



Prepared by  
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**Interface Advantage Limited**

**Voice Telecommunications Audit For  
ACME Corporation**

October 2003

Consultancy

Neeter Solutions Limited

Customer Contact

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## Contents

- 0.0 Introduction and Summary
- 1.0 Summary of Overall Savings
- 2.0 Summary Breakdown of BT OneBill Data and Savings Report.
- 3.0 Summary Breakdown of Redstone Billing and Savings Report.
- 4.0 Summary C&W Solution and Implementation

Appendices 1 : Detailed Breakdown of BT Onebill and Weighted savings

Appendices 2 : Detailed Breakdown of Redstone bill and Weighted savings

Appendices 3 : Low spend lines report.

Appendices 4 : C&W Overview

## 0.0 Introduction and Summary

ACME Corporation (ACME) utilise two carriers for Voice services through their various Locations in the London and surrounding areas. At all but one site it is understood that BT provide both the exchange lines and route the PSTN traffic whilst at the remaining location Redstone Communications provides the exchange lines and routes the PSTN traffic. Neeter Solutions have been engaged by ACME to explore areas where the ACME can realise cost savings whilst at the same time maintaining or improving on existing service quality, as it is recognised that the organisation has a very heavy reliance on voice communications. Neeter Solutions have therefore asked, Interface Advantage (IAL) to complete a detailed cost comparison using details extracted from the detailed electronic billing data provided to them by both BT and Redstone communications and additional information provided by ACME.

This report details the findings of IALs audit of ACME current arrangements for voice services with the objective of enabling them to determine the potential savings available to it from the consolidation of traffic through C&W. It is envisaged that this exercise will allow the ACME to make their business decision on an informed basis.

### 0.1 PRIMARY DATA SOURCES

Interface Advantage have drawn together the following information sources in the compilation of this report:

- Analysis of ACME call data and profile on the BT One bill disc supplied.
- Analysis of ACMEs Redstone electronic billing reports.
- The Corporate Tariff package available from C&W to ACME.
- The current BT Business Advantage tariff confirmed by BT June 2003.

The current Redstone tariff applying to ACME sites as provided by ACME and for international calls distilled from the average of the call records.

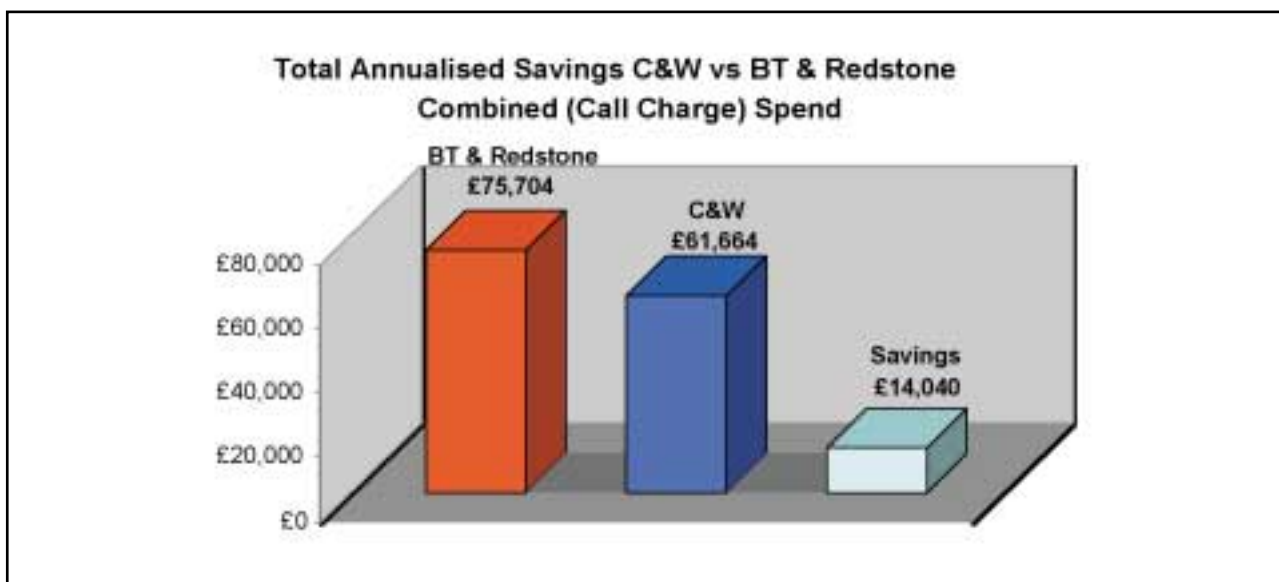
## 1.0 Summary of Overall Savings

### 1.1 CALL CHARGE SAVINGS

Analysis of the actual calling profile for ACME for both the PSTN traffic carried by Redstone Communications and BT shows that significant savings can be made from replacing each of these services with Cable and Wireless service. The combined spend on call charges (currently £75,704 p.a) would qualify for C&Ws P- Premierlink tariff. Based on the ACME call profiles and current spend levels, this shows potential savings available against the call charges of £14,000 p.a as summarised below.

