

TCT Limited
Tower Plaza
Leeward Highway
Providenciales
Turks & Caicos Islands
British West Indies

Mailing Address
P.O. Box 679
Providenciales
Turks & Caicos Islands
British West Indies

Tel: 1 649-941-8209
Fax: 1 649-946-4603
Web: www.express.tc

Tuesday, January 27, 2009

Mr. Bennett Stubbs, Chairman
The Turks & Caicos Islands Telecommunications Commission
Business Solutions Building, Leeward Highway, Providenciales
Turks & Caicos, British West Indies

RE: TCT Ltd. License Application

Mr. Stubbs,

I am pleased to enclose TCT, Ltd.'s application for a telecommunications license. As you are aware TCT (dba Express High Speed) has been providing high speed internet services since 2003 to the people of the Turks and Caicos Islands. During that period we have established our company as a valued and dependable provider to our customers. We now have over 2500 customers who utilize our services to keep them connected to the modern world. We look forward to continuing to grow our services, and providing this critical link for the people of the TCI.

Our parent company, Turks and Caicos Broadcasting had, on behalf of TCT, previously submitted a license application in 2006. That application was never acted upon by the commission. We have taken this opportunity to update the information in that application and are now pleased to submit this new application. We look forward to moving this process forward. This application contains historical financial data, and as you are certainly aware we are in a very competitive business. Accordingly, we request that this financial data be kept confidential.

With regards to the Belonger control requirements contained in section 8 of the Telecommunications Ordinance, we have written the Minister, at his suggestion, to seek exemption from those requirements.

We will be pleased to respond to any questions you have about our application, and we look forward to your response.

Sincerely



G. Robert Blanchard, Jr.
Chairman



Application for Telecommunications Licence(s)

(Type A, B, or C Networks, and/or Type 1 to 5 Services)

Instructions for completion

- Print clearly – illegible, unclear or incomplete application forms may delay processing.
- Licence Types are defined in a Part III Notice published from time to time in the Gazette by the TCI Telecommunications Commission. A copy of the current notice is attached to this application form.
- You should use this form (TCITeleCom Form 1) if you require a licence for Type A, B, or C Networks and/or Type 1 to 5 Services.
- You should use TCITeleCom Form 2 if you require only a Type D to Type F network licence.
- You may use this form to apply for Type D, E or S network licences ONLY if you also are applying for a Type A, B, or C Network licence or a Type 1 to 5 Service Licence.
- Queries concerning the completion of this form should be directed to the Commission at (649)-946-1900, fax (649)-946-1119, or email info@tcitelecommission.tc.

Disclosure of Personal Details

Information provided by the applicant in a field of this form that is marked with an asterisk (*) will be disclosed to the public by the TCI Telecommunications Commission in a Register of TCI Telecommunications Commission Licences in accordance with section 19 of the Telecommunications Ordinance 2004.

The TCI Telecommunications Commission may disclose the contents of the Register by making it available for inspection at the TCI Telecommunications Commission Office, over the Internet and through the sale of a CD-ROM.

Applicant's Details

1. Client number* (IF KNOWN)

2. Organisation name*

3. Trading Name* (IF APPLICABLE)

4. T.C.I. Company Registration Number

5. Does Company have a current Business Licence? (IF YES, PLEASE ATTACH COPY)

Yes No

6a. General Inquiry Email address* (IF ANY)

6b. Web Address* (IF ANY)

7. Postal address*

8. Physical address*

9. Contact Name*

10. Telephone

11. Type(s) of Network(s) and/or Service(s)*

At least one of the following types of Telecommunication Networks Services MUST be selected

Networks:

- Type A – Fixed wireline
- Type B – Fixed wireless
- Type C1 – Mobile (celluar) 2G
- Type C2 – Mobile (cellular) 2.5G
- Type C3 – Mobile (cellular) 3G

Services:

- Type 1 – Fixed Telephony
- Type 2* – Fall-back International Voice & Data Comms.
- Type 3 – Mobile Telephony
- Type 4 – Resale of Telephony
- Type 5 – Internet Telephony



* Available only to a Type E2 Licensee or applicant.

12. Additional Licence Types*

The following licence types may be included in this application PROVIDED at least one of the above has been selected.

