ORIGINAL

CABLE & WIRELESS, INC.

<u>**VIA FIRST CLASS MAIL**</u>

May 10, 1999

Bianca Bayo
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

RE: Year 2000 Compliance

Dear Sir/Madam:

Cable & Wireless USA, Inc. hereby responds to the above referenced data requested by the Florida Public Service Commission.

CABLE & WIRELESS GROUP MILLENNIUM

COMPLIANCE STATEMENT

As a key player in the telecommunications sector globally, Cable & Wireless is aware of the huge potential impact of the millennium problem and is actively engaged in addressing it in order to ensure a secure and stable service to customers up to, during and beyond the year 2000.

1. Definition of Millennium Compliance

As there is not yet any agreed International standard for Year 2000 compliance, the current Cable & Wireless Group approach has been to conform to the requirements set out by the British Standards Institution (BSI) in PD2000-1 (reproduced here with permission), namely:

1. No value for current date will cause any interruption in operation.

2. Date-based functionality must behave consistently for dates prior to, during and after Year 2000.

3. In all interfaces and data storage, the century in any date must be specified either explicitly or by unambiguous algorithms or inferencing rules.

4. Year 2000 must be recognised as a leap year.

AFA ____
APP ____
CAF ____ 2.
CMU _T_
CTR ____
EAG ____
LEG _T_ 3.
MAS ____
OPC ____
RRR ____
SEC _T_ 4.
WAW ____
OTH ____

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FPSC-BUREAU OF RECORDS

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FPSC-RECORDS/REPORTING

2. Millennium Compliance Programme Organisation

The Cable & Wireless Group Millennium Compliance initiative began in mid 1996. The Programme is actively progressing with Management ownership and accountability for all major activities identified and assigned. A Group Programme Core Competency Team has been deployed with responsibility for monitoring and managing the activities in accordance with the Group Programme strategy and guidelines which were developed and released to all Cable & Wireless Business Units in the spring of 1997. The strategy focuses on the following areas of Cable & Wireless:

- Computer hardware, system software and application software
- Network equipment and interfaces (inclusive of which is Cable & Wireless' relation with Interconnects)
- Customer premises and internal equipment (inclusive of which is Cable & Wireless owned facilities and property)
- Products and services
- Supplier management

3. Approach

3.1 It is the Cable & Wireless Group's objective to achieve full Year 2000 compliance and certification by the end of 1998, by adhering to the following strategy:

Milestones	Deliverables	Targets	Status
Phase 1	Inventories	July 1997	Majority complete, some discoveries
Phase 2	Assessment	Sept 1997	Majority complete, some discoveries
Phase 3	Suppliers compliance assessed	June 1998	On-going
Phase 4	Conversions complete +	Dec 1998	
Phase 5	End to end testing & operation	1999	

+ inclusive of full product testing

The above process will be audited by Cable & Wireless Group Internal Audit Services.

3.2 Supplier Management

Group Purchasing is responsible for all communication with suppliers in respect of Millennium Compliance and the following actions have already been taken;

Our Global Millennium Purchasing Forum is responsible for ensuring that all current and future purchased products and services are/will be Year 2000 compliant in 1998. We have issued all of our technology suppliers with a detailed questionnaire to ascertain Year 2000 compliance in relation to each product supplied anywhere in the Group. An escalation process has been implemented in order to follow through with suppliers who are targeting compliance beyond June 1998.

We continue to monitor our suppliers regarding the compliance status of their products, and have put in place processes to ascertain which future purchased products and services are/will be Year 2000 compliant by June 1998, or have a defined migration path identified for non-compliant products beyond June 1998.

4. Product Dependency Mapping

The Cable & Wireless Group have instituted an overall approach to manage our product/service compliance status, this is known as Product Dependency Mapping (PDM). With close work between the Millennium Programme Office Team and their respective Marketing and Sales Management teams for each Cable & Wireless Business Unit, Cable & Wireless plans to identify every dependency, as it relates to the identified components (i.e. application, equipment, networks, suppliers, interconnects, and partners) for each product that Cable & Wireless offers. As each product's components are tested compliant these will be identified in the Product Dependency Map. This process allows Cable & Wireless to determine the overall status of a product's state of compliance.

5. Communication

We will update our customers with our progress on Year 2000 Compliance on a quarterly basis, or as deemed necessary by the Cable & Wireless Group Millennium Programme Office. In the meantime, if you have any questions please contact Gerda Yearwood, Cable & Wireless, Inc, Assistant Vice President, Communications and Corporate Affairs, at 703-734-7119.

Enclosed you will find Cable & Wireless' response to Y2K problem in a pamphlet detailing our commitment and progress in maintaining complete compliance with regards to Y2K issues and consumer protection. Please sign and date the enclosed receipt copy of this letter and return it to CWI for its records.

Sincerely,

Johnathan W. Session
Regulatory Compliance Coordinator

Quarterly Year 2000 Readiness Disclosure Information

Company Name Cable & Wireless USA, Inc.   **For Quarter Ending** March 31, 1999

	Software Applications Completion		Embedded Systems Completion		Hardware Completion		Facilities Completion	
	Date (Est)	Percent	Date (Est)	Percent	Date (Est)	Percent	Date (Est)	Percent
Awareness/Inventory	4/98	100%	4/98	100%	4/98	100%	10/98	100%
Assessment	4/98	100%	4/98	100%	5/98	100%	10/98	100%
Renovation	12/98	100%	10/98	100%	10/98	100%	10/98	100%
Validation/Test	2/98	100%	12/98	100%	12/98	100%	10/98	100%
Implementation	4/98	100%	2/99	100%	1/99	100%	10/98	100%
Contingency Planning	6/98	100%	3/99	100%	4/99	100%	10/98	100%

Overall Compliance Percentage 85 %

Overall Compliance Date 6/99

Year 2000 Coordinator:

Approved: _____(_ / /)

Name Johnathan W. Session

Address 8219 Leesburg Pike

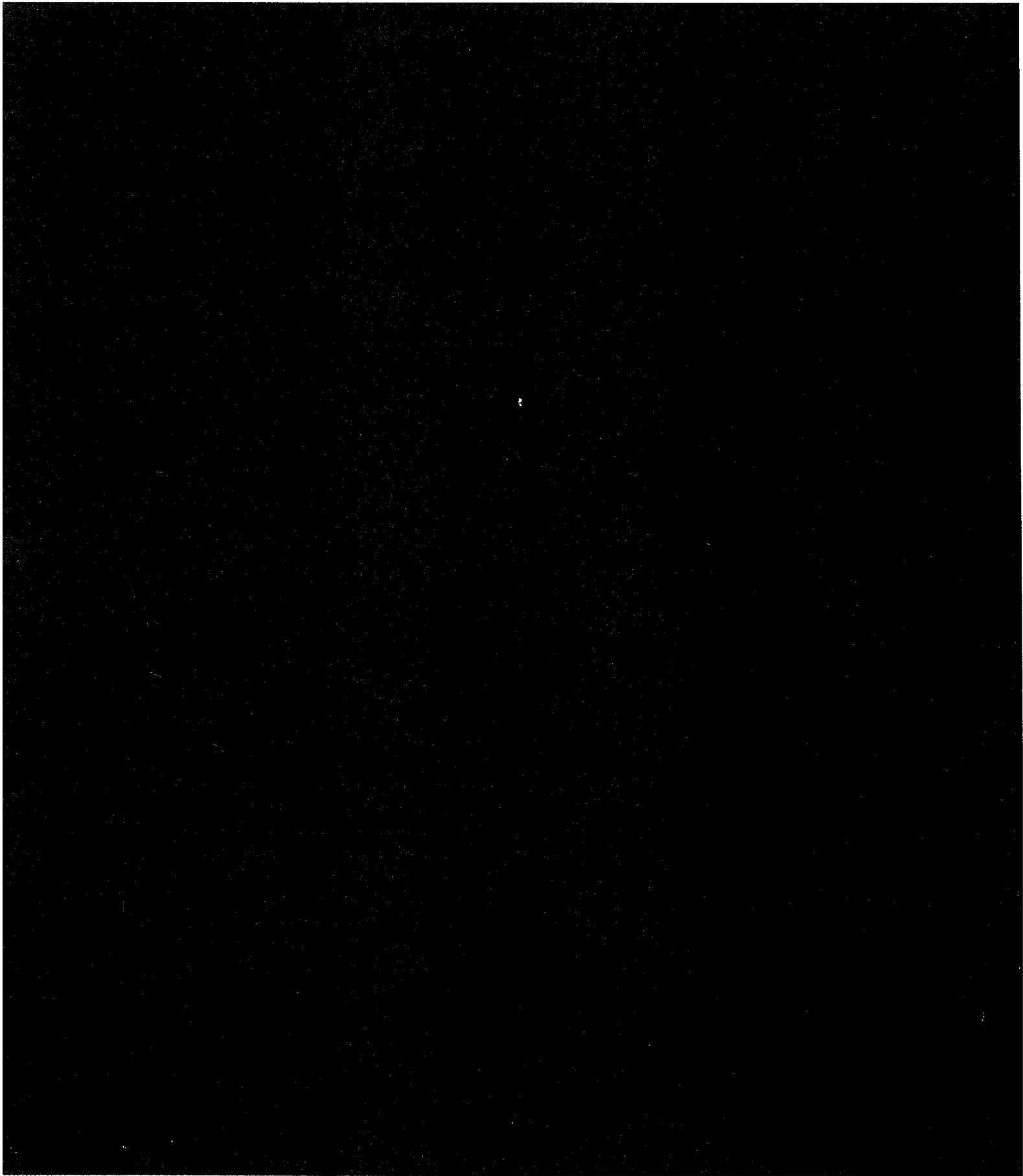City, State, Zip Vienna, VA 22182

Phone Number (703) 905-7024

The Millennium Programme

Issue 1

Foreword by Dr John Baits
Cable & Wireless Director of Group Development

The Millennium Programme

The approaching change of the century is presenting businesses around the world with a significant challenge. Apart from computer applications, services like telephony, data transfer, video conferencing and wide area networks - increasingly all part of today's office environment - are potentially affected by the 'Millennium Bug'.

