Krystle Armaly- Barnes

I DO NOT AGREE FOR THE INCREASE IN CABLE BAHAMAS FEES.

Jane Roache

I am oppose to any rate increase for Cable Bahamas simply because of the poor service and constant outages currently experienced by consumers and the lack of a suitable alternative.

James A. Moss

G'day

In doing preliminary research, I have found that most of the Cable companies mentioned on page 31 offer at least one movie channel and/or family channel. Quantity vs quality.

Angel Gibson

I am an existing customer of Cable Bahamas (“CBL”) and I write to voice my opposition to the requested rate increase by CBL for the following reasons:

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- CBL has forced customers to purchase or rent digital set-top boxes required for each television in a person’s home. CBL has a Monopoly on the sale and rental of the boxes. This additional cost has been borne by the consumer increasing the cost of the CBL’s services.
- Even with the basic channels, we have Cable 12 that only basically reports the news and advertising. Almost the same apply to channel 14, then there is channel 50, that only show shows real estate all day. this in itself is a rip off. There is also the situation of channels freezing sometime for days, and sometimes channels are not available, it will tell you to check back later.
- CBL now sells advertisement spots which they interject into its broadcasts. These advertisements have replaced a large portion of the foreign network advertisements and are an additional revenue stream for CBL with no consequential benefit for consumers.
- CBL’s service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.
- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Eunice Williamson

Dear Sirs:

**Re Request for rate increase by
Cable Bahamas Limited(“CBL”) to Utilities Regulation and Competition Authority (“the
Authority”)**

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- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Mark A. Wilson

Good Day URCA,

Many of the Bahamian people can not afford an increase in rates for basic cable or any other cable services.

Cable Bahamas has yet to satisfy the general public with their services. To increase their rates would mean that i would continue to now receive and increase of bad service. We the people can hardly afford to pay for the services we now have. They promised us that cable would be placed in all of the Family Island that were inhabited but to date they have failed.

Hopel Fox

Please do not allow Cable Bahamas to increase its rates because i am one of the many who can not afford the increase.

Due to the economical climate; I strong disagree on the price increase for Cable Bahamas.

Lakera D. Thompson

Good morning Sir / Madam,

I am so sorry but I cannot attend your meeting this evening due to a previous commitment, but I wish to lodge my complaints.

With that said I wish to advise that for some time I have not been satisfied with the service provided by Cable Bahamas. Historically, I pay my cable/ net billing every two months knowing that I have to pay the \$5 late fee. However, earlier this year, I go into Cable Bahamas to do my usual transaction and was angry when I was given my bill- **\$40 was added to my bill for "RECONNECTION"**. I enquired with the cashier if this was a new fee and was informed it had been on the books for at least 5 yrs.because she worked there that long. I am still disturbed about this "hidden" fee, which in fact should be printed on the billing to make the consumer aware of added cost if they are delinquent. If it is posted on the internet, I am not impressed because a lot of people don't always have internet access, internet may have downtime, or they may not have a notion to spend time researching fees related to utilities service billings.

The saga goes on because after paying my \$40 to get service I go home and discovered my internet service was not connected. I had to sit on the phone for quite a while waiting for a Service Agent, who tried to walk me through the re-connection- it took a couple of days for me to get connected because of some internal issues. Subsequently, I refused to pay my telephone billing with them because of the bad internet service and I was threatening to resume service with BTC - I did not pay on time so I was disconnected. After I paid my telephone bill, I still had no service for a little over one week. I was livid- they had internal issues again- seems like the two Depts. did not have effective communication and me, the client suffered. The problem explained to me was that Customer Service was supposed to have done something to facilitate the reconnection and Tech Service couldn't proceed until that was done- so I spend a lot of money with BTC (cell) until they got it together.

Besides being unhappy with the expensive fees and lack of service or poor service, I believe the movies or programs they show haven't been upgraded since they established the service. What the basic package provides the consumer with is purely garbage. Lastly, they need to give

account holders passwords/ codes so guests in their homes don't purchase a movie at the client's expense. I had one such experience and I don't understand why the client is not protected against unauthorised purchases on their accounts.

BTC and BEC always reconnect clients when they disconnect- why is Cable Bahamas allowed to charge a hefty fee and not quickly reconnect? I don't support the increase in the monthly fee because I believe they charge excessively already. I pretty much watch the news only because there is nothing entertaining for me to watch on Cable Bahamas- I have had enough of these old movies and programs that should be archived.

Cable Bahamas needs to be reminded that cable service can be obtained from Satellite Bahamas and Internet and telephone service can be obtained from BTC, so they need to improve.

I shall be grateful for a response.

Thank you.

Janis Henfield

I am a customer of Cable Bahamas and has been since 1997. I am submitting my response on the above subject matter, as I am unable to appear in person at today's Town Hall Meeting.

I am of the opinion that if the original contract of Cable Bahamas and the Bahamian people were adhered to, (to ensure that every island within this island chain be cable-ready) maybe then Bahamians would have been more sympathetic toward their request for cost increases. We have been purporting for more years than I care to recall, that we are One Bahamas, yet there are many of my family and friends throughout the length and breadth of this archipelago who cannot subscribe to Cable Bahamas - not even to view National Issues, esp. Debates from the Parliament and News.

I am opposed to Cable Bahamas being given approval for any type of increase at this time. With the economy at an all-time low, where many homes are headed by females, most of whom are unable to secure jobs above the minimum standards, it would be disastrous to "force" an increase however small on these households - thus eliminating children having access to television.

Since 2008, I have not been impressed with the service that I have received from Cable Bahamas. In that time frame, I have met some of the rudest Customer Service Representatives here at home. (Incidentally, they were all Bahamians)

From whichever source Cable Bahamas derives it programming, there is much left to be

desired. The subscription is disgraceful for want of a better adjectives.

The Prevue channel is never updated.....to me it is a repetition of 2011. Does the executives of CB think we as Bahamians are deserving of such treatment.

For the past four (4) nights (Friday through Monday), I have been forced to watch the same reruns, that I have watched on more than 20 previous times. What the hell is going on....Is that what I am paying \$54.95 per month for. (the devil is a liar)

Also, there is too much, I repeat too much blackouts that we as consumers do not receive any type of credit for. Cable Bahamas says that there is a time frame before one can receive credit. Yet, when CB formulate your billings, they account for every hour. Something is definitely wrong with this - a travesty of injustice being dished out on "ferl paper".

I am prepared to cause Bahamians who are concerned for their country to rise up and boycott Cable Bahamas for three months just so that they can come to their senses and make a serious upgrading of programmes; then and only then will I support an increase in two (2) increments - \$3.00 in 2013 and \$3.00 in 2016.

Thanks for listening!

Rachel Coakley

Dear Sir/Madam,

When Cable Bahamas came on stream in the 1990's I understood their aim was to please the small man, the poor man. To date the service at Cable Bahamas is poor. You are not getting what you are paying for.

1. We are an english speaking country, how is it that you have commercials etc, with persons speaking a language that you do not understand e.g. AMC.
2. The Cable Guide is not accurate. Another e.g. last night September 10 at 10:00 p.m. on channel 9 I was waiting to watch Hawaii 5-0 it never came on Cable Bahamas decided to put another trash on. This happen also last week.
3. Cable Bahamas has already added a five dollar fee on your bill for late fee. If you do not pay that for a certain length of time it adds up and you will be disconnected.

4. Cable Bahamas has caused persons to use their services after they boycotted the satellite program.

LASTLY, I disagree for URCA to agree with Cable Bahamas and slap this increase on the Bahamian people. Things are hard as it is, everything has gone up, food, light, national insurance, car licence, health insurance. URCA need not to comply with Cable Bahamas request.

Terecita Woodside

To whom this may concern,

I am writing to urge you to reject Cable Bahamas' proposed rate increase. Cable Bahamas' original founders came into this country broke and was able to amass great wealth off the backs of Bahamians. That's a documented fact. Now they propose an increase in a time when consumers' buying power has shrunk considerably and families are on the proverbial financial edge.

Do executives at Cable Bahamas read the papers? Do they know that hotels are entering their slow periods? Do they realize that 4,000 Bahamian families are in danger of losing their homes as their mortgages are in serious arrears? Do they care that real global economic recovery (and The Bahamas' own recovery) is still a good (and I'm being optimistic) two years away, at minimum?

By its own admissions, and unless newspaper reports were misleading, Cable Bahamas previously charged the Bahamian people for HBO and other premium packages when they themselves hadn't concluded the deal authorizing them to carry such packages. That is, they were charging us for something they themselves were not yet authorize to sell. I could use harsher language, but I'm sure you get the picture. On top of that, there were selling TV ad space, taking revenue away from stations such as JCN and ZNS.

If we (the Bahamian people) were to allow an increase in the **basic** rate then it would stand to reason that somewhere along the line other increases will follow, further driving up the cost of the higher tier packages. When will enough be enough? No company will ever police itself. Do we honestly expect Cable Bahamas to say, "I'm making too much money." Cable Bahamas tells us that it hasn't increased the basic package rate since 1995. Who cares?

Cable Bahamas needs a reality check. It has a MONOPOLY. Additionally, every year it has enjoyed huge returns on its investments. It's in no danger of going under. Moreover, has Cable Bahamas ever given the Bahamian people anything that we haven't paid for? Have they adopted a school, taken on responsibility for a park, sponsored any youth groups or sporting clubs, etc.? I would personally like to see a list of what exactly **have** they done for the Bahamian people in terms of giving back to the community whether it be time, money or other resources? I'm talking real corporate partnership with the community, where the money they've put back into society reflects in a real way what they've taken out, in terms of profit.

In conclusion, do not expect many people to attend your community meetings. I have one child. My evenings are busy preparing dinner, going over homework and preparing myself for the next day. I would have thought it best to have held the meetings on weekends allowing for more people, who have far busier schedules than I, to attend. In any event, Bahamians are not known for reacting until the deed has been done, when it's too late.

I can only hope that more middle class and upper middle class Bahamians do their duty and provide you with feedback, that this proposal should be unequivocally rejected.

I've only seen your ads in newspapers. The poor and uneducated in this community aren't the ones reading the papers. Yet, they are the ones who will feel the brunt of this increase if it's allowed to go through. Therefore, I would have thought radio and tv ads to be the most effective medium.

For my part, I intend to immediately cancel my cable service, in protest, if Cable Bahamas' proposal gets the green light.

Sincerely,
Tosheena

Until we get good service there is no need for an increase.

Paddie Martin

Dear Sirs:

I am an existing customer of Cable Bahamas ("CBL") and I write to voice my opposition to the requested rate increase by CBL for the following reasons:

Although the price of basic cable services have not changed since 1995, over the years, CBL has systematically reduced the quality of its programming removing once available channels forcing customers to purchase their more expensive premium packages.

CBL has forced customers to purchase or rent digital set-top boxes required for each television in a person's home. CBL has a Monopoly on the sale and rental of the boxes. This additional cost has been borne by the consumer increasing the cost of the CBL's services.

CBL has recently reported an operating income of \$7.8 million for the three months ending June 30, 2012 suggesting that a further rate increase would result in increased profits at the expense of consumers. CBL now sells advertisement spots which they interject into its broadcasts. These advertisements have replaced a large portion of the foreign network advertisements and are an additional revenue stream for CBL with no consequential benefit for consumers.

CBL's service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.

The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Juliette Patterson

Re: Request for rate increase by Cable Bahamas Limited ("CBL") to Utilities Regulation and Competition Authority ("the Authority")

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- CBL's service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.
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As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Gayle Farquharson

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- CBL’s service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.
- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

- As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Sharon Wallace

As a consumer, I have vested interest in this matter. Let me go on record as being strongly opposed to this proposal for the reasons mentioned as follows:

- There is no competition in the marketplace for Cable TV services and no alternative for residential consumers.
- Cable Bahamas has not fulfilled its prior obligation and commitment to providing Cable TV service to all inhabited islands of The Bahamas.
- There is no regulation on the way Cable Bahamas can move a channel from basic to paid.
- Cable Bahamas and IndiGO Networks are merged wherein the former can provide fixed-line residential voice and soon triple-play services. Therefore, the company can now provide additional services to increase its profits.
- The very same economic and financial variables that affect Cable Bahamas as a company, affects its consumers except the consumer's income is not increasing like Cable's \$6.339 million in profits made over the first quarter of 2012.

Cable Bahamas' reason that programming costs have "increased significantly" over the years with huge increases being experienced in more recent years is simply unreasonable as it is not affordable for the average residential consumer.

Rgds,

Chiara Anderson

I am an existing customer of Cable Bahamas ("CBL") and I write to voice my opposition to the requested rate increase by CBL for the following reasons:

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- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.
- As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Erold Farquharson

The following enquiry on our website has been received from a website visitor. Please review the enquiry and forward to the relevant persons for future consideration and/or reply.

Keva Brown-Wallace

WE SAY NO TO THE INCREASE OF BASIC CABLE PERIOD! NO increase Cable Bahamas, not this time.

Maggie Colebrook

Hello,

I do not agree to the Cable Bahamas price increase simply because we are not getting value for money. As it stands at this point, the service is poor. I have two accounts in my name and at one location, there is a problem that they have sent technicians out to deal with so many times, I can't even count. Every time they come out, the cable would work for a few hours and then

go out again. It is ridiculous; do they not know what they are doing? On top of that, you have to wait days and in some cases more than a week for them to send out a technician. What is up with that?

In addition, we are now paying \$30 for basic cable service and you can get basic cable in the US for around \$20.00 with much more channels and better service. I can go on record to say "NO" to the increase!

Baronette Scott

i am a customer of Cable Bahamas ,AND I WOULD LIKE TO GIVE YOU A VERY GOOD REASON WHY CABLE SHOULD NOT GET AN INCREASE DURING THESE EXTREMELY HARD TIME.

CABLE BAHAMAS HAS ALREADY INCREASED THERE FEE BECAUSE YOU HAVE TO PAY FOR THE BOX IN ORDER TO VIEW THERE SERVICES AND EVEN THOUGH YOU PAY FOR THE INDIVIDUAL PACKAGES THEY CHARGE AN ADDITIONAL \$5 PLUS FOR EACH ROOM TO VIEW THE PACKAGE THAT YOU ARE PAYING FOR AN CALLING IT A FEE TO COPY THE BOX PLEASE DON'T ALLOW CABLE BAHAMAS TO SQUEEZE EXTRA MONIES OUT OF SINGLE MOTHERS TRYING TO MEET ALL OF THERE OBLIGATIONS BECAUSE I PAY \$40 plus dollars for INTERNET ALONE, WITH CABLE TV AND HAVE THE CABLE BOXES MY BILL IS \$106 A MONTH.CABLE HAS A LOT OF HIDDEN FEE PLEASE INVESTIGATE.

Lynette Neely

Please ask Cable Bahamas to consider restructuring the rates by the number of channels. I only watch 9 channels and I am certain most Bahamians (the working class) only have time to watch that many if any at all after the Evening News. So, we can say for example a rate for every 5 or 10 channels as selected by the customer. Also, the service by Cable Bahamas here in New Providence and some of the family islands is not satisfactory. You call or set up an appointment today and they tell you they cannot reach your location until a week later. You visit their Nassau HQ pay station and the senior citizens must stand and wait for an unacceptable length of time. I always accompany my 91 year old mother and stand in line for her while sympathizing with those seniors who are unaccompanied. It is all about options, and a fee increase in my view is not an option at this time. Cable Bahamas (with its monopoly on cable services) must be held more accountable before it should be allowed to increase rates.

Brenda Dorsett

..., this is to advise that I personally oppose any increase by CBL, for any of its services particularly in a depress and the fact they are not providing the required standard of services.

I will hasten to add that the rates should be reduced, given the fact that they are still making huge profits.

Regards

Mr. Thompson

A BIG NOOOO FROM ME! IF YALL DO THIS I WILL COMPLETELY COME OF CABLE BAHAMAS' GRID TRUST ME!!!!

Brian Rolle

Good afternoon this is Cynthia Brown. I am a basic package client at Cable Bahamas. I am emailing you to state my disagreement to the increase of cable fees. I am not pleased with all the channels being offered. My digital box is constantly loosing signal. A lot of the channels I like are not even offered. I can't even get cable in my classroom.

Perhaps if more east offered and the service is better I would have no problem paying an increase.

I do not agree for an increase at this time.