Networks:

- Type D1 – Fibre Optic Cable - Domestic
- Type D2 – Fibre Optic Cable - International
- Type E1 – Satellite (incl VSAT) - Domestic
- Type E2 – Satellite (incl VSAT) - International
- Type S – Spectrum

Check this box if you plan to make use of any spectrum, and provide full details in answer to question 28 below. There is an annual fixed fee for each transmission frequency or channel to be used. See the description in the Part IV.

Services:

- Type 9 – Internet Service Provider (ISP)
- Type 11 – Provision of Telecommunications Infrastructure to 3rd Parties
- Type 12** – Retail sale of Telecommunications
- Type 13 – Publication of directories
- Type 14 – Applications Service Provider (ASP)

** Available only to Type 1 or Type 3 licensees. All others must obtain a licence under the Business Licensing Law (1998 Revision).

Cheque for Application Fee Enclosed
(See separate Schedule of Telecommunications Ordinance
2004 Spectrum Fee Regulations Application Fees)

USD\$ 1250 ⁰⁰

Company Directors and Management

Where appropriate, the following information should be provided as an attachment to this application:

13. Attach details of all directors and officers of the Company.
- a. Full name
 - b. Appointment
 - c. Date appointed
 - d. Private Address
 - e. Age
 - f. Nationality
 - g. Occupation
 - h. Other directorships held during the past 5 years
 - i. Other business interests
 - j. Whether or not resident in the Turks and Caicos Islands
 - k. Summary of background, and any experience relevant to running the networks and services applied for
14. Have any directors or officers of the Company ever declared personal bankruptcy or been a director or officer of a company which has gone into liquidation, official receivership, administration, or become insolvent (either while he was a director or officer or within 3 years of his ceasing to be a director or officer)?
- No
- Yes. Please attach details.
15. Have any directors of the Company been a director of a company whose Telecommunications licence (or equivalent) has been revoked by any country's regulatory authority for breach of licence condition(s) (either while he was a director or within 3 years of his ceasing to be a director)?
- No
- Yes. Please attach details.
16. Attach names and addresses of all shareholders of the Company (unless a publicly traded company). Include nationality and place of residence.
- List of shareholders attached.
- We are a publicly traded company. Our company registrars are:
- | |
|--|
| |
| |
| |
17. Has any director of the Company or any member of the Company's managerial staff ever been, or are they now, the defendant or respondent in any proceedings in any court in any jurisdiction involving non payment of debt, dishonesty, fraud, theft, restitution or violence?
- No
- Yes. Please attach details.



18. Provide a diagrammatic representation of the applicant's major shareholders, including the percentage of shares held. The Commission may request further information from the applicant concerning shareholding and corporate ownership structure.

Company Directors and Management - continued

19. Provide a diagrammatic representation and narrative description of the Company's management structure. Include brief resumes of key managerial staff indicating relevant prior experience, qualifications, and nationality. Detail any other sources of expertise available to the Company.

20. List any activities which will be contracted out to agencies, consultants, etc., including numbers of personnel upon whom the applicant will be able to draw, if known.

21. Attach names, addresses and contact details for the following professional advisors to the Company.

a. Attorney	c. Auditors
b. Accountant	d. Banker

Company Background

22. Does the Company or any affiliate currently hold, or has it ever held, a telecommunications, broadcasting licence in the Turks and Caicos Islands or another country? No
 Yes. Please attach details.

23. Has the Company or any affiliate ever had an application for a telecommunications, broadcasting licence in the Turks and Caicos Islands or another country refused? No
 Yes. Please attach details.

24. Has the Company or any affiliate ever had a telecommunications, broadcasting licence in the Turks and Caicos Islands or another country revoked? No
 Yes. Please attach details.

Networks & Services to be Supplied

25. General description of the network or service, including:

- Licence Type
- Narrative description
- Geographical coverage
- Number and categories of customers anticipated to be served
- Arrangements for interconnection and infrastructure sharing, where appropriate
- Anticipated launch date
- Anticipated developments over the next 3 years
- If wholesale services will be offered to other licensees

26. Explain fully the technical and operational configuration, including:

- Description of the equipment to be used
- Technical specification
- Conformance with standards
- Source and availability
- Network security and resilience
- Environmental impact

27. Provide a clear diagram showing:

- The conveyance of messages from the beginning (i.e. ways of accessing the applicant's system) to the end (i.e. termination of the message).
- Directional arrows
- Labels showing which company owns and operates each part of the network. (Though the applicant's system might represent a small part of the overall network, it is important for the Commission to know where the applicant's system fits into the chain of conveyance of a message and what the applicant's system does with that message.)

