



Market Information Reporting Requirements for Specified Licensees in the Electronic Communications Sector

Reporting Format and Requirements

ECS: 06/2021

Issue Date: 9 July 2021

Table of Contents

1	Introduction	3
1.1	Obligation to submit Market Information	3
1.2	Implementation and Reporting Timelines	4
1.3	Market Information Submission	4
	Annex 3: Reporting Format for 2019 and onward Quarterly/Annual Market Information.....	5
	Annex 4: Guidance Notes	26
	Annex 5: Glossary of Key Terms.....	43

1 Introduction

The Utilities Regulation and Competition Authority (URCA) issues this ***“Market Information Reporting Requirements for Specified Licensees in the Electronic Communications Sector”*** (ECS xx/2021), simultaneously with the publication of the Statement of Results and Final Decision on its ***“Consultation on Measures for the collection and Reporting of Market Data by Specified Licensees in the Electronic Communications Sector”*** (ECS xx/2021). The reporting measures and obligations set forth in this document supersedes and replaces URCA’s current data collection practices set out in ECS 28/2017.

For the avoidance of doubt, this document does not apply to or impact licensees regulated by URCA in the Electricity and Broadcasting Sectors.

1.1 Obligation to submit Market Information

The reporting format and requirements cover the following communications activities:

- provision of mobile voice and mobile data services using cellular technology;
- provision of fixed telephony services;
- provision of fixed broadband and narrowband internet services;
- provision of pay TV services (include Cable TV/IPTV); and
- provision of business data connectivity services, such as national and international leased circuits.

Failure to comply with the reporting format and requirements set out in this document may subject “specified licensees” to the enforcement provisions of the Communications Act, 2009 and any other applicable law. Also, inaccurate or untruthful information or late submissions may lead to enforcement action under the Comms Act and any other relevant law and relevant licence conditions

For the purposes of compliance and enforcement, “specified licensees” include all licensees who hold an Individual Operating Licence (“IOL”) issued by URCA, or are registered with URCA as holders of a Class Operating Licence Requiring Registration (“COLRR”).

1.2 Implementation and Reporting Timelines

The implementation and reporting timelines relating to market information are as follows:

- The affected operators shall submit quarterly reports of market information to URCA for the 3-month period ending 31 March, 30 June, 30 September and 31 December, respectively, of each year. The affected operators shall also submit annual reports of market information for the 12-month period ending 31 December of each year. The affected operators shall submit quarterly reports to URCA using Tables 1-4 and annual reports using Tables 1-5 in Annex 3. These reports are due no later than forty-five (45) calendar days after the last day of each respective period.

If a submission date is a public holiday the reports are due the next business day.

1.3 Market Information Submission

Submissions should be sent to URCA by 5:00 p.m. on the respective date stated above. All reports should be addressed to URCA's Chief Executive Officer and sent via email, to info@urcabahamas.bs electronically using the Excel worksheet provided.

Annex 3: Reporting Format for 2019 and onward Quarterly/Annual Market Information

Table 1: Reporting Requirements for Cellular Mobile Operators

Non-Financial Information	Required Unit of Measurement	Insert months and quarter under consideration				2021 Annual Data	Observations
		Month 1	Month 2	Month 3	Quarter 1		
Access Information – Retail Mobile Services							
Access to voice and/or data service categorised by:							
- Total Prepaid subscribers	Number of active subscribers						
- Post-paid subscribers:							
- Residential	Number of active subscribers						
- 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:							
• Total prepaid subscribers	Number of active subscribers						

<ul style="list-style-type: none"> Post-paid subscribers: <ul style="list-style-type: none"> Residential Business 	Number of active subscribers						
	Number of active subscribers						
Total post-paid subscribers	Number of active subscribers						
Total Mobile Data Only Subscribers (2)	Number of active subscribers						
Subscribers in arrears							
Subscribers in payment arrears categorised by:							
<ul style="list-style-type: none"> Post-paid residential Post-paid business 	Number of subscribers						
	Number of 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 Post-paid Subscribers: <ul style="list-style-type: none"> Residential Business 	Gigabytes						
	Gigabytes						
	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 • Post-paid Subscribers: <ul style="list-style-type: none"> - Residential - Business 	Gigabytes						
	Gigabytes						
	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 • Off-net mobile-to-mobile calls • Mobile-to-fixed calls 	Billed minutes						
	Billed minutes						
	Billed minutes						
Total Calls to Domestic Networks (6)	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:	Billed minutes						