Cynthia Brown

I'm too sure why Cable Bahamas feels they can increase their rates by double digits....at one time....If they have made such a great profit in the first quarter of the year, is such a high increase warranted? I say NO!

Their service does not warrant an increase...we still have channels freezing, channels that say contact your service provider (and are on the package), channels that disappear very often (e.g. al jazeera).....AND they give no refunds of channels that are not available BUT are on the package!!

Darcy Moss

I absolutely do not support the rate increase at this time because they do not deserve it due to their poor service.

Randy Pearce

To whom it may concern,

Please rethink the pending action to increase basic cable fees. The amount may be small but over a period of time it surely adds up!! If more family & movie channels were added to basic cable it would not be so bad. Many of the channels repeat the same programming at the same time every night. Lets get it together people!!

Signed

"Don't do it"

Marilyn Cunningham

Madam/Sir,

This note is being submitted to say NO to Urca's increase in service.

Please remember that Cable Bahamas came into The Bahamas with NO MONEY. It ws the BAHAMIAN shares (same as the port at Arawak Cay) that built Cable Bahamas. The Bahamian people were used for a POOR SERVICE.

The service that Cable Bahamas gives is the WORSE OF THE WORSE. Do not get comfortable to watch anything because you would be disappointed. Cable Bahamas gives you duplicate billings and if you purchase a package other than basic - watch a movie, you are billed for the movie even though it is a part of the package.

Cable Bahamas steals the channels via satellite and expects us, the Bahamian people to pay for what they are stealing.

Come on..... we WERE STUPID. Not anymore.

NO TO THE INCREASE.

Naomi Simms

Good Evening,

Kindly note that i disapprove for Cable Bahamas to get an increase:

1. They already get an increase in monthly payment via their late fees of \$5.50 from the majority of the holders.
2. They got an increase for the boxes that was forced on the Bahamian People
3. What are we getting for the increase poor service and less channels?

Finally why can't we get our local station without cable television?

Simple put NO.

Keva Elizabeth Major

Your Questions: Dear Sir/Madam:

I am sending this note to speak out about the pending increase of Cable Bahamas. Has a citizen of the Bahamas I find it distasteful that Cable Bahamas wants such a large increase when so many Bahamians are just trying to maintain their current bills. Do they care for the customers that they have; or are they just full of greed? Increase if you must but eight dollars is TO MUCH!

Marie Cash

Good Evening,

I wanted to write to express my concerns/opinions as it relates to the increase in the rental price of Cable Bahamas. I DEFINITELY DO NOT agree with Cable Bahamas going up at this time in which Bahamians are trying to "Keep their head above water". As you are aware, a number of persons are out of jobs and we are burdened with utility costs such as the extreme prices from BEC. Most all Bahamians at this time feels disillusioned and is only trying to 'make ends meat'.

I would have felt it fair for Cable Bahamas to ask for an increase, if the company was providing excellent service. I can attest that over the past few months, I have had horrible service (you can check this out if you like, by providing the number 422-3502 to Cable Bahamas). During the week of the Olympics, my service was out for an entire week and afterwards it went out again for a few days. Those were the main two issues recently but I have struggled with constant problems. The issue was rectified and after calling back there has still not been any compensation. Not only have I had issues those two main times but my channels are constantly freezing and it is extremely frustrating that you're paying for a service that you're not receiving. Also, I feel it is not fair on the whole that Cable Bahamas is charging Bahamians all these fees for a few channels that they are not even legally paying for. As well, whenever one does not

pay their bill on time, they are charged a late fee. Cable Bahamas service is horrible and because of it and the state of the Bahamians, I FEEL AS IF WE SHOULD NOT GIVE THEM THEIR 27% INCREASE.

Warm Regards,

Gazna Mackey

Dear URCA,

I as a Bahamian with the knowledge of Cable Bahamas presentation in providing cable services to The Bahamas in its Entirety. But, as the only cable provider other than Satellite Bahamas I do not see the need for an increase to Cable Bahamas.

Firstly, Cable Bahamas is riding/piggy backing on BTC's Infrastructure.

Secondly, Cable Bahamas Illegally stole frequency from Direct TV through ZNS.

Thirdly, Cable Bahamas did not secure cable to the 32 inhabited Islands of The Bahamas as of NOW as manifested.

This is a dubious trickery on part of Cable Bahamas. This company has gained from The Bahamian People at large ten folds & more on basic cable alone. The converter boxes makes their gains 20 folds. I as a knowledgeable Bahamian knows this is wrong, The Bahamian Clients at large see Cable Bahamas as entertainment, & not a necessity.

I say NO to any increase until the entire Islands of The Bahamas has a connection to this entertainment.

Peace.

Preston Sweeting

Your Questions: Cable Bahamas did not follow up on their promise to have cable tv on all the islands of the Bahamas now here it is they are asking for a \$8 raise and further more unlike water works who have to drive to disconnect cable Bahamas just click on the mouse and disconnect you and also the reconnection fee of Cable Bahamas is too high

Gary Rolle

No!!!

Cable Bahamas does not deserve a rate increase!!!

Patricia Watkins

I don't agree with the price increase of Cable Bahamas. I think the price that Bahamians pay on a monthly basis is fine enough, if there we're more channels offered then I would agree with the \$8 increase. But with the price we the consumers pay we just get the basic channels 5-55 with channels 381 and 1000 free that is not is enough. If Cable Bahamas we're to include a few more channels like movies, sports, music and religious channels no problem. I DISAGREE FOR THE INCREASE FROM \$5 TO \$8

Mickey Super Dope

I am emailing to voice my disapproval of the recent application from Cable Bahamas to increase the monthly cable fees by the amount of \$8.00.

In the many televised accounts, it is repeated that Cable Bahamas has not increased their price in a number of years, however the company neglects to also advertise that they have also made a sizable profit for all those years also. No business expects to operate at a loss, however this is not the case for Cable Bahamas.

How can URCA, a board elected to oversee the best interests of not only businesses but the Bahamian community in good conscience even entertain the possibility of allowing this application to pass after examining these facts. With the majority of Bahamian homes facing the full brunt of the worldwide economic downturn and having a hard time maintaining current expenses, should we levy a further unnecessary burden upon our citizens.

This decision marks a crucial point, show big businesses that the Bahamian society comes first in this situation.

Zina Bethel

I object to the increase for Cable Bahamas. It is already unfair that when I order a package i can only get it in one room and I have to pay additional for each extra room. The price is too high for mediocre service as it is. They do not need to increase any bills.

Tracey Pritchard

Chief Executive Officer,

Good afternoon, as a customer of Cable Bahamas I am 100% against the approval of any increase in their cost to consumers as they provide unacceptably poor customer service on the island of Abaco. Unless they plan to implement a better channel lineup, better customer service, family island offices, faster response time to complaints, etc. I do not see any justification for allowing them to charge us, the consumers, more money for the same product.

Regards,

Jim Richard

As a subscriber of Cable Bahamas, I wish to say that an increase for the cable company is ill advise and ill-conceived at this time.

My reason being that service requested from the cable company was ordered and payed for, after waiting for months I had to discontinued the request and had to get a refund back because of them not responding to my simple request for the Hope channel. No one came to check out the receiver to ascertain as to why I was not receiving the one additional channel that I requested and was paying for..

After making a request for the refunding of the 4 monthly payments made, they refused to refund my money back and opted to give me a credit on my future billing.

Secondly, for the past 8 they have been running the same old sequences of the program "The Unit" every Sunday night at 11:pm to 1:am.

No new programming, and to add insult to injury they continues to air Spanish language programs which we Bahamians cannot understand at prime time, why these programs be in English

I was of the opinion that the mean reason for them (Cable Co.) being in the Bahamas was to serve the Bahamian populous and not the very minority that is among us.

Phillip R. Young

Your Questions: To Whom it May Concerns:

I disagree with Cable Bahamas 27%increase because if I can recall less that 2 yrs. ago, Bahamians had to find \$80 for cable Boxes. Some homes purchased up to 5 boxes. I truly

believe that Cable Bahamas think Bahamians grow money or have money trees in their back yard not forget to mention that the economy is bad and there are so many people out of job. More importantly, many Bahamians cannot get a decent raise from their employer. Cable Bahamas are heartless, I do pray that Bahamians Boycott them and do away with their bad services i.e. they having one pay station and customers have to tow lines for at least an hour. Ask those people to give two young girls a job to add to the other two and put on the front desk to collect payments. It hurts my heart to go their.

URCA, I truly hope that you take every bit of complaints Bahamian voice and do not approve the increase they seek. The nerve of those Cash Cows, just received a good profits over the years but it still isn't enough. Again, I say Bahamians need to put them out of business like how they give the FNM their walking ticket. Tell them keep it up!!!

Wendy Gilbert

I say No! to an increase on cable bill at this time. I am already trying to keep up with my bills, and they want to put more. It is in their best interest to get something from me, rather than nothing. I have two cable bills that I pay now, if I am late there is a charge, half of the channels are not in English and there is very few new movies to watch. With all the new changes they have made with their, new box, different packages, the phone service, this should be enough increase for them. So I say NO!

Kenria Edwards

Good Morning Ladies &Gentlemen. I take this opportunity to put in my 5 cents on Cable getting any increase PERIOD. I have not seen where Urca will be having any town meeting in Eleuthera so I am concerned that our opinions will not matter, thus the reason for this e.mail. I presently own 18,000 shares in Cable and I personally think with Cable declaring a net profit of \$ 20,000,000. last year it is wrong to TAX POOR PEOPLE any more at this time. As far as the argument that they have not raised since it started that is PURE UNADULTERATED FOOLISHNESS. When Cable started I was getting Reception to all the T.V. 's in my house for \$30.00 per month and now I have to pay \$30.00 per month for EACH T.V. that I want to get reception on and if that is not a RAISE then there is something wrong with my calculator. This in my book is a Ridiculous Raise.

Cable has been allowed to stop anyone from getting reception without either buying a Box or Renting one for EACH T. V. that they own. This is something that URCA should never have allowed in the first place because in the USA you can get Direct T V and watch what you want on different T V 's for somewhere between \$30.00 and \$40.00 per month. Even though I own

so many shares in Cable I think what is needed in our Bahamas is another Cable Co. so that consumers can have competition to choose from. There is no one that can deny that competition is the best thing for consumers and I personally do not want to increase my riches by taking advantage of POOR people because I believe that it is wrong.
Thanking You Kindly

Abner Pinder

WE SAY NO TO THE INCREASE OF BASIC CABLE PERIOD! NO increase Cable Bahamas, not this time. I also feel that the \$5.50 late fee charge is unfair and illegal, based on the Bahamas law of interest. I would like to see a profit and lost statement detailing, income and expenses from the recent so call digital conversion box, and how many customers were lost due to that experience, as well as their cost of satellite sigNal service, late fee collect annually, total number of subscribers.

Bahamas Urban Development Consultants Ltd

Dear Sirs:

Re: Request for rate increase by Cable Bahamas Limited("CBL") to Utilities Regulation and Competition Authority ("the Authority")

I am an existing customer of Cable Bahamas ("CBL") and I write to voice my opposition to the requested rate increase by CBL for the following reasons:

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- CBL's service is frequently interrupted and CBL refuses to pro-rate customers accounts for periods where the customer does not have access to the services.

- The Bahamas continues to experience record levels of unemployment and many Bahamians are struggling to survive.

As CBL has a monopoly on the market, it is incumbent on the Authority to protect the interest of consumers in The Bahamas. I cannot therefore see how this rate is justifiable given the points above and the present economic climate.

Craig Ferguson

How are you all? Good day;

I'm a long time customer of cable bahamas, and I disagree with the increase that Cable Bahamas wants to do, {Whole \$8 : 00, really}.

I'm a disable person whos only income is by way of a disability benefit fund of \$2:00 a month. I try very hard each month to pay my cable and internet bill along with my other home bills, Going up for people in my condition who only income is \$2:00 per month along with other bills and expends will n't do. So for all disability persons everywhere in The Bahamas and family islands. {PLEASE DON'T DO IT}.

Yours Truly;

Angry Customer

I believe that the proposed rate increase should be denied. Cable Bahamas provides inferior service and inferior products. The existing rates should be reduced.

I became so frustrated with the product and service, I cancelled my basic package. The basic cable product is essentially a bunch of old re-runs. Programs were not current and often times channels were not available and not clear. Calls to customer service proved to be a waste of time and when the technician finally arrived a week or two later, the problem still remained unsolved. Additionally, I received no refund for the time I was without the service.

My family members complain about Cable Bahamas. My co-workers complain about Cable Bahamas. My friends complain about Cable Bahamas.

Based on the aforementioned, a rate increase cannot be justify at this time.

I am aware that Cable Bahamas has not had a rate increase for some time (I believe since 1995). However, I believe, the products was overpriced to begin with. These is usually the trend with monopolies.

I currently have a costly internet package with Cable Bahamas only because I prefer to keep the same email address.

Kind regards,

Melba Lightbourn

To Whom It May Be Concern,

I am a business owner that was forced to have cable TV service 7 years ago when I opened by business. I simply wanted a business that could communicate with the world via email, website, Internet and other social networking tools. I was told I had to get the business package of Internet and cable TV. Cable Bahamas generally provides poor quality service as a cable TV and ISP provider and offers absolutely no kind of compensation for disruption or lack of service. It appears, from numerous calls to their customer service department over the years, that they cannot provide compensation. I feel that Cable Bahamas has carte blanche to do as they please in The Bahamas. On any given day quite a number of the channels are not available on cable TV, yet you are expected to pay the monthly fee. If the Internet is unavailable for whatever reason, you are never compensated for long periods of outage. So, you are paying for services not rendered. I thought such a practice is illegal and unethical.

I highly recommend URCA to take random sampling of consumer responses on a regular basis to better gauge if Cable Bahamas is “getting a free ride as a monopoly” at the expense of The Bahamian people and with the blessing of URCA. I was lead to be believe as a Bahamian that URCA was formed to regulate this industry and protect The Bahamian people from unscrupulous business practices.

I say NO to any rate increase at this time, but instead have a full investigation by URCA to determine if Cable Bahamas is providing the services to The Bahamian people as promised.

I am curious to know when will their monopoly end, so I can use another company post haste.

Regards,

Theresa Saunders

Your Questions: A suggestion with respect to Cable Bahamas application for basic cable rate increase: Cable Bahamas should provide all of the kids educational channels as part of the new

basic cable package. My children watch these channels and the are positively impacted. Considering the educational challenges in this country, these channels should be made available into every home. I intended to write the Prime Minister on this prior to Cable Bahamas application for rate increase. I strongly feel that if a rate increase is to be granted, then Cable Bahamas should provide these educational challenges as part of basic cable.

Dexter Adderley

I wish to comment on the proposed increase in Cable Bahamas' basic charge.

I live in Exuma. I have had cable since it reached the island and have been happy with the service except for the last year or so. The delivery of the service is good but I object to the number of channels that we receive from Latin America and others which are broadcast in Spanish. I would like to receive the same package of channels that New Providence receives. Why do we not get A&E and USA? Why is our TNT not the same as New Providence's TNT? Is URCA aware that we do not get the same service for the same amount of money?

I understand that the price of the basic service has not increased in many years. I do not have a problem with an increase if I get the same service as New Providence. I object to an increase if I continue to have the same dual-language service that I now have.

Janie Albury

Good morning,

I was outrage when the nightly news reported that Cable Bahamas would be increasing their monthly fees by \$8. How could this be?!

I've been a customer of Cable Bahamas (grudgingly) for eighteen years, an i am neither satisfied nor impressed with the level of service that has been provided to me. I have had to endure long blackouts, frozen channels even scheduling errors with the basic Cable package i utilized. Just recently i was excited to watch the season finale of necessary roughness on USA when 2 minutes before the programming was scheduled to start the channel froze!! What vexated me most was the channel remained frozen for the remainder of the night into the next morning! Now Cable Bahamas has the unmitigated gall to propose an increase?! Are you insane?

Further this increase (if successful) is schedule to come when the unemployment rate is staggering, the cost of fuel is astronomical and the cost of living is more expensive that dying... i ask you, "Do you really think it is just to add more burdens to the average struggling Bahamian?"

Even more aggravating is that Cable Bahamas wants to increase prices because they haven't done so in 17 years and has yet to increase the quality of their service!