28. For each element of the network that involves radio transmission (if any), please provide an engineer's technical report that includes the following information (include network links, local loop and cellular as appropriate):

- Technical narrative
- Equipment tabulation and technical specifications
- Transmitter site map
- Antenna element sketch
- Frequency allocation study



- f. Frequency coverage map
- g. Vertical plane elevation pattern
- h. Frequencies & channels or band(s) required
- i. Antenna Mode
- j. Effective radiated power (average & horizontal)
- k. Effective antenna height
- l. Transmitting site coordinates

Networks & Services to be Supplied – continued

29. Do you wish to apply for an allocation of numbers? If so, please check the appropriate box(es):

- Carrier access codes
- Carrier selection codes
- End user numbers
- Other numbers

Provide details of your requirements.

Business and Marketing

30. Attach a detailed business plan covering a period of at least 5 years that includes:

NB. The applicant may be required to file a more precise business plan following completion of its interconnection and infrastructure arrangements.

- a. Major assumptions used
- b. Sources of funding, debt levels, equity and independent confirmation as appropriate
- c. Proforma financial statements for 5 years, to include cash flow and income statements
- d. An indication of when the applicant anticipates becoming profitable

31. Attach a marketing strategy that includes for each of the networks or services to be provided:

- a. Main target markets (e.g. wholesale or retail, residential or business)
- b. Sales plan

32. Provide details of your proposed rates.

33. Provide copies of your terms and conditions for the provision of the proposed networks and services.

34. Provide copies of representative samples of existing contracts with all classes of customer (if any).

35. How many staff do you propose to employ OUTSIDE the Turks and Caicos Islands?

Initially: 0 After 1 year: 0 After 3 years: 0

36. How many staff do you propose to employ WITHIN the Turks and Caicos Islands?

- a. Initially
 - 2 Turks and Caicos Islanders
 - 2 Expatriate
- b. After 1 year
 - 3 Turks and Caicos Islanders
 - 1 Expatriate
- c. After 3 years
 - 3 Turks and Caicos Islanders
 - 1 Expatriate

37. Explain fully how the following services will be provided:

- a. Customer service and complaint resolution
- b. Customer billing
- c. Directory services to the public, and how directory information on the applicant's own customers will be maintained and made available to others legitimately seeking it
- d. Access to 911 emergency services

38. Provide details of any quality of service targets supported by the applicant.



Filing

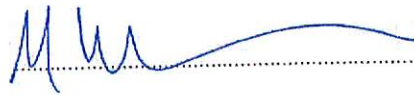
An original signed application and eight paper copies must be filed with the Commission. All paper copies must be held together with rubber bands or fasteners. The applicant is to provide an electronic copy of its application on a 3.5" floppy diskette or CD, clearly labelled with the applicant's name, date of filing, and the name of the electronic file on the diskette or CD. The application fees must accompany the application in order for the Commission to consider the application.

Certification

1. The Applicant by submitting this form and any attachments thereto represents, warrants and undertakes to and with the TCI Telecommunications Commission that all information, facts and matters (together the "Information") contained or referred to in the form and any attachments thereto are true and accurate as at the date of the application and correct in all respects and that nothing has been omitted which renders any of such Information incomplete, false or misleading.
2. So far as such Information relates in whole or in part to past or present matters of fact upon submission of the form, they shall also be deemed to constitute fundamental representations upon the faith of which the TCI Telecommunications Commission may grant the Licence or Licences applied for.
3. Promptly upon the occurrence of or promptly upon the Applicant becoming aware of the impending or threatened occurrence of any event which would or might reasonably be expected to cause or constitute a breach of the representations, warranties and undertakings in sub-clause 1 above (or would have caused or constituted a breach of the representations, warranties and undertakings in sub-clause 1 had such event occurred or been known to the Applicant prior to the date of application), the Applicant shall give written notice of the same to the TCI Telecommunications Commission and shall use its best endeavours promptly to prevent or remedy the same.
4. Where the Information consists of any audited accounts of the Applicant, the Applicant by submitting this form and any attachments thereto represents, warrants and undertakes to and with the TCI Telecommunications Commission that those accounts are accurate in all material respects and show a true, complete and fair view of the state of affairs, financial position, assets and liabilities of the Applicant and of its results for the financial period therein stated.
5. The Applicant further certifies that, to the best of its knowledge, any matters which might influence the TCI Telecommunications Commission's judgement as to whether the Applicant, its directors and substantial shareholders are fit and proper persons to hold a Telecommunications licence have been made known to the TCI Telecommunications Commission.

