



Consultation on Measures for the Collection and Reporting of Market Data by Specified Licensees in the Electronic Communications Sector

Consultation Document

ECS 05/2017

Issue Date: 30 June 2017

Response Date: 31 July 2017

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1 Introduction

The Utilities Regulation and Competition Authority (“URCA”) is issuing this consultation paper under the terms of section 8(1)(k) of the Communications Act, 2009 (“Comms Act”) and relevant licence conditions. The paper notifies interested parties of URCA’s proposal to issue new measures (or procedures) for the collection and reporting of market information by specified licensees in the electronic communications sector. The term “specified licensees” refers to holders of Individual Operating Licences (IOLs) and Class Operating Licences Requiring Registration (COLRRs). This include specified licensees providing fixed internet, pay TV services (include cable television), fixed telephony, mobile voice and mobile data and business connectivity services to residential and business customers in The Bahamas. However, the proposed measures are not applicable to holders of Class Operating Licences Not Requiring Registration (COLNRR) because such licensees only provide telecommunications services for their own their own use not for commercial gain; and do not require interconnection to a public network.¹

In issuing this consultation paper URCA is:

- outlining the new procedures or measures it proposes to implement for the collection and reporting of market data by specified licensees in the electronic communications sector;
- giving reasons for its proposals; and
- inviting written comments from affected licensees and other interested persons on URCA’s proposals.

URCA is the official source of information on the Bahamian electronic communications sector for use by its stakeholders, including government departments, the private sector, academic institutions, international organisations, analysts and the public. The availability of timely and relevant market intelligence improves the ability of stakeholders to make informed choices and supports URCA in prioritising its own resources as markets change and competition develops. In this regard, URCA has a responsibility to collect, analyse, maintain and disseminate accurate and up-to-date market information/data² on the electronic communications sector in The Bahamas.

From the outset of its operations URCA has collected market data from licensees in both the telecommunications and broadcast sectors and uses the collected market data as a tool for transparent decision-making, to further the interests of and encourage active participation by

¹ See Condition 1.5.2 of Class Operating Licence Not Requiring Registration.

² Includes financial and non-financial information.

the public. For the reasons set forth in Section 3.1 below, URCA now proposes to require the affected licensees to:

- collect and report market data on a much broader range of electronic communications services than is currently the practice;
- collect and report market data on a more granular/disaggregated level than is currently the case; and
- submit the reports to URCA in respect of the data collected on a quarterly and annual basis.

The proposed new procedures contain explanatory notes to assist licensees subject to the regulatory measures under this consultation process in preparing and submitting reports.

These procedures, in URCA's preliminary view, are in line with the guidelines outlined in section 5 of the Comms Act for regulatory and other measures. URCA is urging the affected licensees and the public to let their views on its proposals be known.

1.1 Background to the Consultation

Section 8(1)(k) of the Comms Act provides that URCA may *"require any licensee or licensees to furnish such information and submit such returns in relation to its operations at such intervals as it may require ..."*. In addition, holders of Individual Operating Licences (IOL), and Class Operating Licences Requiring Registration (COLRR) are subject to data collection and reporting requirements conditions set out in their licences. These licensees are required to furnish URCA with *"such information, Documents, accounts, returns, estimates, reports or other information ... in the manner and at the times specified by URCA. URCA may use this information for purposes of compiling statistics and publishing periodical reviews of the Electronic Communications industry, and as required or permitted by the Communications Act or other laws or legal process."*

A cornerstone of URCA's mandate is to promote sustainable competition between operators through the design of effective, efficient and proportionate market regulation. A further objective of regulation is to enhance the interests of persons in The Bahamas in relation to the electronic communications sector. Integral to the foregoing is our ability to track the growth, trends, and the evolution of competition between licensees and promote greater transparency between customers and their service providers.

URCA currently collects market data at the end-user level for a limited range of retail and wholesale services, which is not reflective of the entire telecommunications sector. The data collected relate to annual information in respect of:

- Access to fixed networks and services by customer type:

- Fixed broadband internet – residential, business;
- Narrowband internet – residential, business; and
- Fixed telephony – residential, business.

- Access to cellular mobile networks and services by customer type:
 - prepaid voice only – residential, business;
 - post-paid voice only – residential, business;
 - prepaid mobile data only - residential, business; and
 - post-paid mobile data only – residential, business.

- Access to pay TV networks and services (including cable) – residential, business;
- Access to ‘other’ networks and services, namely:
 - Trunking – residential, business; and
 - Paging – residential, business.

As part of their annual submissions, licensees must report annual financial data in terms of total Electronic Communications Sector revenues, and revenues derived from each retail service above by customer type.

In 2015, by way of a notification to affected licensees URCA advised that it wishes to receive more frequent market information, i.e., quarterly instead of annually as is currently carried out. URCA received input from those licensees, however it has not issued a final decision on the matter, and now proposes to address the issues set out in that notification within this current, broader, exercise.

1.2 How to Respond to this Consultation Document

URCA invites comments on this document from all interested parties. Responses to this document should be submitted to URCA by 5:00 p.m. on **31 July 2017**. Written responses or comments on this document should be sent to URCA’s Chief Executive Officer, either:

- By hand, to URCA’s office at Frederick House, Frederick Street, Nassau: or
- By mail to P.O. Box N-4860, Nassau, Bahamas; or
- By fax, to (242) 393-0153; or
- By email, to info@urcabahamas.bs.

URCA reserves the right to make all responses available to the public by posting responses on its website at www.urcabahamas.bs. If a response is marked confidential, reasons should be given to facilitate evaluation by URCA of the request for confidentiality. URCA may publish or refrain from publishing any document or submission, at its sole discretion.

URCA will review all responses and comments received from this consultation document before publishing its Statement of Results and the Final Decision.

1.3 Structure of the Remainder of this Document

The remainder of the document is structured the following way:

- Section 2 - Legal Framework for Collection and Reporting of Market Data;
- Section 3 – Measures for the Collection and Reporting of Market Information; and
- Section 4 - Conclusion and Next Steps.

Appendix 1: Reporting Format

Appendix 2: Glossary of Key Terms

2 Legal Framework for Collection and Reporting of Market Data

URCA is the independent body for regulation and competition in the Bahamian **electronic communications** and **electricity** sectors. URCA is tasked under the Comms Act to carry out various duties and functions as the regulator and competition authority in The Bahamas. URCA, therefore, requires different information to support its role. Indeed, the Comms Act prescribes the statutory framework for regulation and competition in the sector and charges URCA with the responsibility for implementing the ECS Policy, amongst other things.

URCA has regulatory remit for all persons who generate, transmit, distribute or supply electricity within, into, from or through The Bahamas. URCA's powers and functions are set out in the EA and include the power to issue regulatory and other measures in furtherance of the Electricity Sector Policy (ESP) objectives.

URCA has a responsibility to maintain accurate and up-to-date information on the current state of the telecommunications sector in The Bahamas. In furtherance of its mandate, URCA proposes to implement a new set of measures for the collection and reporting of market data by specified licensees in the telecommunications sector.

Section 8(1)(e), (k) and (l) of the Comms Act states that:

“For the purposes of carrying into effect the electronic communications policy objectives, URCA shall have the power to issue any regulatory and other measures and in particular shall-

(e) issue directions, decisions, statements, instructions and notifications;

(k) require any licensee or licensees to furnish such information and submit such returns in relation to its operations as such intervals as it [i.e., URCA] may require; and

(l) conduct market investigations and market reviews and publish regular information and reports”.

As this consultation document proposes to replace an existing regulatory measure, URCA must have regard to:

- The objectives of the Electronic Communications Sector (ECS) policy as specified under section 4 of the Comms Act; and
- Guidelines for regulation and other measures as prescribed in section 5 of the said Act.

Under section 4 of the Comms Act, the Electronic Communications Policy has, among others, the following as its objectives:

“(a) to further the interests of consumers by promoting competition and in particular-

- (i) to enhance the efficiency of the Bahamian electronic communications sector and the productivity of the Bahamian economy;*
- (ii) to promote investment and innovation in electronic communications networks and services;*
- (iii) to encourage, promote and enforce sustainable competition: and*
- (iv) to promote optimal use of state assets, including radio spectrum; and*

(b) to further the interests of persons in The Bahamas in relation to the electronic communications sector by —

- (i) promoting affordable access to high quality networks and carriage services in all regions of The Bahamas; ...”*

Section 5 of the Comms Act provides:

“All policy measures, decisions and laws to take effect in the electronic communications sector in The Bahamas shall be made with a view to implementing the electronic communications policy objectives and shall comply with the following guidelines —

- (a) market forces shall be relied upon as much as possible as the means of achieving the electronic communications policy objectives;*
- (b) regulatory and other measures shall be introduced —*

- (i) *where in the view of URCA market forces are unlikely to achieve the electronic communications policy objective within a reasonable time frame, and*
- (ii) *having due regard to the costs and implications of those regulatory and other measures on affected parties;*
- (c) *regulatory and other measures shall be efficient and proportionate to their purpose and introduced in a manner that is transparent, fair and non-discriminatory; and*
- (d) *regulatory and other measures that introduce or amend a significant government policy or regulatory measure (including, but not limited to, the sector policy) —*
 - (i) *shall specify the electronic communications policy objective that is advanced by the policy or measure; and*
 - (ii) *shall demonstrate compliance with the guidelines set out in paragraph (a), (b) and (c)."*

URCA considers that the cumulative effect of these provisions is likely to have a significant impact on persons carrying on activities in the ECS. Therefore, URCA is required to consult persons with sufficient interest in such regulatory measures.