I consider myself a reasonable and logical person, but based on the facts presented to me, I don't see how Cable Bahamas is deserving of a fee increase. UCRA, you are the peoples last hope, i appeal to you don't let us be ramsackled again.

Warm regards,

Ricara Skippings

I wish to formally object to cable Bahamas rate increase for cable service of any kind

Godfrey Huyler

TO WHOM IT MAY CONCERN:

This email is in response to the application submitted by Cable Bahamas for an increase to SuperBasic Cable TV services.

At this time, I am speaking on behalf of my household and a neighboring community of many that are not in favour of the price increase.

Persons in my community are not please with the current basic cable tv services. We believe that an increase in service would not be fair to the Bahamian people. Abaconians were recently introduced to the cable box which cost approximately \$70. Many were not able to afford this increase, which was forced on us.

This price change is not being welcomed by the Bahamian public. Cable Bahamas needs to first ensure quality service before looking to increase revenue or services being provided. For this reason, I think the request should be denied.

Thank you,

Sable Cox

I have been a customer of cable Bahamas for the past 10 years and a number of things disturbs me as it relates to services given, channels offered, and hidden fees being constantly added on to people attempting to make ends meet.

Now; here we are face with another dilema of higher costs being added on to basic cable, which is already overpriced for what is being overed to the viewing public. Where are being charged a rate of \$30 for basic cable, but for the past few years, most of the channels that was contracted or offered to the public for this rate, was taken out and added to packages that is sold as additional packages. It's like trend with Cable Bahamas and any channel that seem to become a viewing favorite, the company removes it from the basic package to an added package. This is

unfair, and although I understand the fact that changes have to be made as far as the rates is concern, the people are hurting and being squeezed for every penny for the fact that there is a monopoly on services in this country.

There are a fee of \$40 for re-connection \$5.50 for late fee \$5.50 if a bill is not completely paid off, never mind how much is left on it.

The people in this country is already suffering and getting very poor services, yet the company is wishing to add an addition \$8 charge on the basic package fee. I DO NOT agree to this, and I think the fee can remain at \$30, but more channels other than cartoon and news should be added to the basic package.

Regards,
Deno P. Ellis

Dear Sirs:

I write to provide comments with respect to the captioned matter.

I have heard arguments for and against the proposed fee increase. Those who are against the basic cable increase generally believe that the timing is wrong, given the current economic conditions and present state which it has left many families and businesses who are trying to make ends meet, together with the below average to poor service rendered to the public. Those for the proposed fee increase cite that as a company, Cable Bahamas is within its right to do what it may to do what businesses are in business to do - make money. Further, they say that there has been no increase for a long time, if ever, and therefore, they have no problem with the increase. I wish to point out, however, that Cable Bahamas has systematically increased its fees over time though not for basic channels. No longer can we purchase a single channel over the basic cable channels, we purchase packages. We pay to watch ZNS once free, and channels in Florida. We pay insurance on cable boxes that the company refurbished and are not of a good quality. We pay when there is no signal or problems with the cable, if the problem does not persist for more than 3 days or if we are for some reason, are not able to contact the company to advise them. Notwithstanding, while I agree with that the company has the right to make a profit, I also think that economic conditions would make it difficult for many to afford an increase and therefore, URCA should consider the impact on the vast majority.

I think that an increase in basic cable prices as stated by Cable Bahamas is affordable to a significant proportion of the population in New Providence, but it may not be to those on other islands who are not provided with the same level of service as we are, and therefore should not have a fee increase. Further, I believe it is unfair for Cable Bahamas to benefit from providing

the basic Bahamian channels like ZNS, JCN, Cable 12, the Weather Channel, Parliamentary Channel, Bahama Real Estate Channel and Bahamas Christian Channel, which everyone should be able to watch at a cost of little to nothing. Without the basic cable at a cost of \$30, and soon to be some \$38, we are not able to watch the daily news, Bahamas at Sunrise, Native Stew or any other native shows. At minimum those stations should be at an even lower package so that those who cannot afford an increase can still watch television and keep abreast of what's happening in The Bahamas. It would follow that to take those channels out of the cost of basic cable, others should be added.

In addition, it is also necessary for persons who truly have no need or want for Cable to have it, if they wish to have Cable Bahamas provide internet service. I had an occasion when I wanted to turn off my cable to save \$35 per month, as my television was not working and I wished to save this cost (I didn't know there was a \$30 package as I paid \$35 for a long time, being told this was the basic cost) but was advised by the company's customer service representatives that I had to pay for cable to have the internet service. If this is true for the phone service, which I have heard horror stories about, URCA should consider this in making a decision as to whether to approve a fee increase for basic channels, especially if it is a requirement for other services which the company offers. I wish to question whether persons not able to pay for an increase would be able to have internet services or any other service without having cable and if not, whether there can be a more economical package for them with which to attach or bundle packages.

Therefore, while the company may have the right to profit from an increase, those who can afford the increase should at minimum benefit from better services or packages and the ability to control their cable cost, among other costs, (i.e. internet) while those who can not should at minimum, be able to watch local channels for little to nothing.

Allison Woodside

Dear Sir/Madam,

As a concerned Bahamian I must write to convey my disapproval regarding the Cable Bahamas proposed increase in basic cable services.

Note that due to the current state of the economy, as well as CB not fulfilling its mandate to the Bahamas Government to provide CB television throughout the family islands and their not offering anything new for the consumer makes me to not support this increase at this time.

CB has also recently introduced the digital box system of which consumers are charged for EACH box. Also, there are no new educational or entertainment in the channel lineup.

Now is not a good time. The Bahamian public has been saddle with increase high cost and poor inefficient service. Again, no not now to Cable Bahamas proposed increased in basic Cable Service.

Regards.

S.Knowles

Dear Sirs:

I enjoy watching the cable programs and I realize that you have not increased the rates for some time but I feel like right now is not a good time to do it. Because of the situation with the economy there are many customers, including myself, who just cannot afford the increase because of having so many other bills to juggle. I presently just have basic cable because that is what I could afford.

I don't know if a final decision has been made already regardless of how the consumers feel but I just wanted to tell you the way I feel about it.

Sincerely,

Carol Weatherford

A FORMAL COMMENT ON CABLE BAHAMAS REQUEST FOR A PRICE INCREASE

TO: URCA Director of Policy and Regulation - Stephen Bereaux
FROM: Colin Johnson

Sir, this formal comment (email) is my response to a proposed price increase from \$30 to \$38 for residential customers that were submitted to you (URCA) from Cable Bahamas. It may be a fact that there has been a 37 per cent cost of living increase in the Bahamas since 1995, however it is to be proven by Cable Bahamas that all residential head (breadwinners) of households have received a similar increase in their income.

I state that such increase of income has not been seen by breadwinners in the homes. As a business, Cable Bahamas cannot and should not be encouraged to use this as a reason or justification to URCA for a price increase for their customers.

Cable Bahamas ought not to receive a price increase for their Basic Service (Prime Channels) even though there has not been a price hike since the service began. What they can do is get rid of channels that do not provide Bahamians with any cultural benefits if they want to save some money.

Cable Bahamas has not shown any due consideration for its consumers during their recent and current digitization exercise. Cable Bahamas has other ways of making money on the cable service side of their business and I will show you how they have done it so far.

To lay out what I have said, which is that they do not deserve the price increase, the cable company has and still do hood-wink and strong-arm each of their subscriber to pay out more money to them during their drive (dive) into digital upgrade since February 2012.

Prior to the digital upgrade my residential cable bill, with prime channels was around:

\$30 - 75 Prime Channels \$5.95 - Prime Select Ch 275 mix up to 736

\$9.00 - Prime plus Ch 300-320

\$10.95 - HBO/Max Ch 500 -508 mix up to 554

\$9.95 - Prime sports

For a total monthly bill payment of \$66.70 for the service.

With the introduction of the Digital Nation to my area (Chippingham) in April 2012, I received a telephone call from a Cable Bahamas Representative. I dealt with a Jackie Brown, whose telephone contact was 356-6780, ext. 7973.

I was advised that my residential area was being upgraded to digital and it would be necessary for me to purchase boxes for each of my television sets to receive the digital service. In order to receive HD Service and digital service I had to purchase (pay for) the following before I could be connected.

1. All Digital HD box @ \$179.00 and also
2. Rent two (2) DCT 700 Digital Box @ \$6.00 per month.

I have an additional \$10.00 per month charge which I believe is for HD service.

I had one original DCT 700 connected prior for the prime select/plus/HBO/MAX/Sports package which I retained.

All told, I have 4 boxes in my home.

This exercise has caused my monthly rental to now amount to over \$81.00 per month, presently.

I used to pay \$66.70 per month up to April 2012, so now I have to be paying an additional \$15.00 per month because of the digital upgrade. I do realize that I could have just had one (1) television set connected, but I still had to consider purchasing an HD box if I wanted to experience the HD service.

Sir, Cable Bahamas must be made to show you the following revenue in an audited form to help you justify why they are not warranted any sort of consideration for Residential Customer increase from your office.

Let Cable Bahamas show URCA:

1. How many subscribers are connected to their digital network and have Basic Television Service?
2. How many subscribers are connected to their digital network and have Basic and Prime Service?
3. How many have not been upgraded and still have Basic and Prime Service?
4. How many Subscribers purchase digital HD set to boxes and what was the average cost to each?
5. How many subscribers are presently renting Digital DCT 700 set to boxes?
6. How many residential subscriber bills were increased because of the digital upgrade? How Much \$?
7. How many subscribers bills were reduced because of the digital upgrade? How much \$?

Cable Bahamas has shown that they have made a profit and that they have other opportunities for additional revenue for their Cable Television line up. I have not discussed the fact that they presently present to the larger Bahamian population, channels on HBO and Max-PRIME programs is foreign languages that we cannot understand and we have to pay for the subscription. We have accepted that and never winched about it. They ought to be giving the subscriber something back for that.

Again Sir, I do not, based on my personal and existing experience with Cable Bahamas, want to see or hear that you have given any green light to them on their request for price increase for their basic service.

I speak for me and all the silent Residential Customers. Cable Bahamas has already moved the billing levels when they did the digital upgrade. I know what they did was wrong, if you can correct that I would appreciate it.

Sir, do not give Cable Bahamas approval for their proposed price increase that they have requested.

They must be made to show just cause.

I Thank you.

Colin Johnson

Good afternoon,

RE: REQUEST FOR RATE INCREASE – CABLE BAHAMAS

I write to express my concern and categorical disagreement with the request to increase the fees at Cable Bahamas.

When Cable Bahamas was first allowed to operate as a monopoly in The Bahamas, they agreed to certain conditions that they have failed and/or refused to fulfill, most notably, the provision of universal service. These conditions precedent should be read as grandfathered into any subsequent rules affecting Cable Bahamas. Failure to do so is to negatively impact the Bahamian populace who had a reasonable expectation that Cable Bahamas would fulfill its obligations and it has resulted in opportunity lost to give the monopoly to another carrier who could have and possibly would have done so. It is unacceptable to allow Cable Bahamas to now thumb it's nose at the Bahamian public and move away from a pillar of the agreement.

Many years after the expiration of the original agreement and tens of millions of dollars in profits later, they seek to pretend as if these conditions precedent never existed and to request a fee increase. The crux of their argument is that they have not had an increase in several years and they wish to do certain things which necessitate an injection of funds. It is, in my opinion, duplicitous for Cable Bahamas to seek to refer to the past when discussing rates when they seek to have their past obligations disregarded. The contempt that has been shown by Cable Bahamas in such a disregard for their obligations, especially to the family of islands by not providing universal access in and of itself should disqualify them from any favourable considerations until they have lived up to the obligations that gave them such favour at the beginning. We cannot allow them to ignore this as it shows that they do not come to the table 'with clean hands'.

In addition, I submit that URCA has the overriding obligation to ensure and to communicate such assurance to the general public that the signal / service we have long been charged for was legitimately obtained and to confirm that no pirating of signals was engaged in. Where we are not constantly plagued with the notice on our screens of Lost Signals which we are very familiar with from our 'satellite days', the public has never been given any explanation of the problems encountered with the signals. In the circumstances, we think it is prudent to seek from the relevant US authorities confirmation that these signals are not and were not pirated

by Cable Bahamas since the provision of cable in the Bahamas. With the move underway in the US to strengthen anti-pirating laws and to protect copyright laws, we are bound to find a US representative to take up this cause. Bahamians have paid millions of dollars to Cable Bahamas and if they had no right to use the signal, they should be made to account for the funds paid by the Bahamian customer for the same. As the regulator, we would like URCA to confirm that this matter has been considered, investigated and satisfactorily addressed with supporting documentation.

Finally, Cable Bahamas has used its monopoly to cause Bahamians to pay significant sums for services e.g. the policy regarding purchasing of the black box upon it moving to digital service—yet another way to extract large sums of monies from Bahamians with no alternative. With the introduction of competition, the consumer will either have to stay with Cable Bahamas after such an investment or be forced to make another major investment for the service with another company. We do not think a monopoly should be allowed to operate with impunity and then engage in behaviour to 'hedge it's bets' In no other country would such nonsense be tolerated.

Not only should no increase be allowed, Cable Bahamas should be compelled to do ALL that it agreed to do in its bid to be granted a monopoly which has proven to be a gold mine for them. They have enjoyed the benefits of their monopoly, now it is time for them to meet the obligations associated with it. Until they do that, they have no basis to make any request of the Bahamian public.

Kind regards,

Jamaine Coakley-Basden

To Whom It May Concern:

Cable Bahamas is greedy, dishonest and they are thieves. They have no right to even apply for an increase in fees for basic cable. There is hardly ever anything good on Cable and they repeat programs over and over and over and over again. I think \$30 a month is too high. Tell them No No No to an increase in fees. I am against you allowing Cable Bahamas to increase basic cable fees.

Terresitta Johnson

Good afternoon,

I'm am also a part of the group that oppose to the request for increase of such a significant percentage.

RE: REQUEST FOR RATE INCREASE – CABLE BAHAMAS

I write to express my concern and categorical disagreement with the request to increase the fees at Cable Bahamas.

When Cable Bahamas was first allowed to operate as a monopoly in The Bahamas, they agreed to certain conditions that they have failed and/or refused to fulfill, most notably, the provision of universal service. These conditions precedent should be read as grandfathered into any subsequent rules affecting Cable Bahamas. Failure to do so is to negatively impact the Bahamian populace who had a reasonable expectation that Cable Bahamas would fulfill its obligations and it has resulted in opportunity lost to give the monopoly to another carrier who could have and possibly would have done so. It is unacceptable to allow Cable Bahamas to now thumb it's nose at the Bahamian public and move away from a pillar of the agreement.

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Finally, Cable Bahamas has used its monopoly to cause Bahamians to pay significant sums for services e.g. the policy regarding purchasing of the black box upon it moving to digital service and the need to purchase one for every TV in the same house they are already paying to receive signals – yet another way to extract large sums of monies from Bahamians with no alternative. With the introduction of competition, the consumer will either have to stay with

Cable Bahamas after such an investment or be forced to make another major investment for the service with another company. We do not think a monopoly should be allowed to operate with impunity and then engage in behaviour to 'hedge it's bets' In no other country would such nonsense be tolerated.

Not only should no increase be allowed, Cable Bahamas should be compelled to do ALL that it agreed to do in its bid to be granted a monopoly which has proven to be a gold mine for them. They have enjoyed the benefits of their monopoly, now it is time for them to meet the obligations associated with it. Until they do that, they have no basis to make any request of the Bahamian public.

Kind regards,

Barbara Beneby-Hepburn

CBL Customer Huden Deleveaux

Cable Bahamas does not need a raise and they ought not to get the increase they're asking for. They're already getting "extra" money through a number of ways. For instance:

- Advertising that now appears on various cable channels
- Channels that used to be included in the Basic package that he enjoyed, he now must purchase through additional higher priced packages
- Additional moneys for set-top-boxes
 - o According to Mr. Deleveaux, when he lived in the United States, persons were only required to update their television sets with digital flat screen TVs
 - o He therefore purchased digital televisions for his home, only to be told that set-top-boxes would still be needed in order to receive CBL's cable TV services
 - o He has 3 such boxes in his home, therefore paying for 2 since the first was "free"
 - o Also paying additional in package fees for each of the set-top-boxes
- Already both a cable TV and internet customer with CBL and they're also soliciting him to become a telephone customer as well
- Disagrees with application, because they already receive so many other "perks", they neither deserve nor need a raise.