<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						
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 (exc. Taxes)							
Handset Revenues (14)	BAH\$'000						
Revenues (calls and SMS only) categorised by:							
<ul style="list-style-type: none"> Total revenues from retail prepaid mobile services 	BAH\$'000						
<ul style="list-style-type: none"> Total revenues from retail post-paid mobile services for residential customers 	BAH\$'000						
<ul style="list-style-type: none"> Total revenues from retail post-paid mobile services for business customers 	BAH\$'000						
Total Revenues (15)	BAH\$'000						
Revenues from domestic calls categorised by:							
	BAH\$'000						

<ul style="list-style-type: none"> On-net mobile calls Off-net mobile-to-mobile calls in The Bahamas Off-net mobile-to-fixed calls in The Bahamas 	BAH\$'000						
	BAH\$'000						
Total Revenues from Domestic Calls (16)	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: <ul style="list-style-type: none"> Termination of SMS from another cellular mobile network in The Bahamas Termination of inbound international SMS 	BAH\$'000						
	BAH\$'000						
Total Revenues from the Termination of SMS (25)	BAH\$'000						
Other Mobile Revenues (26)	BAH\$'000						
Total Mobile Revenues (27)	BAH\$'000						
Revenues in arrears Total of payments in arrears categorised by:	BAH\$'000						

<ul style="list-style-type: none"> • Post-paid residential 	<p>BAH\$'000</p>						
<ul style="list-style-type: none"> • Post-paid business 							

Table 2: Reporting Requirements for Fixed Voice Telephone Operators

Non-Financial Information	Required Unit of Measurement	Insert months and quarter under consideration				2021 Annual Data	Observations
		Month 1	Month 2	Month 3	Quarter 1		
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						
Subscribers in arrears							
Subscribers in payment arrears categorised by: <ul style="list-style-type: none"> residential 	Number of active subscribers						
	Number of active subscribers						
<ul style="list-style-type: none"> business 	Number of active subscribers						
	Number of active subscribers						
Volume of handset/CPE rental/sales categorised by: <ul style="list-style-type: none"> Total residential subscribers 	Number						

• Total business subscribers	Number						
Volume of Handset Rental/Sales (3)	Number						
Traffic Volume Information – Retail Services:							
Calls to domestic networks categorised by:							
• On-net calls	Billed minutes						
• Off-net fixed-to-fixed calls	Billed minutes						
• Fixed-to-mobile calls	Billed minutes						
Total Calls to Domestic Networks (4)	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:							
• Traffic from other fixed networks in The Bahamas	Billed minutes						
• Traffic from mobile networks in The Bahamas	Billed minutes						
Total Terminating Traffic from Domestic Networks (8)	Billed minutes						
Total Terminating Traffic from Networks Abroad (9)	Billed minutes						
Financial Information (exc. Taxes)							
Revenues from handset sale/rental categorised by:							

<ul style="list-style-type: none"> Total revenues for residential subscribers 	BAH\$'000						
<ul style="list-style-type: none"> Total revenues for business subscribers 	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 	BAH\$'000						
<ul style="list-style-type: none"> Total revenue for business subscribers 	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 	BAH\$'000						
<ul style="list-style-type: none"> Off-net fixed-to-fixed calls 	BAH\$'000						
<ul style="list-style-type: none"> Fixed-to-mobile calls 	BAH\$'000						
Total Domestic Call Revenues (12)	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 	BAH\$'000						
<ul style="list-style-type: none"> Total revenues from outbound international calls 	BAH\$'000						
Revenues from Calling Cards (16)	BAH\$'000						
Revenue from the termination of domestic calls categorised by:							
	BAH\$'000						

<ul style="list-style-type: none"> Terminating traffic from other fixed networks in The Bahamas 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						
Revenues in arrears							
Total payments in arrears categorised by:							
<ul style="list-style-type: none"> Residential 	BAH\$'000						
<ul style="list-style-type: none"> Business 	BAH\$'000						