3 Measures for Collection and Reporting of Market Data

3.1 Reasons for New Data Collection and Reporting Measures

In furtherance of its mandate, URCA realises that a key enabler for the progression of a liberalised, competitive communications sector is a well-structured, robust and transparent set of procedures for the timely collection, analysis and dissemination of accurate market data. This is because market data is a key input in a range of regulatory decisions such as access and interconnection cost studies, market definition and SMP assessments, anti-competitive inquiries, and mergers and acquisition exercises.

Equally, URCA recognises that the current data collection and reporting scheme is woefully inadequate. As mentioned above, the data collected is at the end-user level and relate to a limited range of communications services. In fact, unlike regulators in other jurisdictions whose

practices URCA has considered,³ URCA does not collect market data, financial or otherwise, in respect of:

- on-net/off-net call minutes from fixed and mobile telephones;
- on-net/off-net SMS messages from mobile telephones;
- split between standalone and bundled subscriptions for broadband (i.e., fixed broadband services that are bundled or packaged with one or more other retail services such as pay TV or fixed voice telephony services (also referred to as multi-product bundles));
- outbound call minutes to networks abroad;
- mobile data traffic;
- CPE rental and/or sales;
- 'add-on' pay TV subscriptions;
- capital investment; and
- contributions to national insurance and taxation.

Also, with the exception of leased circuits, URCA does not collect information at the end-user (retail) level or wholesale level on the range of data communications services available such as dark fibre, duct access or dedicated internet access.

In addition, URCA does not collect revenue and/or traffic information in respect of interconnection services (i.e., call and SMS termination).

Separate and apart from the above, URCA collects information at an aggregate level which seldom supports URCA's regulatory objectives or reporting obligations. As regards the latter, URCA's experience is that its international stakeholders (most particularly the ITU) increasingly require more granular reporting of market data than URCA currently collects from its licensees. Hence, URCA is challenged to fulfil its reporting obligations to external stakeholders. It is also URCA's observation that there are discrepancies in the collected information between operators due to measurement errors. Measurement errors may result from neglect, lack of understanding of the requested data, differences in treatment of data, etc. For these reasons, URCA finds that the collected information is unsuitable for comparison and not sufficiently reliable for decision-making. As such, in this review one of URCA's objectives is to ensure greater consistency and reliability in the data collected between operators.

³ Example Bahrain Telecom Regulatory Authority, Malta Communications Authority, New Zealand's Commerce Commission, Telecommunications Authority of Trinidad and Tobago, Channel Islands Competition & Regulatory Authorities.

It is worth noting that prior to now URCA has not undertaken any comprehensive assessment of its current or future information needs since the introduction of the current procedures. In the meantime, the communications landscape in The Bahamas has undergone significant changes, as evidenced by

- The recent entry of a second cellular mobile provider which demands that URCA closely monitor the evolution of competition between operators with a view to ensure that market regulation remains effective, efficient and proportionate.
- The increasing importance of bundled⁴ subscriptions as a tool for competition between major broadband licensees. The most common offers on the market include different combinations of fixed telephony, pay TV and broadband internet. It is likely that in the near future more complex bundles than the current triple-play⁵ or double play⁶ products may emerge, including mobile services. Recognizing that bundled subscriptions may have positive or negative effects, it is incumbent on URCA to track this and other information to ensure a fair and competitive market.

For the above reasons, URCA considers it necessary and appropriate to establish a new framework for the collection and reporting of market data by the specified licensees. In URCA's view, such a framework should require the licensees to:

- collect and report market data on a broader range of services (including wholesale services) than is currently the practice;
- collect and report market data on a more granular/disaggregated level;
- collect and report market data on the economic impact of the telecommunications sector; and
- submit quarterly and annual reports to URCA in respect of the required information.

Consultation Question – Reasons for New Data Collection and Reporting Measures

Question 1: Do you agree with URCA's justification for its new reporting procedures for the collection of market data? If not, please state why not?

3.2 New Reporting Format

In view of the foregoing, URCA is minded to replace the current reporting procedures with a new reporting format that is more in line with its needs for market information. The specifics of the new format are stipulated in Tables 1-5 of Appendix 1 to this document. Respectively, Tables 1-

⁴ Bundling refers to offers that contain several services that are packaged and marketed with a common price list

⁵ Is a product that includes three services, e.g., Cable TV, broadband and fixed voice services.

⁶ Is a product that includes two services, e.g., cable TV and broadband or broadband and fixed voice.

4 prescribe the **quarterly market data** that the affected licensees must collect and report to URCA in respect of:

- cellular mobile market;
- fixed voice telephony market;
- fixed internet/broadband and business connectivity services; and
- pay TV services market (including cable).

For each market, the new format is split into two parts: Non-financial and financial. Depending on the market, the non-financial information required include:

- access data for key communications services by customer type (e.g., business vs residential, prepaid vs post-paid, standalone vs bundled offers) measured in *number of active subscribers or connections*;
- usage or traffic data for retail communications services measured in *billed minutes* (fixed and mobile calls), *billed SMS* (mobile messaging service) or *gigabytes* in the case of mobile internet;
- usage or traffic data on wholesale (interconnection) termination services, i.e., call and SMS termination services⁷ measured in *billed minutes* or *billed SMS*; and
- access data relating to other wholesale services measured in *number of connections*, *number of circuits* or *total km*.

As to the financial information to be collected, the affected licensees shall collect and report the total revenues (retail plus wholesale) associated with each market noted above. In addition, where necessary, URCA requires that its licensees collect and report matching split of financial and non-financial data in respect of each market.⁸

As part of their fourth quarter submissions, the licensees must also report annual data for the calendar year in question, using the format set out in Tables 1-4. This annual information would be additional to the **annual market data** (or economic impact indicators) specified in Table 5 as follows:

- total ECS revenue (excludes taxation);
- total capital investment;
- number of persons employed (calculated as Full-Time Equivalent (FTE) employees); and

⁷ These are the interconnection services operators must purchase from each other in order to compete.

⁸ Given declining demand for trunking and paging services, URCA will not require operators to report revenues and volume data for such services as part of their quarterly submissions.

- the licensee’s contribution to national insurance and taxation (i.e., Business licence fees, VAT and customs duty).

Importantly, the new procedures include a set of guidance or explanatory notes that the licensees should use. URCA believes that this will minimize the risk of double counting and inconsistencies in the data submitted between operators, enhance the quality and reliability of the collected information while promoting greater understanding within URCA of the information received. URCA will continually revise its guidance notes so that they are in sync with developments in the relevant market.

For the avoidance of doubt, URCA will no longer require licensees to report market information for paging and trunking services. URCA understands that demand for both services is in decline. However, the licensees should still collect market data for both services and make available to URCA upon request.

In URCA’s estimation, the new reporting format set out in Appendix 1 will:

- bring greater efficiency and speed to URCA’s decision-making process;
- ensure that URCA more effectively tracks growth, trends (including market share), evolution of competition, the effect of competition on services to customers, and licensees compliance with legal and regulatory requirements;
- enhance the timely design of effective, proportionate and efficient market regulation;
- prepare timely statistics that accurately describe the communications sector; and
- serve as a tool for:
 - comparing the Bahamian communications industry against comparable jurisdictions;
 - producing statistics for external stakeholders (including ITU);
 - the timely dissemination of up-to-date statistics and analysis on the telecommunications industry in The Bahamas; and
 - assessing the impact of the sector on key economic indicators.

Consultation Question – New Reporting Format

Question 2: Do you agree with URCA’s new reporting format for the collection of market data? If not, please state why not?

3.3 Frequency of Reporting

As noted above, the affected licensees are required to report quarterly and annual market data in respect of Tables 1—4, and Tables 1-5, respectively. URCA anticipates that receiving quarterly market information would narrow the information gap between URCA and the affected licensees. More frequent market information would be very useful to URCA for timely decision making, preparation of consultation documents, and informing the industry and the public on market activities.

The practice of quarterly data submissions to the regulator is well established around the world. Regionally, Jamaica’s Office of Utilities Regulation (OUR) requires fixed network operators and service providers to submit quarterly data, with the intent of *“Promoting fair and open competition in the provision of Specified services and telecommunications equipment...”*⁹ The Telecommunications Authority of Trinidad and Tobago (TATT) has carried out this practice since 2009, in the fulfilment of their intent of *“facilitating quarterly comparisons of the performance of each market within the telecommunications and broadcasting sectors.”*¹⁰ The Bermuda Regulatory Authority proposed quarterly reporting for non-financial information while financial information would be submitted annually.¹¹

URCA’s research reveals that Ofcom (UK),¹² ComReg (Ireland),¹³ the Information and Communication Technologies Authority in Turkey,¹⁴ Oman Telecommunications Regulatory Authority,¹⁵ HAKOM (the Croatian Regulatory Authority for Network Industries),¹⁶ the Uganda Communications Commission,¹⁷ Telecommunications Regulatory Commission of Sri Lanka,¹⁸ the Agency for Electronic Communications in Macedonia,¹⁹ the National Communications Authority in Ghana,²⁰ the Nigerian Communications Commission²¹ and the MIC (Ministry of Internal Affairs and Communications) in Japan²² are among regulatory agencies in international jurisdictions that

⁹ <http://www.our.org.jm/ourweb/sectors/telecommunications>

¹⁰ <https://tatt.org.tt/LatestDocuments.aspx>

¹¹ “Consultation: Market Data Collection” (DC13/1266) dated 18 October 2013 available at <http://www.rab.bm/index.php/k2-information/consultation-responses-2/ra-market-data-collection-18-october-2013/1187-data-collection-consultation-10-18-13/file>

¹² <https://www.ofcom.org.uk/research-and-data/telecoms-research/data-updates>

¹³ https://www.comreg.ie/media/dlm_uploads/2016/09/ComReg-1676r.pdf

¹⁴ <https://www.btk.gov.tr/en-US/Pages/Market-Data>

¹⁵ <https://www.tra.gov.om/pdf/omantelecommarketq12013.pdf>

¹⁶ <https://www.hakom.hr/default.aspx?id=29>

¹⁷ <http://www.ucc.co.ug/data/pubs/30/Reports-&-Surveys.html>

¹⁸ <http://www.trc.gov.lk/2014-05-13-03-56-46/statistics.html>

¹⁹ <http://www.aec.mk/en/market-analysis/market-data>

²⁰ <https://nca.org.gh/industry-data-2/market-share-statistics-2/voice-2/>

²¹ <http://www.ncc.gov.ng/>

²² http://www.soumu.go.jp/main_sosiki/joho_tsusin/eng/statistics.html

require the quarterly reporting of market data, either as standard practice or under statutory authority.