For a telecommunications company, Millennium Compliance means that a variety of date dependent network equipment, together with the supporting computer applications and business equipment, all have to be remedied to recognise dates before, during and after the change of the century. Although technology-related, this is a business problem with complex strategic implications.

Cable & Wireless and its global Business Units are fully committed to meet the challenge by undertaking a fully comprehensive and far-reaching programme to achieve Millennium Compliance in a timely manner.

I am personally involved in the Cable & Wireless programme, which is managed by Patricia Henry, Director of Millennium Programme. This programme has been underway since 1996 and every effort is being made to have all of our products and services compliant by 31 December 1998. Regular updates on progress will be issued publicly.

To our customers and suppliers running their own Millennium Compliance Programmes, I wish you every success. It is a challenge we all face and must win together.

As a key player in the telecommunications sector globally,
Cable & Wireless is aware of the huge potential impact of the
Millennium problem and is actively engaged in addressing it in
order to ensure a secure and stable service to customers up to,
during and beyond the year 2000.

1. Definition of Millennium Compliance

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compliance, the current Cable & Wireless Group approach has
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    be specified either explicitly or by unambiguous algorithms or
    inferencing rules.

4   Year 2000 must be recognised as a leap year.

2. Millennium Compliance Programme Organisation

The Cable & Wireless Group Millennium Compliance Initiative began in mid 1996. The Programme is actively progressing with Management ownership and accountability for all major activities identified and assigned. A Group Programme Core Competency Team has been deployed with responsibility for monitoring and managing the activities in accordance with the Group Programme strategy and guidelines which were developed and released to all Cable & Wireless Business Units in the spring of 1997. The strategy focuses on the following areas of Cable & Wireless:

— Computer hardware, system software and application software
— Network equipment and interfaces
   (inclusive of which is Cable & Wireless' relation with Interconnects)
— Customer premises and internal equipment
   (inclusive of which is Cable & Wireless owned facilities and property)
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	* Inclusive of full product testing		

The above process will be audited by Cable & Wireless Group Internal Audit Services.

4 Supplier Management

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Our Global Millennium Purchasing Forum is responsible for ensuring that all current and future purchased products and services are/will be Year 2000 compliant. We have issued all of our technology suppliers with a detailed questionnaire to ascertain Year 2000 compliance in relation to each product supplied anywhere in the Group. An escalation process has been implemented in order to follow through with suppliers who are targeting compliance beyond June 1998.

We continue to monitor our suppliers regarding the compliance status of their products, and have put in place processes to ascertain which future purchased products and services are/will be Year 2000 compliant by June 1998, or have a defined migration path identified for non-compliant products beyond June 1998.

Quite a coincidence, you're the 76th one we've caught with a 100 year out of date swipe card...

5 Product Dependency Mapping

The Cable & Wireless Group has instituted an overall approach to manage our product/service compliance status, this is known as Product Dependency Mapping (PDM). With close work between the Millennium Programme Office Team and their respective Marketing and Sales Management teams for each Cable & Wireless Business Unit, Cable & Wireless plans to identify every dependency, as it relates to the identified components (ie application, equipment, networks, suppliers, interconnects and partners) for each product that Cable & Wireless offers. As each product's components are tested compliant these will be identified in the Product Dependency Map. This process allows Cable & Wireless to determine the overall status of a product's stage of compliance.

6 Communication

We will update our customers with our progress on Year 2000 Compliance on a quarterly basis, or as deemed necessary by the Cable & Wireless Group Millennium Programme Office. In the meantime your Account Manager will be able to answer any questions you may have.
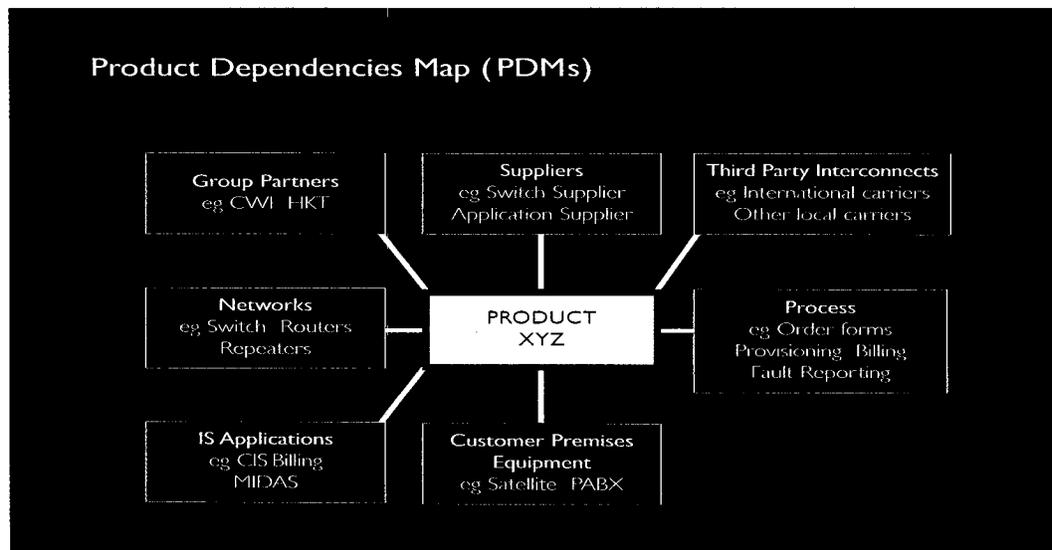
What does 'product dependency mapping' mean?

As we are essentially a service organisation, a Cable & Wireless 'product' is made up of physical items manufactured by our suppliers and structured by Cable & Wireless Business Units to deliver a service to our customers.
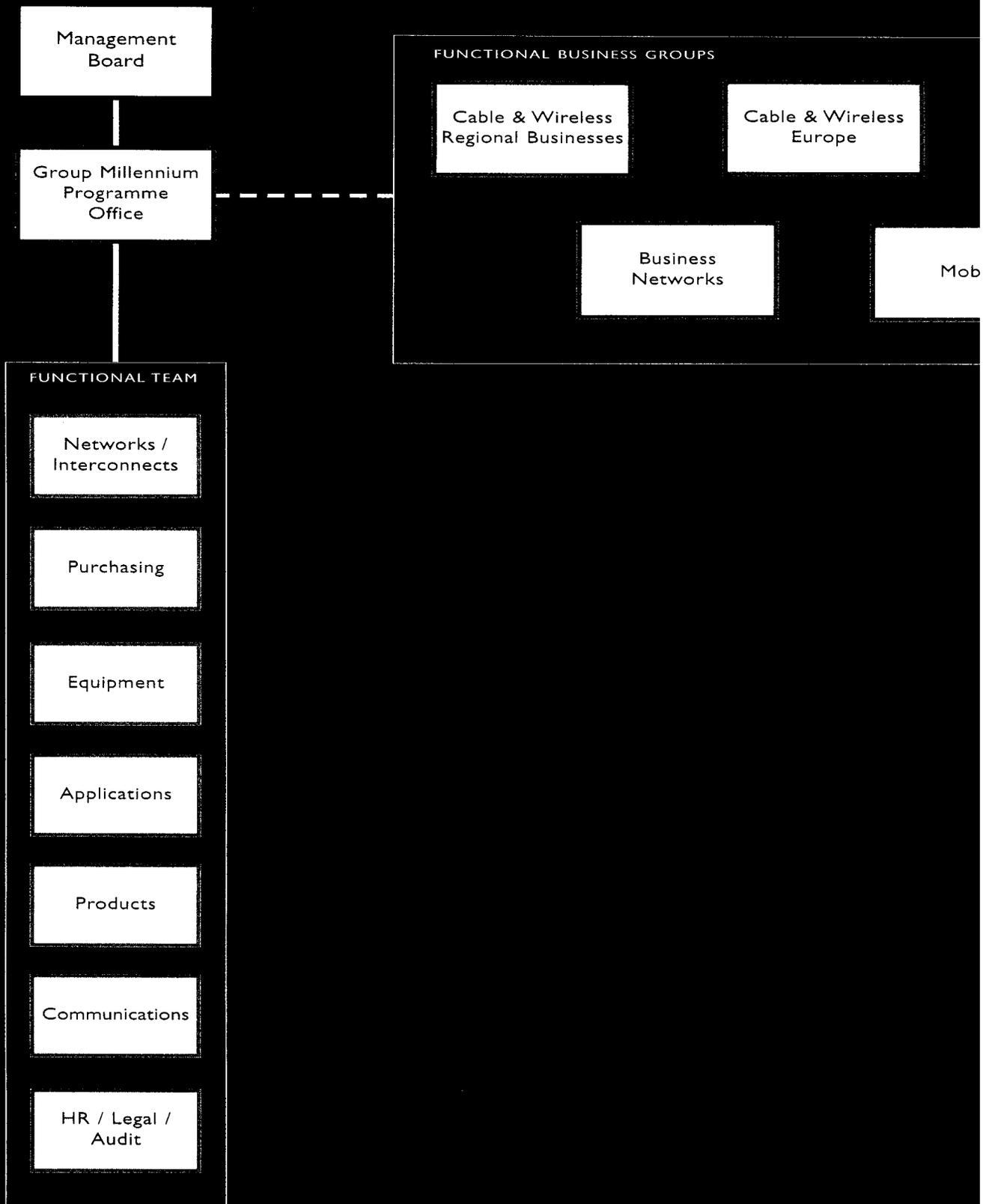
These items can include

- the hardware on which a service is provided
- the software applications needed to provide the service
- office equipment and the back office systems needed for managing the service processes (eg ordering, provisioning and billing)
- marine facilities

Some products are provided by more than one Cable & Wireless Business Unit and may even depend on non-Cable & Wireless companies.