Signed on behalf of the Applicant:





Full name(s) of Signatory(ies):

Position:

G. ROBERT BLANCHARD, JR.

CHAIRMAN

Nigel D. WARDLE

DIRECTOR / SECRETARY

Date: JANUARY 27th 2009

Q. 13 – Attach details of all directors and officers of the Company.

Name: **G. Robert Blanchard**
Appointment: Director and Chairman
Date appointed: 31-Mar-03
Private Address: 910 Harbour Bay Drive, Tampa, FL, 33602
Age: 45
Nationality: American
Occupation: Businessman
Other Directorships: See attached
Other Business Interests: See attached
Resident in TCI: No
Background summary: See attached

Name: **Nigel Wardle**
Appointment: Director and Secretary
Date appointed: 18-May-05
Private Address: 5001 W. El Prado Blvd, Tampa, FL, 33629
Age: 52
Nationality: British / Belonger, Turks and Caicos Islands
Occupation: Businessman
Other Directorships: See attached
Other Business Interests: See attached
Resident in TCI: No
Background summary: See attached

Name: **Jeff Campbell**
Appointment: Director
Date appointed: 30-Aug-07
Private Address: #2, The Enclave, Provo Golf Club, Grace Bay, Providenciales, TCI
Age: 32
Nationality: Canadian
Occupation: Executive
Other Directorships: None
Other Business Interests: None
Resident in TCI: Yes
Background summary: See attached

G. Robert Blanchard, Jr.

G. Robert Blanchard, Jr., age 45, became the President of WRB Enterprises, Inc. in 2002, and prior to that was its Executive Vice President since 1991. He has been the Chairman of Grenada Electricity Services Ltd. since 1999, and was its Managing Director from 1994 until 2002. Since 2004, he has been Chairman of Dominica Electricity Services, Ltd. He has been Chairman of Turks & Caicos Utilities, Ltd., WIV Cable TV, Ltd. and their affiliated companies since 1996. He graduated from Emory University in 1986 from which he received a Bachelor of Arts Degree in Political Science and a Bachelor of Arts Degree in Philosophy. From 1986 to 1987, he was a Special Assistant to the Governor of Florida. He presently serves as a Director on the following Boards: The Bank of Tampa; The Tampa Banking Co.; and CenterState Banks of Florida; H. Lee Moffitt Cancer Center & Research Institute Foundation, Inc.; and The Florida Aquarium. He is a past member of the Greater Tampa Chamber of Commerce; Committee of 100 Advisory Board; YMCA Tampa Metropolitan Area; and the Ybor City Development Corporation.

Nigel D. Wardle

Employment History

1978-81	Articled Clerk Midgley Snelling and Co - London
1981-83	Associate Morris Peary and Co (now Morris Cottingham)– Turks and Caicos Islands-Chartered Accountants
1983-86	Director- The Bradley Trust Company Ltd – Turks and Caicos Islands
1986-95	Managing Director- Turks and Caicos Utilities Ltd
1995-2002	General Manager – Grenada Electricity Services Ltd
2002-Pres.	Vice President – WRB Enterprises, Inc

General

Mr. Wardle is a past Chairman of CARILEC (Caribbean Electricity Services Corporation) He currently serves on the Boards of: Dominica Electricity Services, Grenada Electricity Services, Turks and Caicos Utilities Ltd and WIV Cable (Providenciales), TCT Ltd and Marpin 2k4 Ltd (a telecommunications company in Dominica).

Mr. Wardle earned a BA in Commerce from the University of London (South Bank) and is a member of the Institute of Chartered Accountants (England and Wales).

Mr. Wardle is a member and Chairman of the Society of International Business fellows.