Consultation Question – Frequency of Reporting

Question 3: Do you agree with URCA’s proposal to receive quarterly and annual market data? If not, please state why not?

3.4 Publication of Market Information

URCA notes that publication of market data is a well-established industry practice, as exemplified by the following:

- New Zealand’s Commerce Commission *Telecommunications Monitoring Report*;²³
- OFCOM’s *Communications Market Reports*; ²⁴
- Malta Communications Authority *Market Reviews*; ²⁵
- Communications Authority of Kenya *Sector Statistics Reports*;²⁶
- Bahrain Telecommunications Regulatory Authority *Market Indicators Report*;²⁷
- Canadian Radio-television and Telecommunications Commission;²⁸
- Telecommunications Regulatory Commission of Sri Lanka *Statistics*; ²⁹
- Eastern Caribbean Telecommunications Authority *ICT Indicators*;³⁰
- Telecommunications Authority of Trinidad and Tobago *Market Report*;³¹
- Channel Islands Competition and Regulatory Authorities *Telecommunications Statistics Market Report*;³² and
- Oman Telecommunications Regulatory Authority *Telecom Market Indicator Reports*.³³

The international experience is that publication of market data will enhance public access to useful facts and figures and enable customers to make informed choices. The information is also used by other stakeholders, including interested government departments, the private sector, academics, analysts and the public.

²³<http://www.comcom.govt.nz/regulated-industries/telecommunications/monitoring-reports-and-studies/monitoring-reports/>

²⁴ <https://www.ofcom.org.uk/research-and-data/multi-sector-research/cmr>

²⁵ <http://www.mca.org.mt/articles/key-market-indicators-electronic-communications-and-post-q1-2012-q4-2016>

²⁶ <http://www.ca.go.ke/index.php/statistics>

²⁷ <http://www.tra.org.bh/en/media/market-information/market-indicators-reports.html>

²⁸<http://www.crtc.gc.ca/eng/publications/reports/policymonitoring/2016/cmr5.htm>

²⁹ <http://www.trc.gov.lk/2014-05-13-03-56-46/statistics.html>

³⁰ <https://www.ectel.int/category/communications/ict-indicators/>

³¹ <https://tatt.org.tt/ReportsStatistics/AnnualMarketReport.aspx>

³²

<http://www.cicra.gg/ files/CICRA%20Telecommunications%20Statistics%20And%20Market%20Report%202015.pdf>

³³ <https://www.tra.gov.om/pdf/omantelecommarketq12013.pdf>

URCA will use the requested information to produce quarterly and annual Market Reports, Facts & Figures, and other information. Such reports, facts & figures will be published on URCA's website or elsewhere as necessary. URCA, however, will not disclose the market data of individual operators that are commercially confidential. In common with industry practice, URCA proposes to publish an aggregated representation of the quarterly and annual data on its website no earlier than the end of the following quarter after the statistics were submitted to URCA. That is, no earlier than three (3) months after the end of the quarterly and annual period to which the information relates. This delay in publication is intended to minimize any potential adverse or harmful effects, i.e., licensees using consumer data to obtain a competitive advantage, which may be experienced by licensees who submitted the original information.

Consultation Question – Publication of Market Information

Question 4: Do you agree with URCA's proposal to publicise aggregated market data? If not, please state why not?

3.5 Implementation Timelines

URCA proposes that:

- no later than thirty (30) calendar days after the last day of each quarter, the specified licensees shall submit quarterly reports of market information to URCA, using Tables 1-4 in Appendix 1 below;
- no later than forty-five (45) calendar days after the last day of the fourth quarter, the specified licensees shall submit fourth quarter and annual reports of market information to URCA, using Tables 1- 5 in Appendix 1 below; and
- the first quarterly reports and annual reports should be submitted to URCA by no later than 5:00 p.m. on 30 October 2017, and 14 February 2018, respectively.

Consultation Question – Implementation Timelines

Question 5: Do you agree with URCA's implementation timelines for the new measures? If not, please state why not?

3.6 Assessment of Regulatory Options Considered

In this review, URCA's primary aim is to further the overall ECS Policy objectives, including furthering the interests of consumers and of persons in The Bahamas in relation to the electronic communications sector. Integral to this is the availability of timely and relevant market intelligence to stakeholders including consumers to make informed choices and supports URCA in prioritising its own resources as markets change and competition develops.

Given this, URCA has considered the following regulatory options:

‘Do Nothing’ option (i.e., maintain current reporting procedures)

URCA finds that the current procedures for the collection and reporting of market data are no longer fit for purpose and appropriate. Therefore, doing nothing is not considered to be an appropriate option.

Establish New Reporting Measures

In contrast, the new procedures that URCA proposes to adopt are, in URCA’s preliminary view, more in line with URCA’s needs for market data and supported by the guidelines laid down in section 5 of the Comms Act for regulatory and other measures. In particular, URCA’s proposals are, in URCA’s preliminary view:

- efficient and proportionate having regard to URCA’s objectives and relevant licence obligations;
- non-discriminatory in that all service providers of cellular mobile, fixed telephony, broadband internet and pay TV services (include cable) shall be required to comply with the new reporting requirements; and
- potential concerns about lack of transparency do not arise on this occasion.

Finally, URCA estimates that the incremental costs incurred by URCA’s licensees that are related to the collection and reporting of the required information will be more than off-set by the benefits to be derive from the new measures.

Consultation Document – Assessment of Regulatory Options

Question 6: Do you agree with URCA’s assessment of the regulatory options considered? If not, please state why not?

4 Conclusions and Next Steps

This consultation paper sets out the new procedures which URCA proposes to implement for the collection of market data from specified licensees in the electronic communications sector (cellular mobile, fixed broadband, pay TV (include cable) and fixed telephony services). URCA will carefully consider all comments and submissions received on the document within the prescribed timeline for responding to this consultation paper. URCA will issue a Statement of Results and Final Decision, including giving full reasons for its decisions. Written responses to the consultation are due on or before 5 pm on **31 July 2017**.

Appendix 1: Format for the Collection and Reporting of Market Information

Table 1: Reporting Requirements for Cellular Mobile Operators

Non-Financial Information	Required Unit of Measurement	<i>Insert months and quarter under consideration</i>				Annual	Observations
		Month 1	Month 2	Month 3	Quarter		
Access Information – Retail Mobile Services							
Access to voice and/or data service categorised by:							
<ul style="list-style-type: none"> • Total Prepaid subscribers 	Number of active subscribers						
<ul style="list-style-type: none"> • Post-paid subscribers: <ul style="list-style-type: none"> - Residential 	Number of active subscribers						
<ul style="list-style-type: none"> - Business 	Number of active subscribers						
Total Post-paid subscribers	Number of active subscribers						
Total Mobile Subscribers (1)	Number of active subscribers						
Access to mobile data <u>only</u> service categorised by:							
<ul style="list-style-type: none"> • Total prepaid subscribers 	Number of active subscribers						
<ul style="list-style-type: none"> • Post-paid subscribers: <ul style="list-style-type: none"> - Residential 	Number of active subscribers						
<ul style="list-style-type: none"> - Business 	Number of active subscribers						
Total post-paid subscribers	Number of active subscribers						

Total Mobile Data Only Subscribers (2)	Number of active subscribers						
Volume of Handsets Sold (3)	Number						
Traffic Volume Information – Retail Services							
Mobile data service via a mobile phone categorised by:							
<ul style="list-style-type: none"> Total prepaid subscribers 	Gigabytes						
<ul style="list-style-type: none"> Post-paid Subscribers: 							
<ul style="list-style-type: none"> - Residential 	Gigabytes						
<ul style="list-style-type: none"> - Business 	Gigabytes						
Total post-paid subscribers	Gigabytes						
Total Mobile Data Service via Mobile Phones (4)	Gigabytes						
Mobile data <u>only</u> service categorised by:							
<ul style="list-style-type: none"> Total prepaid subscribers 	Gigabytes						
<ul style="list-style-type: none"> Post-paid Subscribers: 							
<ul style="list-style-type: none"> - Residential 	Gigabytes						
<ul style="list-style-type: none"> - Business 	Gigabytes						
Total post-paid data only Service	Gigabytes						
Total Mobile Data Only Service (5)	Gigabytes						
Calls to domestic networks categorised by:							
<ul style="list-style-type: none"> On-net calls 	Billed minutes						
<ul style="list-style-type: none"> Off-net mobile-to-mobile calls 	Billed minutes						
<ul style="list-style-type: none"> Mobile-to-fixed calls 	Billed minutes						
Total Calls to Domestic Networks (6)	Billed minutes						
Calls to networks abroad categorised by:							
<ul style="list-style-type: none"> United States 	Billed minutes						
<ul style="list-style-type: none"> United Kingdom 	Billed minutes						