Product dependency mapping is the process we use to relate every product to its dependent elements. The progress of all individual elements of the services can then be monitored to determine the overall compliance of the products and help in managing end-to-end testing.

Product Dependencies Map (PDMs)

Group Partners eg CWI HKT	**Suppliers** eg Switch Supplier Application Supplier	**Third Party Interconnects** eg International carriers Other local carriers
Networks eg Switch Routers Repeaters	**PRODUCT XYZ**	**Process** eg Order forms Provisioning Billing Fault Reporting
IS Applications eg CIS Billing MIDAS	**Customer Premises Equipment** eg Satellite PABX	

Management Board

Group Millennium Programme Office

FUNCTIONAL BUSINESS GROUPS

Cable & Wireless Regional Businesses

Cable & Wireless Europe

Business Networks

Mob

FUNCTIONAL TEAM

Networks / Interconnects

Purchasing

Equipment

Applications

Products

Communications

HR / Legal / Audit

Hongkong Telecom	Cable & Wireless, Inc.	Cable & Wireless Marine
Cable & Wireless Communications	Optus	Cable & Wireless Asia Pacific

The Cable & Wireless Millennium Programme Organisation
is shown here. This team has direct support from the
Management Board. This level of reporting illustrates the
emphasis and importance that we are giving to this project.

Cable & Wireless Business Units

Anguilla
Anguilla Operating Unit
(Cable & Wireless (WI) Ltd.)

Antigua
Antigua (Cable & Wireless Caribbean Cellular)
Antigua Operating Unit
(Cable & Wireless (WI) Ltd.)

Ascension Is.
Ascension Island Operating Unit
(Cable and Wireless plc.)

Australia
Optus Communications Pty Ltd.

Bahrain
Bahrain Telecommunications Co.
Middle East Regional office

Barbados
Barbados Communications Services Ltd.
Barbados External Telecommunications Ltd.
Barbados Telephone Co. Ltd.
Digital Information Systems Ltd.

Belarus
BELCEL

Belgium
Cable & Wireless (Belgium) S.A.

Bermuda
Bermuda Operating Unit (Cable and Wireless plc.)

Bulgaria
Radio Telecommunications Company (RTC)
(Mobikom)

BVI
British Virgin Islands Operating Unit
(Cable & Wireless (WI) Ltd.)

Canada
Vancouver Representative Office,
Hongkong Telecom
Toronto Representative Office
Hongkong Telecom

Cayman Is.
Cayman Islands Operating Unit
(Cable & Wireless (WI) Ltd.)
CAI Regional Office
(Cable & Wireless (WI) Ltd.)

China
S.B. Submarine Systems Co. Ltd.
Beijing Office, Cable & Wireless and
Hongkong Telecom
Guangzhou Office,
Hongkong Telecom
Shanghai Representative Office
Hongkong Telecom

Diego Garcia
Diego Garcia Operating Unit
Cable and Wireless plc.

Dominica
Cable & Wireless Dominica Ltd

Falkland Is.
Falkland Islands Operating Unit
(Cable and Wireless plc.)

Fiji
Fiji International Telecommunications Ltd.
Pacific Regional Office

France
Cable & Wireless France SA

Grenada
Grenada Telecommunications Ltd. (Grentel)

Hong Kong
Hongkong Telecom
Hongkong Telecom IMS
Hongkong Telecom CSL
Asia Satellite Telecommunications Co. Ltd. Office

India
Cable & Wireless (India) Ltd.

Indonesia
Cable & Wireless Mitratel
Indonesia Representative Office (Cable & Wireless)

Ireland
Cable & Wireless (Ireland) Ltd.

Italy
Cable & Wireless Italia S.A.

Jamaica
Cable & Wireless Jamaica
Telecommunications of Jamaica Ltd.

Japan
Cable & Wireless Japan
Communications Services Ltd.
Cable & Wireless (Japan) Ltd.

Korea
Korean Representative Office, Hongkong Telecom,

Latvia
Lattelekom

Macau
Companhia De Telecomuniacoes de Macau Sarl

Malaysia
Hongkong Telecom Representative Office

Maldives
DHIRAAGU
(Dhivehi Raajjeyge Gulhun Private Ltd.)

Montserrat
Montserrat Operating Unit
(Cable & Wireless (WI) Ltd.)

Pakistan
PAKTEL Ltd.

Panama
Cable & Wireless Panama

Philippines
Eastern Telecommunications Philippines Inc.
Cable & Wireless Representative Office

Portugal
Eastecnica

Russia
Nakhodka Telecom
Sakhalinsvyaz
Sakhalin Telecom Ltd.
ST Mobile Ltd., Yuzheno Sakhalin Office
Cable & Wireless CIS Office

Seychelles
Cable & Wireless (Seychelles) Ltd.

Singapore
MobileOne Asia Pte Ltd
SE Asia Regional Office

Solomon Is.
Solomon Telekom Company Ltd.

South Africa
Mobile Telephone Networks (Pty) Ltd.

Spain
Cable & Wireless Spain S.A.

St Helena
St. Helena Operating Unit (Cable & Wireless)

St Kitts
St. Kitts & Nevis Telecommunications

St Lucia
St. Lucia Operating Unit
(Cable & Wireless (WI) Ltd.)

St Vincent
St. Vincent Operating Unit
(Cable & Wireless (WI) Ltd.)

Switzerland
Cable & Wireless (Switzerland) AG

Taiwan
Hongkong Telecom, Taiwan Branch Office

Thailand
Compunet Corporation Ltd.

Tonga
Tonga Operating Unit (Cable and Wireless plc.)

Trinidad & Tobago
Telecommunications Services of Trinidad and
Tobago Ltd.

Turks & Caicos
Turks & Caicos Operating Unit
(Cable & Wireless (WI) Ltd)

UK
Cable and Wireless plc.
Cable & Wireless Marine.
Cable & Wireless Business Networks
Cable & Wireless Nautec
Cable & Wireless Group Development
Cable & Wireless Mobile
Cable & Wireless Card Services
Cable & Wireless Network Services
Cable & Wireless College
Cable & Wireless Communications
One 2 One
Gemini

USA
General Offshore Corporation
OMNES
Cable & Wireless, Inc.
Cable and Wireless plc (New York Office)

Vanuatu
Telecom Vanuatu Ltd.

Vietnam
Cable & Wireless Vietnam
Representative Office

Yemen
Yemen International
Telecommunications Company

as at 1 March 1998

How has Cable & Wireless structured the Millennium Programme?

Millennium Compliance is absolutely critical for Cable & Wireless and is being given attention at the highest level in the Group organisation.

We also have a structure in place for implementing the Millennium Strategy through all our Business Units across the world. This is shown on pages 8 and 9.

How does Cable & Wireless communicate across their different Business Units?

The Cable & Wireless Millennium Programme Organisation has defined and implemented a corporate strategy. Their experience and knowledge will be 'leveraged' by providing subject matter expertise to each Business Unit.

This structure eliminates the need for each of our hundred plus businesses to define their own strategy. All Business Units have drawn on Group resources to help them implement their programme activities.

Does Cable & Wireless have a pro-active approach to solving the Millennium?

Yes, our co-ordinated, Group-wide approach means that all of our customers around the world benefit from our pro-active approach to solving the Millennium Compliance problem.

Contacts

Millennium Programme Office
Cable & Wireless plc
Waterside House
Waterside Park
Bracknell
Berkshire
RG12 1XL

Telephone: 01344 726164
International telephone: +44 (0)1344 726164
Email: office.group-millennium@plc.cwplc.com

Director of Millennium Programme Patricia Henry
Networks Manager Colin Williams
IT Manager Gerry McCarron
Supplier Compliance Manager Louise Norton
Equipment Manager Reg Brooks
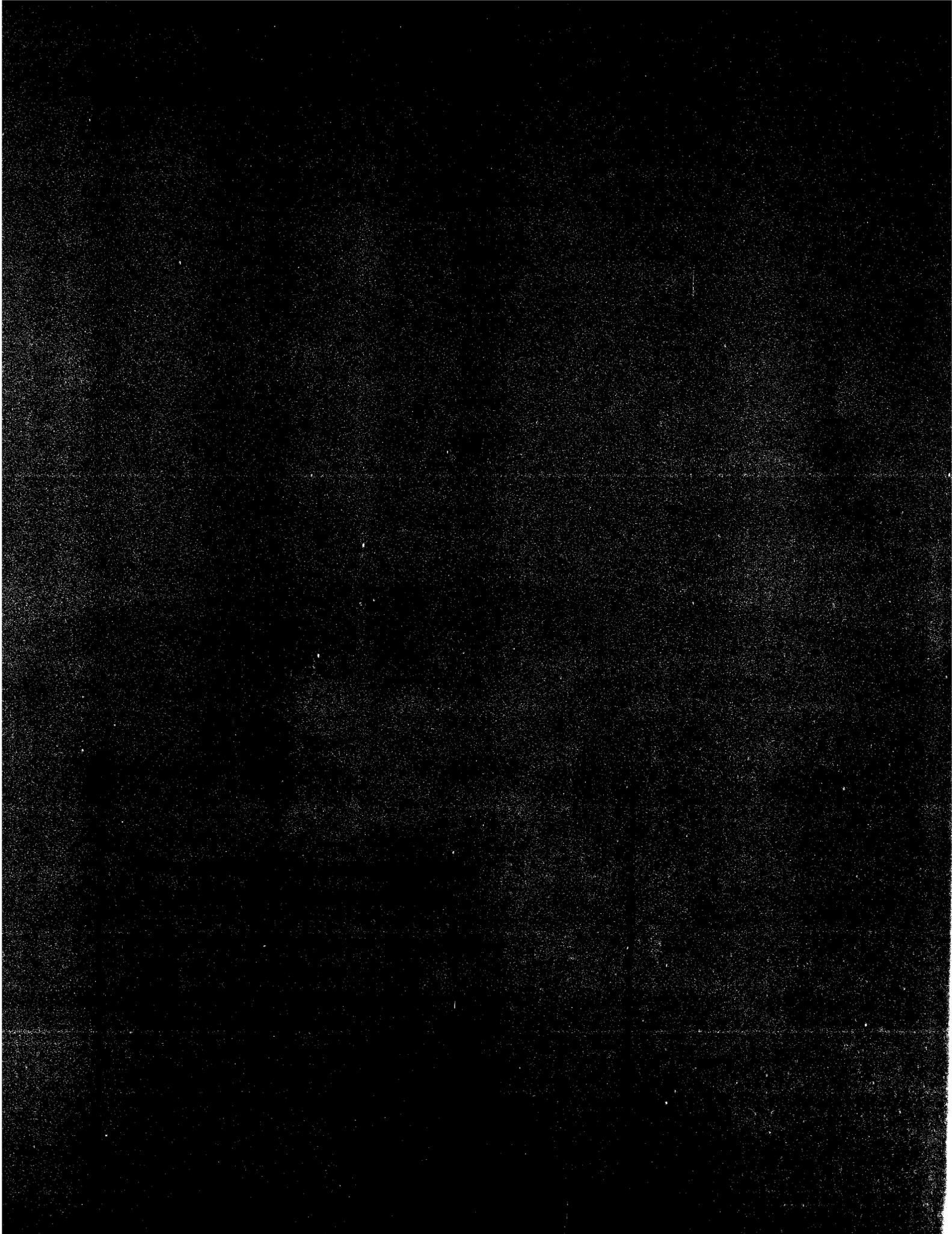*Product / Risk Manager* Hennie van den Berg