Mr. Wardle was afforded Belonger status of the Turks and Caicos Islands in 1992

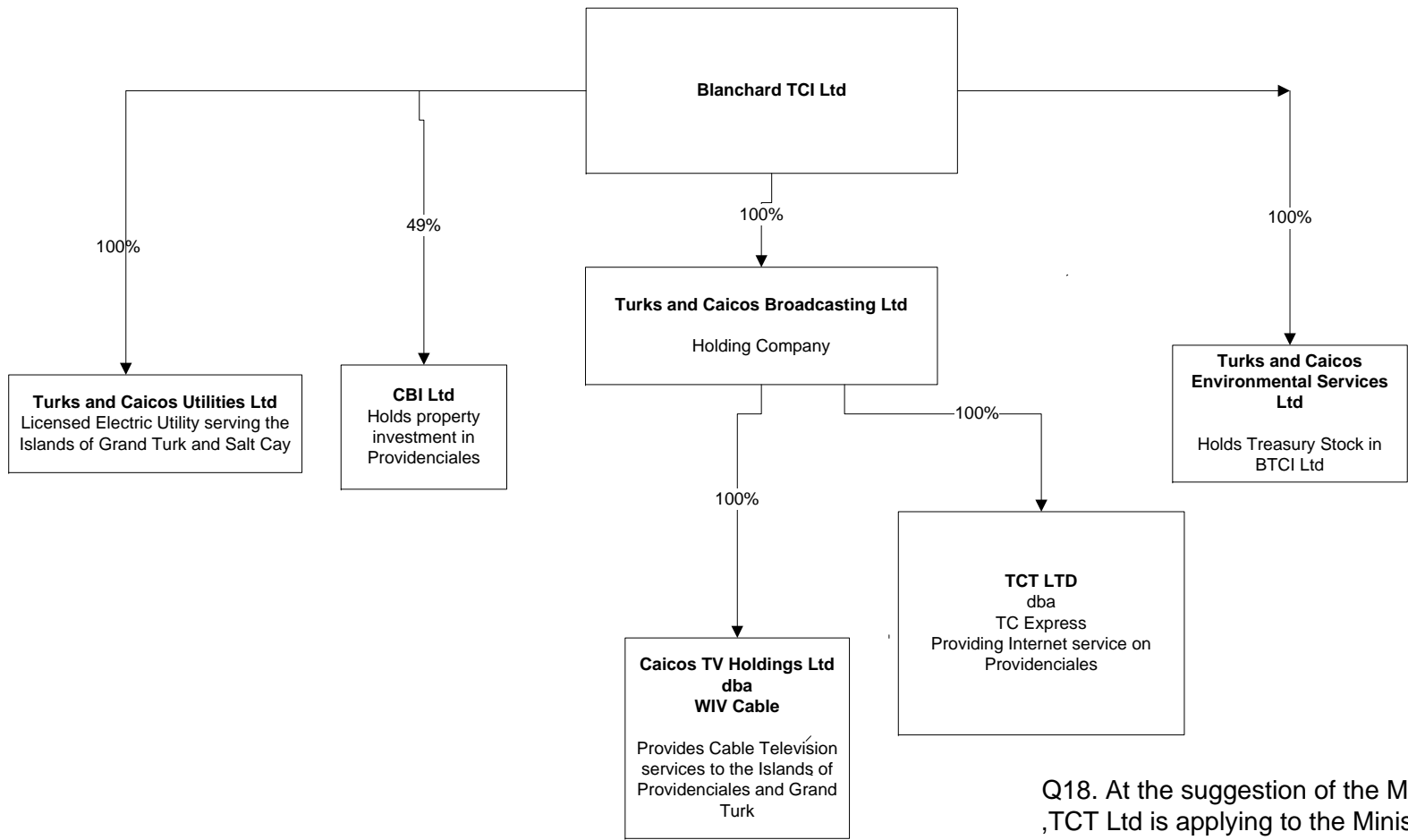
Jeff Campbell

Mr. Campbell is the Managing Director of TCT Ltd., a position he has held since January, 2004. During the past five years he has overseen the growth and success of the company as it emerged to become the High Speed Internet provider of choice for over half of the Internet connected homes and businesses on Providenciales.