#### *Annualised PSTN spend and Summary Savings*

	Current PSTN Spend (Annualised)	Weighted Savings (C&W )	Equiv Spend (C&W)	Savings
BT	£39,200	24.24%	£29,696	£9,595
Redstone	£36,504	13.43%	£31,968	£4,535
<b>Totals (Ex VAT)</b>	<b>£75,704</b>		<b>£61, 664</b>	<b>£14,130</b>



## 1.2 LOW USAGE LINES – POTENTIAL TO EXPLORE SAVINGS ON LINE RENTAL

In addition, as detailed in appendices 3, ACME have a large number of exchange lines with very low spend on call charges, in many cases the spend levels for these lines are at or marginally above those of the line rental. It is outside of the scope of this report to audit ACMEs precise use for these lines and they may well be required for normal operation (e.g dedicated emergency & help lines or inbound only fax lines) however it is recommended that further savings be sought through determining the requirement to continue paying line rental for all of these lines.

## 1.3 IMPLEMENTATION

### 1.3.1 IMPLEMENTATION FOR BT LINES

Implementation of C&W over the BT lines would be very straightforward and effected using Carrier Pre Selection which is fully supported by Cable and Wireless. This negates the need for smart routing, additional software or physical implementation work and ensures a reliable and robust routing medium. For the BT sites this could be implemented within 21 days, based largely on the details already available from this report.

### 1.3.2 IMPLEMENTATION FOR "REDSTONE" LINES

For the Redstone connected location, the ownership of these lines is unknown to IAL at this time, so accordingly the possibility for using CPS is unknown. Further it is not known whether this location supports direct BT exchange lines in addition to the Redstone lines. If however CPS is not possible, then further discussions will need to take place on the appropriate options, namely installation of BT lines or the provision (subject to feasibility of BT Lines) of a Direct cable and Wireless connection. Currently C&W are offering free Installation for ISDN30 connections where the total channel requirement is 15 or greater. Rental charges are £201.00 per channel per annum.

## 2.0 Summary Breakdown of BT One Bill Data for ACME

Analysis of the BT One bill data, and detailed in Appendices 1, show a breakdown of the current spend remaining with BT as follows.

### 2.1 SCOPE OF BT BILLING DATA ANALYSED

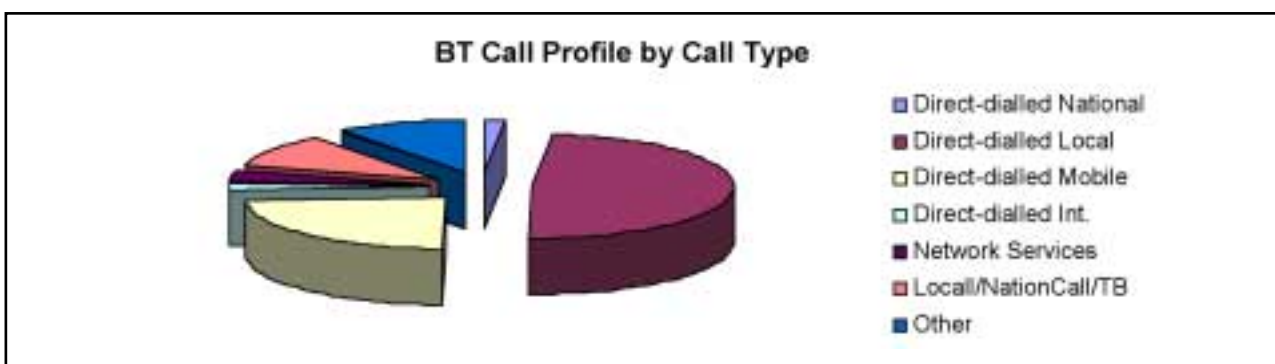
Number of accounts (exchange lines)	213
Total billing accounts	213
Total volume of calls	72458
BT Pricing Plan	Business Advantage

### 2.3 SUMMARY OF CURRENT SPEND WITH BT

Total Call PSTN Charges	£9799.87
Total Telebusiness (inbound service)	£510.30
Total Line Rental (incl. broken line rental)	£10882.1
Total other fixed charges (equipment,/maint/one off/credits etc)	£3565.13
<b>Total Quarterly spend (ex VAT)</b>	<b>£24,757.40</b>

### 2.4 SUMMARY CALL PROFILE (EXCLUDES INBOUND NON PSTN TRAFFIC)

Call Type	Spend	% of Call Spend
Direct-dialled national	£170.36	1.74%
Direct-dialled local	£4759.04	48.56%
Direct-dialled mobile	£2321.40	23.69 %
Direct-dialled Int.	£207.31	2.11 %
Network Services	£302.66	3.1 %
Local/Nationcall/TBT	£992.28	10.13 %
Other	£1046.82	10.68 %
<b>Total (Ex VAT)</b>	<b>£9799.87</b>	<b>100%</b>