The Millennium Programme

Issue 2

CABLE & WIRELESS

Foreword by Dr John Baits
Cable & Wireless Director of Group Development

Cable & Wireless is a global business with a vision to lead the world in integrated communications. A key element of the path to success for a leading edge, global company is Millennium readiness. Cable & Wireless is actively engaged in addressing the issues presented by the new Millennium to ensure a secure and stable service to customers up to, during and beyond the Year 2000.

This Issue is the second in a series to inform interested parties about the work Cable & Wireless has been undertaking to address the Millennium challenge. It builds upon the first Issue by introducing new areas such as testing, risk management, interconnects and business continuity planning.

Cable & Wireless has approached the challenge in a very proactive and methodical way, with full engagement and support from the Management Board to require each CEO of every Cable & Wireless business to make and keep Millennium the highest of priorities within the overall Group.

With many businesses taking an approach that concentrates on individual readiness, the Group Programme has widened its scope to include global readiness, from the customer, product, supplier and communication aspects. This approach ensures all suppliers and customers are informed of the milestones and deliverables to which both the global and local programmes are targeted.

The programme is challenging: the only enemy is time and competition is against the minutes that pass with each day. Through strong relationships with our customers, suppliers and operators, Cable & Wireless embraces the challenge.

It is the Cable & Wireless Group's objective to be ready for the Year 2000 by the end of 1998. At this stage it is estimated that the cost of remediation, testing and implementation for Cable & Wireless will be between £150 million and £200 million.

1. Programme organisation

The Cable & Wireless Millennium Programme consists of a programme management team, a business strategy core team and 'parachute' teams.

Programme Team

The programme team is responsible for monitoring the progress of the programme and escalating issues where necessary.

Core Team

The core team provides knowledge and expertise in specific aspects of Millennium readiness that thread through the entire company, tied together by a common strategy that has been rolled out to all Cable & Wireless business units over the past year.

Parachute Teams

Each 'parachute team'consists of 3 specialists who provide support and assistance to the local Millennium teams based in the more geographically remote parts of the organisation. This initiative has earned respect not only within Cable & Wireless, but also across a wider audience. The International Telecommunications Union, for example, recently endorsed the initiative as a very pragmatic approach to managing risk.

2. Cable & Wireless strategy

It has been essential to adopt a group-wide strategy, due to the nature and diversity of the Cable & Wireless Group, which has over 130 businesses throughout the world. This strategy, or 'cookbook', eliminates duplication of effort and allows the movement of best practice techniques throughout the enterprise.

The strategy focuses on the following areas of Cable & Wireless:

- Computer hardware, system software and application software
- Network equipment and interfaces
  (Including Cable & Wireless's relation with interconnects)
- Customer premises and internal equipment
  (including Cable & Wireless owned facilities and property)
- Products and services
- Supplier management

3. Approach

It is the Cable & Wireless Group's objective to achieve Year 2000 readiness by the end of 1998, by adhering to the following strategy:
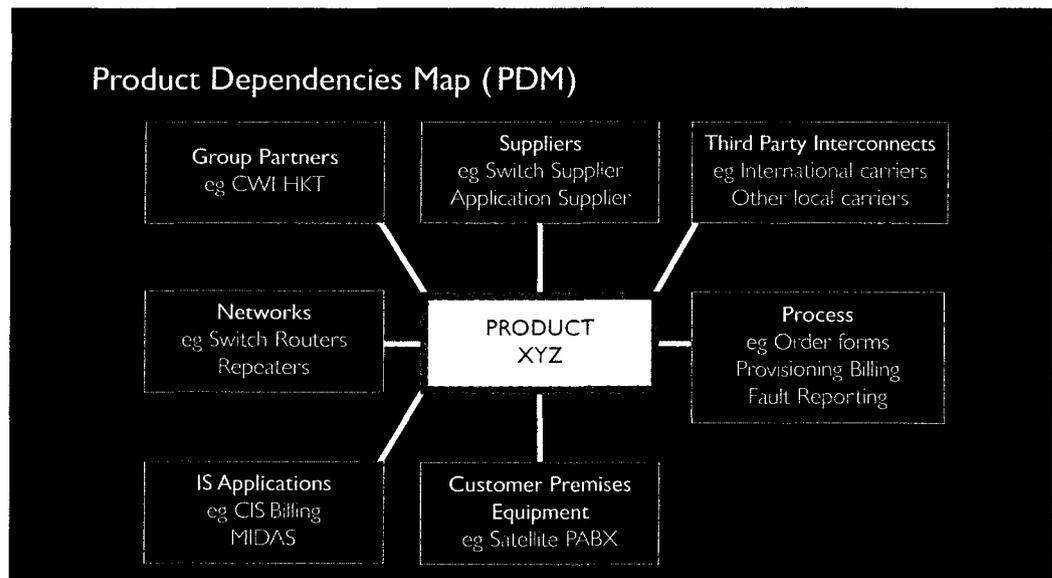
Milestones	Deliverables	Targets	Status
Phase 1	Inventories	July 1997	Majority complete
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Phase 3	Suppliers' compliance assessed	June 1998	Assessment of Global technology suppliers complete
Phase 4	Conversions complete*	Dec 1998	
Phase 5	End to end testing & operation *Inclusive of full Cable & Wireless Product Testing	1999	

The above process will be audited by the Cable & Wireless Group Internal Audit Services.

4. Product dependency mapping

As we are essentially a service organisation, a Cable & Wireless product is made up of physical items manufactured by our suppliers and structured by Cable & Wireless business units to deliver service to customers. Some products are provided by more than one Cable & Wireless business unit and others depend on non-Cable & Wireless companies.

Product Dependency Mapping is a process used by Cable & Wireless to relate every product to its dependent elements. The progress of all individual elements can then be monitored to determine the overall compliance of the products, thereby helping the management of end to end testing.

Product Dependencies Map (PDM)

Group Partners eg CWI HKT	Suppliers eg Switch Supplier Application Supplier	Third Party Interconnects eg International carriers Other local carriers
Networks eg Switch Routers Repeaters	PRODUCT XYZ	Process eg Order forms Provisioning Billing Fault Reporting
IS Applications eg CIS Billing MIDAS	Customer Premises Equipment eg Satellite PABX	

5. Interconnects management

Cable & Wireless has initiated contact with other network operators and third-party service providers, commonly known as interconnects. An extensive programme is underway, driven mainly by the Product Dependency Mapping process, to evaluate both the local and international perspective.

This programme allows Cable & Wireless to:

- Gain a high level of understanding of their compliance programmes, including organisation, methodologies and time scales
- Work closely with key interconnects to align programme efforts
- Assess the risks and develop contingency plans

The intent is to obtain information from all network operators with which one or more Cable & Wireless business units exchanges telecommunications traffic.

Additional data will be obtained from other initiatives proposed by regional and international organisations such as the ITU (International Telecommunications Union) and ETNO (European Telecommunications Network Operators). Cable & Wireless and many of its business units assume active roles in these organisations and share their ideas and strategies to develop co-operative practices.

ACTUALLY, THEY WORK VERY WELL TOGETHER

6. Supplier management

The Millennium Programme core team made the initial contact with all Cable & Wireless technology suppliers and has maintained compliance details on those suppliers' products through a global database. The details were gathered initially through responses to a supplier questionnaire.

Secondary follow-up has been conducted by purchasing directors from individual business units on behalf of the Group, based on strong established relationships.

For each supplier identified as global, the purchasing directors have identified individual action plans to achieve compliance, leveraging the full weight of Cable & Wireless and its global subsidiaries.

The approach to suppliers is complex. Factors such as confidence in the suppliers' claims and their criticality based on their responses to our questionnaire are considered.

Cable & Wireless has completed the assessment of its global technology suppliers, as originally scheduled for end June 1998.

Supplier compliance and their ability to meet their stated milestones remains a key risk.

7. Testing

The Cable & Wireless global testing strategy is designed to ensure that Cable &Wireless Group products and services are subjected to a validation regime to reduce or eliminate the risk of failure in the period prior to, during and beyond the century rollover.