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				2021 Annual Data	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						
Subscribers in arrears							
Subscribers in payment arrears categorised by: <ul style="list-style-type: none"> Residential Business 	Number of connections						
	Number of 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 	<i>Number of:</i>						
	Connections						
	Connections						
	Connections						
	Connections						
	Total km						
	Total km						
	Number of circuits						

<ul style="list-style-type: none"> National circuits Other access/connectivity services** 	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 	BAH\$'000						
	BAH\$'000						
	BAH\$'000						

<ul style="list-style-type: none"> • Business 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 	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 : <ul style="list-style-type: none"> • Fixed Broadband Resale • Local loop fibres • Duct access • Dark fibre • Dedicated Internet Access (DIA) • Bitstream/VULA services • International circuits • National circuits • Other access/connectivity services 	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
	BAH\$'000						
Total Wholesale Revenues(13)	BAH\$'000						
Other Revenues (14)	BAH\$'000						
Total Fixed Internet and Connectivity Revenues (15)	BAH\$'000						

Revenues in arrears							
Total payments in arrears for fixed internet services							
<ul style="list-style-type: none"> Residential 	BAH\$'000						
<ul style="list-style-type: none"> Business 	BAH\$'000						

**specify in Observations column

Table 4: Reporting Requirements for Pay Television Operators

Non-Financial Information	Required Unit of Measurement	Insert months and quarter under consideration				2021 Annual Data	Observations
		Month 1	Month 2	Month 3	Quarter 1		
Access Information – Retail Services							
<i>Standalone</i> cable TV services categorized by: <ul style="list-style-type: none"> Residential subscribers 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 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 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</i> pay TV services (satellite/IPTV) categorized by: <ul style="list-style-type: none"> Residential subscribers 	Number of active subscribers						

<ul style="list-style-type: none"> Business subscribers 	Number of active subscribers						
Total Other Multi-product Pay TV Subscribers (4)	Number of active subscribers						
Subscribers in payment arrears for Pay TV services	Number of subscribers						
<ul style="list-style-type: none"> Residential Business 	Number of subscribers						
Volume of CPE rental/sale categorized by:	Number						
<ul style="list-style-type: none"> Total residential subscribers Total business subscribers 	Number						
Volume of CPE Sale/Rental (5)	Number						
Financial Information – Retail Services							
Revenues from standalone cable TV services categorized by:	BAH\$'000						
<ul style="list-style-type: none"> Total residential subscribers Total business subscribers 	BAH\$'000						
Total Revenues from Standalone Cable TV Services (6)	BAH\$'000						
Revenues from <u>other</u> standalone pay TV services categorized as:	BAH\$'000						
<ul style="list-style-type: none"> Total residential subscribers Total business subscribers 	BAH\$'000						
Total Revenues from Other Standalone Pay TV Services (7)	BAH\$'000						

Revenues from CPE rental/sales categorized by: <ul style="list-style-type: none"> Total residential subscribers Total business subscribers 	BAH\$'000						
	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						
Revenues in arrears Total payments in arrears for pay TV services <ul style="list-style-type: none"> Residential 							
	<ul style="list-style-type: none"> Business 						

Table 5: Annual Reporting Requirements for All Licensees

	Required Unit of Measurement	Reporting Year	Observations
Total ECS Revenue (exc. Taxes) (1)	BAH\$'000		
Taxation:			
• V.A.T	BAH\$'000		
• Customs/Import Duty (inc. environmental tax)	BAH\$'000		
• Business License Fees	BAH\$'000		
Total Taxation (2)	BAH\$'000		
Contribution to National Insurance (3)	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 (4)	BAH\$'000		
Annual foreign investment in telecommunications (5)	BAH\$'000		
Person Employed			
• Persons employed in full time equivalents (6)	Full time equivalents		
• Persons employed by all telecommunication operators, Females (7)	Full time equivalents		
Internet			
• Total International bandwidth usage (8)	Mbit/s		
• International bandwidth usage by busy hour (9)	Mbit/s		
• Lit/equipped international bandwidth capacity (10)	Mbit/s		
Fixed broadband by technology/speed			
• Cable modem internet subscriptions (11)	Number of active subscribers		
• DSL internet subscriptions (12)	Number of active subscribers		
• Fibre-to-the-home/building internet subscriptions (13)	Number of active subscribers		
	Number of active subscribers		