Huden Deleveaux

Dear URCA,

A rate hike for Cable Bahamas is highly undesirable at this time for many reasons, some of them being:-

- many basic programming is constantly lost for long periods due to no signals. This is paying for service that one does not receive.
- for an English speaking country why should channels like TNT, Space, The Discovery Channel, Boomerang, and some others cater to so many Spanish speaking programs. I don't understand Spanish so this again is paying for service that does not benefit me.
- consider the economy when the average person has not received a pay increase in years-certainly such a person pay is not keeping pace with inflation.

I want to take this opportunity to also say something about BTC. Service is at a low in Exuma. Internet service is constantly interrupted and for almost a week now it is barely existent. Many land lines are down, and many that are up and can receive some service, you either can't get a call out or you can't receive a call.

The reason given for this is that the service is being upgraded. When service is interrupted for any length of time, one would expect some compensation for inconvenience sometimes caused.

Thank you for your attention.

Mildred Lloyd

This increase should not be permitted. The economy is already depressed with residential as well as commercial customers struggling to survive. The commercial customer more than likely will pass on this increase to their customers, thus increasing the cost of providing their services. The bottom line is the cost of living for all would increase unnecessarily just to enable one company to increase their profit abnormally, mainly because they are a monopoly that is set out to make as much profit as they possibly can.

From all indication, it appears that CBL cares little about their customers. If they did this is a poor way of showing it. They are basing their decision to increase on other markets-not ours, on not having an increase since they started, despite the ridiculous high rate that they started up with,

Do you ever hear CBL speak about reducing any costs to its customers? The consumer needs someone who will fight for them, and it's but time. I hope that URCA can see the wisdom in refusing this request as I see no legitimate justification to approve it.

Lucien Hall

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will pass on this increase to their customers, thus increasing the cost of providing their services. The bottom line is the cost of living for all would increase unnecessarily just to enable one company to increase their profit abnormally, mainly because they are a monopoly that is set out to make as much profit as they possibly can.

From all indication, it appears that CBL cares little about their customers. If they did this is a poor way of showing it. They are basing their decision to increase on other markets-not ours, on not having an increase since they started, despite the ridiculous high rate that they started up with,

Do you ever hear CBL speak about reducing any costs to its customers? The consumer needs someone who will fight for them, and it's but time. I hope that URCA can see the wisdom in refusing this request as I see no legitimate justification to approve it.

Why is it that we have to use Cable Bahamas to watch the local TV station - ZNS?

As a local station, ZNS should be available to every Bahamian, including those who cannot afford to, or do not wish to use Cable Bahamas.

The request by Cable to increase fees when they have been raking in the profits off the backs of Bahamians while not living up to the terms of their agreement to put Cable throughout the Bahamas within a specific time frame, along with the fact that in many instances they have used BTC's infrastructure to facilitate some of their work is irksome and unbelievable.

If the rate increase is granted, then Bahamians should have the ability to watch ZNS - the national TV station - without having to use Cable Bahamas.

Hopefully, URCA will not grant the increase in fees.

Regards,

D. Burrows

Dear URCA Chief,

I am very concerned with the potential increase in price in the basic cable bill. I think they need to work on the clitches before they even think about increasing the price. Our television freezes all the time at home. They have been out three times to fix it and every time they come, the cable is working but that doesn't mean it does not freeze- pixles run together.

I think that is a ridiculous price for basic internet at the office. At the moment we have both tv and internet but that is because it is such an insignificant difference in the two. If the price goes up, we will get another tv service- either satellite or direct tv and many people are saying the same thing. I think the Cable Company makes enough on the late fee that they have no reason

to go up in price. They send the bills late or do not send them at all and then charge a late fee and tell you that you know what time the bills come out. The service is lousy in Freeport as well and you can never talk to anyone that knows anything. W

When they moved to digital service, I was shocked that everyone was not eligible for one free box. I had purchased a box which I turned on only when my aunt came to visit and one night we just didn't have cable and when I called they said I have to hook up the box which I did not have on and was not notified that it was changing over in our area. When I went to buy a \$50 box for our bedroom, I was told there were no more fifty dollar boxes and they didn't know when they were getting some in and when I asked to speak to someone who would know I was told no one was there for me to speak to.

The Cable Company is one of the most unorganized companies in Freeport and I for one will not be getting television from them if the prices go up.

Sincerely yours,

Mary

Warm Regards

Donnie & Mary Knowles

We are writing URCA from Bimini to give our input on Cable Bahamas' proposed price increase. I did a petition some years ago and got over 300 names in two days and if need be would do it again. In doing that petition, I realized that I went wrong by sending the petition to Cable Bahamas rather than to you.

We the people of Bimini say NO to the increase and ask for your assistance in dealing with our many other problems.

To date, we have only 42 channels when Nassau and Freeport have some 60 channels. The only set package is for \$30.00 per month in Bimini, \$30.00 in Freeport and Nassau. Of the 42 channels, 12 of which are in Spanish. There are time we go for weeks with 5-7 channels out or with poor reception. It seems as though they are making us pay for all the FREE channels they can get.

Most people here feel that the channels they give us is of poor selection. Nassau is complaining about paying more, we in Bimini were always paying more for less from the first day Cable Bahamas came to Bimini over a decade ago.

Nadia Rolle

Your Questions: Good day, why is there so much hypocrisy concerning cable Bahamas requested \$8.00 basic cable increase? Who in business could operate without price increases

for 20years? Please try grant them that increase to offset the cost of any cutbacks which might make things worse for all of us. The HD is already freezing up when it ready so pre-adventure that increase would allow them to invest in better quality equipment so we all profit. Don't ever ask Bahamians their opinion when it comes to them paying for something, everyone want quality but they want it for free! I own no shares with CB so I have no vested interest in their co. I just believe in doing what's right as if it were my company -thank you.

Apostle Rev.Glennford Pinder

I have carefully reviewed the Consultative Document that URCA has issued in connection with the rate increase requested by CBL, and I am impressed with the thorough analysis given by URCA.

It seems that the only real point at issue is the question of "affordability", inevitably a somewhat subjective standard. The figures you provide on page 22 show that only the bottom decile of our households pay a substantial percentage of income for Superbasic, even at the present \$30 level. For the other nine deciles the percentages are so low, at either \$30 or \$38, that affordability is not a problem. Do we coddle the 10% in exchange for possible reduced service for the 90%?

Elsewhere in the Document it's stated that the service required by law is only to provide six channels, including ZNS and the Parliamentary Channel, whereas the present Superbasic provides some 50 channels.

I am no expert on the technical problems, but would it possible for CBL to offer a stripped-down package of only six channels, at a lower rate, for people who feel they cannot afford the Superbasic rate at the \$38 level? CBL would probably not lose much revenue, since I believe few customers would opt for this alternative - but it would be available for those on very tight budget, while still meeting legal requirements. A clear case of letting the market decide. Would this be technically feasible?

I see you are holding another public meeting on October 16, but I will not attend, since in my experience these meetings do not provide a forum for rational discussion, just an opportunity for emotional outcries.

Sincerely,

Richard Coulson

Dear Sir or Madam,

There was a flier from URCA in our PO Box explaining that Cable Bahamas are applying to increase the cost of their basic cable TV package by 27%on the strength that they have increased the price since the service was introduced.

I would like to point out that they have, in effect increased their charges to consumers during that time. When we first signed up for the basic package the French language programme TV5Monde was included (along with other foreign language programmes). A number of years ago when the basic package was reorganized those programmes and a few other sports and movie channels were taken out. Since that time we have had to pay a \$2.95 to receive TV5Monde along with a service charge of \$5.95 which I was told has to be paid if you wish to receive an upgrade in service.

Consequently since then we have had to pay \$8.90 per month to receive the same programmes that we did before and I believe that can be called a price increase no matter how the argument is twisted by Cable Bahamas.

I am not against a price increase if one is merited but my salary has not increase by 27% during that time and as I pointed out above CB have already managed to increase their revenue by more than that amount.

I would be grateful if you could take into account these facts when considering whether to allow them to charge so much extra again.

Thank you for the opportunity to give my input.

Yours faithfully,
Kenneth Heslop.

Gentlemen , when reviewing the documentation sent out by CBL and their justification to raise the base rate in basic cable, In my opinion, their reasoning appeared very weak. They already have Significant market dominance. They shared for many years exclusivity in cable, broadband and internet.

Based upon other jurisdiction they used for benchmarking, a numbering of factors stood out. Methodology for Selection of Benchmarking Jurisdictions

Jurisdictions	Cable Company	Package	May-10	Oct-11	Change	May-10	Oct-11
						(Channels)	
Anguilla	Carib Cable	Tier Service	\$50.41	\$50.41	0%	70	70
Antigua and Barbuda channels)	CNS	Basic	\$36.43	\$36.43	0%	95	95 (more
Aruba channels)	Setar	Analog Basic	\$32.42	\$32.42	0%	42	42 (less

Barbados	Multi-Choice TV	MCTV Plus	\$50.00	\$51.50	3%	58	58
Bermuda	Bermuda Cablevision	Deluxe Tier	\$45.00	\$45.00	0%	49	49
Bonaire (increase rate)	Flamingo TV	Digital Package	\$36.33	\$37.50	3%	62	63 (good)
British Virgin Islands (expensive)	BVI Cable	Basic Plus	\$40.00	\$40.00	0%	59	59 (
Cayman Islands (expensive)	WestStar TV	Digital Classic	\$82.08	\$82.08	0%	46	48
Curacao	Flow Curacao	Flow Basic	\$38.14	\$38.14	0%	56	59
Dominica (value priced)	Marpin 2K4	Basic	\$22.77	\$31.88	40%	52	62 (value)
Dominican Republic	Telecable (Tricom)	Plan Compacto	\$14.44	\$14.44	0%	72	72
Grenada	Flow Grenada	Flow Classic	\$27.72	\$27.72	0%	48	48
Guadelupe & Martinique	Le Cable Caraibes	Prima	\$37.67	\$40.50	8%	60	80
Jamaica (cheap possibly crappy service)	Flow Jamaica	Watch Starter	\$11.69	\$11.69	0%	58	64 (real)
Montserrat	Carib Cable	Tier Service	\$38.41	\$38.41	0%	57	62
Puerto Rico (increase margin)	One Link	Basic	\$40.63	\$43.40	7%	54	55 (nice)
St. Kitts and Nevis	The Cable	Basic Cable	\$14.65	\$17.14	17%	13	17
St. Lucia	Karib Cable	Basic	\$27.72	\$27.72	0%	76	80 (ideal)
St. Maarten	SXMCable	Basic	\$39.14	\$39.90	2%	48	50
St. Martin (almost 100 channels)	St. Martin Cable TV	Basic	\$47.25	\$48.20	2%	95	95
St. Vincent	Karib Cable	Basic	\$29.60	\$29.60	0%	65	75
Trinidad and Tobago	Flow	Analog Basix	\$32.93	\$32.93	0%	66	66 analog
Turks & Caicos	WIV Cable	Avg. of 2 packages* ...		\$50.00	N/A	...	60
Virgin Islands (U.S.)	Innovative Cable TV	Avg. of 2 packages**	\$33.25	\$35.35	6%	55	55
Average (excl. Bahamas)			\$36.03	\$37.60	3.8%	59	62

Bahamas (rightly priced)	CBL	RevTV	\$30.00	\$30.00	0.0%	54	54
------------------------------------	-----	-------	---------	---------	------	----	----

Cable Tier Service

Search Results

1. Nevis Residential Television Services - Caribcable.com
 caribcable.com/index.php?option=com_content&view...id...

70+ items – Caribbean Cable Communications - Anguilla.

Channel	Program	Tariff Schedule	Cable TV Service	Rates / Charges
---------	---------	-----------------	------------------	-----------------

2	TV Guide Prevue	Basic Service	EC\$50.00 + Vat	
---	-----------------	---------------	-----------------	--

3	WTBS Atlanta	Tier Service	EC\$95 + Vat	
---	--------------	--------------	--------------	--

2. Just looking at the first example was an eye brow raiser as rates in EC dollars.

Barbados service provider known as Multi-Choice TV or MCTV is a MMDS or DVD-C wireless microwave based broadcast subscription television provider in that country. They offered a variety of packages not so bad compared to CBL attachments.

The service began operating under the name Subscription Television (STV), which had very few channels but eventually they had a line up of quality channels over the air using an antenna.

CBL has wireless to a few islands such as Cat Island and called USO contribution. Barbados and a few jurisdictions started out like that and made a paid service over the wireless.

Should not CBL do the same as they were obligated to cover from Bimini to Inagua with lots of years exclusive service?

I do not agree with their reasoning for increase. They need to be creative to extend their super basic package. Within the submission to URCA, CBL indicating that they are almost 100% digital.

This means the cost of operation has decreased. If this was asked in an analogue environment, perhaps consideration can be made. Operational costs in an analogue environment would be high and as an operator, would have factored the cost over the life of their equipment.

When checking service like Martinique and Guadeloupe, CBL is in position to offer real HD as a base service and HD premium for other service. They can market

That to improve lines of profit.

Looking at the excerpts, only one country had an astronomical increase of 40%.

Why is CBL going down the middle between the two(2) extremes?

The set top box fees, from analog to digital was passed on already to the consumer (me) already.

The documents also prove that their SNP in the market already shows what they are profiting already on basic cable. I have basic and ordered a la carte Nickelodeon for my kids and that was an astronomical cost for an additional not in the package.

With respect to the REV products, the service quality has decreased. I rarely look at CBL except for the news these days. There are lots of black out channels and they do not offer 54 basic stations today-which are worth while viewing. I have no intentions to learn advanced Spanish and suggest the basic package be revised. Some of the family or premium programs should go into the basic cable to expand interest and grow their base.

Marpin in Dominica share this as their basic service:-

Basic Cable TV 52-channels dedicated to local news, sports and movies, network programming and community information

Again

In Puerto Rico for the same price they are giving 33 channels in HD out of 54. One link. Same as CBL. I will pay for that as a consumer.

Am also disillusioned on the turn out on the first Consultation meeting by URCA. It seems that a position has been taken to grant the increases. Even though I don't agree for their request as a whole, in part using their reasoning, a 2% to 7% increase would be rationale in these crunch time.

I hope this email doesn't end up in the trash or delete bin but useful in some way.

Regards

Simeon Rolle

Ms. Smith I listened to you on JCN News today; somewhat very informative; but still not alot of direct answers was given. Be it as it nay you are doing your job.

I ASK THAT YOU PLEASEEE CONSIDER MY LETTER ABOUT CABLE BAHAMAS SERVICE AND REJECT THE OPTION AT THIS TIME; AT THIS TIME FOR AN/ANY INCREASE...

I AM STILL AWAITING MY MATTERS TO BE ADDRESSED, RESOLVED & SETTLED.

Below are my attachments of letters sent to cable Bahamas...

Thanking you in advance

Christine Stubbs

Dear Sirs:

I was not able to attend the Public Meeting held in Freeport in connection with the proposed increase in fees desired by Cable Bahamas.

I wish to state their service is not good quality on a day to day basis. Channels fading in & out, digital puzzles, VOLUME control is without questions a massive failure. I have not been able to hear the National Geographic channel for a year or more. Other channels (except those I don't watch) go up or down though usually down without apparent reason. I cannot hear channel 6, 9, 13 and others from a decent viewing distance of 8-10 feet even with my TV turned all the way up.

I have phoned in about these many times to no avail.

I expect you are aware of the relatively recent time when msn changed over to Spanish – I was on it when it did. Asking around of several people who should know enlightened me to the believable fact that Cable Bahamas simply did not wish to pay for the English version and someone thought msn.Latin America would do in a pinch.

I also have a problem with the fact that we now receive certain other channels from Latin America – TrueTV, Animal Planet, Nickelodian and some of the Discovery channels. The last time I checked, The Bahamas was an English speaking country and I have no wish to learn Spanish by force if I choose to watch one of the forementioned channels.

I also especially do not like having read in the paper yesterday that Cable Bahamas is threatening the subscribers by using an excuse that they were not vigilant enough over the years to keep up with rising costs and we may therefore suffer loss of quality and choices if they do not receive what they want. If I suffer an even greater loss of quality than I currently experience I shall have no choice but to find an alternative to cable television.