Testing is managed at both the business unit and the Group Programme levels, in a planned, disciplined manner. This should provide a high level of confidence in the ability of Cable & Wireless to maintain service and reassure its customers.

The Cable & Wireless Group Programme is focused on
4 key levels of testing:

	Tested Millennium ready
1. Cable & Wireless backbone	Sep 1998
2. Local products that support global products	Oct 1998
3. Global products	Dec 1998
4. Individual business unit priority products	Dec 1998

The strategy bases testing of systems and network elements in
terms of their business criticality, operational sensitivity and
Millennium exposure.

The work breakdown structure comprises a progressive set of tests
working on a bottom-up basis from discrete system component level,
through system and cluster testing and finally product testing within
the Cable & Wireless business units.

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to the requirements set out by the British Standards Institution (BSI)
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   be specified either explicitly or by unambiguous algorithms or
   inferencing rules.
4. Year 2000 must be recognised as a leap year.

The Cable & Wireless Millennium testing strategy follows on the
date-based rules outlined above. Encompassed within these basic rules
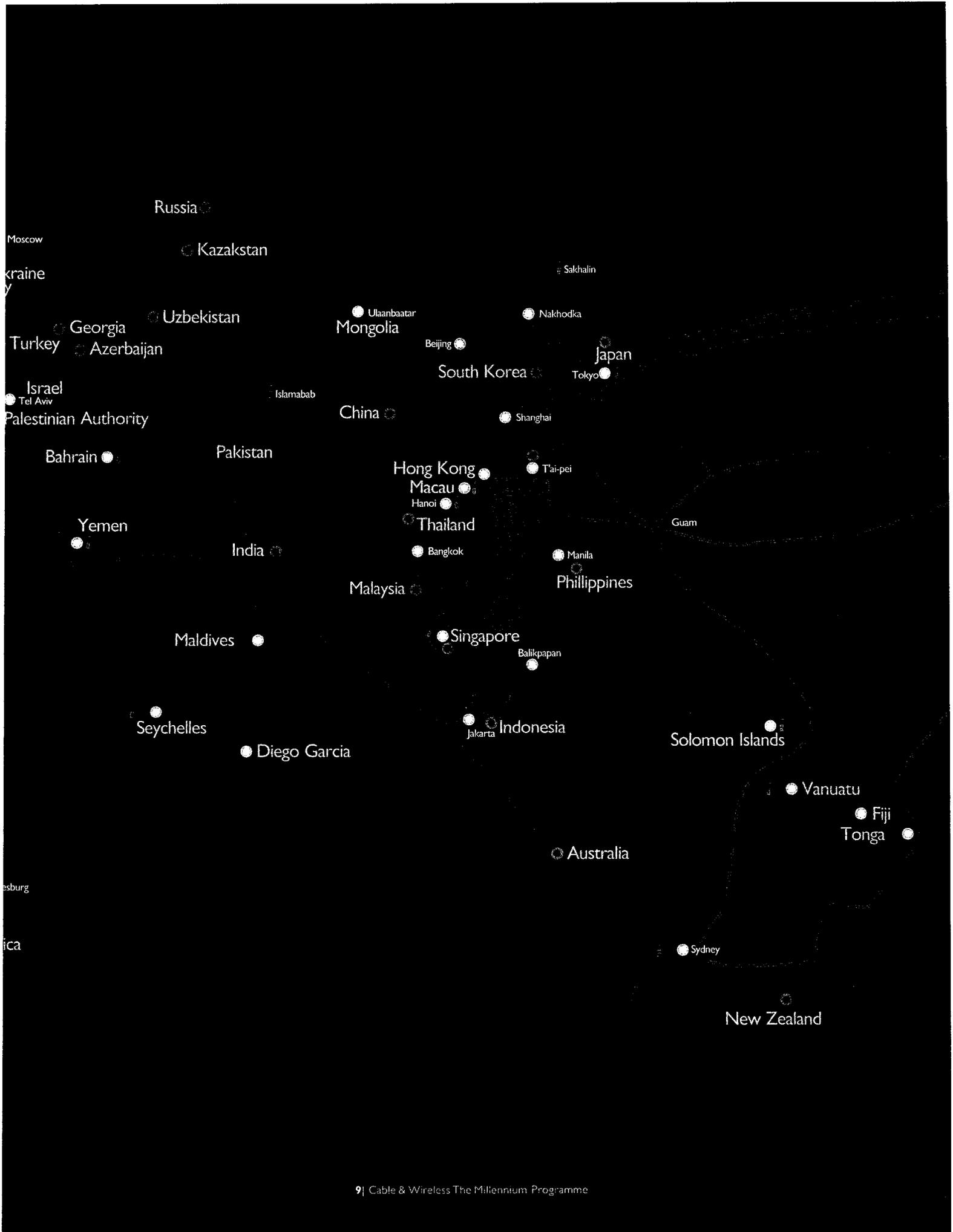Cable & Wireless has explored scenarios covering:

- General Integrity
- Date Integrity
- Explicit Century
- Implicit Century

Cable & Wireless global operations and service provider points of presence

Norway
Finland
Sweden
Faroe Islands
Sweden
Denmark
Ireland UK Belgium Latv
Dublin   Brussels   Po
London   Germany Cze
Luxembourg/Netherlands
Paris
France Bern Austria
Switzerland Milan
Portugal Madrid Spain Italy Bu
Lisbon

Canada

USA

Vienna

Menlo Park

Bermuda

Houston

Mexico

Turks & Caicos
Puerto Virgin Islands
Cayman Islands   Rico   Anguilla
Anigua & Barbuda
Jamaica   St Kitts   Montserrat
& Nevis
Dominica   St Lucia
St Vincent   Barbados
Grenada
Trinidad & Tobago

Costa Rica

Panama

Columbia

Venezuela

Ascension Island

Brazil

St Helena

Argentina

Cable & Wireless business locations

Satellite earth stations

Mobile operations

Operational fibre optic cables

Service provider points of presence

Chile

Falklands Islands

as at 15 June 1998

Russia

Kazakstan

Sakhalin

kraine
y

Uzbekistan

Ulaanbaatar   Nakhodka

Georgia   Mongolia

Turkey   Azerbaijan   Beijing   Japan

South Korea   Tokyo

Israel
Tel Aviv   Islamabab

Palestinian Authority   China   Shanghai

Bahrain   Pakistan

Hong Kong   T'ai-pei
Macau
Hanoi

Yemen   Thailand   Guam

India   Bangkok   Manila

Malaysia   Phillippines

Maldives   Singapore
Balikpapan

Seychelles   Indonesia   Solomon Islands
Jakarta

Diego Garcia

Vanuatu

Fiji
Tonga

Australia

esburg

ica

Sydney

New Zealand

Cable & Wireless business units

Anguilla
Cable & Wireless Anguilla
(Cable & Wireless (WI) Ltd.)

Antigua
Cable & Wireless Caribbean Cellular

Cable & Wireless Antigua

Ascension Is.
Cable & Wireless Ascension Is.

Australia
Optus Communications Pty Ltd.

Bahrain
Bahrain Telecommunications Co.

Middle East Regional office

Barbados
Barbados Communications Services Ltd.

Barbados External Telecommunications Ltd.

Barbados Telephone Co. Ltd.

Digital Information Systems Ltd.

Belgium
Cable & Wireless (Belgium) S.A.

Bermuda
Cable and Wireless Bermuda

Bulgaria
Radio Telecommunications Company (RTC)
(Mobikom)

British Virgin Islands
Cable & Wireless British Virgin Islands

Canada
Vancouver Representative Office
Hongkong Telecom

Toronto Representative Office
Hongkong Telecom

Cayman
Cable & Wireless Cayman Islands

CAI Regional Office

China
S.B. Submarine Systems Co. Ltd.

Beijing Office, Cable & Wireless and
Hongkong Telecom

Guangzhou Office,
Hongkong Telecom

Shanghai Representative Office
Hongkong Telecom

Diego Garcia
Cable & Wireless Diego Garcia

Dominica
Cable & Wireless Dominica Ltd

Falkland Is.
Cable & Wireless Falkland Islands

Fiji
Fiji International Telecommunications Ltd.

Pacific Regional Office

France
Cable & Wireless France SA

Grenada
Cable & Wireless Grenada Ltd.

Hong Kong
Asia Satellite Telecommunications Co. Ltd.

Hong Kong Telecommunications IMS

Hong Kong Telecommunications Ltd.

Hongkong Telecom CSL

India
Cable & Wireless (India) Ltd.

Indonesia
Cable & Wireless Mitratel

Indonesia Representative Office (Cable & Wireless)

Ireland
Cable & Wireless (Ireland) Ltd.

Italy
Cable & Wireless Italia S.A.

Jamaica
Cable & Wireless Jamaica Ltd.

Jamaica Digiport International Ltd.

Japan
Cable & Wireless Japan Ltd.
Near East Asia Regional Office

Korea
Korean Representative Office, Hongkong Telecom,

Latvia
Lattelekom

Macau
Companhia De Telecomunicacoes de Macau SARL

Malaysia
Hongkong Telecom Representative Office

Maldives
DHIRAAGU
(Dhivehi Raajjeyge Gulhun Private Ltd.)

Montserrat
Cable & Wireless Montserrat
(Cable & Wireless (WI) Ltd.)

Pakistan
PAKTEL Ltd.

Panama
Cable & Wireless Panama SA

Philippines
Eastern Telecommunications Philippines Inc.

Cable & Wireless Representative Office

Portugal
Eastecnica

Russia
Cable & Wireless Nakhodka

Sakhalinsvyaz

Cable & Wireless Sakhalin

Cable & Wireless ST Mobile,

Yuzhno Sakhalinsk Office

Cable & Wireless CIS Office

Seychelles
Cable & Wireless (Seychelles) Ltd.

Singapore
MobileOne Asia Pte Ltd

SE Asia Regional Office

Solomon Is.
Solomon Telekom Company Ltd.