<ul style="list-style-type: none"> • Other fixed broadband subscriptions (14) • Terrestrial fixed wireless broadband subscriptions (15) • 2 Mbit/s to less than 10 Mbit/s subscriptions (16) • Equal to or above 10 Mbit/s subscriptions (17) 	Number of active subscribers		
	Number of active subscribers		
	Number of active subscribers		
	Number of active subscribers		
Mobile Broadband			
<ul style="list-style-type: none"> • Active subscriptions to LTE/WiMAX mobile-broadband networks (18) 	Number of active subscribers		
Traffic			
<ul style="list-style-type: none"> • Fixed (wired)-broadband internet traffic (19) 	Exabytes		
<ul style="list-style-type: none"> • Mobile-broadband internet traffic (within The Bahamas) (20) 	Exabytes		
<ul style="list-style-type: none"> • Mobile-broadband internet traffic (outside The Bahamas) (21) 	Exabytes		
Pay TV			
<ul style="list-style-type: none"> • IPTV subscriptions (22) 	Number of active subscribers		
<ul style="list-style-type: none"> • Satellite subscriptions (23) 	Number of active subscribers		
<ul style="list-style-type: none"> • Cable TV subscriptions (24) 	Number of active subscribers		
<ul style="list-style-type: none"> • Other TV subscriptions (25) 	Number of active subscribers		
Availability of Wholesale services for Fixed and Mobile	Description		
Please provide a brief description of each wholesale service (regulated and non-regulated) that is available on your fixed and mobile networks. (26)			

Annex 4: Guidance Notes

Table 1 - Cellular Mobile Services

Table 1 contains the market information cellular mobile operators¹ are required to submit to URCA on a **quarterly or semi-annually** and **annual** basis. The Table includes an “Observations” column which **must be used to justify any significant changes in the data between reporting periods and updates on historic submissions**. These 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.

Active Subscriber means a SIM card/subscriber that is registered in the licensee’s internal subscriber system (i.e., Home Location Register “HLR”) which has recorded any revenue generating activity (such as, amongst others, making or receiving calls, sending or receiving SMS/MMS, accessing value added service and/or accessing the Internet) during the last 90 days.

For the purposes of calculation, the monthly data is the total number of active subscribers on the first day of the month in question.

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 total number of active subscribers on the first day of the month in question.

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.
4. **Subscribers in arrears**- Number of subscribers who are in payment arrears (unresolved payment past due date stipulated by the Service Provider) from your network for failure to pay.

¹ Including BTC and NewCo2015 Limited (now renamed Be Aliv Limited) (“Be Aliv”)

Traffic Volume Information – Retail Services

5. **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.
6. **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.
7. **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:
 - 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.

8. **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.
9. **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.

10. **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

- 11. 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.
- 12. Total Terminating Traffic from Networks Abroad** - Covers total inbound traffic (in *billed minutes*) from fixed and mobile networks abroad.
- 13. 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.
- 14. 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 (exc. Taxes)

- 15. 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.
- 16. 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.
- 17. 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.
- 18. 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.
- 19. 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.

- 20. 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.
- 21. 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.
- 22. 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.
- 23. 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).
- 24. 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.
- 25. 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.
- 26. 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.
- 27. 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.
- 28. Total Mobile Revenues** - Sum of all retail and wholesale revenues from providing mobile communications services. Excludes revenues from non-mobile communications services.
- 29. Revenues in arrears**- The total amount of payments in arrears (unresolved payment past due date stipulated by the Service Provider) from your network for failure to pay.

Table 2 - Fixed Telephony Services

Table 2 contains the market information cellular mobile operators² are required to submit to URCA on a **quarterly or semi-annually** and **annual** basis. The Table includes an “Observations” column which **must be used to justify any significant changes in the data between reporting periods and updates on historic submissions**. These 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.

Active Subscriber means a subscriber that is registered in the licensee’s internal subscriber system which has recorded any revenue generating activity (such as, amongst others, making or receiving calls, accessing value added service and/or accessing the Internet) during the last 90 days.

For the purposes of calculation, the monthly data is the total number of active subscribers on the first day of the month in question.

- 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 total number of active subscribers on the first day of the month in question.

- 3. Subscribers in arrears**- Number of subscribers who are in payment arrears (unresolved payment past due date stipulated by the Service Provider) from your network for failure to pay.
- 4. 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.