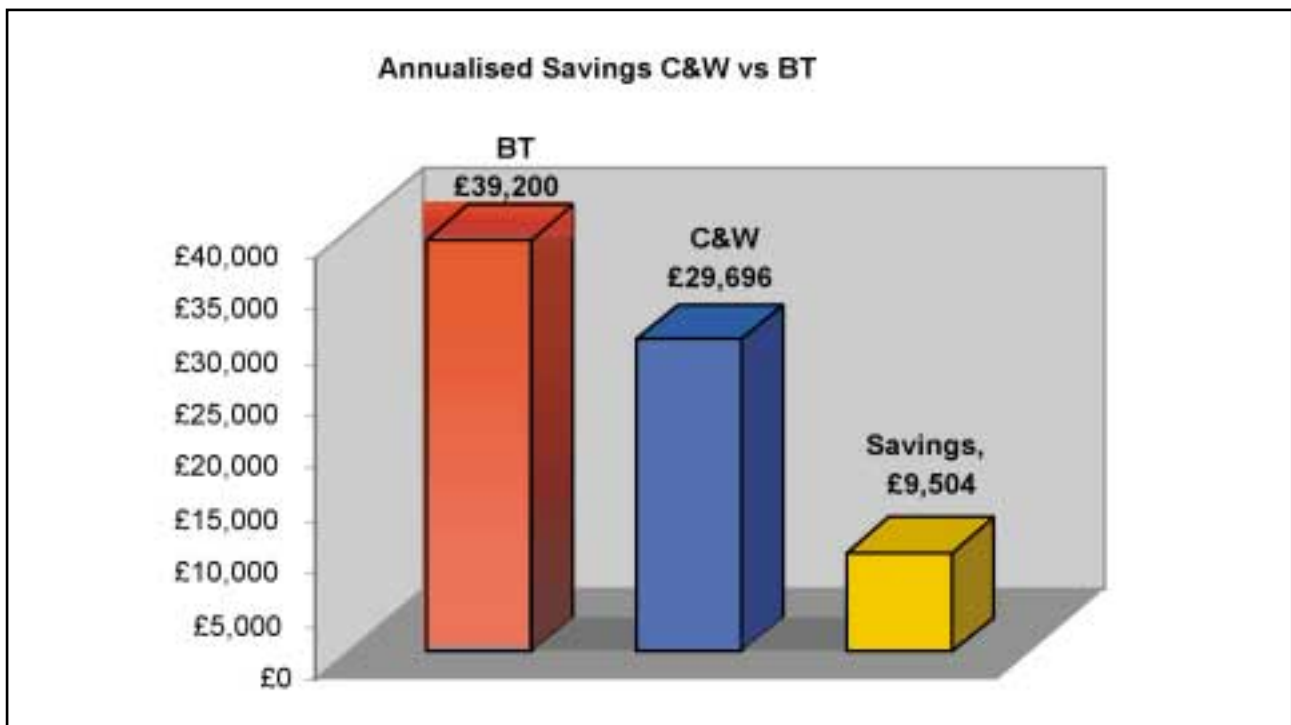


## 2.5 SAVINGS AVAILABLE C&W VERSUS BT PROPORTION OF ACME SPEND

Based on the current call profiles as determined for ACME from the BT Onebill supplied and detailed in Appendices 1 together with BT Business Advantage Tariff and the Cable and Wireless Partner Premierlink Tariff, the potential savings available to ACME are as follows;

## 2.6 SUMMARY OF SAVINGS AVAILABLE FROM C&W P- PREMLINK

Current annualised PSTN Spend with BT	£39,200
Equivalent Spend with C&W	£29,696
Weighted % saving	24.24%
Savings Per Quarter	£2376.00
Savings Per Annum (ex VAT)	£9505.00



## 3.0 Summary Analysis of Redstone Billing Data

Analysis of the Redstone, and as detailed in Appendices 2, show a breakdown of ACMEs current PSTN spend with Redstone as follows.

### 3.1 SCOPE OF REDSTONE BILLING DATA ANALYSED

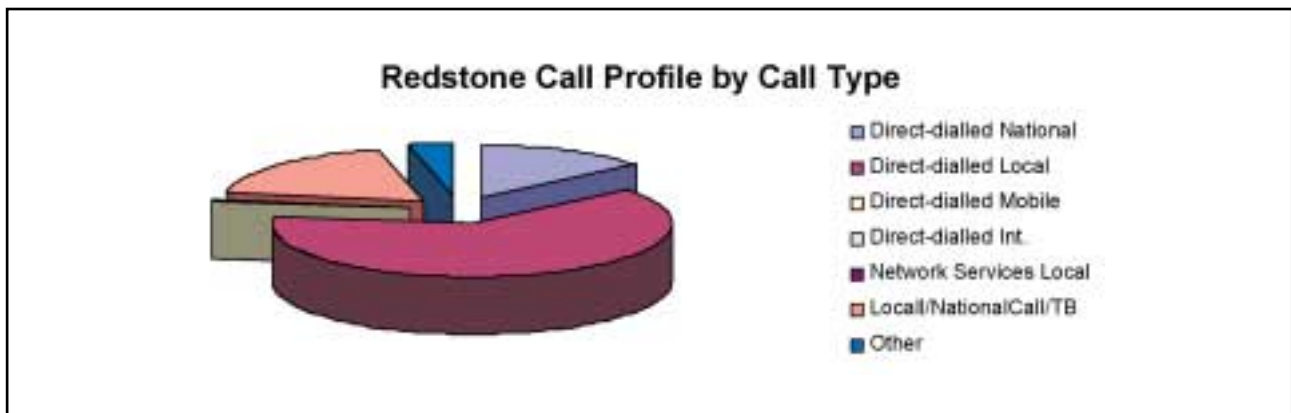
Number of accounts (exchange lines)	n/a
Billing Account 125193 (London)	
Total volume of calls	46815
Pricing Plan	Unnamed

### 3.2 SUMMARY OF CURRENT SPEND WITH REDSTONE

Total Call Charges	£3042.38
Total Line Rental (incl. broken line rental)	£0.00
Total other fixed charges (equipment, maint, one off etc)	£0.00
<b>Total Monthly Spend</b>	<b>£3042.38</b>

### 3.3 SUMMARY CALL PROFILE

Call Type	Spend	% of Call Spend
Direct-dialled national	£433.21	14.24%
Direct-dialled local	£1905.62	62.64%
Direct-dialled mobile	£6.43	0.21%
Direct-dialled Int.	£25.16	0.83%
Network Services local	£0.00	0.0%
Local/NationalCall/TB	£559.70	18.4%
Other	£112.26	3.69%
<b>Total (Ex VAT)</b>	<b>£3042.38</b>	<b>100%</b>