South Africa
Mobile Telephone Networks (Pty) Ltd.

Spain
Cable & Wireless Spain S.A.

St Helena
Cable & Wireless St. Helena

St Kitts
Cable & Wireless St. Kitts & Nevis Ltd

St Lucia
Cable & Wireless St. Lucia
(Cable & Wireless (WI) Ltd.)

St. Vincent
Cable & Wireless St. Vincent
(Cable & Wireless (WI) Ltd.)

Switzerland
Cable & Wireless (Switzerland) AG

Taiwan
Hongkong Telecom, Taiwan Branch Office

Thailand
Compunet Corporation Ltd.

Tonga
Cable & Wireless Tonga

Trinidad & Tobago
Telecommunications Services of Trinidad and
Tobago Ltd.

Turks & Caicos
Cable & Wireless Turks & Caicos

UK
Cable and Wireless plc.

Cable & Wireless Global Marine

Cable & Wireless Global Markets

Cable & Wireless Nautec

Cable & Wireless Group Development

Cable & Wireless Global Mobile

Cable & Wireless Global Card Services

Cable & Wireless Global Networks

Cable & Wireless College

Cable & Wireless Communications plc

One 2 One

Gemini Submarine Cable System Ltd

USA
General Offshore Corporation

OMNES

Cable & Wireless, USA

Cable and Wireless plc (New York Office)

Vanuatu
Telecom Vanuatu Ltd.

Vietnam
Cable & Wireless Vietnam
Representative Office

Yemen
Yemen International
Telecommunications Company

as at 15 June 1998

8. Risk management and business continuity planning

Cable & Wireless has a risk strategy designed to identify significant risks at the Group level and to monitor the resolution of these risks, escalating where necessary. This strategy is then enhanced at the business unit level and allows each business to identify and mitigate risks locally.

Business continuity planning is the development and maintenance of a series of strategies and action plans to ensure that services essential to business can be maintained in the face of abnormal events. It is an integral part of the business, encompassing all business functions and falling within the current umbrella of the overall Cable & Wireless risk strategy.

Existing plans and structures for ensuring business continuity within Cable & Wireless will be utilised as far as possible and complemented, where necessary, by Year 2000 contingency planning.

Contingency planning is an important component of any business and Cable & Wireless is addressing this from both a technical and a business perspective, involving internal and external sources in the planning.

The steps Cable & Wireless has instituted in its business continuity planning are:

- Identify critical business processes
- Perform criticality and exposure analysis
- Reduce risk
- Develop recovery plan
- Test, evaluate and maintain plan

9. Communication

We will update our customers with the progress on our Millennium Programme on a quarterly basis, or as deemed necessary by the Cable & Wireless Group Millennium Programme Office. In the meantime, your account manager will be able to answer any questions you may have.

Contacts

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United Kingdom

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International telephone: +44 (0)1344 726164
In the United States, please direct all inquiries to:
Email: y2k@cw-usa.net
Website: www.cw-usa.net

The Millennium Program

Issue 3

CABLE & WIRELESS

Frequently asked questions addressed in this issue

Will the changes for the Year 2000 impact on Cable & Wireless businesses?

What level of verification testing will be completed?

What work with other network operators has been undertaken?

What is the status of Cable & Wireless global technology suppliers?

What other efforts will be targeted for 1999?

How does Cable & Wireless intend to deal with any millennium dispute?

What risks may affect Cable & Wireless gaining full readiness
for Year 2000?

Does Cable & Wireless plan to undergo an audit of its program?

What is the status of the global products range?

Foreword

This brochure is the third in a series to inform interested parties about the Cable & Wireless Millennium Program. It builds upon previous editions by taking a closer look at the major work streams critical to securing a stable service to our customers up to, during and beyond the Year 2000.

Cable & Wireless is actively engaged in the issues presented by the new millennium and the Cable & Wireless Management Board is fully involved to ensure that these issues are given the highest priority within the Group. Many external dependencies exist with suppliers and network operators and we are working tirelessly with them to reduce these risks to a minimum.

Nearly all Cable & Wireless systems are millennium ready today, although, inevitably, those external dependencies have affected our timetable for complete millennium readiness by the end of 1998 and we therefore have a managed push into 1999. We anticipate that the majority of our components affected by the push into 1999 will be millennium ready by the end of March.

In recent weeks an extensive global review of our businesses has been undertaken and one-on-one millennium health checks conducted to ensure that all issues and components of each business unit are understood and continually managed at the Group level. These health checks will continue to supplement the normal monthly reporting processes and maintain full engagement of the Management Board to ensure all millennium risks are known and mitigated across all Cable & Wireless businesses.

On the global stage, Cable & Wireless is actively involved in the work of the International Telecommunications Union (ITU) and many other government and regulatory bodies to raise awareness and share experiences of the issues surrounding millennium. There is tangible evidence of wide-ranging cooperation amongst governments, businesses and regulatory bodies to improve the level of global preparedness, and in the months ahead there is a critical need to develop and enhance these efforts with an unwavering focus.

We will continue to play our part locally, nationally and internationally and embrace the millennium challenge.

Don Reed
Executive Director

Dr. John Baits
Director of Group Technology

Patricia Henry
Director of Millennium Programme

1. Program management

The program management effort encompasses the nature and diversity of the Cable & Wireless Group, which has over 130 businesses throughout the world.

The Cable & Wireless Millennium Program, under the directorship of Patricia Henry, was started in 1996. The active involvement of the Management Board coupled with regular audits by Cable & Wireless Group Internal Audit (GIA) services commands the attention required to ensure that no business impacts will occur resulting from the changes made for the Year 2000. Also, regular updates to the Cable & Wireless Audit Committee form the basis of continued communication to shareholders and customers.

Extensive monthly reporting requirements of each Cable & Wireless business injects the local management perspective into the global program. This process, allied with one-on-one millennium health checks, provides a detailed view of all components of each business and their state of readiness.

The GIA function has provided a consistent third party assessment of both the Group Program and the programs of the individual businesses for the past 18 months. This approach continues to allow Cable & Wireless and its businesses to gain alignment to Year 2000 best practice throughout the industry. GIA is supported by industry experts throughout the world in appraising the success of the individual programs.

2. Cable & Wireless strategy

The Cable & Wireless strategy remains focused on the following areas:

- Computer hardware, system software and application software
- Network equipment and interfaces
  (including Cable & Wireless' relationships with interconnects)
- Customer premises and internal equipment
  (including Cable & Wireless owned facilities and property)
- Products and Services
- Supplier management
  (including Cable & Wireless critical service providers and utilities)

An internal web based knowledge library has been developed to allow immediate access to all program information by all Cable & Wireless businesses, allowing interactive communication and sharing of information across the Group.

3. Interconnects management

Cable & Wireless is working diligently to align its Program with other key network operators and third party service providers, commonly known as interconnects as they pose a significant risk to the overall readiness of Cable & Wireless products and services. Dependency mapping enables Cable & Wireless to evaluate the local and international network dependencies so that efforts with other operators can be prioritized.
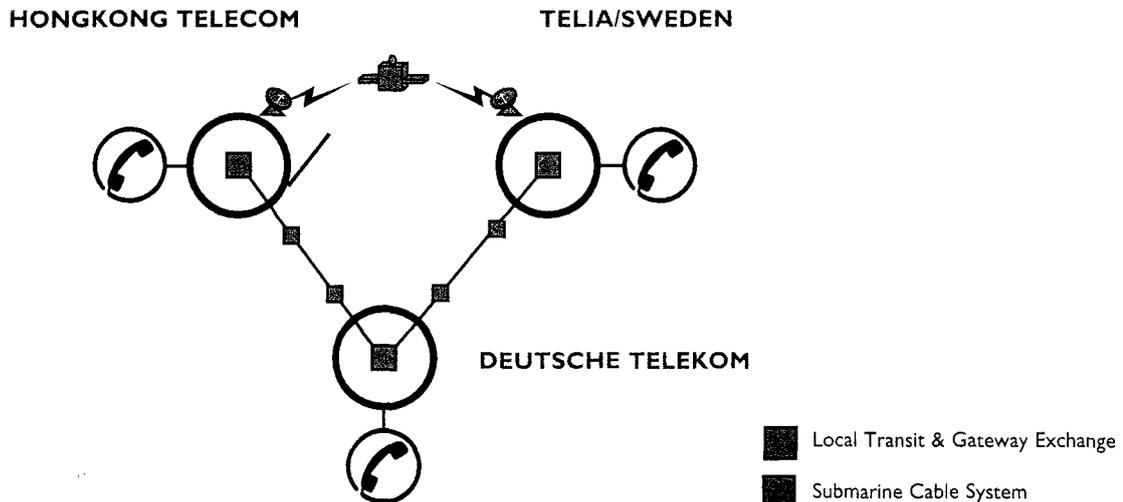
A variety of information sources (published material, questionnaire responses and account managers' reports) are used to compile a view of the readiness status of each network operator.

In addition, close contact is maintained with many key global interfacing network operators through engagement in the ITU Year 2000 Task Force. Cable & Wireless has been an active participant in cooperative local and global tests facilitated by the ITU and other network operators. In September 1998 a successful link was made with the networks of Hong Kong (Hongkong Telecom), Germany (Deutsche Telekom) and Sweden (Telia) through gateway switches made by different suppliers. Captive switches, previously tested for millennium compliance and isolated from the main network, were used to prevent any risk of disruption to normal traffic flow on the network while a series of tests were conducted under witnessed, controlled conditions. The circuit arrangements are shown in the diagram below.

More details of the tests can be found on the ITU web site: www.itu.int/y2k.

Cable & Wireless works closely with the ITU and other network operators and will actively continue to contribute to future tests. Much work has been completed at the local level with individual businesses and their local operators.