JUDITH L. SANDS

Good morning,

Regarding the Cable price hike, I would like to add my thoughts. I understand that Cable has not raised its rates since its inception but feel that a hike of \$8 is too much at one time. I write on behalf of the country's many senior citizens of which I am one. It would be a huge blow to us, in fact more than many could afford. Pensioners do not get huge increases to cope with the high cost of living. Would it not be possible for there to be a different lower rate for pensioners because if the proposed hike were to take place there would, I feel, be many who would have no TV to watch.

Hoping for your consideration.

Jennifer Hudson.

Good day,

I write to advise of my objection to the requested price increase of 27 per cent in the monthly charge for SuperBasic service.

Given the significant challenges and hardship that many individuals are experiencing in the country today, my opinion is that the application of Cable Bahamas Limited (CBL) for a 27 per cent increase should not be approved.

It seems fair to me that the burden of shoring up CBL's finances, which I presume is the object of CBL's requested price increase, should not be placed entirely on CBL's customers, but should also be carried by the company itself.

In order to carry its fair share of the burden CBL should be required to find creative ways of reducing expenditure, enhancing operational efficiency, etc.

Accordingly, CBL could pursue its financial goals by way of a combination of a much smaller price increase, say in the range of 5 - 15 per cent, and reducing its expenditure etc. I therefore reiterate my objection to the proposal for a 27 per cent price increase.

Yours faithfully,
Darrin Culmer

Bandwidth for channels are smaller or can be smaller on new standards less demand for bandwidth, paying for inefficient use of bandwidth.

Cost to transport the channels comparatively to BTC cost should be lower what are the cost cable pays to itself for super basic transport?

Across the board price increase does not reflect cost across the board if anything Nassau prices should be lower based on numbers and higher in lower populated areas.

Cost of set top box usually is rolled up in the initial investments which customers pays for or pay a major part to cable for initial service. Has to be eliminated from the equation for rate increase if it is eliminated the cost of the infrastructure changes are due mostly to other services cable wishes to deliver on the same feeder and trunk network.

Basic packages should have limitations and standards for reconnection fees. Basic packages should have simple requirements of just having a compatible tv for viewing. Box is unnecessary cost to upgrade in the first instance has allowed development for other services. Only if services are equal should they have equal cost.

CBL was determined to have met its obligation to the agreements for service coverage. The need to cover any other area based on minimum households at their cost until USO funding comes into play so cannot be used to justify rate increase.

A great idea is to have one master cable box to feed all the different tv's in a single house. There is NO reason they could not do this. Why don't they?

Because the rental on all those boxes- and remote controls- a separate charge with many cable co's- is a major revenue stream for them. In Canada people can buy their own cable boxes. Why can't we do that here?

CBL is milking it's obsolete business model for all it's worth. The problem with encrypting basic channels is that you will need a cable box for every TV in your home, you can simply split a cable to a second TV and it will get the basic channels. If they made it simple.

Jillian Sands

Good day

My name is Annastacia Knowles I am the General Manager of One World Development apartments hotel/motel and have several other cable accounts.

I do not feel now is the time to increase the cost of this service at all. I do not understand why people choose a time when things are so bad to consider raising the cost. Consider the greatness it will do for Cable Bahamas to maybe give people a break I reckon great publicity and a great service and justice for the economy.

By the way I got a letter in the mail stating that their will be a community meeting Oct 2nd in Freeport would have been good if I did not get the letter after the said date.

So to hear my BAHAMIAN VOICE NO NOW IS NOT THE TIME TO RAISE THE COST.

and you know this.

Regards.

Annastacia Knowles

Hello URCA

I am writing to add my name to the list of caring Bahamians who DISAGREE strongly with Cable Bahamas receiving their requested increase.

There has to be a drastic increase in their service before any increase is improved, especially during these hard economical times.

For the already outrageous amount of money now spent by many consumers (for the simple basic package) there has to be drastic improvement in many areas such as:

- the lack in channels (presently many of them are duplicated anyhow)
- the amount of channels that are supposed to be in English but are in Spanish and therefore cannot be understood by the majority of consumers,
- their failure to outfit the entire Bahamas with cable service as they were contracted to do so,
- they have no competition in this cable business and lastly
- the allegation that they have pirated and therefore have not paid the required fees to those entities that are entitled to them

Please kindly take this short note in consideration as you make your decision

Kind regards

Dear sir,

I write this message to you out of genuine concern for the rights of Cable Bahamas customers, who are being asked to bear an increase of 27% for the price of cable. Truthfully speaking, the poor Bahamian cable subscribers simply cannot tolerate this wicked, unnecessary burden heaped upon their backs and rightfully ask: Where is the improvement in service to justify this price increase? if anything, the price for cable should be reduced as the service provided is inadequate.

I therefore ask you, sir, to please reject this bid by Cable Bahamas to increase the price of cable by 27%. In this time of economic recession the poor just can't take any more. Thank you very much.

Leslie Winder

To Whom It May Concern:

We disagree with the increase in the basic cable rate for the following reasons:

1. Cable Bahamas has not fulfilled its mandate to supply the entire Bahamas with cable. We have experienced this personally while traveling throughout the Bahamas and not being able to access ZNS TV etc and in some cases no TV Service was available on the island that i was visiting at the time.
2. The service quality is not always great. There was one time that several channels were not available for more than one week.
3. The state of the economy at this time does not lend itself for an increase. With the unemployment rate as high as it is the average household who is living paycheck to paycheck will not be able to comfortably absorb the requested increase.

These are some of the reasons why we believe that now is not the best time for the increase to the basic rate of cable.

Regards,
**Kijana Rolle &
Garnell Rolle**

Dear Sir,

I am sending this email as to state my objection for an increase in Cable Bahamas rate increases. The percentage amount is totally unacceptable. It is not the customers fault that Cable Bahamas has not managed their business appropriately. Furthermore their services are appalling and they are charging the customer(s) for everything to make additional funds and recoup cash. I can recount the numerous experiences I've encountered with Cable Bahamas but I won't because other persons have expressed the same dilemma.

Financially, I am in a position where I can afford the increase but I refuse to. However, if this increase is implemented I will cancel my account with Cable Bahamas and move my internet account to BTC. Currently I am paying my phone bill to BTC so I don't have a problem with transferring my internet account there. Therefore, I am willing to cancel my account with Cable Bahamas (likewise others would do the same to prove a point), install a satellite where I would be able to retrieve numerous channels that are not repeats. In the end I would be a happy customer and spending my money as I deem applicable.

Regards,

Ms. Laverne G. Russell

I attended the first town meeting on this issue. It was evident that everyone present felt the same as I do, that this increase is ill-timed and unnecessary. If Cable Bahamas want to increase their prices they need to think first about improving the quality of their product. We learned at the town meeting that they have in fact made a significant profit in the past year, and while the majority of Bahamians are struggling to cope with rising prices at the gas pumps, in the grocery stores, school fees and clothing, it seems to be a very greedy move on the part of Cable Bahamas to be adding yet another financial burden. Television and internet services are no longer a luxury but an important means of keeping up with world affairs and education, and as the old 'rabbit ears' are no longer available, cable is for some people a necessity. I hope you will hear the people, and NOT grant Cable Bahamas this increase.

Sincerely,

Elisabeth A. Gay

Dear Sir,

I will keep this brief by simply asking a question on the above reference.

Has URCA considered that CBL was licensed to provide TV services over its network, and then licensed to provide voice services over the same network? As a stand alone service I could almost see consideration being given to a rate increase. Given economies of scope, I find it unconscionable given the fact that everyone else is having to do with less.

If GBPA gave consideration to this in Freeport, they would be lynched.

Best regards,

Dillon F. Knowles

Dear Mrs. Smith:

Please accept our apologies for the lateness of this e-mail, the deadline for submission had been over-looked on our behalf.

In reference to the national matter of Cable Bahamas Ltd requesting an increase, like many Bahamians we too disagree with the increase at this time, mainly due to the current economic spiral downward. We have three separate Accounts with the said Company, and our reason for doing business with Cable Bahamas is simply because we can't do any better. Furthermore,

some of the channels offered are duplicated and many of the programs/movies shown are a constant repeat.

At our residence we purchased the “Encore Starz Package” which include the Western Channel for our preference, however, the other nine channels we can not watch due to the strong adult language and sexual nudity. Therefore, we are paying for a package of which only one channel we can appreciate, which is unfortunate.

While it is to be considered that no Business/Organization expects to fail, but its survival depends on its revenue, it is our conviction that Cable Bahamas needs to up-grade their movies/program morality before requesting a price increase. Furthermore, there is a possibly if BTC comes on stream with their Television Package and in the event they are offering a far more attractive Package many Bahamians will reconsider doing business with Cable Bahamas.

Respectfully yours,

Mr. & Mrs. Balfour

Good afternoon.

In compliance with URCA's invitation to the above open item, please see below.

URCA's mandate is to assist consumers, with receiving the best service from the utility service provider in the areas of electronic communications. URCA is further mandated to ensure that the consumer receive value for hard earned utility dollars, that the consumer's rights are protected, assisting with resolution of complaints and responding to consumer concerns. Given the above, I sincerely hope that URCA has not already approve the 27% increase and just going through the motion with this issue to satisfy the requirements of the law and the Bahamian Public.

Ultimately, my comments and suggestions are as follow:

- I do not support the 27% increase in Super Basic Subscription Packages sought by CB.
- Cable Bahamas reported that the company did extremely well over the years in profits.
- Cable Bahamas collects excessive funds from late payment fees, high re-connection fees, flooding all the US TV channels with local paid commercials, undercutting local TV/radio stations in paid advertisements.
- Cable Bahamas is a super service provider in bundling services (Internet Services, Wire-line, High Speed Data Services and Super Basic Subscription packages; therefore CB should not be allowed to isolate one service area to milk the Bahamian public for extra funds.
- Cable Bahamas offers less channels and channel quality selection in their basic package than any other country in the Caribbean.

- Unlike BTC, CB has not live up to its mandate to provide cable services to any settlement or town with more than ten (10) persons in a community throughout the Bahamas.
- CB came into the market with unique advantages over other companies as it relates to large companies mandated to purchase shares, therefore, if any increase is considered, it should not exceed 10%.

Thanks for the opportunity to provide my input. We will await URCA's decision on this issue and more than likely will have the opportunity to discuss your results on the talk shows.

Regards

Curtis

13 September 2012

URCA's Chief Executive Officer
Nassau

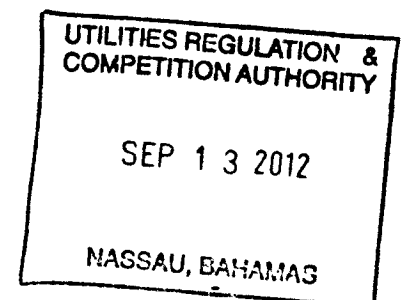
Re: PUBLIC CONSULTATION
Cable Bahamas Applies to URCA for Price Increase

What is this Bahamas coming to? Is there no conscience for the people trying to live a decent life? Cable Bahamas really has a nerve! We who can barely afford Basic Cable is having a rough time trying to keep our accounts up to date, now Cable Bahamas wants to increase? We categorically state for the record that Cable Bahamas in our opinion is already **too costly** for the Bahamian People and the channels are narrow and few. Basically the programmes are the same over and repeatedly, with a new programme every once in awhile. And to top it off, Cable *stay going off air, or being interrupted. Many times just freezing* and there is nothing we can do but wait until it comes back on-line. Another thing that is not right, **we have to pay these bills in full and on time**, if not, there is a late fee charge. When the system goes off line/down, the Company doesn't credit our account for the service not use, but they want the bill paid in full anyhow. It is so unfair when a customer has to go into the office regarding such instances and hear all the mess that one has to go through just to have a credit to his/her account and it's not even the customer's fault. This is highway robbery! The Company knows whenever the system is malfunctioning, but who cares, they don't be lenient and make adjustments to the bill, all they want is the bill to be paid; this is so wrong!

With the way the economy is going now, whom do you think can afford another increase? Life is already hard and the increase that pops out of nowhere makes it even harder for persons to live a decent and comfortably life.

WE ARE TOTALLY AGAINST ANY CABLE INCREASE. THE COMPANY MAKES A HUGE PROFIT AS IT IS.

Concerned Cable Subscribers and Citizens of the Bahamas



John Paul Yes

Rupert Murdoch NO

Jay Calmer NO

Robman Forbes NO

Laurene Ralls NO

Stephanie Taylor NO

Imperial Roberts

Kamika Gibson - NO

~~KEITH SANDS~~ NO

THALBERG WELLS - NO

MICHAEL BAILEY NO NO

GREY GOATS NO!!

JENELLE CUMBERBATCH NO!

~~HAIR~~

YES

NO

PATRIC E. WALKES

NO

Victor Smith

REGINA WONG

G. Gibson

NO

NO

R. Rolle

NO

Patricia Cooper

NO

NO

A. J. Thompson

NO

L. Lightbourne

NO, NO, NO

MIZPAT STRAPP

NO

Lyletha Majors

NO

Lilith Evelyn Antoinette Seymour

NO!!

Denise Seymour

NO

Brenda Stephen Plakaris

NO

Stephen E. Plakaris

NO

Elvis Moss

NO

Indialia Fitiqora

NO

Don Mackey

NO

Sybil Smith

NO NO

Dwyanell Newby

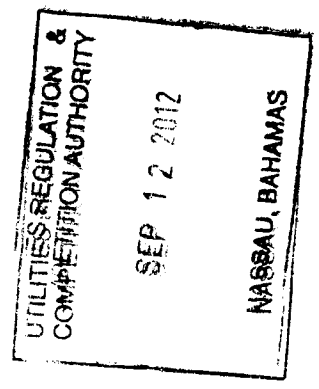
NO, NO

Lyletha Woodside

NO

Jasmine N. Bui

NO



NO - he deserves a REGISTRATION

Do you agree for the increase in basic cable?
 11.9.12 Town meeting Holy Cross

Name	Yes	No
Kell Meronard		no
A Joshua Carroll		NO
ANDRE MACKAY		NO
Peniel Bain		NO
MELBA A. WILKINS ANDERSON		NO
CHRISTINE ANDERSON		NO
DEBRAE NOTTAGE SARGENT		NO
SHIRLEY NOTTAGE		NO
Norma Williams		NO
YVONNE WILLIAMS		NO
DANNA DARELLO		NO
LORNA BULLARD		NO
FRANK HERRICK		NO
DEBRAE TAYLOR		NO
SHARON EVANS		NO
Cyndi Williams Rahmy		NO
Suzanne Tarngast		"
RENEE SMITH		
VIVIAN LE BAIN		
JANEL BAIN		NO
Filonette Thompson		NO
Mona Michel		NO
Linda Denise Evans		NO
William Baker		NO
Fatty Roker		
N. Walker		
Helenette Rowe		No



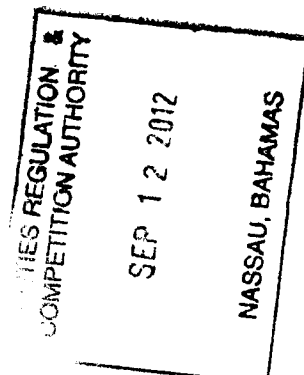
Do you agree for the increase in Basic Cable

Name YES

Shaneka Berriss
 Aury Bannas
 Melanese Coakley
 STEPHANIE Coakley
 PETER ARMSTRONG
 Rogann Huyler
 SHARON SIMMONS
 Deal Forbes
 Ernst Turner
 JAN SMITH
 Tameco Alderkey
 Alecia Tosey
 DELAURESE NOTAGE
 Tina Johnson
 Inez Williams
 Terry Johnson
 L Greene
 S - Thompson
 L Evans
 J Munroe
 S. Saunders
 Ed. I
 Ed. NEWRY

No

✓ Darlene Emmerson
 ✓ K. Andrew Kelly
 ✓ Kim M...
 ✓ Nicole Richardson
 ✓ Shanel Kemp
 ✓ Henry G...
 ✓ Wayne Francis
 ✓ Inez Nixon
 ✓ Irene Kelle
 ✓ Estelle Mall
 ✓ Aldeca Lanna
 ✓ Sherann ...
 ✓
 ✓
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 ✓
 ✓
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 ✓
 ✓
 ✓
 ✓



Do you agree for the increase in Basic Cable?