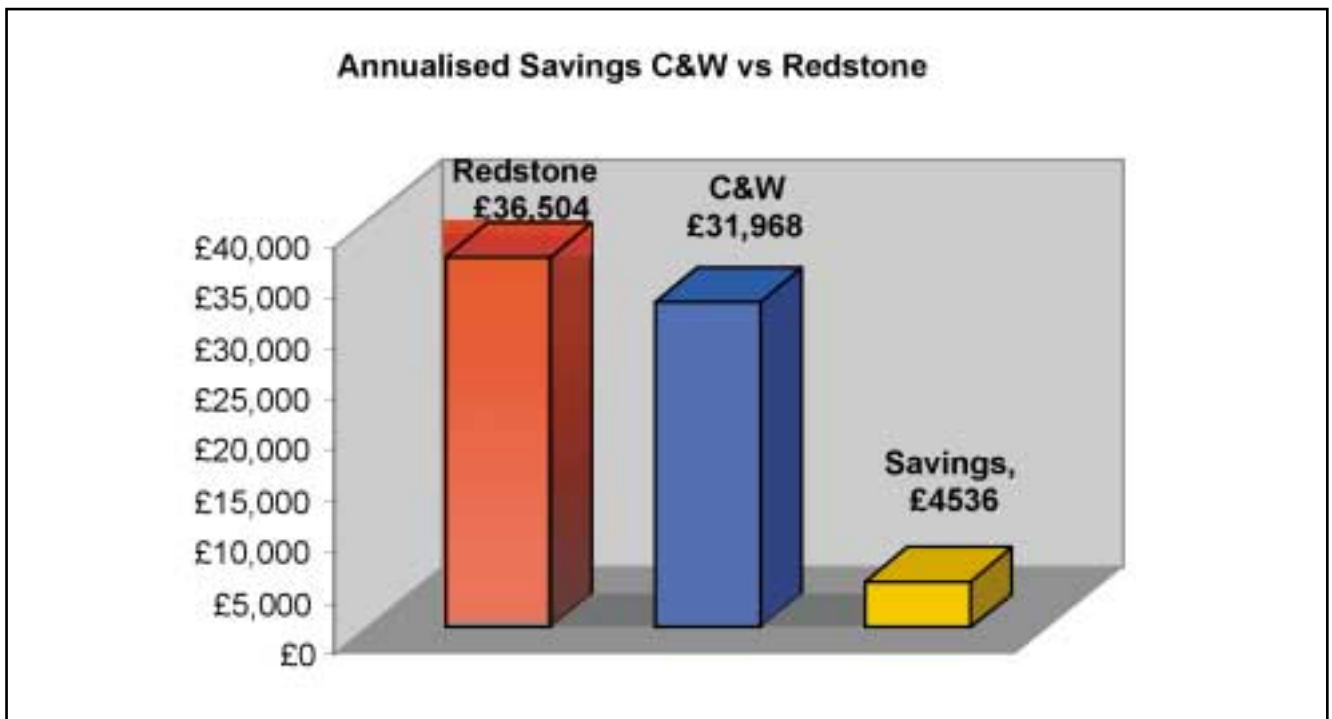


### 3.5 SAVINGS AVAILABLE: C&W VERSUS REDSTONE PROPORTION OF ACME SPEND

Based on the current call profiles as determined from ACMEs from the Redstone electronic billing reports and detailed in Appendices 2 together with the rates provided by ACME and the Cable and Wireless Partner Premierlink Tariff, the potential savings available to ACME are as follows;

#### 3.5.1 SUMMARY OF SAVINGS AVAILABLE FROM C&W P- PREMLINK

Current annualised Spend with Redstone	£36,504
Equivalent Spend with C&W	£31,968
Weighted % saving	13.43%
Savings Per Month	£378
<b>Savings Per Annum (Ex VAT)</b>	<b>£4,535</b>



#### 4.0 Summary of C&W Solution and Implementation

C&W implement indirect routing of PSTN traffic using Carrier Pre Selection (CPS) over customers existing BT lines where these are in place and where line rentals are paid directly to BT by customers.

##### 4.1 CARRIER PRE SELECTION (CPS)

CPS will be used to route virtually all calls over the Cable & Wireless network including non -PBX traffic, therefore ACME will be able to maximise on call savings across all lines and all sites. A small number of line types may not be CPSed, in the main these are ; payphones, unmetered dial internet, packages, meter pulse detection and services utilising short access codes such as 100, 999 & 192. It is unlikely that such lines will account for more than 5% of a typical corporate customers usage. In addition the liberalisation of the Directory Enquiries (DQ) service means that customers now have the choice of DQ service provider simply by dialling the required providers access numbers.

The existing 'phone numbers will remain unchanged.

CPS is soft configured from the BT and C&W network exchanges and therefore does not require programming of PBXs with access codes or the use of smart boxes.

One implemented CPS removes the possibility of "call leakage" to BT thus maximising savings and minimising ongoing support.

## **4.2 DIRECT CONNECTION**

Where customers are using Cable operator provided circuits or where there third party carrier is directly responsible for the payment of BT line rentals, CPS cannot be effected. In these circumstances the customer has the option of installing new BT lines or (and subject to C&W) survey Cable and Wireless can provide direct connection to their Network.