<ul style="list-style-type: none"> • Canada • Haiti • Jamaica • Rest of world 	Billed minutes						
	Billed minutes						
	Billed minutes						
	Billed minutes						
Total Calls to Networks Abroad (7)	Billed minutes						
Text messages to domestic mobile networks categorised by: <ul style="list-style-type: none"> • On-net SMS • Off-net SMS 	Number of billed SMS						
	Number of billed SMS						
Total SMS to Domestic Networks (8)	Number of billed SMS						
Total SMS to Networks Abroad (9)	Number of billed SMS						
Traffic Volume Information – Wholesale Services							
Terminating traffic from domestic networks categorised by: <ul style="list-style-type: none"> • Traffic from another cellular mobile network in The Bahamas • Traffic from fixed and other networks in The Bahamas 	Billed minutes						
	Billed minutes						
Total Terminating Traffic from Domestic Networks (10)	Billed minutes						
Total Terminating Traffic from Networks Abroad (11)	Billed minutes						
Total SMS Traffic from Domestic Mobile Networks(12)	Number of billed SMS						
Total SMS Traffic from Networks Abroad (13)	Number of billed SMS						

Financial Information							
Handset Revenues (14)	BAH\$'000						
Revenues (calls and SMS only) categorised by:							
• Total revenues from retail prepaid mobile services	BAH\$'000						
• Total revenues from retail post-paid mobile services for residential customers	BAH\$'000						
• Total revenues from retail post-paid mobile services for business customers	BAH\$'000						
Total Revenues (15)	BAH\$'000						
Revenues from domestic calls categorised by:							
• On-net mobile calls	BAH\$'000						
• Off-net mobile-to-mobile calls in The Bahamas	BAH\$'000						
• Off-net mobile-to-fixed calls in The Bahamas	BAH\$'000						
Total Revenues from Domestic Calls (16)	BAH\$'000						
Revenues from calls to networks abroad categorised by:							
• United States	BAH\$'000						
• United Kingdom	BAH\$'000						
• Canada	BAH\$'000						
• Haiti	BAH\$'000						
• Jamaica	BAH\$'000						
• Rest of world	BAH\$'000						
Total Revenues from Calls to Networks Abroad (17)	BAH\$'000						

Revenues from SMS services categorised by: <ul style="list-style-type: none"> On-net SMS Off-net SMS 	BAH\$'000						
	BAH\$'000						
Total Revenues from Domestic SMS (18)	BAH\$'000						
Total Revenues from SMS to Networks Abroad (19)	BAH\$'000						
Data revenues from mobile phones subscribers categorised by: <ul style="list-style-type: none"> Prepaid subscribers Post-paid residential Post-paid business 	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
Total Data Revenues from Mobile Phone Subscribers (20)	BAH\$'000						
Data revenues from dedicated mobile data only subscribers categorised by: <ul style="list-style-type: none"> Prepaid subscribers Post-paid residential Post-paid business 	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
Total Revenues from Mobile Data Only Service (21)	BAH\$'000						
Total Revenues from Outbound International Mobile Roaming (22)	BAH\$'000						
Revenues from the termination of domestic traffic (voice) categorised by: <ul style="list-style-type: none"> Termination of traffic from another cellular mobile network in The Bahamas Termination of traffic from fixed and other networks in The Bahamas 	BAH\$'000						
	BAH\$'000						

Total Revenues from the Termination of Domestic Traffic (23)	BAH\$'000						
Total Revenues from the Termination of Inbound International (voice) Traffic (24)	BAH\$'000						
Revenues from the termination of SMS categorised by:							
• Termination of SMS from another cellular mobile network in The Bahamas	BAH\$'000						
• Termination of inbound international SMS	BAH\$'000						
Total Revenues from the Termination of SMS (25)	BAH\$'000						
Other Mobile Revenues (26)	BAH\$'000						
Total Mobile Revenues (27)	BAH\$'000						

* Information expressed in Bahamian dollars excludes VAT.

Explanatory Notes for Table 1 - Cellular Mobile Services

Table 1 contains the market information cellular mobile operators³⁴ are required to submit to URCA on a **quarterly** and **annual** basis. The Table includes an “Observations” column which **must be used to justify any significant changes in the data between two months and updates on historic submissions**. These explanatory notes are intended to guide specified licensees in collecting and reporting the required market information:

Access Information – Retail Services

1. **Total Mobile Subscribers** - This covers the number of *active* subscribers to voice and/or mobile data (via a mobile phone) services. Includes break-down by prepaid, post-paid residential and post-paid business subscribers. Subscribers of **mobile data only** service (see Item 2 below) are not included.

For the purposes of calculation, the monthly data is the average number of active subscribers for the month in question. The quarterly data would then be the sum of the monthly averages.

2. **Total Mobile Data Only Subscribers** - This relates to the total number of *active* subscribers to mobile data only service (for example, via a laptop/tablet with 3G/4G connectivity or a USB-dongle). Includes break-down by prepaid, post-paid residential and post-paid business subscribers.

The monthly subscriber data is the average number of active subscribers for the month in question. The quarterly data would then be the sum of the monthly averages.

3. **Volume of Handsets Sold** - Total amount of mobile handsets (including smartphones) sold to prepaid, post-paid residential and post-paid business subscribers. For the avoidance of doubt, the sale or rental of devices (e.g., USB-dongle) used to access dedicated **mobile data only** services are not included.

Traffic Volume Information – Retail Services

4. **Total Mobile Data Service via Mobile Phones** - This covers the total amount of mobile data service (in *gigabytes*) including break-down by prepaid, post-paid residential and post-paid business subscribers.
5. **Total Mobile Data Only Service** - This gives the total amount of dedicated mobile data only service (in *gigabytes*) including break-down by prepaid, post-paid residential and post-paid business subscribers.
6. **Total Calls to Domestic Networks** - This covers the total volume (in *billed minutes*) of calls originated on a domestic mobile network and terminated in The Bahamas, including:

³⁴ Including BTC and NewCo2015 Limited (now renamed Be Aliv Limited) (“Be Aliv”)

- Calls within one mobile operator's network in The Bahamas (on-net calls);
- Calls to another mobile operator's network in The Bahamas (off-net mobile-to-mobile calls); and
- Calls to fixed networks in The Bahamas including calls to non-geographic numbers such as ViBe and OnePhone services (i.e., mobile-to-fixed calls).

The data provided should include *billed minutes* associated with prepaid and post-paid plans (business/residential). Calls to ancillary services (directory and operator assistance) and CLASS Features are not included.

- 7. Total Calls to Networks Abroad** - This covers the total volume (in *billed minutes*) of calls originated on a domestic mobile network and terminated on fixed numbers and/or mobile numbers abroad. The information provided should include *billed minutes* associated with prepaid and post-paid plans and exclude traffic relating to inbound/outbound international mobile roaming.
- 8. Total SMS to Domestic Networks** - This gives the total amount (in *billed SMS*) of written text messages originated on a domestic mobile network and terminated in The Bahamas, including:
- Written messages within one mobile operator's network in The Bahamas (on-net SMS); and
 - Written messages from one mobile operator's network to another mobile operator's network in The Bahamas (off-net SMS).

The information provided should include SMS associated with prepaid and post-paid plans (business/residential). SMS associated with inbound/outbound international mobile roaming are not included.

- 9. Total SMS to Networks Abroad** - This gives the total amount (in *billed SMS*) of written text messages originated on a domestic mobile network and terminated on networks abroad. Includes billed SMS associated with prepaid and post-paid plans (business/residential). SMS associated with inbound/outbound international mobile roaming are not included.

Traffic Volume Information – Wholesale Services

- 10. Total Terminating Traffic from Domestic Networks** - Covers total amount of inbound traffic (in *billed minutes*) from mobile and fixed (incl. fixed-wireless) networks in The Bahamas.
- 11. Total Terminating Traffic from Networks Abroad** - Covers total inbound traffic (in *billed minutes*) from fixed and mobile networks abroad.
- 12. Total SMS Traffic from Domestic Mobile Networks** - Covers the total amount (in *billed SMS*) of written text messages receive from another mobile operator's network in The Bahamas.
- 13. Total SMS Traffic from Networks Abroad** - This relates to the total amount (in *billed SMS*) of written text messages receive from networks abroad. SMS associated with inbound/outbound international mobile roaming are not included.

Financial Information – Retail and Wholesale Services

14. Handset Revenues - Sum of retail revenues (in BAH\$'000) from the sale of mobile handsets (including smartphones) to prepaid, post-residential and post-paid business subscribers, as captured in the volume information reported in Item 3 above. Revenues from the sale of SIM-Cards and rental or sale of devices normally used to access dedicated **mobile data only** service (e.g., USB-dongle) are not included.

15. Total Revenues - Sum of retail revenues (in BAH\$'000) relating to prepaid, post-paid residential and post-paid business subscribers, as captured in the volume information reported in Items 6, 7 and 8 above. Includes the break-down of total revenues by retail prepaid, retail post-paid residential and retail post-paid business subscribers from the sale of SIM-cards, charges for in-plan/out of plan domestic and outbound international calls/SMS, and installation/set-up charges (where applicable).

Revenues from the sale of mobile handsets (including smartphones), mobile data services (see items 20 and 21 below), calls to ancillary services and CLASS Features, and international mobile roaming are not included.

16. Total Revenues from Domestic Calls - Sum of retail revenues (in BAH\$'000) from calls made to other mobile and fixed networks in The Bahamas, as captured in the service volumes reported in Item 6 above. Includes revenues associated with prepaid, post-paid residential and post-paid business subscribers. Revenues associated with calls to ancillary services and CLASS Features are not included.

