

# Secure Hosting Ltd.

## Responses to Consultation Questions

### Consultation questions – Focus on wholesale DIA services

Q1. Please provide comments on URCA's focus on wholesale DIA services in this preliminary determination. Please substantiate any responses with supporting evidence

Secure Hosting believes that the focus on DIA services represent the beginning and we would like to see additional regulation in some of the other services, specifically local loops. To better serve Secure Hosting DRaaS customers require connections back to our Data Centers but so far the rates have not been as competitive since BTC and CBL both offer Cloud Services and backup services.

### Consultation questions – Market Definition

Q2. Please provide comments on URCA's market definitions of WBA services as set out above. Please substantiate any responses with supporting evidence.

Secure Hosting agrees with URCA's current market definitions.

### Consultation questions – SMP designations

Q3. Please provide comments on URCA's reconfirmation of the prevailing SMP designations in the WBA markets in the Bahamas. as set out above. Please substantiate any responses with supporting evidence.

Secure Hosting agrees with URCA's SMP designations.

Consultation questions – The need for ex-ante regulation of wholesale DIA services

Q4. Please provide comments on URCA's preliminary views on the main competition problems or market failures that could arise from a licensee having SMP in respect of the provisioning of wholesale DIA services.

Q5. Please provide comments on URCA's preliminary views on the need for ex-ante regulation of wholesale DIA services.

Please substantiate any responses with supporting evidence.

Secure Hosting agrees with URCA's views, but would also like to add the Quality of Service as a Market Failure that could cause consumer harm. The SMPs do not provide the same quality of service to an OLOs which has caused the end consumer to change services from the OLO to the SMP. In the past the SMP that Secure Hosting has worked with have not provided the same level of support and quality of service to adequately resolve support issues with the services.

Consultation questions – Proposed SMP remedies

Q6. Please provide comments on URCA's preliminary views on the proposed SMP remedies in the WBA service markets.

Secure Hosting agrees with URCA's preliminary views. We would like to see these items implemented. The remedies would allow the property of costing of services for OLO's.