TEST OF INTERNATIONAL GATEWAY SWITCHES

HONGKONG TELECOM   **TELIA/SWEDEN**

DEUTSCHE TELEKOM

■ Local Transit & Gateway Exchange

■ Submarine Cable System

4. Supplier management

Our dependency on suppliers poses a significant risk to the overall readiness of Cable & Wireless products and services.
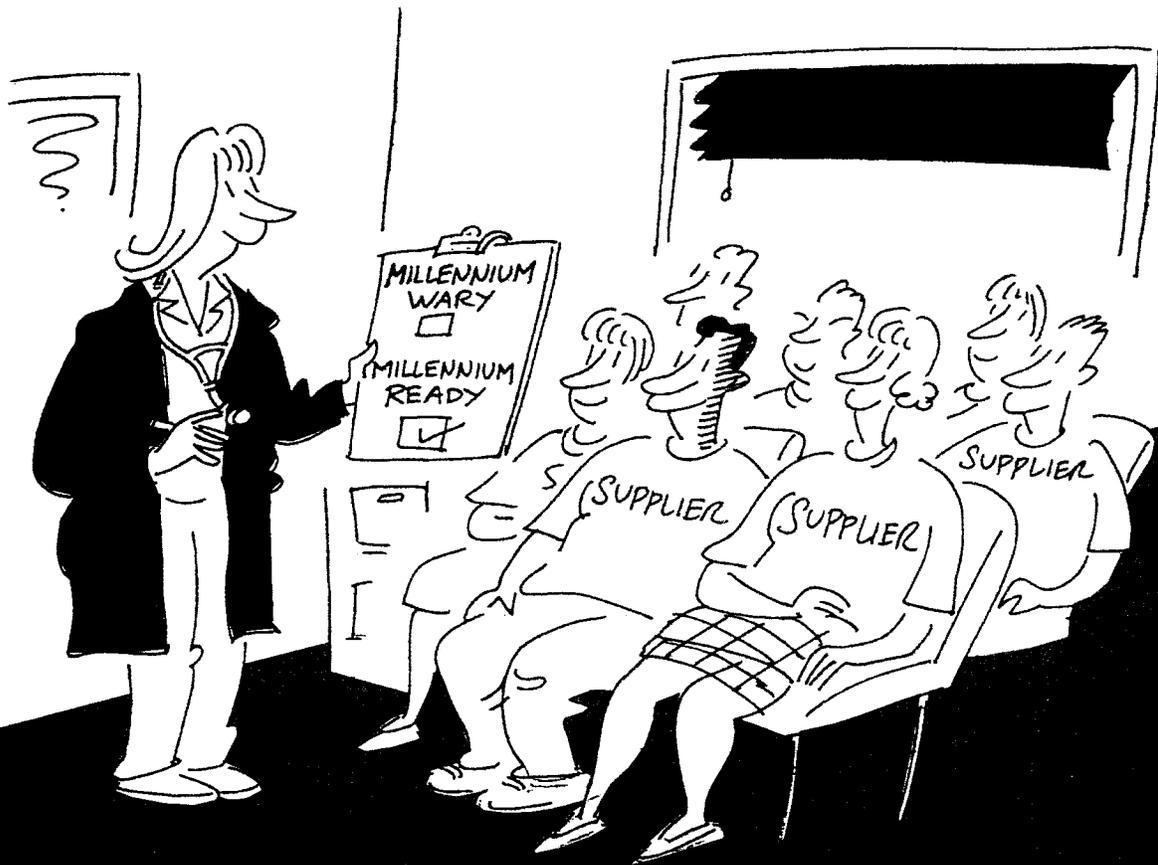
The supplier management process allows the Cable & Wireless businesses to put detailed plans in place to mitigate the risk going forward.

A Supplier Commitment Program has been developed to align Year 2000 commitments from suppliers to the Cable & Wireless Millennium Program objectives. In short, we require our suppliers to adopt the standards on Year 2000 that our customers expect. The objective is to obtain appropriate assurances of compliance and remedies for equipment and software, whether in the form of a compliance undertaking or as a contractual term. This initiative is particularly important for Cable & Wireless global technology suppliers who supply critical components to multiple businesses.

To ensure that the Supplier Commitment Program and other initiatives are being implemented correctly within the business units, health checks are undertaken to monitor their progress and issues. This process embraces the active contribution of Cable & Wireless Purchasing Directors, to ensure that the full weight of Cable & Wireless and its global subsidiaries is applied to compliance negotiations.

Cable & Wireless is working closely with its suppliers, globally and locally, to ensure that business unit upgrades are implemented and tested within the shortest possible timeframe, without compromising quality of service to Cable & Wireless customers. Cable & Wireless businesses are now actively engaged in witness testing with key suppliers.

As supplier commitment remains a key risk, the watchdog approach adopted by Cable & Wireless is critical to monitoring and containing that risk. Cable & Wireless is seeking to achieve full commitment from all suppliers, particularly our global suppliers.

5. Status of business component types

At the start of the Cable & Wireless Millennium Program, some 30,000 Cable & Wireless component types were identified on the inventory for assessment. Of the program total of 688 component types <u>not</u> verified as of December 31, 1998 (shown in the table below) there are:

- 116 customer impacting component types projected to be verified and rolled out before March 31, 1999
- 101 customer impacting component types projected to be verified and rolled out after March 31, 1999

There remain additional component types verified by December 31, 1998 and planned to be rolled out in 1999.

C
Customer impacting (failure of which may adversely affect continuity of some services)

B
Back office systems (failure of which may have nil or minimal disruption to service)

All dates depend upon Cable & Wireless' suppliers of hardware, firmware and software products, including but not limited to applications, systems, tools and telecommunications equipment, delivering to Cable & Wireless Year 2000 compliant products and/or fixes, without defects and on the dates committed.

Roll-out dates

BUSINESSES	TOTAL		JAN		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		OCT		NOV		DEC	
	B	C	B	C	B	C	B	C	B	C	B	C	B	C	B	C	B	C	B	C	B	C	B	C	B	C
SUMMARY – W. HEMISPHERE																										
1. USA (Voice & Data)	14	3	0	0	2	1	7	0	1	0	2	0	2	1	0	1	0	0	0	0	0	0	0	0	0	0
1. USA (Internet)*	61	6	0	0	0	0	6	1	14	15	0	0	35	0	0	0	0	0	2	0	0	0	0	0	4	0
2. Barbados	54	25	8	1	19	5	14	14	7	2	6	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0
3. Bermuda	9	2	1	0	2	0	3	0	2	1	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0
4. Cayman Islands	42	14	0	0	2	0	39	12	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0
5. Jamaica	21	9	1	0	2	2	5	3	12	3	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
6. Panama	11	8	0	0	2	1	8	5	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
7. Trinidad & Tobago	5	2	0	0	1	1	0	0	2	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Others	77	55	3	0	21	18	28	19	14	12	1	1	0	0	0	8	0	6	10	1	0	0	0	0	0	1
Regional Total	418		14		69		164		77		13		41		12		7		16		0		0		5	
SUMMARY – EUROPE AND MIDDLE EAST																										
8. Global Marine	41	0	0	0	8	0	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9. Global Markets /Network	8	8	0	0	0	2	7	2	1	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
One2One	8	0	1	0	2	0	3	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Others	35	17	3	0	4	1	11	5	4	0	5	1	4	6	1	2	0	0	2	1	1	1	0	0	0	0
Regional Total	117		4		17		61		8		8		11		3		0		3		2		0		0	
SUMMARY – ASIA PACIFIC																										
10. Australia	4	4	1	0	1	0	0	1	2	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0
11. Hong Kong	8	19	0	1	5	11	3	6	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
12. Macau	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Others	74	44	2	0	3	2	16	12	2	13	49	7	1	3	1	5	0	0	0	2	0	0	0	0	0	0
Regional Total			4		22		38		17		57		6		6		0		2		1		0		0	
PROGRAM TOTAL	471	217	22		108		263		102		78		58		21		7		21		3		0		5	

* excludes some customer premise equipment

Businesses participating in the Cable & Wireless Millennium Program

Cable & Wireless Western Hemisphere

Cable & Wireless Anguilla

Cable & Wireless Caribbean Cellular

Cable & Wireless Antigua & Barbuda

Cable & Wireless Ascension Island

2. Cable & Wireless BET

2. Cable & Wireless Information Systems

2. Cable & Wireless Bartel

3. Cable & Wireless Bermuda

Cable & Wireless British Virgin Islands

4. Cable & Wireless Cayman Islands

Quantum Communications

CAI Regional Office

Cable & Wireless Dominica

Cable & Wireless Falkland Islands

Cable & Wireless Grenada

5. Cable & Wireless Jamaica

Jamaica Digiport International

Cable & Wireless Montserrat

6. Cable & Wireless Panama

Cable & Wireless St. Kitts & Nevis

Cable & Wireless St Lucia

Cable & Wireless St Vincent & Grenadines

7. Telecommunications Services of Trinidad & Tobago

Cable & Wireless Turks & Caicos

Cable & Wireless St Helena

General Offshore Corporation

Cable & Wireless Omnes

1. Cable & Wireless USA
www.cwusa.com

Cable and Wireless plc (New York Office)

Cable & Wireless Europe and Middle East

Cable & Wireless Belgium

Cable & Wireless France

Cable & Wireless Ireland

Cable & Wireless Italia

Eastecnica

Cable & Wireless CIS Office

Cable & Wireless Spain

Cable & Wireless Switzerland

Cable and Wireless plc

Cable & Wireless College

Cable & Wireless Communications
www.cwc.com

8. Cable & Wireless Global Marine

9. Cable & Wireless Global Markets

Cable & Wireless Nautec

Cable & Wireless Global Mobile

Cable & Wireless Global Card Services

9. Cable & Wireless Global Network

Gemini Submarine Cable Systems

Cable & Wireless Middle East Regional Office

Yemen International Telecommunications Company

Radio Telecommunications Company (RTC) (Mobikom)

One 2 One

Cable & Wireless Asia Pacific

Fiji International Telecommunications

Cable & Wireless Pacific Regional Office

Solomon Telekom Company

Cable & Wireless Tonga

DHIRAAGU (Dhivehi Raajjeyge Gulhun Private Ltd.)