17. Total Revenues from Calls to Networks Abroad - Sum of retail revenues (in BAH\$'000) from calls made (i.e., outbound international calls) to fixed numbers and mobile numbers overseas. Includes revenues derived from prepaid and post-paid plans. The information provided should be consistent with the service volumes reported in Item 7 above.

18. Total Revenues from Domestic SMS - Sum of retail revenues (in BAH\$'000) from SMS sent within one mobile operator's network (On-net SMS) and to another mobile operator's network (Off-net SMS) in The Bahamas. Includes revenues derive from prepaid and post-paid plans. The information provided should be consistent with the service volumes reported in Item 8 above.

19. Total Revenues from SMS to Networks Abroad - Sum of retail revenues (in BAH\$'000) from SMS sent abroad, as captured in the service volumes reported in Item 9 above. Includes revenue derive from both prepaid and post-paid plans.

20. Total Data Revenues from Mobile Phone Subscribers - Sum of retail revenues (in BAH\$'000) from mobile data service associated with mobile voice and data plans/subscribers and excluding revenues from dedicated **mobile data only** service. Includes the break-down by prepaid, post-paid residential and post-paid business subscribers. The information provided should be consistent with the service volumes reported in Item 1 above.

- 21. Total Data Revenues from Mobile Data Only Subscribers** - Sum of retail revenues (in BAH\$'000) from dedicated mobile data only service, as per the service volumes reported in Item 2 above. It includes the break-down by prepaid, post-paid residential and post-paid business subscribers.
- 22. Total Revenues from Inbound International Mobile Roaming** - Sum of retail revenues (in BAH\$'000) from inbound and outbound international mobile roaming (i.e., calls, SMS and data services).
- 23. Total Revenues from Termination of Domestic Traffic** - Sum of wholesale revenues (in BAH\$'000) from the provision of mobile voice termination services, as captured in Item 10 service volumes. Wholesale revenues from inbound international mobile roaming are not included.
- 24. Total Revenues from Termination of Inbound International Traffic** - Sum of wholesale revenues (in BAH\$'000) associated with the termination of inbound international traffic from networks abroad. The information provided should be consistent with the service volumes reported for Item 11.
- 25. Total Revenues from SMS Termination** - Sum of wholesale revenues (in BAH\$'000) from the provision of SMS termination services, as captured in the service volumes reported for Items 12 and 13 above. Wholesale revenues associated with outbound international mobile roaming are not included.
- 26. Other Mobile Revenues** - Sum of other retail and wholesale revenues (in BAH\$'000) from providing mobile communications services, including retail revenues from ancillary services and CLASS Features, mobile TV services; and wholesale revenues from infrastructure sharing agreements, national roaming agreements and inbound international roaming.
- 27. Total Mobile Revenues** - Sum of all retail and wholesale revenues from providing mobile communications services. Excludes revenues from non-mobile communications services.

Table 2: Reporting Requirements for Fixed Voice Telephone Operators

Non-Financial Information	Required Unit of Measurement	Insert months and quarter under consideration				Annual	Observations
		Month 1	Month 2	Month 3	Quarter		
Access Information – Retail Fixed Telephone Services							
Standalone fixed telephony services categorised by: <ul style="list-style-type: none"> Residential subscribers 	Number of active subscribers						
	Number of active subscribers						
<ul style="list-style-type: none"> Business subscribers 	Number of active subscribers						
	Number of active subscribers						
Total Standalone Fixed Telephone Subscribers (1)	Number of active subscribers						
Bundled fixed telephone subscribers categorised by: <ul style="list-style-type: none"> Residential subscribers 	Number of active subscribers						
	Number of active subscribers						
<ul style="list-style-type: none"> Business subscribers 	Number of active subscribers						
	Number of active subscribers						
Total Bundled Fixed Telephone Subscribers (2)	Number of active subscribers						
Volume of handset/CPE rental/sales categorised by: <ul style="list-style-type: none"> Total residential subscribers 	Number						
	Number						
<ul style="list-style-type: none"> Total business subscribers 	Number						
	Number						
Volume of Handset Rental/Sales (3)	Number						
Traffic Volume Information – Retail Services:							
Calls to domestic networks categorised by: <ul style="list-style-type: none"> On-net calls 	Billed minutes						
	Billed minutes						
	Billed minutes						
<ul style="list-style-type: none"> Off-net fixed-to-fixed calls 	Billed minutes						
	Billed minutes						
<ul style="list-style-type: none"> Fixed-to-mobile calls 	Billed minutes						
Total Calls to Domestic Networks(4)	Billed minutes						

Calls to networks abroad categorised by: <ul style="list-style-type: none"> • United States • United Kingdom • Canada • Haiti • Jamaica • Rest of world 	Billed minutes						
	Billed minutes						
	Billed minutes						
	Billed minutes						
	Billed minutes						
	Billed minutes						
Total Calls to Networks Abroad (5)	Billed minutes						
Total Calls to Ancillary Services (6)	Billed minutes/Calls						
Total Calls to CLASS Features (7)	Billed minutes						
Traffic Volume Information – Wholesale Services:							
Terminating traffic from domestic networks categorised by: <ul style="list-style-type: none"> • Traffic from other fixed networks in The Bahamas • Traffic from mobile networks in The Bahamas 	Billed minutes						
	Billed minutes						
Total Terminating Traffic from Domestic Networks (8)	Billed minutes						
Total Terminating Traffic from Networks Abroad (9)	Billed minutes						
Financial Information							
Revenues from handset sale/rental categorised by: <ul style="list-style-type: none"> • Total revenues for residential subscribers • Total revenues for business subscribers 	BAH\$'000						
	BAH\$'000						
Handset Rental/Sale Revenues (10)	BAH\$'000						

Access revenues from standalone customers categorised by: <ul style="list-style-type: none"> Total revenue for residential subscribers Total revenue for business subscribers 	BAH\$'000						
	BAH\$'000						
Total Access Revenues from Standalone Customers (11)	BAH\$'000						
Domestic call revenues categorised by: <ul style="list-style-type: none"> On-net fixed calls Off-net fixed-to-fixed calls Fixed-to-mobile calls 	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
Total Domestic Call Revenues (12)	BAH\$'000						
Revenues from calls to networks abroad categorised by: <ul style="list-style-type: none"> United States United Kingdom Canada Haiti Jamaica Rest of world 	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
Total Revenues from Calls to Networks Abroad (13)	BAH\$'000						
Revenues from Ancillary Services (14)	BAH\$'000						
Revenues from CLASS Features (15)	BAH\$'000						
Revenues from calling card services categorised by: <ul style="list-style-type: none"> Total revenues from domestic calls Total revenues from outbound international calls 	BAH\$'000						
	BAH\$'000						

Revenues from Calling Cards (16)	BAH\$'000						
Revenue from the termination of domestic calls categorised by:							
• Terminating traffic from other fixed networks in The Bahamas	BAH\$'000						
• Terminating traffic from cellular mobile networks in The Bahamas	BAH\$'000						
Revenues from the Termination of Domestic Traffic (17)	BAH\$'000						
Revenues from the Termination of International Traffic (18)	BAH\$'000						
Other Fixed Revenues (19)	BAH\$'000						
Total Fixed Revenues (20)	BAH\$'000						

* Information expressed in Bahamian dollars excludes VAT.

Explanatory Notes for Table 2 - Fixed Telephony Services

Table 2 contains the market information BTC, CBL/SRG and any other fixed voice telephony operator are required to submit to URCA on a **quarterly** and **annual** basis. The Table includes an “Observations” column which **must be used to justify any significant changes in the data between two months and updates on historic submissions**. These explanatory notes are intended to guide specified licensees in collecting and reporting the required market information:

Access Information – Retail Services

- 1. Total Standalone Fixed Telephony Subscribers** – Total number of *active subscribers* to fixed voice services (via a PSTN or fixed wireless network) and including managed Voice over broadband services (e.g., OnePhone and ViBe) and fixed access and call bundles (i.e., pure voice bundles). This should include subscribers to fixed voice services only (i.e., not bundled or packaged with another retail service such as pay TV or fixed broadband services). Includes break-down by residential and business subscribers.

For purposes of calculation, the monthly data is the average number of active subscribers for the month in question. The quarterly data would then be the sum of the monthly averages.

- 2. Total Bundled Fixed Telephony Subscribers** – Total number of *active subscribers* (residential and business) to fixed access and calls that are bundled or packaged with one or more non-voice retail services such as pay TV or fixed broadband services (i.e., multi-product bundles which includes fixed voice telephony services).

For the purposes of calculation, the monthly data is the average number of active subscribers for the month in question. The quarterly data would then be the sum of the monthly averages

- 3. Volume of Handset Rental/Sales** – Total amount of handsets/CPEs rented and/or sold to fixed voice telephony subscribers (residential and business).

This should capture all handset rentals/sales, irrespective of whether these relate to standalone or multi-product bundles which include fixed voice telephony services.

Traffic Volume Information – Retail Services

- 4. Total Calls to Domestic Networks** - Total volume (in *billed minutes*) of calls originated from a domestic fixed telephony service customer and terminated in The Bahamas, including:
 - Calls within one fixed operator’s network in The Bahamas (on-net calls);
 - Calls to another fixed operator’s network in The Bahamas (off-net fixed-to-fixed calls); and
 - Calls to mobile networks in The Bahamas (fixed-to-mobile calls).

This should capture domestic calls relating to standalone and multi-product bundles which include fixed voice telephony services.

Excludes:

- Calls to ancillary services and CLASS Features; and
- Calls from/to payphones and/or calling cards.

- 5. Total Calls to Networks Abroad** - Total volume (in *billed minutes*) of calls originated on a domestic fixed phone network and terminated on fixed and mobile numbers abroad. Calls from payphones and/or calling cards are not included.