## **4.3 IMPLEMENTATION MANAGEMENT**

Project Implementation Management will be provided by IAL in conjunction with Neeter Solutions to ensure a seamless rollout with minimal disruption to the sites. This will ensure that Cable & Wireless are able to implement the proposed indirect voice solution within a short timeframe enabling ACME to benefit from immediate savings. Further, this managed rollout will ensure that all sites are connected to the C&W network without disruption and minimal involvement from ACME personnel at the local sites. ACME will need to make arrangements to disable any existing Smartboxes or LCR currently configured on site, however IAL are able to provide various options to manage this work if required.

## **4.3 BILLING**

C&W provide two billing services. Billing reports may be provided for the Group as a whole, with web based access tools that allows the billing data to be viewed on line and enables customers to run basic enquiry services. This service is now a standard C&W facility. C&W also offer enhanced and chargeable billing services which provide a highly feature rich capability for detailed reports analysis over very large multi site requirements, where a high level of detail is required.

## Appendices 1 : Detailed Results of BT Onebill Audit

<b>Summary</b>	
Number of accounts	213
Total billing accounts	213
Call Volume	72458
Total Spend (all charges)	29089.94
Tax cost	4332.54
Pre-Tax cost	24757.40
Total Discount	-21.71
	<b>£29089.94</b>

<b>Call Type (Totals for all traffic)</b>	<b>Total Spend</b>
UK	6371.52
International	243.54
Other Value Added Services	5487.50
Facility Fees	12.60
<b>Total (including VAT)</b>	<b>£12115.16</b>

<b>Call Type</b>	<b>Profile</b>	<b>Spend</b>
UK	Direct-dialled local	5509.64
UK	Volume Threshold discount	0.00
UK	Direct-dialled national	200.04
UK	BT Chargecard local	0.00
UK	Network Services local	62.20
UK	Network Services national	0.04
UK	Direct Dialed National Call	n/a
UK	Telemarketing	599.60
International	Direct-dialled international	243.54
Facility Fees	Network Services facilities	12.60
Other Value Added Services	Operator	16.78
Other Value Added Services	Direct-dialled (Mobile, NGN, Prate etc)	5448.86
Other Value Added Services	Direct-dialled other	0.00
Other Value Added Service	Network Services other	21.86
<b>Total Call charges (including inbound telebusiness and VAT)</b>		<b>£12,115.16</b>

<b>Class</b>	<b>Profile</b>	<b>Spend</b>
One-off charges and credits	Connection	618.03
One-off charges and credits	Other charges	226.25
Recurring charges	Customer Option Charge	0
Recurring charges	Apparatus Rental	1667.17
Recurring charges	Broken Period Rental	358.38
Recurring charges	Line Rental	12428.14
Recurring charges	Maintenance	100.28
Recurring charges	Phone Book Entries	58.79
Recurring charges	Network Advance Charges	238.01

**Table 1 : Tariff Comparison & Profile Weighted Analysis of BT PSTN Charges**

Call Type	BT Rates-ppm (Bus Advantage)	C&W Rates-ppm (P-Perm)	Comparison - Unweighted (+ve = saving)	% Profile	Weighted Comp (+ve = saving)
Local	3.02	1.79	40.83%	48.56%	19.82%
National	6.06	1.89	68.80%	1.74%	1.20%
Vodafone	16.95	15.50	0.00%	3.94%	0.00%
Cellnet Standard	16.08	15.00	6.72%	4.11%	0.28%
Orange / 121 Standard	18.25	18.90	-3.00%	15.60%	-0.47%
Nationalcall	6.73	4.40	34.62%	6.64%	2.30%
Locall	3.38	2.40	28.57%	3.67%	1.05%
Ireland (IDD IR)	17.50	5.90	0.00%	0.107%	0.00%
France (IDD 1a)	21.70	5.90	0.00%	0.035%	0.00%
Belgium (IDD 1a)	n/a	5.90	0.00%	0.000%	0.00%
Denmark (IDD 1a)	n/a	5.90	0.00%	0.002%	0.00%
Germany (IDD 1a)	21.70	5.90	0.00%	0.001%	0.00%
Netherlands (IDD 1a)	21.70	5.90	72.81%	0.042%	0.02%
Sweden (IDD 1a)	n/a	5.90	0.00%	0.000%	0.00%
Switzerland (IDD 1a)	n/a	5.90	0.00%	0.000%	0.00%
Spain (IDD 1)	19.00	5.90	68.95%	0.000%	0.00%
Greece (IDD 1)	27.20	10.75	0.00%	0.000%	0.00%
Italy (IDD 1)	27.20	5.90	0.00%	0.001%	0.00%
Portugal (IDD 1)	n/a	5.90	0.00%	0.001%	0.00%
Austria (IDD 2)	n/a	5.90	0.00%	0.000%	0.00%
Finland (IDD 2)	n/a	5.90	0.00%	0.000%	0.00%
Norway (IDD 2)	29.50	5.90	0.00%	0.002%	0.00%
Turkey (IDD 3)	n/a	28.00	0.00%	0.000%	0.00%
Japan (IDD 3)	n/a	5.90	0.00%	0.000%	0.00%
USA (IDD 4)	18.09	3.90	78.44%	0.000%	0.00%
Canada (IDD 4)	8.89	6.18	29.77%	0.000%	0.00%
Caribb/Barb/des (IDD 5)	59.70	44.10	26.13%	0.000%	0.00%
Australia (IDD 6)	37.50	5.90	84.27%	0.049%	0.04%
Hong Kong (IDD 6)	n/a	10.75	0.00%	0.000%	0.00%
New Zealand (IDD 6)	n/a	20.00	0.00%	0.000%	0.00%
Singapore (IDD 7)	n/a	15.00	0.00%	0.000%	0.00%
Israel (IDD 8a)	n/a	20.00	0.00%	0.000%	0.00%
Russia (IDD 8a)	n/a	36.00	0.00%	0.000%	0.00%
South Africa (IDD 8a)	60.85	20.00	67.13%	0.000%	0.00%
Middle East (IDD 8)	77.80	50.50	0.00%	0.000%	0.00%
Near East (IDD 9)	n/a	61.00	0.00%	0.081%	0.00%
South America (IDD 10)	100.40	71.20	0.00%	0.004%	0.00%
Malaysia (IDD 11)	n/a	37.10	0.00%	0.000%	0.00%
Pakistan (IDD 12)	n/a	64.30	0.00%	0.000%	0.00%
Bolivia (IDD 13)	n/a	64.30	0.00%	0.000%	0.00%
Far East (IDD 14)	n/a	n/a	0.00%	0.000%	0.00%
Nigeria (IDD 15)	n/a	50.50	0.00%	0.269%	0.00%
India (IDD 16)	n/a	47.35	0.00%	0.000%	0.00%
Africa	n/a	50.50	0.00%	0.028%	0.00%
Europe-Other	n/a	5.90	0.00%	0.044%	0.00%
Other Int	n/a	n/a	n/a	1.360%	n/a
Other - All	n/a	n/a	0.00%	13.62%	0.00%
Totals				100.00%	24.24%
				<b>Total Weighted Saving</b>	<b>24.24%</b>