Cable & Wireless Seychelles

Cable & Wireless Diego Garcia

Telecom Vanuatu

11. Hongkong Telecom
www.hkt.com

MobileOne Asia Pte Ltd.

Cable & Wireless SE Asia Regional Office

10. Cable & Wireless Optus
www.optus.net.au

Cable & Wireless Representative Office, Indonesia

12. Companhia De Telecommunicacoes de Macau

PAKTEL

Eastern Telecommunications Philippines Inc

Cable & Wireless Representative Office, Philippines

Compunet Corporation

Cable & Wireless Representative Office, Vietnam

Cable & Wireless Japan

Cable & Wireless Nakhodka

Sakhalinsvyaz

Cable & Wireless Sakhalin

Cable & Wireless ST Mobile

Yuzhno Sakhalinsk Office

S.B. Submarine Systems

For more information on participating businesses refer to the millennium section within www.cwplc.com
Note: Cable & Wireless Mitratel is not included in the statistics on the previous page as it is following the World Bank Program.

6. Verification management

The Cable & Wireless global testing strategy is designed to ensure that all Cable & Wireless systems and components are subjected to a verification regime to reduce or eliminate the risk of failure in the period prior to, during and beyond the Year 2000.
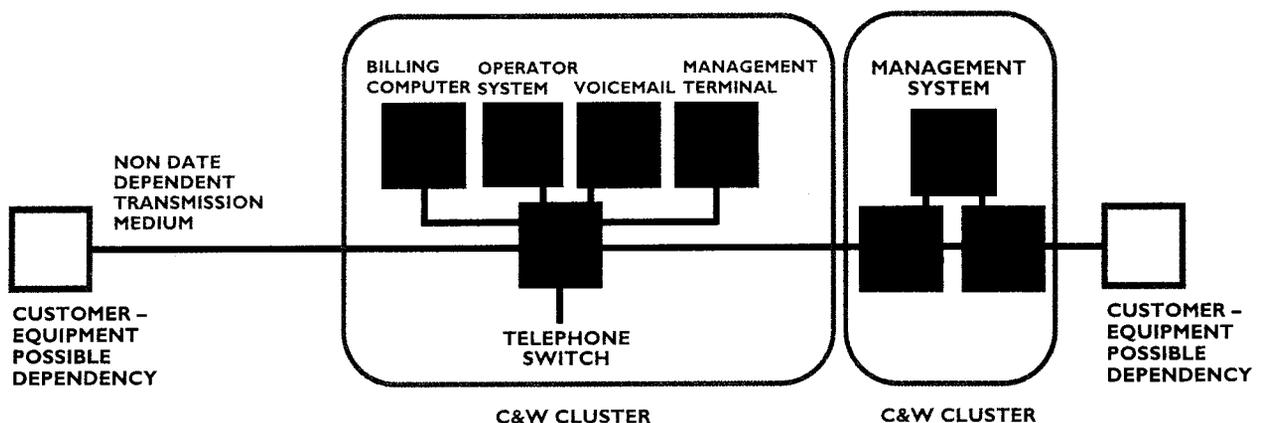
The verification regime determines testing of systems and network elements with respect to their business criticality, operational sensitivity and millennium exposure. Concentration primarily focuses on the level of testing required in a captive environment to provide the appropriate confidence that individual components and their direct dependencies (clusters) will be millennium ready. (These tests conform to the requirements set out by the British Standards Institution (BSI) in PD2000-1.)

Verification of a cluster ensures the interaction and operation of the interfaces between the components are millennium ready.

However, Cable & Wireless considers only a minimal risk of disruption to be associated with the transmission of date–related information across the networks, which acts essentially as a transparent medium. Consequently, customers can test their millennium ready equipment across our networks today, even though not all the components in our networks may have been verified millennium ready. (There may be a small number of exceptions to this where the customer requirement is to obtain date-related information from the network, where that information is tied to current date and time).

The diagram below illustrates an arrangement of clusters interfaced with the network.

CLUSTER TESTING

NON DATE DEPENDENT TRANSMISSION MEDIUM

CUSTOMER – EQUIPMENT POSSIBLE DEPENDENCY

BILLING COMPUTER · OPERATOR SYSTEM · VOICEMAIL · MANAGEMENT TERMINAL

TELEPHONE SWITCH

C&W CLUSTER

MANAGEMENT SYSTEM

C&W CLUSTER

CUSTOMER – EQUIPMENT POSSIBLE DEPENDENCY

7. Millennium business continuity planning

A Millennium Business Continuity Planning (BCP) strategy has been developed utilizing existing Business Continuity Management structures and processes across the Group.
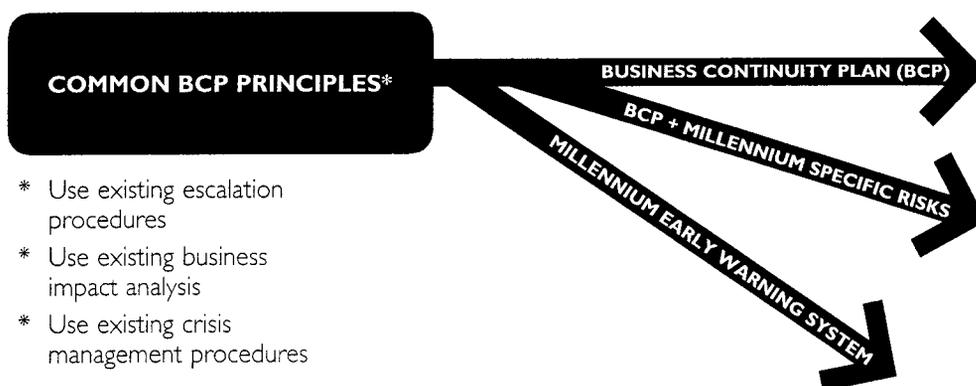
While recognizing the potential impact of events around the turn of the century, we aim to leverage our extensive experience in handling different types of eventualities at our businesses around the world.

The common principles include the main phases of threat identification, impact assessment and mitigation, culminating in recovery and communication strategies. It is recognized that the nature of the Year 2000 problem causes different threats from normal BCP, implying additional steps and recovery strategies have to be adopted in order to mitigate these new risks. The existing structures for escalation, business impact analysis and crisis management are common principles and will be used for millennium BCP as well as for an internal early warning system (based on Cable & Wireless' global presence).

A new sub-group has been created within the ITU Year 2000 Task Force to optimize existing infrastructure around the world to coordinate an early warning system for the telecommunications sector and the aim is to make the information from this process available to all telecommunications providers and defined stakeholders.

In addition, a key objective is to coordinate efforts in maintaining a minimum communications capability world-wide to allow for emergency communications.

The Cable & Wireless Group milestones for contingency planning demand that BCP for all business units across the Group are targeted to be implemented by June 1999 and tested by September 1999.

COMMON BCP PRINCIPLES*

BUSINESS CONTINUITY PLAN (BCP)

BCP + MILLENNIUM SPECIFIC RISKS

MILLENNIUM EARLY WARNING SYSTEM

* Use existing escalation procedures
* Use existing business impact analysis
* Use existing crisis management procedures

8. Resource planning

An ongoing review focuses on the Cable & Wireless millennium resource needed to meet the requirements of key activities and time frames within the scope of the Millennium Program.

Activities commanding the highest priority and resources are:

- Millennium business continuity planning and implementation
- Network roll out
- Inter-carrier testing
- Cable & Wireless supplier health checks
- Customer communication
- Early warning system; staffing of 3 regional command centers

The plan is to ring fence the necessary resources, particularly around known critical impacted dates to take full account of holiday timeframes across global regions.

9. The Millennium Accord

Cable & Wireless continues to be actively involved in a range of international initiatives to engage and share experiences of the issues surrounding the millennium. With the sponsorship and support of Cable & Wireless and other multinational corporations, one such initiative, the Millennium Accord, has been established both to prevent and to resolve millennium-related disputes. Building on established mediation techniques and model agreements, the Accord provides the framework for facilitating business solutions to millennium problems.

The international application of the Accord, which is administered by the Center for Dispute Resolution in the UK (CEDR), with equivalent bodies in the US, Hong Kong, Australia, New Zealand and Singapore, provides a unique and progressive approach to resolving potential multi-party and multi-jurisdictional disputes. Don Reed, Executive Director, Cable & Wireless launched the Accord in December 1998 at Cable & Wireless' London headquarters.

For more information on this important initiative contact CEDR
at Princes House, 95 Gresham Street, London EC2V 7NA;
telephone + 44 (0)171 600 0500
www.accord2000.com

10. Global Products

Global products are critical to Cable & Wireless. These products rely on Cable & Wireless core networks and other interconnects to ensure stable and secure transmission to customers throughout the world.

A web site is currently under development to provide frequent updates to customers interested in the readiness of these products and services. This new site will be accessible within the millennium section of www.cwusa.com.

11. Risks

As outlined earlier, supplier compliance and interconnects pose significant risks to the Cable & Wireless Millennium Program. Another significant risk is the readiness of customer equipment. Unless otherwise agreed with Cable & Wireless, customers will generally be responsible for making their components Year 2000 compliant.

Cable & Wireless advises and encourages customers to assess their telecommunications equipment properly in respect of all Year 2000 issues.

12. Communication

Cable & Wireless will continue to provide regular updates to customers through future editions of this brochure, our website www.cwusa.com and other customer service channels. Additionally, Cable & Wireless is taking an increasingly active role in the work of the ITU, regulatory bodies and other organizations to stimulate awareness, engagement and understanding of the millennium challenge and to encourage appropriate action and participation.

Contacts

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