This should include all call volumes, irrespective of whether these relate to customers on standalone or multi-product bundles which include fixed voice telephony services.

- 6. Total Calls to Ancillary Services** – Total volume (in *billed minutes*) of calls originated on a domestic fixed phone network to an ancillary service in The Bahamas.

This should include all ancillary service call volumes, irrespective of whether these relate to customers on standalone or multi-product bundles which include fixed telephony services.

- 7. Total Calls to CLASS Features** – Total volume (in *billed minutes*) of calls originated on a domestic fixed phone network to access CLASS features in The Bahamas.

This should include all CLASS Feature volumes, irrespective of whether these relate to customers on standalone or multi-product bundles which include fixed voice telephony services.

Traffic Volume Information – Wholesale Services

- 8. Total Terminating Traffic from Domestic Networks** – Covers total amount of inbound traffic (in *billed minutes*) from fixed (standalone and bundled products) and mobile (prepaid/post-paid) networks in The Bahamas terminating on the operator’s fixed network.

- 9. Total Terminating Traffic from Networks Abroad** – Covers total amount of inbound traffic (in *billed minutes*) from fixed and mobile networks abroad terminating on the operator’s fixed network.

Financial Information – Retail and Wholesale Services

- 10. Total Access Revenues from Standalone Fixed Telephony Subscribers** – Sum of revenues (in *BAH\$’000*) from retail fixed access/line rental services, as captured in the service volumes reported in Item 1 above. Includes one-off installation fee, monthly recurring fees and reconnection fees

Excludes:

- revenues for fixed voice services sold as part of a multi-service bundled offer, which are captured in Table 3 below; and
- revenues from handset/CPE sale/rental, domestic/outbound international calls, calls to ancillary services and CLASS features.

- 11. Handset Rental/Sale Revenues** – Sum of retail revenues (in BAH\$'000) from the rental of handsets or CPEs, as captured in the service volumes reported in Item 3 above and categorised as follows:
- Total fixed residential phone subscribers; and
 - Total fixed business phone subscribers.

This should capture revenues from all fixed voice handset rentals/sales, irrespective of whether these relate to standalone or bundled fixed voice services.

- 12. Total Domestic Call Revenues** – Sum of retail revenues (in BAH\$'000) from calls made to other fixed and mobile networks in The Bahamas, as per service volumes reported in Item 4 above. Includes revenues associated with residential and business subscribers.

Revenues from handset or CPE sales/rentals, revenues from calls to networks abroad and calls to CLASS Features and ancillary services are not included.

- 13. Total Revenues from Calls to Networks Abroad** – Sum of retail revenues (in BAH\$'000) from calls made (i.e., outbound international calls) to fixed numbers, mobile numbers and other services overseas.

The information provided should be consistent with the service volumes reported in Item 5 volume data.

- 14. Revenues from Ancillary Services** – Sum of retail revenues (in BAH\$'000) derived from calls to ancillary services in The Bahamas, as captured in service volumes reported in Item 6 above.

- 15. Revenues from CLASS Features** – Sum of retail revenues (in BAH\$'000) derived from CLASS features in The Bahamas, as captured in service volumes reported in Item 7 above.

- 16. Revenues from Calling Cards** – Sum of retail revenues (in BAH\$'000) derived from the sale of calling cards via the licensee's own business office and third parties (resellers). This should indicate revenues from air-time sold rather than actual minutes used.

- 17. Revenues from the Termination of Domestic Traffic** – Sum of wholesale revenues (in BAH\$'000) from the provision of domestic fixed voice termination services, as per service volumes reported in Item 8 above.

- 18. Revenues from the Termination of International Traffic** – Sum of wholesale revenues (in BAH\$'000) associated with the termination of inbound international traffic from networks abroad.

The information provided should be in line with the service volumes reported in Item 9 above.

19. Other Fixed Revenues – Sum of any other retail and wholesale revenues (in *BAH\$'000*) from providing fixed phone services. Example, revenues associated with domestic and international calls from payphones.

20. Total Fixed Revenues - Sum of all retail and wholesale revenues from providing fixed phone communications services. Revenues from non-fixed phone services are not included.

Table 3: Reporting Requirements for Fixed Internet and Business Connectivity Services Operators

Non-Financial Information	Required Unit of Measurement	Insert months and quarter under consideration				Annual	Observations
		Month 1	Month 2	Month 3	Quarter		
Access Information – Retail Fixed Internet Services							
<i>Standalone</i> broadband services categorised by : <ul style="list-style-type: none"> • Total residential connections 	Number of active connections						
	<ul style="list-style-type: none"> • Total business connections 	Number of active connections					
Total Standalone Broadband Connections (1)	Number of active connections						
<i>Multi-product</i> broadband bundles categorised by: <ul style="list-style-type: none"> • Total residential connections- <ul style="list-style-type: none"> ○ Fixed Voice Telephony and Broadband Bundles ○ Fixed Voice, Broadband and TV Bundles ○ All other broadband bundles • Total business connections: <ul style="list-style-type: none"> ○ Fixed Voice Telephony and Broadband Bundles ○ Fixed Voice, Broadband and TV Bundles ○ All other broadband bundles 	Number of active connections						
	Number of active connections						
	Number of active connections						
	Number of active connections						
	Number of active connections						
	Number of active connections						
Total Multi-product Broadband Connections (2)	Number of active connections						

Total Narrowband Connections (3)	Number of active connections						
Volume of CPE rental/sale categorised by the following: <ul style="list-style-type: none"> Total residential connections Total business connections Total narrowband connections 	Number						
	Number						
	Number						
Volume of CPE Sale/Rental (4)	Number						
Access Information – Retail Connectivity Services							
Total National Connectivity Services (5)	Number of active connections						
Total International Connectivity Services (6)	Number of active connections						
Access Information - Wholesale Services							
Access and connectivity services categorised by: <ul style="list-style-type: none"> Fixed Broadband Resale Local loop fibres Dedicated Internet Access (DIA) Bitstream/VULA services Dark fibre Duct access International circuits National circuits Other access/connectivity services** 	<i>Number of:</i> Connections						
	Connections						
	Connections						
	Connections						
	Total km						
	Total km						
	Number of circuits						
	Number of circuits						
	Number of connections/						

	circuits or total km						
Wholesale Broadband Access and Connectivity Services (7)	Number of connections						
	Total Kilometres						
	Number of circuits						
Financial Information – Retail and Wholesale Services							
Revenues from standalone broadband connections categorised by: <ul style="list-style-type: none"> • Total revenues from residential connections • Total revenues from business connections 	BAH\$'000						
	BAH\$'000						
Total Revenues from Standalone Broadband Connections (8)	BAH\$'000						
Revenues from multi-product bundle connections categorised by: <ul style="list-style-type: none"> • Residential connections - <ul style="list-style-type: none"> ○ Total revenues from fixed voice telephony and broadband bundles ○ Total revenues from fixed voice, broadband and TV bundles ○ All other broadband bundles • Business connections - 	BAH\$'000						
	BAH\$'000						
	BAH\$'000						

<ul style="list-style-type: none"> ○ Total revenues from fixed voice telephony and broadband bundles ○ Total revenues from fixed voice, broadband and TV bundles ○ All other broadband bundles 	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
Total Revenues from multi-product Bundle Connections (9)	BAH\$'000						
Revenues from CPE Rental/Sales (10)	BAH\$'000						
Total Revenues from National Connectivity Services (11)	BAH\$'000						
Total Revenues from International Connectivity Services (12)	BAH\$'000						
Revenues from wholesale services categorised by :							
• Fixed Broadband Resale	BAH\$'000						
• Local loop fibres	BAH\$'000						
• Duct access	BAH\$'000						
• Dark fibre	BAH\$'000						
• Dedicated Internet Access (DIA)	BAH\$'000						
• Bitstream/VULA services	BAH\$'000						
• International circuits	BAH\$'000						
• National circuits	BAH\$'000						
• Other access/connectivity services	BAH\$'000						
Total Wholesale Revenues(13)	B\$'000						
Other Revenues (14)	BAH\$'000						

Total Fixed Internet and Connectivity Revenues (15)	BAH\$'000						
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* Information expressed in Bahamian dollars excludes VAT.

**specify in Observations column

Explanatory Notes for Table 3 - Fixed Internet and Business Connectivity Services

Table 3 contains the market information that licensees of fixed internet and business connectivity services are required to submit to URCA on a **quarterly** and **annual** basis. The Table includes an “Observations” column which **must be used to justify any significant changes in the data between two months and updates on historic submissions**. These explanatory notes are intended to guide specified licensees in preparing and reporting the required market information.

Access Information – Retail Fixed Broadband Internet Services

1. Total Standalone Broadband Connections – Total number of *active* connections for broadband internet services only (i.e., not bundled or packaged with one or more other retail service such as pay TV or fixed telephony services):

- Total residential connections; and
- Total business connections.

Service providers are required to collect information on fixed broadband services by technology³⁵ and provide same to URCA upon request.

2. Total Multi-product Broadband Connections – Total number of *active* connections for broadband services that are bundled or packaged with one or more other retail services such as pay TV or fixed telephony services (i.e., multi-product bundled connections):

- Total residential connections-
 - Fixed voice and broadband bundles
 - Fixed voice, broadband and TV bundles; and
 - All other bundled broadband offerings.
- Total business connections-
 - Fixed voice and broadband bundles
 - Fixed voice, broadband and TV bundles; and
 - All other bundled broadband offerings.

3. Total Narrowband Connections - Total number of active connections (residential and business) for narrowband internet services only. This includes all narrowband internet connections, irrespective of whether these relate to standalone or multi-product bundled connections.