**Notes:**

BT Rates based on BT Advantage Tariff - confirmed by BT 25/06/03

Other - All includes calls to minor mobile operators, operator services and Directory Enquiries, pagers etc.

Analysis excludes inbound telebusiness numbers - out of scope of this report.

**Total Savings C&W vs BT based on Weighted Call Profile for PSTN charges**

Annual Spend BT	£39,200	Quarterly Spend BT	£9,800
Weighted % Saving	24.24%	Weighted % Saving	24.24%
Equiv. Spend with C&W	£29,696	Equiv. Spend with C&W	£7,424
<b>Savings Per Annum</b>	<b>£9,505</b>	<b>Savings Per Quarter</b>	<b>£2,376</b>

## Appendices 2 : Detailed Results of Redstone Electronic Bill

REDSTONE BILLING DATA SCOPE	
Number of accounts (exchange lines)	n/a
Billing Account 125193 (London)	
Total volume of calls	46815
Pricing Plan	Unnamed
TOTAL REDSTONE SPEND	
Total Call Charges	£3042.38
Total Line Rental (incl. broken line rental)	£0.00
Total other fixed charges (equipment, maint, one off etc)	£0.00
Total Monthly Spend	£3042.38

**Table 2: Tariff Comparison & Profile Weighted Analysis of Redstone PSTN Charges**

Call Type	Redstone Rates PPM	C&W Rates P- Prem	Comparison - Unweighted (+ve = saving)	% Profile	Weighted Comp (+ve = saving)
Local	1.93	1.79	8.21%	62.64%	5.14%
National	2.13	1.89	12.09%	14.24%	1.72%
Vodaphone	n/a	15.50	0.00%	0.00%	0.00%
Cellnet Standard	18.80	15.00	20.21%	0.12%	0.03%
Orange / 121 Standard	18.90	18.90	0.00%	0.08%	0.00%
Nationalcall	6.60	4.40	33.33%	7.71%	2.57%
Local	3.20	2.40	25.00%	10.69%	2.67%
Ireland (IDD IR)	n/a	5.90	0.00%	0.00%	0.00%
France (IDD 1a)	n/a	5.90	0.00%	0.00%	0.00%
Belgium (IDD 1a)	n/a	5.90	0.00%	0.00%	0.00%
Denmark (IDD 1a)	n/a	5.90	0.00%	0.00%	0.00%
Germany (IDD 1a)	n/a	5.90	0.00%	0.00%	0.00%
Netherlands (IDD 1a)	9.00	5.90	34.44%	0.03%	0.00%
Sweden (IDD 1a)	n/a	5.90	0.00%	0.00%	0.00%
Switzerland (IDD 1a)	n/a	5.90	0.00%	0.00%	0.00%
Spain (IDD 1)	19.00	5.90	68.95%	0.13%	0.09%
Greece (IDD 1)	n/a	10.75	0.00%	0.00%	0.00%
Italy (IDD 1)	n/a	5.90	0.00%	0.00%	0.00%
Portugal (IDD 1)	n/a	5.90	0.00%	0.00%	0.00%
Austria (IDD 2)	n/a	5.90	0.00%	0.00%	0.00%
Finland (IDD 2)	n/a	5.90	0.00%	0.00%	0.00%
Norway (IDD 2)	n/a	5.90	0.00%	0.00%	0.00%
Turkey (IDD 3)	n/a	28.00	0.00%	0.00%	0.00%
Japan (IDD 3)	n/a	5.90	0.00%	0.00%	0.00%
USA (IDD 4)	7.00	3.90	44.29%	0.34%	0.15%
Canada (IDD 4)	8.80	6.18	29.77%	0.00%	0.00%
Caribb/Barb/dos (IDD 5)	52.90	44.10	16.64%	0.02%	0.00%
Australia (IDD 6)	10.00	5.90	41.00%	0.02%	0.03%
Hong Kong (IDD 6)	n/a	10.75	0.00%	0.00%	0.00%
New Zealand (IDD 6)	n/a	20.00	0.00%	0.00%	0.00%
Singapore (IDD 7)	n/a	15.00	0.00%	0.00%	0.00%
Israel (IDD 8a)	n/a	20.00	0.00%	0.00%	0.00%
Russia (IDD 8a)	n/a	36.00	0.00%	0.00%	0.00%
South Africa (IDD 8a)	30.00	20.00	33.33%	0.13%	0.04%
Middle East (IDD 8)	n/a	36.00	0.00%	0.00%	0.00%
New East (IDD 9)	n/a	61.00	0.00%	0.00%	0.00%
South America (IDD 10)	n/a	71.20	0.00%	0.00%	0.00%
Malaysia (IDD 11)	n/a	37.10	0.00%	0.00%	0.00%
Pakistan (IDD 12)	n/a	64.30	0.00%	0.00%	0.00%
Bolivia (IDD 13)	n/a	64.30	0.00%	0.00%	0.00%
Far East (IDD 14)	n/a	n/a	0.00%	0.00%	0.00%
Nigeria (IDD 15)	n/a	50.50	0.00%	0.00%	0.00%
India (IDD 16)	n/a	47.35	0.00%	0.00%	0.00%
Other - all	n/a	n/a	n/a	3.87%	n/a
Totals				100.00%	12.43%
				<b>Total Weighted Saving</b>	<b>12.43%</b>