Name	Yes	No
Tina Smith		undecided
Andre Culmer	✓	
Terron Sanders	✓	
Joseph Ferguson		✓
Hesley Wright		NO
Jay Thomas		✓
Kedney Johnson		NO
Gloria Sargent		NO
Micah Sanders		NO
PERESA LAMM		NO
Yvonne Mackey		NO
Phillip Ambrose		NO
Mattie You		NO
Kate Thurst		NO
Karen Jones		NO
Jackie J. Knox		HELL NO!
Christopher Walker		NO!
Kinnie Lindon		NO!
Barbette Johnson		NO
Shantana Davis-Gaszczyk		NO
Charmaine Ferguson		NO

UTILITIES REGULATION & COMPETITION AUTHORITY
 SEP 12 2012
 NASSAU PARISH

**A. L. Bartlett BA, MSc, LLB (Hons)
Counsel & Attorney-at-Law
P. O. Box CB-12670
Nassau, Bahamas**

September 10, 2012

**Mrs. Kathleen Smith
Chief Executive Officer
URCA
P. O. Box N-4860
UBS Annex
East Bay Street
Nassau, Bahamas**

Dear Madam:

Re: Proposed Price Increase Cable Bahamas

I write to register my strong objection to an increase in the fees for basic cable in the Bahamas. There is no justifiable reason to increase the fees now or in the immediate future. The service of Cable Bahamas is not up to par, e.g. in the middle of viewing a program it goes off air and may take some time to restart or may not. Further, Cable Bahamas has not completed its' contractual obligation to install cable access to the entire inhabited areas of the Bahamas.

The choice of channels on the family islands, to the islands that have cable, are of poor choice and usually in Spanish for advertising. The cost of living is rising faster than the increase in salaries and people are overburdened. Cable Bahamas does not need to further burden the people. They should not be allowed to charge poor people that late \$5.00 charge either.

If anything, after having a monopoly for so long, the basic package should be reduced at this time. Abroad basic packages are much less than we pay here.

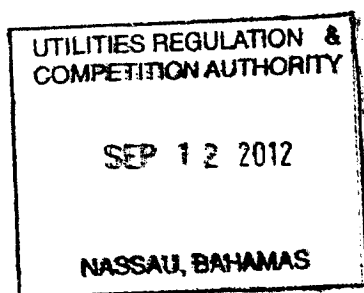
As a result we should not be put to further expense.

Thank you for your consideration and cooperation.

Yours faithfully,



Albertha L. Bartlett



ALB/ctj

CABLE BAHAMAS LIMITED
APPLICATION FOR PERMANENT PRICE
CHANGE FOR SUPERBASIC CABLE
TELEVISION SERVICES

CONSULTATION DOCUMENT

ECS 23/2102

ISSUE DATE: SEPTEMBER 4, 2012

RESPONSE DATE: OCTOBER 19, 2012

BY

BRYAN E. TAYLOR

2012



Introduction

This brief response examines the **Annex 2- Super-Basic Benchmarking Methodology and Analysis** in regards to the Consultation Document and Cable Bahamas Limited applicant for permanent price change for super-basic cable television.

Without going into any scientific or theoretical/statistical analysis but based on empirical knowledge and demographic of the Caribbean Region it appears that the Cayman Islands and Jamaica may have slightly skewed the results.

A simple bar chart or scatter graph in analysis of monthly fee and fee per channel would have the two countries defined as outliers. The Cayman Island and Jamaica also have monthly fee and fee per channel (see Annex 2- Table B1) that are at the two extremes which maybe in part due to their demographic and market size. Grubbs, (1969) defined an outlier as: An outlying observation, or outlier, is one that appears to deviate markedly from other members of the sample in which it occurs.

The regulator may choose based on the observation above to amend the selection criteria presented by Cable Bahamas Limited and delete the two countries mentioned from the sample of 24 and thereby increase the degree of comparability. If amended see Table B1-A for the results.

Results

Based on the analysis by the Cable Bahamas Limited and the amended Table B1-A the Summary Results would now have an average current price for comparable cable packages from benchmarking jurisdictions at \$36.75, average channels of 62 and \$0.63 average per channel. A proposed price increase of \$6.75 and an additional 8 channel would be in line with the amended benchmarking average.

If Cable Bahamas Limited chooses not to bring it channels in line with the benchmarking average then their price increase should be based on the average fee per channel multiply by their existing channels. Hence based on the amended benchmarking result they would only be entitled to fifty per cent of the proposed price increase.

Conclusion

Whilst a price increase of fifty per cent based on existing channels would still receive significant objections from consumers. An increase in price of basic cable services with an increase in channels would assist in meeting consumer expectations. Grubbs, F. E, 1969 Procedures for Detecting Outlying Observation in Sample – Technometric 11, 1-21

Table B1-A - Summary of Benchmarking results

Jurisdictions	Cable Company	Package	Monthly Fee (curr. USD)		Change	Channels		Fee/Channel	
			10-May	11-Oct		10-May	11-Oct	10-May	11-Oct
Anguilla	Carib Cable	Tier Service	\$50.41	\$50.41	0%	70	70	\$0.72	\$0.72
Antigua and Barbuda	CNS	Basic	\$36.43	\$36.43	0%	95	95	\$0.38	\$0.38
Aruba	Setar	Analog Basic	\$32.42	\$32.42	0%	42	42	\$0.77	\$0.77
Barbados	Multi-Choice TV	MCTV Plus	\$50.00	\$51.50	3%	58	58	\$0.86	\$0.89
Bermuda	Bermuda Cablevision	Deluxe Tier	\$45.00	\$45.00	0%	49	49	\$0.92	\$0.92
Bonaire	Flamingo TV	Digital Package	\$36.33	\$37.50	3%	62	63	\$0.59	\$0.60
British Virgin Island	BVI Cable	Basic Plus	\$40.00	\$40.00	0%	59	59	\$0.68	\$0.68
Curacao	Flow Curacao	Flow Basic	\$38.14	\$38.14	0%	56	59	\$0.68	\$0.65
Dominica	Marpin 2K4	Basic	\$22.77	\$31.88	40%	52	62	\$0.44	\$0.51
Dominican Republic	Telecable (Tricom)	Plan Compacto	\$14.44	\$14.44	0%	72	72	\$0.20	\$0.20
Grenada	Flow Grenada	Flow Classic	\$27.72	\$27.72	0%	48	48	\$0.58	\$0.58
Guadelupe & Martinique	Le Cable Caraibes	Prima	\$37.67	\$40.50	8%	60	80	\$0.63	\$0.51
Montserrat	Carib Cable	Tier Service	\$38.41	\$38.41	0%	57	62	\$0.67	\$0.62
Puerto Rico	One Link	Basic	\$40.63	\$43.40	7%	54	55	\$0.75	\$0.79
St. Kitts and Nevis	The Cable	Basic cable	\$14.65	\$17.14	17%	13	17	\$1.13	\$1.01
St. Lucia	Karib Cable	Basic	\$27.72	\$27.72	0%	76	80	\$0.36	\$0.35
St. Maarten	SXM Cable	Basic	\$39.14	\$39.90	2%	48	50	\$0.82	\$0.80
St. Martin	St. Martin Cable TV	Basic	\$47.25	\$48.20	2%	95	95	\$0.50	\$0.51
St. Viincent	Karib Cable	Basic	\$29.60	\$29.60	0%	65	75	\$0.46	\$0.39
Tribdad & Tobago	Flow	Analog Basix	\$32.93	\$32.93	0%	66	66	\$0.50	\$0.50
Turks & Caicos	WIV Cable	Avg. of 2 packages*		\$50.00			60		\$0.83
Virgin Islands (U.S.)	Innovative cable TV	Avg. of 2 packages*	\$33.25	\$35.35	6%	55	55	\$0.60	\$0.64
Average(excl. Bahamas-Cayman Island & Jamaica)			\$35.00	\$36.75	5%	60	62	\$0.63	\$0.63
Bahamas	CBL	RevTV	\$30.00	\$30.00	0%	54	54	\$0.56	\$0.56
Cayman Islands	Weststar TV	Digital Classic	\$82.08	\$82.08	0%	46	48	\$1.78	\$1.71
Jamaica	Flow Jamaica	Watch Starter	\$11.69	\$11.69	0%	58	64	\$0.20	\$0.18

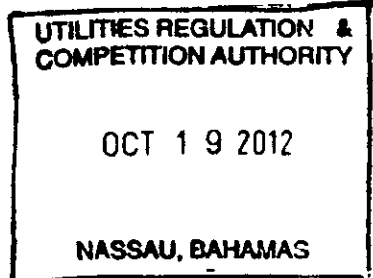
I vehemently disagree with the increase in cable service by Cable Bahamas. Bahamians are already oppressed with keeping up with their power bill and mortgage; when you increase the rates on cable you are making cable available only to the "rich" T.V. is now a necessity and not a luxury anymore and when you increase the rates you are only catering to the rich!

Just what you could do, as a population we can too...and we, the populous would do whatever it takes to relieve us of the burden of increased prices, even if it means going back to T.V. antennas. Remember what is good for the goose is good for the Ghandas. Cable Bahamas is not a Government entity and collectively all consumers could bring a class action suit against you for unfair trade practices in the following areas:

1. You charge \$5.50 cents for bills unpaid after the 20th of the month, it used to be \$5.00 how did you raise it to \$5.50 without the consent of URCA or the Bahamian Populous?
2. Who give you the authority to charge interest on all bills not paid by the 20th of the month? You are not a bank;
3. By the same token, when bills are paid prior to the 20th of the month everyone should get a \$5.50 deduction;
4. You promised to provide cable services for a certain amount; you were able or restricted from service in the usual form, so as a result, you had to get signals digitally, and again it became burdensome on all consumers, making it mandatory to use boxes to retain signals and either paying for them or renting them, this, again was not presented to and agreed with URCA;
5. The rental fee is astronomically too high, and if a household has five T.Vs then each usage is charged separately, either you purchase the box or you continue to pay a rental along with the service; this is illegal and a subtle increase for service; you are burdening *all* of your overhead costs on the consumer and you expect us to fall prey to your rape of our incomes?

Please bear in mind, that at this present moment, we, a group of citizens are negotiating with a Cable Company from America to offer us cable and telephone, etc., at a better price and take away your power to monopolize the cable business in this country!!!!

Thanks
Citizen #116699-3



P. O. Box N-7648
Nassau, N.P.
The Bahamas
shibumi_48@hotmail.com

25 September, 2012

Ms. Kathleen Smith
Chief Executive Officer
Utilities Regulation & Competition Authority (URCA)
UBS Annex, East Bay St.
Nassau, The Bahamas

Dear Ms. Smith,

I do not agree a price increase of any amount by Cable Bahamas for Basic cable and provide the following observations for your review:

- Cable Bahamas diluted the features of the "Basic" cable product sometime ago (I do not recall the date), leaving a less attractive Basic product and strategically introducing a new "Super Basic" product at a higher cost, effectively gaining an unauthorised price increase.
- Cable Bahamas issues billing statements early in the month for the full month with a due date of the 20th. They, effectively, bill and require payment before services are rendered **and** charge a late fee of five plus dollars the following month if payment was not received by them on or before the due date.

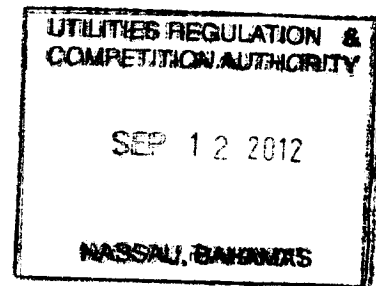
Cable Bahamas, unlike other utility companies, bills early and allows no grace period for payment. Instead of considering Cable Bahamas' application for approval to increase its "Basic" cable charges, URCA should examine the case for the return of unreasonable late penalty fees to Cable Bahamas' current and obsolete customers.

Your return comments would be appreciated.

Yours sincerely,

Deborah Weech

Ernst Rumer
P.O. Box EE 16892
E-Mail konsulatofaustria.bs@gmail.com
Tel. 364-3297
Nassau – Bahamas



Re.: Cable Bahamas.

To Whom It May Concern,

I would like to thank URCA to let the people of The Bahamas speak and bring forward their concern and complains, before allowing Cable Bahamas raise the Rate, and this by 27 % (twenty seven %).

Yes it is true that the rate has not changed in years, but the structure has. Didn't they doubled or tripled their Customers, and there for their income, if not, why not. But I also know that the Service has not improved.

Now I ask you a few points, you may can answer, as Cable Bahamas will not to so. I wrote them 2 letters in 2010 and 2011, hand delivered them myself to the Reception Desk in the Main Building, to date I am still awaiting a answer. My policy in business was always, after receiving a request or complaint, to answer as soon as possible or after investigation.

I call the policy of the " high and mighty "at Cable Bahamas, RUDE and UNPROFESSIONAL, maybe they should go back and study Customer Service or learn from their "Line staff", who are friendly and helpful.

Now a few facts:

In September 2005 Customer's where notified that there will be changes in Programming, among them the German and French Program's could not be seen anymore except we buy a Modem for \$ 149.50. To this I would mention that the Diplomatic and Honorary Consul Corp ask for reconsideration, with the following points. Both Channels, at this time, 48 and 49 are provided by the countries for Citizens, Friends, Visitors to the Country and people who are interested in languages. In my view it would have been extremely helpful to students and friend of the Alliance Francaise and Bahamians who have a knowledge of either Language. But to we need foreign Languages in a Tourist country, or maybe we only need our friends the West. My claim was and is that we are at least 50 years behind time. Maybe you heard when the Airline came from Panama, but belief me there would be many stories to be told. But as you may assume our pledge

was declined and so we bought the Modem and pay a extra fee monthly. German TV is aware of this practice in the Bahamas. But until recently it we sought it is how it is, and I discovered new Channels, 680 (English from China) and 688 (Chinese) and belief me both Channels are free for anyone and throughout the house, on the other hand I have to pay if I want to see the other 2 Channels anywhere else, there is also 689 a Jamaican Channel. I call this practice of Cable Bahamas Discriminating and I am tempted to send a Report to the EU, to show them how Foreign friendly we are. Yes I watch Channel 680, but this is not the point, but maybe the Chinese Government even pay for the advertisement on the Cable "Minibuses". Maybe it would interesting to know that DW – TV advertise hotels you can see the German TV. But as I said maybe we don't need the Germans and French, but the Dominican Republic and Cuba welcome them with open arms.

My second question was and still is, and may you have a business mind in URCA who can answer this one, Cable Bahamas didn't wanted to or can't.

A few years ago, as we was told that we have to change over to Digital (some people still wait for it), we was told that the people who had a Box already had to pay an extra \$ 49.- and the one who never get the Box free of charge, this means punished for having one, as I was forced to have one if I wanted to watch DW-TV, so I paid \$ 200.- and others got the Box free, just to mention the first Boxes must have been given to Cable from whom ever in Canada, it seems as it was a matter dumping it their or dump them to the Bahamas. I had 3 of them in a matter of a few month, and staff members was frustrated and admitted that it was CHUNCK. But it wasn't only the changes, every time we had to wait for at least a week for the replacement box, and every time I heard the story, we will compensate you, I still wait for this.

Interestingly now we hear all the noise about BTC, yes it was bad the day we had no Telephone, but I was compensated. What happen to all the days I had no Internet and I needed it to send out messages to Washington, Vienna and even here. No one says anything, not even a sorry from Cable Bahamas, but even on weekday when you try to watch Sport or anything else, the TV just tells you check back later.


I have only one last comment to Cable Bahamas, last week I had a very friendly Lady on the Phone to convince me to join REV Telephone, I consider it for a while, But for what, only to be told in a year or two, we have to charge you double. Please wake up Cable Bahamas, the man on Mackey street and others putting up Dishes and if you don't know why THINK. S E R V I C E.

Maybe URCA can look into a other problem we have. Everybody is crying out loud about the Electricity rates. Would you and some of your staff, on the way to work and home check out the street lights on during the day. A few years back I wrote Mr. Basden a letter concerning 2 lights on our street, after some month Mr. Basden responded and claimed this matter will have priority, it had, as it took only about 3 month, but it was done. If you pass by the Historic Society on Shirley street, the light across the street is on since February, further down the road by the Zion's Church this light burns since before Christmas, one day I counted from the Airport to Robinson Road/ Marathon Road 23 Lights on at noon. To we need extra light during the day, or is Electricity so chip in the Bahamas. Either way stop crying or put pressure on BEC. Sorry, but I just want to help, and maybe, just maybe our electricity rates are going down.