4. Volume of CPE Rental/Sale – Total number of CPE rented or sold which allow customers to access the internet (e.g., modems):

- Total residential connections;
- Total business connections; and
- Total narrowband connections.

³⁵ Includes wireless (e.g., Wimax) and wired (FTTx, cable modem, (A)DSL) technologies but excludes mobile broadband. Mobile broadband internet is covered in Table 1.

This should include all handset rentals/sales, irrespective of whether these relate to narrowband, or standalone and/or multi-product broadband connections.

Access Information - Retail Business Connectivity Services

- 5. Total National Connectivity Services** – Total number of *circuits* for providing inter/intra-island data transmission services and/or dedicated connectivity services via:
 - Copper based circuits;
 - Co-axial cable based circuits;
 - Fibre-based circuits; and
 - Other national connectivity services (e.g., microwave links).

- 6. Total International Connectivity Services** - Total number of *circuits* for providing international data transmission services and/or dedicated connectivity services including:
 - Copper based circuits;
 - Co-axial cable based circuits;
 - Fibre-based circuits; and
 - Other international connectivity services.

Access Information - Wholesale Services

- 7. Wholesale Broadband Access and Connectivity Services** – Cover the wholesale services or inputs ISPs and other service providers require in order to compete in retail fixed broadband and retail connectivity markets including the following:
 - Fixed Broadband Resale (total number of connections);
 - Local loop fibres (total number of connections);
 - Duct access (total km);
 - Dark fibre (total km);
 - Dedicated Internet Access, DIA (total number of connections);
 - Bitstream/VULA services (total number of connections);
 - International circuits (total number of circuits);
 - National circuits (total number of circuits); and
 - Other connectivity services (number of connections/circuits or total km).

Financial Information - Retail and Wholesale Services

- 8. Total Revenues from Standalone Broadband Connections** – The sum of all retail revenues (in BAH\$'000) relating to the services listed under Item 1 volume data above. This includes any one-off installation fees, monthly fees, late fees, and reconnection fees. This excludes revenues from CPE rentals, pay TV, phone services or any non-internet service revenues.

- 9. Total Revenues from Multi-product bundled Connections** - The sum of retail revenues (in BAH\$'000) relating to each of the multi-product bundles listed under Item 2 volume data above:
 - Fixed voice and broadband bundles
 - Fixed voice, broadband and TV bundles; and
 - All other bundled broadband offerings.

This includes any one-off installation fees, monthly fees, late fees, and reconnection fees.

This excludes revenue from CPE rentals, standalone pay TV, phone services or any non-internet service revenues.

- 10. Revenues from CPE Rental/Sales** – The sum of all retail revenues (in *BAH\$'000*) relating to the service volumes captured in Item 3 above.
- 11. Total Revenues from National Connectivity Services** - The sum of retail revenues (in *BAH\$'000*) from national connectivity services, captured in Item 4 above.
- 12. Total Revenues from International Connectivity Services** - The sum of retail revenues (in *BAH\$'000*) from international connectivity services, captured in item 5 above.
- 13. Total Wholesale Revenues** - The sum of revenues (in *BAH\$'000*) from providing wholesale access and connectivity services to another licensee or own business unit, in line with the service volumes reported in Item 6 above.
- 14. Total Other Revenues** - Sum of other wholesale or retail revenues (in *BAH\$'000*) from providing fixed internet and connectivity services. Example revenues from dial-up internet service.
- 15. Total Fixed Internet and Connectivity Revenues** - Sum of retail and wholesale revenues (in *BAH\$'000*) from providing fixed internet and connectivity services. Revenues from non-Internet and connectivity services are not included.

Table 4: Reporting Requirements for Pay Television Operators

Non-Financial Information	Required Unit of Measurement	<i>Insert months and quarter under consideration</i>				Annual	Observations
		Month 1	Month 2	Month 3	Quarter		
Access Information – Retail Services							
<i>Standalone</i> cable TV services categorized by: <ul style="list-style-type: none"> Residential subscribers 	Number of active subscribers						
	Number of active subscribers						
<ul style="list-style-type: none"> Business subscribers 	Number of active subscribers						
	Number of active subscribers						
Total Standalone Cable TV Subscribers (1)	Number of active subscribers						
<i>Multi-product</i> cable TV services categorized by: <ul style="list-style-type: none"> Residential subscribers 	Number of active subscribers						
	Number of active subscribers						
<ul style="list-style-type: none"> Business subscribers 	Number of active subscribers						
	Number of active subscribers						
Total Multi-product Cable TV Subscribers (2)	Number of active subscribers						
<i>Other standalone</i> pay TV services (satellite/IPTV) categorized by: <ul style="list-style-type: none"> Residential subscribers 	Number of active subscribers						
	Number of active subscribers						
<ul style="list-style-type: none"> Business subscribers 	Number of active subscribers						
	Number of active subscribers						

Total Other Standalone Pay TV Subscribers (3)	Number of active subscribers						
<i>Other multi-product pay TV services (satellite/IPTV) categorized by:</i> <ul style="list-style-type: none"> Residential subscribers 	Number of active subscribers						
	Number of active subscribers						
Total Other Multi-product Pay TV Subscribers (4)	Number of active subscribers						
Volume of CPE rental/sale categorized by: <ul style="list-style-type: none"> Total residential subscribers Total business subscribers 	Number						
	Number						
Volume of CPE Sale/Rental (5)	Number						
Financial Information – Retail Services							
Revenues from standalone cable TV services categorized by: <ul style="list-style-type: none"> Total residential subscribers Total business subscribers 	BAH\$'000						
	BAH\$'000						
Total Revenues from Standalone Cable TV Services (6)	BAH\$'000						

Revenues from <u>other</u> standalone pay TV services categorized as:							
• Total residential subscribers	BAH\$'000						
• Total business subscribers	BAH\$'000						
Total Revenues from Other Standalone Pay TV Services (7)	BAH\$'000						
Revenues from CPE rental/sales categorized by:							
• Total residential subscribers	BAH\$'000						
• Total business subscribers	BAH\$'000						
Total Revenues from CPE Rental/Sale (8)	BAH\$'000						
Total Revenues from 'add-on TV Channels (9)	BAH\$'000						
Total Revenues from Pay-Per-View/ Video on Demand Services (10)	BAH\$'000						
Any Other Revenues (11)	BAH\$'000						
Total Pay TV Revenues (12)	BAH\$'000						

* Information expressed in Bahamian dollars excludes VAT.

Explanatory Notes for Table 4 - Pay TV Services

Table 4 contains the market information that operators of pay TV services (including CBL and BTC) are required to submit to URCA on a **quarterly** and **annual** basis. The Table includes an “Observations” column which **must be used to justify any significant changes in the data**. These explanatory notes are intended to guide specified licensees in collecting and reporting the required market information:

Access Information – Retail Services

1. **Total Standalone Cable TV Subscribers** - The number of *active* subscribers to access and content services delivered over a terrestrial and/or co-axial cable TV networks and infrastructure and including break-down by:

- Residential subscribers; and
- Business subscribers

For the avoidance of doubt, it includes CBL’s access and content bundles currently marketed as PRIME, PRIME Select, PRIME Plus, PRIME Extra, PRIME Ultimate and CBL's USO Pay TV offering (currently marketed as PRIME Local) containing local and international TV channels, radio channels, music channels and access to high definition (HD) TV Channels.

It excludes access to the following services:

- ‘add-on’ channels and packages; and
- Pay-per-view and Video on demand services.

2. **Total Bundled Cable TV Subscribers** – Total number of *active* subscribers to access and content services for cable TV services that are bundled or packaged with one or more retail services such as fixed broadband or fixed telephony services.

3. **Total Other Standalone Pay TV Subscribers** - The number of *active* subscribers to access and content services delivered by a pay TV licensee in The Bahamas using other technologies (e.g., Satellite/IPTV), which contain local and international TV channels. Including break-down by:

- Residential subscribers; and
- Business subscribers

This excludes access to the following pay TV services:

- ‘add-on’ channels and packages; and
- Pay-per-view and Video on Demand services.

4. **Total Other Bundled Pay TV Subscribers** - Total number of active subscribers to access and content services for other pay TV services (Satellite/IPTV) that are bundled or packaged with one or more retail services such as fixed broadband services.

5. **Volume of CPE Sale/Rental** - Total number of rented or sold CPE (e.g., Set-Top Boxes/handsets) to Pay TV subscribers irrespective of whether these relate to standalone or bundled pay TV services and break-down by:
- Total residential subscribers; and
 - Total business subscribers

Financial Information – Retail Services

6. **Total Revenues from Standalone Cable TV Services** - Sum of retail revenues (in BAH\$'000) as captured in Item 1 service volumes and include all one-off installation/set-up charges, monthly/recurring charges, reconnection fees and late fees. Set-top box rental/sales revenues are not included. For the avoidance of doubt, this excludes revenues for cable TV services sold as part of a multi-service bundled offer, which are captured in Table 3.
7. **Total Revenues from Other Standalone Pay TV Services**- Sum of retail revenues (in BAH\$'000) from other Pay TV services in line with the service volumes reported in Item 3 above. It includes one-off installation/set-up charges, monthly/recurring charges, reconnection fees and late fees. Set-top box rental/sales revenues are not included. For the avoidance of doubt, this excludes revenues for other pay TV services (satellite/IPTV) sold as part of a multi-service bundled offer, which are captured in Table 3.
8. **Revenues from CPE Rental/Sale** - Sum of retail revenues (in BAH\$'000) from the sale or rental of CPEs in line with the service volumes reported in Item 5 and break-down by:
- Total revenues for residential subscribers; and
 - Total revenues for business subscribers.
9. **Total Revenues from 'add-on' TV Channels and Packages** - Sum of retail revenues (in BAH\$'000) associated with 'add-on' TV channels and packages and containing subscription charges.
10. **Total Revenues from Pay-Per-View and Video on Demand Services** - Sum of retail revenues (in BAH\$'000) associated with 'add-on' TV channels and VoD services and containing subscription charges.
11. **Any Other Revenues** - Sum of other pay TV related revenues (in BAH\$'000) not covered in any of the previous revenue items.
10. **Total Pay TV Revenues** - Sum of all revenues (in BAH\$'000), retail (and wholesale if necessary), from providing pay TV services in The Bahamas. Revenues from non-pay TV services are not included.