² Including BTC and NewCo2015 Limited (now renamed Be Aliv Limited) (“Be Aliv”)

Traffic Volume Information – Retail Services

5. **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.

6. **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.

7. **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.

8. **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

9. **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.

10. **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 (exc. Taxes)

11. 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.

12. 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.

13. 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.

14. 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.

15. 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.

16. 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.

17. 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.

18. 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.

19. 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.

20. 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.

21. 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.

22. Revenues in arrears- The total amount of payments in arrears (unresolved payment past due date stipulated by the Service Provider) from your network for failure to pay

Table 3 - Fixed Internet and Business Connectivity Services

Table 3 contains the market information cellular mobile operators³ are required to submit to URCA on a **quarterly or semi-annually** and **annual** basis. The Table includes an “Observations” column which **must be used to justify any significant changes in the data between reporting periods and updates on historic submissions**. These notes are intended to guide specified licensees in collecting 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.

- 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.

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

³ Including BTC and NewCo2015 Limited (now renamed Be Aliv Limited) (“Be Aliv”)

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.
7. **Subscribers in arrears**- Number of subscribers who are in payment arrears (unresolved payment past due date stipulated by the Service Provider) from your network for failure to pay.

Access Information - Wholesale Services

8. **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 (exc. Taxes)

9. **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.
10. **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.

- 11. Revenues from CPE Rental/Sales** – The sum of all retail revenues (in BAH\$'000) relating to the service volumes captured in Item 3 above.
- 12. Total Revenues from National Connectivity Services** - The sum of retail revenues (in BAH\$'000) from national connectivity services, captured in Item 4 above.
- 13. Total Revenues from International Connectivity Services** - The sum of retail revenues (in BAH\$'000) from international connectivity services, captured in item 5 above.
- 14. 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.
- 15. 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.
- 16. 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.
- 17. Revenues in arrears**- The total amount of payments in arrears (unresolved payment past due date stipulated by the Service Provider) from your network for failure to pay.

Table 4 - Pay TV Services

Table 4 contains the market information cellular mobile operators⁴ are required to submit to URCA on a **quarterly or semi-annually** and **annual** basis. The Table includes an “Observations” column which **must be used to justify any significant changes in the data between reporting periods and updates on historic submissions**. These 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 Including BTC and NewCo2015 Limited (now renamed Be Aliv Limited) (“Be Aliv”)

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. **Subscribers in arrears**- Number of subscribers who are in payment arrears (unresolved payment past due date stipulated by the Service Provider) from your network for failure to pay.
6. **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

7. **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.
8. **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.
9. **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.
10. **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.
11. **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.
12. **Any Other Revenues** - Sum of other pay TV related revenues (in BAH\$'000) not covered in any of the previous revenue items.

- 13. 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.
- 14. Revenues in arrears-** The total amount of payments in arrears (unresolved payment past due date stipulated by the Service Provider) from your network for failure to pay.

Table 5 – Annual Reporting Requirements for All Licensees

Table 5 contains the market impact indicators and additional ITU information 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 notes are intended to guide specified licensees in collecting and reporting the required impact indicators:

- 1. 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. Excludes taxes.
- 2. 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).
- 3. Contribution to National Insurance** – Sum of contributions to National Insurance (in *BAH\$’000*) paid and/or owing to the National Insurance Board (NIB).
- 4. 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.
- 5. Annual foreign investment in telecommunications** - Investment in telecommunications refers to investment during the financial year in telecommunication services coming from foreign services, also referred to as foreign direct investment (FDI).
- 6. 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.
- 7. Person employed by all telecommunication operators, female** - Total female, in full-time equivalent (FTE) units, employed by telecommunication operators in the country for the provision of telecommunication services, including fixed, mobile and Internet services. This indicator excludes staff working in broadcasting businesses that offer only traditional broadcasting services.