Respectfully,

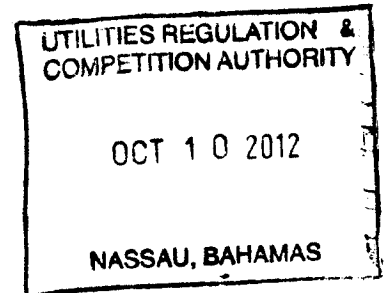


Ernst Rumer, HC


*Ivy L. Dumont (Dame), Retired Governor – General
Commonwealth of the Bahamas*

3 October, 2012

The Utilities Regulation and Competition Authority
UBS Annex Building
East Bay Street
Nassau, Bahamas



Dear Sirs,

Re: Cable Bahamas Limited

I write in connection with the report in The Tribune of September 12, 2012 on the public meeting held at Holy Trinity Anglican church on September 11, 2012. While I am unable to attend such meetings I feel obliged to congratulate and thank the persons identified in the "What People Said" on page 7 and to add the following comments relative to my experiences:

- 1) My late husband became a subscriber to Cable at the outset. His was a passion for sports so in addition to the Basic he requested the Sports Package. As far as I am aware, he never missed a payment. Since his illness and subsequent death almost a year ago I have issued cheques payable to Cable Bahamas due on the 20th of each month.
- 2) Planning to be abroad during the due dates for payments on July 20th and August 20th of this year, I issued a cheque covering the two months. As has happened for almost seven years my Security Officers (Sgt. Gregory Taylor or Cpl. Quincey Pinder) have delivered the monthly cheque to Cable Bahamas. So, imagine my shock when, a week ago, I realized that my service had been disconnected for non-payment.
- 3) Eventually, I was able to satisfy myself that the cheque in question had not been presented for payment (see hand written notes attached), so I issued a fresh cheque so that service might be restored.
- 4) Several concerns/ consideration arise from this experience:
 - a) Having a record of continuous (even early) payment of our account and noting a most obvious and startling change, would not it have been sensible and courteous for Cable Bahamas to undertake inquiry of a long- standing, hopefully valued customer?

*P. O. Box SS 5316
Nassau,
The Bahamas*

*Telephone: (242) 323-4188
E-mail: IcyL.D@hotmail.com*

- b) Often the cable services are interrupted for all sorts of excuses – clearly their frequency cannot be considered reasonable – depriving of internet service, showering with “tiles” and emitting crackling noises, etc. At no time has Cable Bahamas ever reduced our bill. Does not the loss of service have value?
- c) Trying to reach the office by telephone is a wasteful exercise. Being number 17 on the line could result in a 45-60 minute wait for a breathing body to acknowledge the caller. Surely in this day and age, a company that crows about its profitability can afford to employ enough trainable people to man the phone lines which, no doubt, are so severely jammed because of poor experiences of so many clients.
- d) I understand why young, educated Bahamians who have lived abroad become disheartened when they return to The Bahamas. Of course, Cable Bahamas is my addressee now, but add to it telephone and electricity services and it is not difficult to buy into their denunciation of the utility services as a whole. It is difficult for me to believe that we, grasping at full Bahamianization, continue to fall so short.
- e) Lastly, and this observation is based on hearsay, it has been suggested that on occasion, when employees may not have entered company cheques in a timely manner, the safest way to cover their misdeed is to not credit the customer at all and destroy the evidence. Allegedly, it is more acceptable to abuse the client than to be reprimanded by a supervisor. Perhaps more sensitive and humane supervision and management training would remediate such a problem, if indeed it does exist.

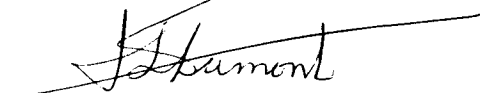
As an aside, may I wonder aloud?

- i) Is it not possible for URCA to require the utilities – especially Cable and Bahamas Telephone Company – to refund a percentage of their profits to customers as a penalty for the inconvenience, loss, frustration and anxiety caused by their negligence over the relevant fiscal year? They may make an effort to improve.
- ii) Might URCA install a system that permits subscribers to notify it when a utility is interrupted? There seems no point in trying to inform the relevant utility as either one’s phones do not work or theirs do not answer. A summary of calls received on a daily/weekly/monthly basis would provide good data for evaluating the effectiveness of the service.
- iii) On the basis of the above, URCA might impose penalties/ require upgrades or cease contractual arrangements with privately owned companies.

Like my fellow Bahamians, I look forward to the time – hopefully soon – when purveyors of basic services pay more attention to the people they know how to contact when they want to sell a new service but make little effort to do so otherwise. The fact that the utilities enjoy monopolies cannot continue to be used as a weapon against a whole nation of dependent souls.

I trust that some good results from your deliberations.

Respectfully,



Ivy L. Dumont

16+

Exp. Dept. of Justice
177 L. DUMONT
BOX 33 5376
NASSAU, BAHAMAS

12/09/72

Baron Lechmere Limited

A/C # 128740-1

My bank has confirmed that my
cheque # 336 in the amount of \$75.⁰⁰
dated July 20, 1972 has not been
presented for payment. I have
understood that it not be cashed
if it be presented for payment
(as per the Bank's statement).

In enclosing my cheque # 351
dated September 10, 1972 in the
amount of \$100 and would be
grateful for reinstatement of
my account. Kindly provide a receipt.


J. L. Lament

THE JOY OF THE LORD IS MY STRENGTH



16
177 Ls DUMONT
BOX SS 5376
NASSAU, BAHAMAS

September 12, 2012



The Great Manager
Royal Bank of Canada
Nassau Branch

ATTN: Shantoria Dalfors

Ref: A/c # 152-1139-6

Further to our telephone conversation
of today's date, please be advised as
follows:

- 1) I issued cheque # 336 in the amount
of \$175.00, payable to Cable Bahamas
on July 20, 2012;
- 2) Cable Bahamas claims to not have
received the cheque which was hand
delivered;
- 3) As a result my service has
been disconnected.

THE JOY OF THE LORD IS MY STRENGTH



207
IVY L. DUMONT
BOX SS 5376
NASSAU, BAHAMAS

4) You have informed that cheque # 346
has not been presented for payment.

In the circumstances, I should be grateful
if you would not honour the referenced
cheque should it be presented for payment.

Thank you for your cooperation.

W. A. ...

THE JOY OF THE LORD IS MY STRENGTH

JANET J. HUTCHESON

TELEPHONE: 356-4468/5550 FAX: 356-4470

FAX COVER

To: Kathleen Smith Date: 08/19/12

Fax No: 393-0153 Pages: (including Cover): 3

RE:

Objection to rate increase

- Urgent
- For Review
- Please Comment
- Please Reply

Janet
Signature



13th September, 2012

Ms. Kathleen Smith
Chief Executive Officer
URCA
Nassau, Bahamas



Dear Ms. Smith,

RE: OBJECTION TO PROPOSED RATE INCREASE BY CBL

I have been a customer of Cable Bahamas for approximately seventeen (17) years and have noted that despite the basic rate not being increased, there have been other increases, namely:

- Increase in internet services
- Increase in cost of boxes
- Increase in access to boxes per room (before you could access cable from one box in any room)
- Increase in various packages
- Increase in modem insurance
- High reconnection rate
- Late fee increase (billing due for 20th month, yet the billing statement reflects service for period 1st – 31st August, which would give persons until the 30th or 31st of each month to pay, and therefore they should not be charged a late fee.
- Programming is repetitive

Additionally, at one time, the basic channel met my family's needs, before some of the channels were placed into packages. I must now pay for three (3) packages to view the same programmes. Where will it stop? In my estimation, there is too much greed at the expense of the consumer.

I have calculated that twenty thousand, four hundred dollars (\$20,400) has been paid by my household, often for interrupted service, blackouts and the like. If you multiply my cost annually by a minimum of three thousand (3000) customers, CBL receives per month \$612,000.00 per month. I beg you however, to obtain a full disclosure of CBL's earnings and you will see that they have made far more than we can imagine.

In an economy such as ours at this time, we cannot afford this ridiculous request. People are losing their homes, medical, gas and food costs have escalated, people are unemployed and struggling to make ends meet. We therefore, cannot burden our people further, as Cable Bahamas makes millions annually. As a consumer, I want to be able to do the following:

- Have access to another cable company to decrease rates
- Lock out all sexually explicit channels from my television (remove descriptive listing from the line up)
- Have one rate that I can afford to access the channels I want to watch. I do not want to buy two to three (2-3) packages to watch the twenty (20) channels, I am really interested in.

I absolutely OBJECT TO ANY INCREASE now or in the near future.



Ms. Janet J. Hutcheson

N1855

356-4468 (w)

325-5361 (h)

cc: Steve McKinney
Hardcopy

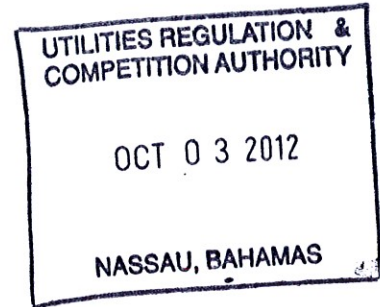
OCTOBER 3, 2012

CHIEF EXECUTIVE OFFICER

URCA

P.O. BOX N-4860

NASSAU, BAHAMAS.



DEAR SIR

RE: CABLE BAHAMAS REQUEST FOR INCREASE OF 27% MONTHLY CHARGES

I WRITE TO EXPRESS MY OBJECTION TO APPROVING CABLE BAHAMAS REQUEST. THERE SHOULD BE NO INCREASE.

I SEE NO REAL JUSTIFICATION FOR THIS INCREASE, ESPECIALLY IN LIGHT OF THE ALREADY ENORMOUS PROFITS THEY HAVE BEEN MAKING OVER THE YEARS (EG. IN DEC. 2011, OVER \$20 MILLION, SEE ENCLOSED PAGE FROM THEIR FINANCIAL REPORT).

THEIR HUGE PROFITS CAME BASICALLY FROM THE HIGH COST OF CABLE SERVICE TO THE BAHAMIAN PEOPLE. IN FACT, CONSIDERATION SHOULD BE GIVEN TO HOW CABLE ^{Bah.} CAN REDUCE THE HIGH COST TO THEIR CUSTOMERS NOT TO INCREASE IT.

1. THEIR JUSTIFICATION TO COMPARE THEIR RATE WITH OTHER CARIBBEAN MARKETS IS UNACCEPTABLE, SIMPLY BECAUSE ^{ALL} THE PLAYERS ARE NOT OPERATING UNDER THE SAME CIRCUMSTANCES. ^{CONDITIONS} IF ALL THE PLAYERS WERE OPERATING WITHIN THE BAHAMAS MARKET, THEN THERE MIGHT BE SOME JUSTIFICATION.
2. THE FACT THAT CABLE HAS NOT INCREASED THEIR BASIC PRICE SINCE 1995, IS AN UNACCEPTABLE JUSTIFICATION BECAUSE THEY STARTED OUT WITH TOO HIGH A PRICE TO BEGIN WITH. THIS FACT IS SEEN IN THE HUGE PROFITS THEY HAVE BEEN MAKING EVER SINCE THEY STARTED OPERATIONS. CABLE COMPENSATED THEIR RATE BY INCREASING OTHER RATES FOR SERVICES & ADDING OTHER

UNREASONABLE CHARGES FOR OTHER SERVICES. (EG, NEW, DIFFERENT DIGITAL BOXES, PAY PER VIEW, INSURANCES, ETC).

ARE THEY PREPARED TO REDUCE THESE COSTS IF THERE IS AN INCREASE IN THEIR BASIC RATE? I BELIEVE NO.


3. THE EXTREMELY HIGH 27% INCREASE, I BELIEVE IS A NEGOTIATION FIGURE STRATEGY, HOPING THAT URC WOULD AT LEAST GIVE THEM AN INCREASE, EVEN THOUGH IT MIGHT NOT BE 27%. WHATEVER INCREASE THEY HOPE TO RECEIVE WOULD BE PRIMARILY TO INCREASE THEIR ALREADY HIGH BOTTOM LINE - NET PROFIT.

PRAY TELL ME, HOW MUCH MORE PROFIT CABLE BAHAMAS WANTS TO MAKE ON THE BACKS OF ALREADY HURTING, STRUGGLING BAHAMIANAS, & A DOWNTURN ECONOMY?

YES, CABLE BAHAMAS IS IN BUSINESS TO MAKE A REASONABLE PROFIT, BUT NOT UNREASONABLE PROFITS JUST BECAUSE THEY ARE A MONOPOLY. THEY HAVE LITTLE OR NO CONCERN FOR THE ECONOMIC HARDSHIP THAT THEIR CUSTOMERS ARE FACING, MANY OF WHOM ARE SACKING IN ORDER TO MAINTAIN CABLE SERVICE.

CABLE BAHAMAS NEEDS TO HAVE A CONSCIENCE!
THEIR REQUEST SHOULD BE REJECTED COMPLETELY.

YOURS TRULY,


Rev. L. S. GEORGE HALL

3

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

YEAR ENDED DECEMBER 31, 2011 | (EXPRESSED IN BAHAMIAN DOLLARS)

	2011	2010
REVENUE (Note 16)	\$ 99,850,666	\$ 88,861,361
OPERATING EXPENSES (Notes 14, 15 and 16)	<u>(55,651,011)</u>	<u>(46,931,195)</u>
Depreciation and amortisation (Notes 7 and 8)	44,199,655	41,921,141
OPERATING INCOME	<u>(16,825,903)</u>	<u>(14,721,412)</u>
Interest expense (Note 9)	27,373,752	27,201,223
Dividends paid on preferred shares (Note 10)	<u>(1,755,612)</u>	<u>(2,411,363)</u>
NET INCOME AND COMPREHENSIVE INCOME	<u>(4,775,000)</u>	<u>(4,800,000)</u>
BASIC AND DILUTED EARNINGS PER SHARE	<u>\$ 20,843,140</u>	<u>\$ 19,916,660</u>
	<u>\$1.25</u>	<u>1.02</u>

Increase: 85,480

See notes to consolidated financial statements.

Lavade M. Darling
P.O. Box CB-12257
Nassau, The Bahamas

September 25, 2012

Utilities Regulation &
Competition Authority
East Bay St. Nassau

Re: **Cable Bahamas' Proposed 27% Basic Cable Rate Increase**

To Whom It May Concern:

I write to urge the Utilities Regulation & Competition Authority (URCA) not to approve a rate increase for basic cable at this time. What is patently clear to me is that Cable Bahamas deceived the Government of The Bahamas when it entered into a Heads of Agreement to provide cable services to the people of The Bahamas in 1995.

Cable Bahamas did not enter into this agreement in good faith, as 17 years later it has not and still refuses to fulfill its Universal Service Obligation (USO) to the people of The Bahamas. This is the real travesty of natural justice, and not the linking of an application for a rate increase with the non-fulfillment of Cable Bahamas' (USO) as argued by its in-house attorney. It cannot be considered a matter of discovery on Cable Bahamas' part, that The Bahamas is an archipelagic nation. Cable Bahamas' seeking of relief from fulfilling its (USO) arguing that it ought not to be forced into providing services in an unprofitable market, is ultra vires your enabling statute. Your obligation to the Bahamian people is to enforce the terms of the existing Heads of Agreement. If Cable Bahamas wants relief you ought to direct it to approach the Government of The Bahamas and seek an amendment/s to its existing agreement.

Further, if Cable Bahamas continues in this vein, I urge you to revoke its cable license and give it to another entity that will not deprive the lesser-developed southern islands of The Bahamas of basic cable services. Additionally, I am appalled that you are allowing Cable Bahamas to air advertisements on networks that do not belong to it. This is an abuse of an Emergency Broadcast System, the purpose of which is to advise and direct the people in the event of an emergency, not to sell advertisements.

In conclusion, your approval of a rate increase to Cable Bahamas, who has been allowed to increase its service offerings to include broadband, fixed line and soon mobile services, but who has refused to fulfill all the terms of its existing HoA, against the backdrop of a global recession, would be a travesty of natural justice.