Table 5: Annual Reporting Requirements for All Licensees

	Required Unit of Measurement	Previous Year	Reporting Year	Observations
Number of Employees (1)	Full-Time Equivalent			
Total ECS Revenue (2)	BAH\$'000			
Taxation:				
• V.A.T	BAH\$'000			
• Customs/Import Duty	BAH\$'000			
• Business License Fees	BAH\$'000			
Total Taxation (3)	BAH\$'000			
Contribution to National Insurance (4)	BAH\$'000			
Capital Investment by networks/services:				
• Fixed Voice Telephony	BAH\$'000			
• Cellular Mobile	BAH\$'000			
• Pay TV	BAH\$'000			
• Fixed Broadband	BAH\$'000			
• Business Connectivity Services	BAH\$'000			
Total Capital Investment (5)	BAH\$'000			

* Revenue information excludes VAT.

Explanatory Notes for Table 5

Table 5 contains the market impact indicators that licensees are required to submit to URCA **annually only**. The Table includes an “Observations” column which **must be used to justify any significant changes in the data between years and updates on historic submissions**. These explanatory notes are intended to guide specified licensees in collecting and reporting the required impact indicators:

- 1. Number of Employees** – The total number of persons employed by the licensee for the provision of telecommunications services, facilities based or resale, and services to other telecommunication service providers. Persons employed should be calculated as Full-Time Equivalent (FTE) employees. The licensee shall utilize its definition of a full-time and part-time worker. A full-time person is counted as one FTE while a part-time worker is counted as a proportion to the hours worked. For example, a part-time worker employed for 10 hours a week where a full-time work consist of 40 hours, is counted as 0.25 FTE.
- 2. Total ECS Revenue** – Sum of all retail and wholesale revenues (in BAH\$'000) associated with the supply of electronic communications services including cellular mobile, internet, fixed telephony and pay TV (including cable) services.

3. **Total Taxation** – Sum of all business license fees, VAT, and customs/import duty (in *BAH\$'000*) related to telecommunications services paid and/or owing to Government of The Bahamas (i.e., Ministry of Finance, Inland Revenue and/or Department of Customs).
4. **Contribution to National Insurance** – Sum of contributions to National Insurance (in *BAH\$'000*) paid and/or owing to the National Insurance Board (NIB).
5. **Total Capital Investment**- Sum of gross tangible and intangible investment (in *BAH\$'000*). Tangible investment includes acquisition of property (land or building) and plant (switching equipment, computer hardware and software, office machinery, motor vehicles. Intangible investment includes acquisition of licenses, patents, property rights, capitalised research and marketing effort and other intangible objects.

Appendix 2: Glossary of Key Terms

Active subscribers mean being able to use communications services (e.g., having the right to make or receive voice calls, send or receive SMS or to access a data transmission) via a mobile phone/handset. That is, the subscriber's mobile handset is deemed to be active in the network's registration system. This, however, does not necessarily mean that the service has been used.

Active connections mean having the right to access the internet and connectivity services. That is the customer's CPE is deemed to be active in the network registration system. This, however, does not necessarily mean that the service has been used.

'add-on' channels sometimes called a la carte packs or selections.

Ancillary services mean services that are associated with or incidental to the provision of electronic communication services, including but not limited to directory assistance, calls to local emergency services and operator assistance.

Billed minutes means the number of minutes billed to the customer by the operator.

Billed SMS means the number of SMS billed to the customer by the operator.

Broadband – refers to any broadband internet connection with download speed greater than 1 Mbps regardless of the technology employed by the Internet Service Provider such as Wimax, (A)DSL, Co-axial cable and FTTx).

Bitstream is where ³⁶an operator provides wholesale access to its high-speed services to alternative operators.

CLASS Features includes voice mail services, call forwarding and call blocking.

CPE which stands for Customer-Premises Equipment is equipment owned by the service provider and located on the customer's premises. In the context of this consultation, a CPE-rental would include a telephone handset, cable modem, amongst other things.

Dark fibre is optic fibre infrastructure not used by the SMP operator that is then leased to alternative operators.

Dedicated Internet Access (DIA) is when a specified amount of bandwidth has been sold and dedicated to the purchaser's use.

³⁶ Fiber to the X (FTTX) comprises the many variants of fiber optic access infrastructure, including fiber to the home (FTTH), fiber to the premise (FTTP), fiber to the building (FTTB), fiber to the node (FTTN), and fiber to the curb or cabinet (FTTC).

Fixed-to-mobile calls mean calls from a fixed to a mobile network in The Bahamas. That is, the call originates on a fixed network and terminates on a mobile network in The Bahamas. Includes calls from BTC fixed to Be Aliv mobile (or BTC mobile); and SRG fixed to BTC mobile (or Be Aliv mobile).

Fixed Broadband Resale is an obligation imposed on BTC and CBL to allow alternative operators to resell their broadband services. The operators retain control of the infrastructure and the alternative operator has no management freedom in the repackaging in the broadband product.

Fixed Voice (Call) Termination Service means the wholesale service provided by a fixed networks operator in The Bahamas to other domestic (fixed and mobile) and international operators for the purpose of terminating voice traffic/calls to its customers in The Bahamas.

Gigabytes is a measure of computer memory or data storage equal to one (1) billion bytes.

HDTV means high density TV that provides an image resolution that is substantially higher than of standard definition TV.

International circuits or international private-leased circuits (IPLCs) are point-to-point private lines used by organisations to communicate with other locations outside of the country.

IPTV means Internet Protocol Television

International outbound mobile roaming is a facility that enables a mobile retail subscriber to make or receive calls, send or receive SMS or access data transmission services while travelling outside their home country network. This service allows the mobile retail subscriber to connect to the network of the visiting country without buying a second SIM-Card. Therefore, it offers the convenience of a single phone, a single number and a single bill with worldwide access.

Local loop fibres mean wired connections from a telephone company's central office in a locality to its customers' telephones at homes and businesses.

Mobile-to-fixed calls mean calls from a mobile to a fixed network in The Bahamas. That is, the call originates on a mobile network and terminates on a fixed network in The Bahamas. Examples are calls from Be Aliv mobile to BTC fixed (or SRG fixed); BTC mobile to SRG fixed or BTC fixed, including calls to non-geographic numbers (e.g., ViBe and OnePhone).

Mobile Voice (Call) Termination Service means the wholesale service provided by a mobile operator in The Bahamas to other domestic and international operators for the purpose of terminating voice traffic/calls to its customers in The Bahamas.

Mobile data only service means a dedicated mobile broadband connection via mobile SIM card (i.e. no mobile voice or messaging services are included).

Narrowband means the transmission of data over a narrow set of frequency or at a lower speed.

National circuits are point-to-point private lines used by organisations to communicate with other locations within the country.

On-net calls mean calls within one operator's network in The Bahamas. That is the call originates and terminates on the same network in The Bahamas. Includes BTC fixed to BTC fixed or SRG fixed to SRG fixed (i.e., on-net fixed calls); BTC mobile to BTC mobile or Be Aliv mobile to Be Aliv mobile (i.e., on-net mobile calls).

Off-net calls mean calls originating on one operator's network and terminating on another network in The Bahamas. Includes BTC fixed to SRG fixed (i.e., off-net fixed-to-fixed calls); BTC mobile to Be Aliv mobile (i.e., off-net mobile-to-mobile calls); BTC fixed to Be Aliv mobile (i.e., fixed-to-mobile calls); BTC mobile (or Be Aliv mobile) to BTC fixed (or SRG fixed) (i.e., mobile-to-fixed calls).

On-net SMS means written messages within one mobile operator's network in The Bahamas. That is the message originates and terminates on the same mobile network.

Off-net SMS means written messages from subscribers of one mobile operator's network to subscribers of another mobile operator's network in The Bahamas.

Outbound international calls refer to calls originating on a domestic network and terminating on networks overseas.

Pay TV means subscription based television services, usually provided using analog and digital cable, IPTV and satellite TV services.

Pay-per-view refers to a type of pay TV service which a subscriber of a pay TV service provider can purchase events to view via private telecast. The broadcaster shows the event at the same time to everyone ordering it and is distinct from Video-on Demand Services.

Prepaid means any billing arrangement where the service provider requires subscribers to pay in advance for credit which is then consumed by use of the mobile services.

Post-paid is any billing arrangement where the service provider requires subscribers to sign contracts committing to use the service for a specified period. At the end of each month the service provider sends the customer a bill based on usage.

Set-top Box means the device or equipment the customer must have in order to access digital TV services and packages.

SMS Termination means the wholesale services provided by a mobile operator in The Bahamas to other domestic and international operators for the purpose of terminating short messaging services to its customers in The Bahamas.

Video on-Demand is a type of pay TV service which allow viewers to see recorded broadcasts at any time.

Virtual Unbundled Local Access (VULA) is when an operator retains ownership of the physical line but allows alternative operators to manage the line similar to if the alternative operator had ownership of the physical line.