- 8. International Bandwidth usage** - The average usage of all international links including fiber-optic cables, radio links and traffic processed by satellite ground stations and teleports to orbital satellites (expressed in Mbit/s).
- 9. International bandwidth usage by busy hour**- The total international bandwidth by busy hour demand in Mbit/s.
- 10. Total lit/equipped international bandwidth capacity** - The total lit/equipped capacity of international links, namely fiber-optic cables, international radio links and satellite uplinks to orbital satellites in the end of the reference year (expressed in Mbit/s).
- 11. Cable modem internet subscriptions** - The number of Internet subscriptions using a cable modem service to access the Internet, at downstream speeds greater than, or equal to, 256 kbit/s.
- 12. DSL Internet subscriptions** - The number of Internet subscriptions using digital subscriber line (DSL) services to access the Internet, at downstream speeds greater than or equal to 256 kbit/s.
- 13. Fibre-to-the-home/building Internet subscriptions** - The number of Internet subscriptions using fibre-to-the-home or fibre-to-the-building, at downstream speeds equal to, or greater than, 256 kbit/s.
- 14. Other fixed-broadband subscriptions** - Internet subscriptions using other fixed-broadband technologies to access the Internet (other than DSL, cable modem, and fibre), at downstream speeds equal to or greater than 256 kbit/s.
- 15. Terrestrial fixed wireless broadband subscriptions** - The number of terrestrial fixed wireless Internet subscriptions with an advertised download speed of at least 256 kbit/s. This includes fixed WiMAX and fixed wireless subscriptions, but excludes occasional users at hotspots and Wi-Fi hotspot subscribers.
- 16. 2 Mbit/s to less than 10 Mbit/s subscriptions** - All fixed-broadband Internet subscriptions with advertised downstream speeds equal to, or greater than, 2 Mbit/s and less than 10 Mbit/s.
- 17. Equal to or above 10 Mbit/s subscriptions**-All fixed-broadband Internet subscriptions with advertised downstream speeds equal to, or greater than, 10 Mbit/s.
- 18. Active subscriptions to LTE/WiMAX mobile-broadband networks** - Subscriptions that have generated Internet traffic in the last 90 days in LTE/mobile WiMAX and other advanced mobile-broadband networks, such as LTE-Advanced and WirelessMAN.

- 19. Fixed (wired) broadband Internet traffic** - Traffic generated by fixed-broadband subscribers measured at the end-user access point. It should be measured by adding up download and upload traffic. The figure should be reported in exabytes.
- 20. Mobile-broadband Internet traffic (inside the country)**- Broadband traffic volumes originated within the country from 3G networks or other more advanced mobile networks, including 3G upgrades, evolutions or equivalent standards in terms of data transmission speeds.
- 21. Mobile-broadband Internet traffic (outside the country)** - Broadband traffic volumes originated outside the country from 3G networks or other more advanced mobile networks, including 3G upgrades, evolutions or equivalent standards in terms of data transmission speeds.
- 22. IPTV subscriptions** - the number of subscriptions to Internet protocol television (IPTV), i.e. TV delivered over an IP-based network managed to support the required level of quality of service, quality of experience, security, interactivity and reliability. This does not include video accessed over the public internet.
- 23. Satellite TV subscriptions** - The number of pay direct-to-home (DTH) satellite subscriptions, (i.e. pay TV received via a satellite dish capable of receiving satellite television broadcasts).
- 24. Cable TV subscriptions** - Multichannel TV programming delivered over coaxial cable networks. This includes both analogue and digital cable-TV subscriptions.
- 25. Other TV subscriptions** - Pay-TV subscriptions other than IPTV, satellite TV and cable TV. This includes subscriptions to TV platforms such as microwave multipoint distribution systems (MMDS) and pay digital terrestrial television (pay DTT).
- 26. Mobile data speeds at busy hour**- The average speed (Mbit/s) experienced by subscribers in the busy hour for each technology available.
- 27. Fixed internet speeds at busy hour**- The average speed (Mbit/s) experienced by subscribers in the busy hour for each technology available.
- 28. Available of wholesale services for fixed and mobile**- A description of each wholesale service available on your fixed and mobile networks and the number of subscribers using each wholesale service.

Annex 5: 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).⁵

Bitstream is where an 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.

⁵ 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.

Revenues in arrears is the total amount of payments in arrears (unresolved payment past due date stipulated by the Service Provider) from your network for failure to pay.

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

Subscribers in arrears is the number of subscribers who are in payment arrears (unresolved payment past due date stipulated by the Service Provider) from your network for failure to pay.

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.

Specified Licensees include all licensees who hold an Individual Operating Licence (“IOL”) issued by URCA, or are registered with URCA as holders of a Class Operating Licence Requiring Registration (“COLRR”).

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.