I am,

Yours respectfully,

Lavade M. Darling
Citizen, the Commonwealth of The Bahamas

MILDRED S. YOUNG

7 East Close | Meadows Boulevard | P. O. Box EE17932 | Nassau, Bahamas

(242) 324-5648/ (242)-449-5224

Email: learninginthegarden@hotmail.com

17th September, 2012

To: Utilities Regulation and Competition Authority (URCA)
UBS Annex Building
East Bay Street
P.O Box N 4860
Nassau, Bahamas

RE: Cable Bahamas Proposed Increase

To Whom It May Concern,

The Bahamas is an archipelago of islands on which many Bahamians live. We work on one and travel to Family Islands; in instances our 'hometowns' on weekends, holidays, to funerals, weddings, anniversaries, etc. Travel may occur several of them per year. **As BAHAMIANS we expect the same services when we travel to these islands. This is not the case! We who live in New Providence have families and friends on these islands and should speak out on their behalf.**

Cable Bahamas has not lived up to their commitments and we who pay (I am sure) would not have a problem paying 27% when ALL BAHAMIANS are treated fairly. How could you come to us for an increase when our children on some family islands, the future of our country can not get the same opportunities as their peers in the capital or other islands. Yes, they need to use the internet like any other Bahamians. Who are looking out for THEM? Please URCA before you make any decisions on this increase for Cable Bahamas make sure every school aged Bahamian student has access to cable especially the internet.

One of the Golden Knights, Chris Brown is from the settlement of Wemys's Bight, Eleuthera with over sixty homes averaging four persons residing in each house. Families and friends were not able to watch him on the world stage due to the lack of a simple necessity of cable television. Please URCA do NOT let another person become famous from any other family island and Cable Bahamas gets thumbs down.

I am writing on behalf of the people of Wemys's Bight, South Eleuthera

Mildred S. Young

PS. Community meetings are scheduled for many of the major family islands, but none for the 'Island of FREEDOM'!

Cc: Prime Minister, Hon. Perry G. Christie
Hon. Damian Gomez, MP for Central & South Eleuthera/Minister of State in Legal Affairs
Hon. Jerome Fitzgerald, Minister of Education, Science & Technology
Margaret Symonette, Island Administrator Central & South Eleuthera

October 4, 2012

Re: CBL Applies for Price Increase - DENIED

To whom it may concern:

As a customer for the past 17 years I would like to express several reasons for my disagreement with the current application from the above mentioned company.

Firstly, as stated above I've been a longstanding customer (both cable and internet services), due primarily to the fact that they are the lower priced alternative and **NOT** because of service quality. Over the years and more recently, I've experienced a higher frequency of delays in transmission, distorted signals and for lack of a better term "dropped channels" with the message temporarily off-air. After having placed several calls to the service provider these problems still persist.

Secondly, given the challenging economic times, I do feel as if this additional tax is coming at one of the worst times of the country's financial history. With so many unemployed Bahamians this further burden should not be placed on the backs of so many who are already struggling to meet **basic** daily needs. I find that this petition only verifies the belief that in this country only certain social classes of people are made to have and the others must simply **HAVE NOT!**

Thirdly, this increase is simply not an \$8 increase in the cost of cable access, excuse my frankness, but let's be real! Currently, per household Cable Bahamas charge \$30 for the basic service and \$5 for the set-top box to allow service, so essentially each customer will be paying at least \$43 per mth and let's not forget the late charge of \$5, which they tack on without the courtesy of a payment notice or reminder, oh and please believe they will charge the applicable reconnection fee/s.

Fourthly, Cable Bahamas in my opinion has not provided the public at large, who just happen to be their clients with a plausible reason as to why the increase is necessary **AT THIS TIME**. Furthermore, it is my understanding that Cable Bahamas has, since operating in The Bahamas, always generated a profit and has NEVER experienced a downturn with regard to their bottom line earnings. It appears as if this proposed increase is merely an attempt to hoodwink and bamboozle the Bahamian people!

In closing, Cable Bahamas is an entity that has positioned itself within the multi-media and technology sectors of the Bahamian economy garnering revenues from telecommunications, internet service providers, cable television providers, and corporate data and disaster recovery supports. As such, the increase should be measured in terms of the benefit to this company that has had a monopoly for nearly 20 years compared to the social and economic costs that will be severely inflicted on Bahamians.

Technology Unleashed.....I think NOT!!!!

Regards,

Senobia Sabala

I vehemently disagree with the increase in cable service by Cable Bahamas. Bahamians are already oppressed with keeping up with their power bill and mortgage; when you increase the rates on cable you are making cable available only to the "rich" T.V. is now a necessity and not a luxury anymore and when you increase the rates you are only catering to the rich!

Just what you could do, as a population we can too....and we, the populous would do whatever it takes to relieve us of the burden of increased prices, even if it means going back to T.V. antennas. Remember what is good for the goose is good for the Ghandas. Cable Bahamas is not a Government entity and collectively all consumers could bring a class action suit against you for unfair trade practices in the following areas:

1. You charge \$5.50 cents for bills unpaid after the 20th of the month, it used to be \$5.00 how did you raise it to \$5.50 without the consent of URCA or the Bahamian Populous?
2. Who give you the authority to charge interest on all bills not paid by the 20th of the month? You are not a bank;
3. By the same token, when bills are paid prior to the 20th of the month everyone should get a \$5.50 deduction;
4. You promised to provide cable services for a certain amount; you were able or restricted from service in the usual form, so as a result, you had to get signals digitally, and again it became burdensome on all consumers, making it mandatory to use boxes to retain signals and either paying for them or renting them, this, again was not presented to and agreed with URCA;
5. The rental fee is astronomically too high, and if a household has five T.Vs then each usage is charged separately, either you purchase the box or you continue to pay a rental along with the service; this is illegal and a subtle increase for service; you are burdening *all* of your overhead costs on the consumer and you expect us to fall prey to your rape of our incomes?

Please bear in mind, that at this present moment, we, a group of citizens are negotiating with a Cable Company from America to offer us cable and telephone, etc., at a better price and take away your power to monopolize the cable business in this country!!!!

Thanks
Citizen #116699-3



**Deanna A. Fitzgerald
Tower Heights
P. O. Box SS-19409
Nassau, The Bahamas**

**Telephone Nos.(Home) (242) 324 7072 & (Cell) (242) 424 5506
E-mail address: da.fitzgerald@hotmail.com**

18 October 2012

Utilities Regulation & Competition Authority
UBS Building
East Bay St.
P. O. Box N 4860
Nassau, The Bahamas



Dear Sirs:

Ref: Cable Bahamas Request for permission to increase Residential and Business Basic Cable Packages by 27%

I write out of my experience as a citizen of the Commonwealth of The Bahamas and subscriber to Cable and Internet services through Cable Bahamas.

It has been mentioned in the Media that you (The Utilities Regulation & Competition Authority) see no reason why Cable Bahamas should not be granted the above mentioned increase – I appose the increase and I will tell you why.

- 1) Customer and Technical service at Cable Bahamas is terrible – If there is a disruption in the Cable or Internet service, whether it is acute to your neighborhood or home, Cable Bahamas could never give you a definitive answer as to the problem for days, and If they have to send a technician to your home it could take up to (3) three weeks before someone comes to render assistance.

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- 2) The Company offers 24 hours service, however, after 8.30pm Supervisors and Technicians would have left the office for the day, and there would be no one there to assist you other than an agent who would take you name and telephone number and place you on a waiting list for God knows how long. You are, and I am sure that they are aware that most heads of households work for a living and cannot afford to sit at home between the hours 9.00am to 12.00pm or 2.00pm to 5.00pm to accommodate the schedules of their technicians yet in (15) years they have not been able to devise a system that is workable and best suited to all concerned. The subscriber is always receiving the ugly end of the stick and must pay and endure it - shame on Cable Bahamas.
- 3) Approximately (3) years ago Cable Bahamas changed its systems which forced subscribers to either purchase or rent Boxes to enable them to engage the various program packages. I am sure that you can easily find out The following:
 - a) How many boxes are being rented in households and business establishments at \$10.00 per month
 - b) How many boxes have been purchased at \$50.00 per box
 - c) How many boxes have been purchased at \$600.00 per box

The word around town is that the boxes that have been sold to subscribers for \$50.00 are refurbished boxes that only cost Cable Bahamas at Max \$2.50, so, if you do the math you will find that for all households and business places cabeled at this point Cable Bahamas has made a pretty penny from this exercise alone.

During the (3) year period mentioned above I purchased (4) boxes and during that time most of the channels were scrambled or off air completely – I could never see the local news or the T.V. guide channel. To this very day channel (14) which is Jones Communications is not displayed on the T.V. guide and no one at Cable Bahamas has an explanation for it – no one.

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During the Christmas Holidays I could not view the Junkanoo Parade and had to wait until January before a Technician could come to assist me – what kind of petty shop is Cable Bahamas running?

Finally after approximately 2 ½ years of changing boxes, re-wiring my home, I have now been given (4) different boxes. Pixilation is still a problem, Channels go Off Air randomly, volume and channel on the remotes do not work, the internet is off more than on and Cable Bahamas is just not getting it right.

You will remember that Cable Bahamas was given incentives at great expense to Bahamian tax payers to cabelize the entire Bahamas, but after (15) years this has not yet been accomplished, however shareholders have been and continue to receive handsome dividends. Do you think that they should be so rewarded for the shoddy job that they have done to date. They charge hefty late fees yet when the subscriber is without service there is no refund or redress. Something is wrong with this picture.

I speak for myself and my household and we have had many horrifying experiences with Cable Bahamas not only with the loss of cable service but also the loss of internet service. Often the internet is down, which means that one cannot access ones e-mail box, get on line to do business, do banking transactions etc. aside from this being an inconvenience there is no compensation for this loss.

On several occasions I have had additions to my monthly bill of approx. \$2.00 and change and when questioned about the increase the response was that someone at my home had asked for an upgrade. I enquired as to what kind of upgrade was requested and on each occasion no evidence was seen in the computer, only that a request was made. I never requested an upgrade, I don't know what it is, they cant give me any information and simply removed the charge from the account. I know one thing there is no service at Cable Bahamas that you can subscribe to that would cost approx. \$2.00 – none, and it causes me to raise my eye brow and say mmmmmm.

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About a week and a half ago I received a call from a representative of Cable Bahamas inviting me to subscribe to some Rev Voice Service, however, because I am so unhappy with the present level of service I did not give him an opportunity to explain the service to me. I immediately reminded him of the poor service being ^{was told} by him that Cable Bahamas had already been told by URCA that their request had been denied and I need not worry about the \$8.00 increase.

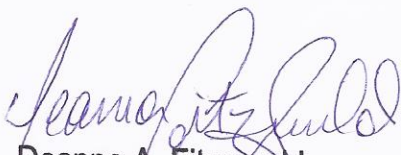
Following my conversation with the young man I telephoned your office to confirm the status of the matter and spoke with your Ms. Gabrielle Frazer who advised me that as there was still one Town Meeting pending no decision could have or had been taken at that point. This is quite remarkable – Something stinks in Denmark and it might be the cheese.

It is my firm opinion that until Cable Bahamas steps up its Service and Maintenance programs, improves its cable and internet product and cabelize this Archipelago of Islands as mandated by The Government of The Commonwealth of the Bahamas and paid for by Bahamian Tax Payers dollars, they do not deserve one red cent in increased fees.

I am sure that there are many subscribers who have had similar experiences and would simply grumble about it and do nothing because they believe that it would be pointless trying to take it up with Cable Bahamas.

However, in your capacity as the regulators of Utilities I hope that you would ensure that subscribers receive good value for their money as I believe it is your responsibility so to do, and I trust that I would not be further penalized for putting ink to paper as you have requested in you media advertisement.

Yours sincerely,


Deanna A. Fitzgerald

October 18, 2012

URCA
East Bay Street
Nassau, Bahamas

Dear URCA:

I hope you will consider my response to the consultation on whether Cable Bahamas should get a price increase. I am in favour of the price increase. The reason I am in favour is that:

- a. Cable television is not an essential service. Electricity, water and telephone are essential services. You need electricity to operate basic appliances in your home. You need water for health reasons. You need telephone to get information from one place to another. Cable television is an entertainment media. It may carry essential information, but it is not essential to carry information. The Government of the Bahamas provides a radio station which can transmit essential information. The radio station also provides entertainment. To have cable television is a luxury item, it's nice to have but it's not essential. Private enterprises should not be lumbered with the responsibility of carrying out government functions. The Bahamian people's tax money is used to subsidize ZNS radio and TV. Since that is the case, the responsibility to carry essential information by TV should be that of the Government owned Television station. The Government by imposing on Cable Bahamas the responsibility to carry ZNS and the Parliamentary Channel has unfairly taxed private investors to do the Government's job.
- b. URCA is supposed to be creating an environment for competition. Now my understanding of Cable Bahamas' application is that the basic television service (the 50 odd channels) is being offered at below costs. If I understand that right then how can a competitor come into the market and make an attractive package to cover its costs, if the dominant person is giving service away below costs. It means the new competitor's price will be above the dominant persons and we are mostly price driven. So by claiming to want competition but denying Cable Bahamas the increase seems to be shooting ourselves in the foot.
- c. People seem to say because Cable Bahamas is making so much money, they should not get the raise and therefore agree to cross-subsidization. From an economics/competition point of view cross-subsidization is generally frowned upon. Cross-subsidization is generally thought to be anti-competitive because it has the tendency to allow large vertically or horizontally companies to frustrate the efforts of small and/or single product companies in the market. The large companies can use profits from other areas to prop up loss leaders. So in Cable Bahamas' case their main product (even if its market share is leveling) is its basic television. Cable Bahamas takes a loss on that product but upsells you on other products (premium packages or internet

or phone) where there is a higher profit margin. So the loss Cable Bahamas takes on the basic television it makes up on other products. The result of the cross-subsidization creates a barrier to entry for new competitors. So, to refuse the increase can lead to less competition in the market.

- d. URCA should not foster a 'socialist' ideology that tries to equalize all citizens. The abolition of protectionist practices and monopolies are at the heart of WTO to which we are headed in 2014. Economists espouse that consumers must pay at least the cost to produce a product. This promotes efficiency in spending and in producing. A consumer is less likely to be wasteful if he/she has to pay the real cost. A producer is likely to find the most cost effective way to produce a product to make it affordable for the consumer. The theory is the consumer benefits from competition if he/she is able to pick what he/she wants and not be forced to take stuff he/she does not want. But for the right to select it is usually more expensive for separate elements than bundled. But it allows for competitors to enter the market and have a chance to get before the consumer.
- e. Everything has gone up in 17 years and so a price increase would seem reasonable. National Insurance taxes went up twice in the last 5 years, private insurance goes up every year, prices of cars, food and homes are up. ZNS is heavily subsidized by the Government and makes a loss. A look at ZNS 13 tells you what free will give you. If Bahamians want essential television then ZNS is the answer. The Government should see to it that ZNS Television is available throughout the Bahamas. URCA seems to accept that Cable Bahamas has justified the increase but throws in affordability.
- f. URCA's document is unclear on what income level is the subject of affordability. It seems preposterous to include a household of \$2,856 per year. This is \$238 per month. Affordability should be based on minimum wage - \$150 per week. The government set this wage and it would indicate that a person could live at a basic level on this amount of money.

I was concerned about the Chairman of URCA being Cable Bahamas' attorney. I was concerned because I am not sure whether there will be fairness and impartiality by URCA. I understand that Mr. Dorsett works for Graham Thompson & Co. and Graham Thompson & Co. is the registered office of Cable Bahamas. I guess Graham Thompson does legal work for them. URCA's press release did not make sense to me to say that "Mr. Dorsett resigned as Cable Bahamas' attorney prior to accepting the position of URCA's chairman". Does Mr. Dorsett no longer work for Graham Thompson & Co? Or is it that Graham Thompson & Co. is no longer the registered office or does legal work for Cable Bahamas? I looked at the URCA Act and it had something about conflict of interests. The Press Release says that Mr. Dorsett took a decision not to sit on any matters which are brought to the Board in which his firm represents any licensee. Does that mean Mr. Dorsett will recuse himself from the decision on this matter and any other matters that Cable Bahamas has before the Authority? Will his salary be reduced because of this impediment? URCA and the Government should follow the saying "justice must

not only be done but must be seen to be done". Mr. Dorsett should resign as Chairman and part of the Board of URCA.

Yours truly,


Linda Thomas