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Information & Communications Technology Authority

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## **Cable & Wireless Email Services**

The quality of the service provided by ICT Licensees to their customers is of great importance to the ICT Authority. The failure of the Cable & Wireless email service at shortly after 8 pm on Wednesday, 29<sup>th</sup> October 2003 until the early hours of Friday 31<sup>st</sup> October 2003 is therefore of major concern to the Authority.

The staff of the ICT Authority were in frequent contact with local Cable & Wireless management from shortly after the start of the incident. They were aware of the efforts being made by the Company to restore service and that the local Cable & Wireless staff were hampered by the fact that the failure occurred at the company's Regional ISP in Barbados rather than in the Cayman Islands. The administration of the Cable & Wireless email system for the Cayman Islands was relocated to Barbados in late June 2002.

The Authority believes that, whenever possible, systems that are critical to the delivery of satisfactory service to our businesses and residents should be located within the Cayman Islands. This view has been made very clear to all new licensees, and is also well understood by Cable & Wireless (CI) Ltd.

The most recent break in email service, together with other disruptions in the recent past, have caused significant problems for local businesses and residents. This is completely unacceptable. However the Authority has been informed by local Cable & Wireless management that the email service has now been brought back to the Cayman Islands in order to avoid such remote failures in the future. The Authority also recognises the hard work of local Cable & Wireless staff in so quickly re-establishing a locally based email service in order to end the recent disruption.

The Authority will shortly initiate a public consultation on quality of telecommunications service and associated issues in order to update service standards. This will be done through the Authority's web site at [www.icta.ky](http://www.icta.ky). Contributions from businesses and the general public during this consultation process and at all other times are most welcome.