



CABLE & WIRELESS

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28 February 2006

Dear Rosalind,

Direction under General Condition 21.1 on Quality of Service

Thank you for the opportunity to comment on the proposed modification to the Quality of Service (QoS) direction.

Cable & Wireless welcomes the proposed classification of the October – December 2005 QoS data as a pilot phase. We also welcome the acknowledgement that the co-regulatory group has made good progress to date in implementing the direction.

Cable & Wireless agrees that the extended time period will allow operators and TopComm to address any process issues that may come to light during the data collection and comparability stages. The delay of the publication date until 28th July is in our opinion the best solution to ensure that all operators are able to meet the direction and that consumers are provided with accurate, comparable data.

Yours sincerely

Justin Hornby
Regulatory Manager