**Notes :**

Redstone Mobile and International rates derived from average call records and ignores minimum call charge.  
Redstone National and Local rates confirmed by NHHA.

**Total Savings C&W vs Redstone based on Weighted PSTN Call Profile**

Annual Spend Redstone	£36,504	Monthly Spend Redstone	£3,042
Weighted % Saving	12.43%	Weighted % Saving	12.43%
Equiv. Spend with C&W	£31,968	Equiv. Spend with C&W	£2,664
Savings Per Annum	£4,536	Savings Per Month	£378

Appendices 3 : Low spend/utilisation line Summary

Account	Service No	Pre-tax
LW57017175/Not SpecifKensal Green	020 8988 1754	£49.02
LW57753840/Not SpecifHammersmith	020 8741 2923	£49.73
CL50374332/Not SpecifDalston	020 7249 8846	£49.32
LW58066393/Not SpecifColindale	020 8200 1278	£49.07
NR7326218/Not SpecifFulham	020 7381 0950	£49.03
LW5664000/Not SpecifHammersmith	020 8748 1072	£48.38
CL50374324/Not SpecifDalston	020 7249 8338	£47.70
LW5658517/Not SpecifShepherds Bush	020 8749 7757	£47.25
LW5848301/Not SpecifColindale	020 8205 1412	£47.22
NR78513257/Not SpecifKensington	020 7937 2258	£46.72
LW57921537/Not SpecifHammersmith	020 8583 9048	£46.25
LW57547896/Not SpecifHammersmith	020 8583 7488	£45.88
NE84018885/Not SpecifBayswater	020 7792 4023	£45.85
LW5826164/Not SpecifKensal Green	020 8980 1779	£45.88
LW58432439/Not SpecifHayes and Cranford	020 8756 1649	£45.85
LW5648642/Not SpecifShepherds Bush	020 8743 2926	£45.85
LN26624017/Not SpecifWalthamstow	020 8021 8201	£45.84
LW57289544/Not SpecifShepherds Bush	020 8749 3630	£45.08
LW56574013/Not SpecifKensal Green	020 8988 5872	£44.45
CL50680797/Not SpecifDalston & Kingsland	020 7275 9838	£44.11
NR79585580/Not SpecifWest Kensington	020 7903 7819	£44.10
LW57619482/Not SpecifIsleworth and Brentford	020 8860 2780	£43.87
LW57593144/Not SpecifHammersmith	020 8748 2950	£43.58
LW57474076/Not SpecifHammersmith	020 8748 4870	£43.32
LW5668928/Not SpecifHammersmith	020 8748 2846	£43.32
LW58431618/175168045/Hayes and Cranford	020 8573 3347	£43.19
CL50679592/Not SpecifHarrison Street	020 7713 9274	£43.02
LW56507625/Not SpecifColindale	020 8205 1132	£42.99
LW58504158/Not SpecifShepherds Bush	020 8740 9808	£42.90
LW57475013/Not SpecifHammersmith	020 8583 9983	£42.83
LW57703007/Not SpecifIsleworth	020 8588 2482	£42.85
LW58574022/Not SpecifKensal Green	020 8988 5880	£42.33
LW58504132/Not SpecifHammersmith	020 8748 7315	£42.22
NR73364720/Not SpecifFulham	020 7385 5337	£42.19
LW57426446/Not SpecifKensal Green	020 8988 5121	£41.29
NE84141260/Not SpecifBayswater and Nott	020 7229 1923	£41.24
LW57483924/Not SpecifShepherds Bush	020 8743 7332	£41.20
LW57540888/Not SpecifShepherds Bush	020 8743 7224	£41.17
LW57753895/Not SpecifHammersmith	020 8741 3284	£41.17
NR74784739/Not SpecifEarls Court	020 7341 4349	£41.17
CL50374329/Not SpecifDalston	020 7249 8349	£41.17
LW58573877/Not SpecifKensal Green	020 8988 5854	£41.17
CL48893571/Not SpecifCanonbury-Highbury	020 7359 9820	£41.15
LN26108805/Not SpecifStratford and Forest	020 8519 7186	£41.15
LW55415636/Not SpecifKensal Green	020 8984 0096	£41.15
LW57523701/Not SpecifHammersmith	020 8741 1162	£41.15
LW58437432/Not SpecifHayes and Cranford	020 8573 3439	£41.15

Account	Service No	Pre-tax
CL50374337/Not SpecifDalston	020 7249 8573	£41.15
CL50374309/Not SpecifDalston	020 7249 8822	£41.15
LW57755080/Not SpecifHammersmith	020 8741 1895	£41.15
LW57753843/Not SpecifHammersmith	020 8741 2788	£41.15
LW57790096/Not SpecifHammersmith	020 8745 0192	£41.15
LW56686335/Not SpecifShepherds Bush	020 8749 8133	£41.15
LW56995035/Not SpecifHayes and Cranford	020 8573 5582	£41.15
CL50374344/Not SpecifDalston	020 7249 8798	£41.15
LW57547901/Not SpecifHammersmith	020 8583 8971	£41.15
LW57753887/Not SpecifHammersmith	020 8741 3152	£41.15
LW57901225/Not SpecifHammersmith	020 8745 8010	£41.15
NE83840710/Not SpecifBayswater and Notting Hill	020 7727 3417	£41.15
CL50340129/Not SpecifCity of London	020 7247 5951	£41.15
NE84280204/Not SpecifSoho	020 7439 3919	£41.15
LW58790228/Not SpecifColindale	020 8205 0528	£41.15
LW57640877/Not SpecifIsleworth and Brentford	020 8847 2482	£41.15
LW57754167/Not SpecifShepherds Bush	020 8743 3121	£41.15
LW58041088/Not SpecifHammersmith	020 8749 7888	£41.15
LW58458488/Not SpecifHarefield-Middx	01895 23858	£41.15
CL50374327/Not SpecifDalston	020 7249 8849	£41.15
LW57798793/Not SpecifKensal Green	020 8985 3252	£41.15
LW57640985/Not SpecifIsleworth and Brentford	020 8847 1576	£41.15
NR74419674/Not SpecifFulham	020 7385 3563	£41.15
LW57798848/Not SpecifHammersmith	020 8741 2717	£41.15
LW57753813/Not SpecifHammersmith	020 8741 3312	£41.15
LW58485481/Not SpecifHarefield-Middx	01895 238770	£41.15
LW57018725/Not SpecifChewick	020 8742 9188	£41.15
NR78788748/Not SpecifEarls Court	020 7341 4350	£41.15
LW57521702/Not SpecifHammersmith	020 8741 0974	£41.15
LW57921533/Not SpecifHammersmith	020 8745 8297	£41.15
LW57753894/Not SpecifHammersmith	020 8741 2899	£41.15
NE84280206/Not SpecifSoho	020 7439 3931	£41.15
LW57753821/Not SpecifHammersmith	020 8741 3668	£41.15
LW57475907/Not SpecifHammersmith	020 8748 4881	£41.15
LW57753832/Not SpecifHammersmith	020 8741 3667	£41.15
LW57753838/Not SpecifHammersmith	020 8741 3668	£41.15
LW57547880/Not SpecifHammersmith	020 8741 8782	£41.15
LW58485486/Not SpecifHayes and Cranford	020 8573 5072	£41.15
LW57523899/Not SpecifHammersmith	020 8741 1882	£41.15
LW58798223/Not SpecifColindale	020 8205 2088	£41.15
LW57753884/Not SpecifHammersmith	020 8741 2973	£41.15
CL50374317/Not SpecifDalston	020 7249 0077	£41.15
LW57753871/Not SpecifHammersmith	020 8741 2954	£41.15
LW58794256/Not SpecifHammersmith	020 8583 9536	£27.18
LW57755123/Not SpecifKensal Green	020 8988 3533	£25.00
NE84146413/Not SpecifBayswater and Notting Hill	020 7229 2638	£22.34
LS71435817/Not SpecifBaham	020 8675 4878	£7.45

## **Appendices 4 : Cable and Wireless**

### **4.1 CABLE AND WIRELESS OVERVIEW**

At a time when the telecommunications industry is in a period of financial and technological turmoil, Cable and Wireless is perhaps uniquely positioned among all major Carriers. Established in 1860 as the first global carrier, C&W and its customers benefit from years of investment, during which time, they have built a world class and extensive network and a reputation for quality of voice, data, I/P and Internet services around the world. Unlike their major competitors, Cable and Wireless is a net debt free company, indeed having an enviable cash position with some £2.6billion net cash and profitable revenues of some £5.9 billion (to the year 31st March 2002). C&W is not surprisingly, internationally recognised as The Most financially stable Operator in class (Telecom top survey, Communication Week International, 8th March, 2002).

Currently C&W has operations in 50 countries, customers in 70 and employs over 25,000 people. In the UK Cable and Wireless has by far the largest and most comprehensive infrastructure of any telecommunications company with the exception of British telecom.

As well as its extensive traditional carrier capability, C&W is the largest Tier 1 Internet Services company, operates 46 web hosting business around the world, owns 78 major global cable systems and operates Network Operations Centres in nine strategic locations around the world. Equally important is the recognition that C&W is receiving from the most respected commentators in the industry;

### **4.2 INDEPENDENT RECOGNITION**

- Best Network Provider – Unified Comms International award Nov 2001.
- Service Provider of the Year 2001 – Sun Partner Awards Feb 2002.
- Global service provider of the year – Cisco Partner Summit 2001.
- Best Pan European Business ISP – The ISPA awards Feb 2002.
- Market Engineering Leadership award, Winner of Frost and Sullivan -May 2002.



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