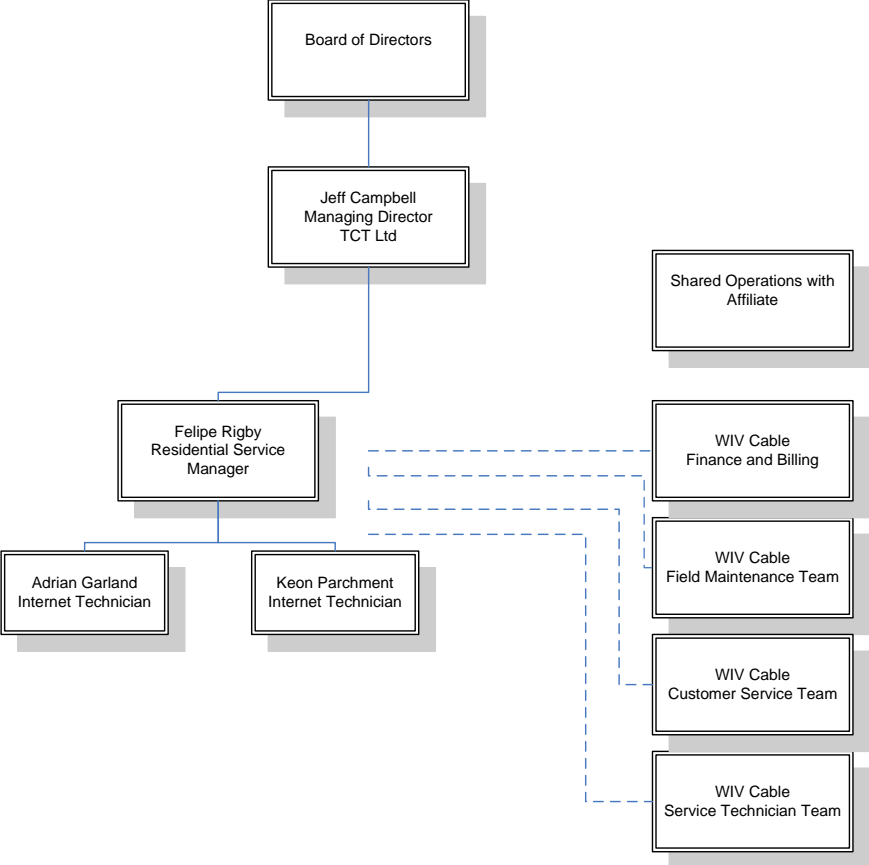
Prior to moving to the Turks and Caicos Islands, Mr. Campbell was the founder and CEO of Core Networks Inc., a company that produced software for cable companies to manage their cable modem services.

Prior to Core, Mr. Campbell was the Manger of Broadband Services at Eastlink, one of the top five cable operators in Canada. At Eastlink Mr. Campbell launched one of the first commercial and residential cable modem services in North America. Prior to Eastlink, Mr. Campbell was involved in the dial-up Internet Service provider business going back as far as 1994.

Mr. Campbell is a member of the Society of Cable Telecommunications Engineers and has been the recipient of a number of awards including the Business Development Bank of Canada Young Entrepreneur of the Year, one of the top 50 CEOs in Atlantic Canada, and one of Canada's Top 100 Employers.



Q18. At the suggestion of the Minister, TCT Ltd is applying to the Minister, in tandem with this application, for exemption from the Belonger control provisions of the Ordinance



Telecomms License
Application – Q19
TCT Ltd. – Jan 15, 2009

19. Company Organizational Chart

See attached diagram for the organizational chart of the company.

20. Activities contracted to outside parties

The company contracts our graphic design work in support of its marketing activities. As well, it sometimes engages contractors on a project basis in order to provide additional deep technical expertise in areas related to the project at hand.

21. Attach names, addresses and contact details for the following professional advisors to the Company.

TCT Limited advisors:

Attorney: Savory & Co.
Box 175
Providenciales, Turks & Caicos Islands
649-946-4602

Accountant: Catriona Dolan (Employee of Affiliate WIV Cable)

Auditors: PriceWaterhouseCoopers
Abacus House
Box 63
Providenciales, Turks & Caicos Islands
649-946-4890

Banker: First Caribbean International Bank
Box 236
Providenciales, Turks & Caicos Islands
649-946-4245

Network & Services to be supplied

25. General description of the network service

The applicant is seeking licenses for fixed wireline and fixed wireless services. The applicant is seeking licenses for domestic and international fibre optic cables, domestic and international satellite services, Internet Service Provider services, MMDS fixed wireless service, WiFi services and any associated spectrum.

The applicant and its affiliates supply high speed internet access to residential and corporate customers using a combination of cable modem, MMDS wireless and fibre optic technologies.

Standard residential and small business services will be delivered on the islands of Providenciales and Grand Turk, over the cable television network of WIV Cable TV. Corporate services will also be delivered over the fibre optic network of WIV Cable TV.

Wireless service will be available to the island of West Caicos and potentially to other nearby islands and cays, delivered utilizing MMDS wireless technology to transmit the signal from the WIV Cable TV telecommunications tower at Leeward Highway. Remote end sites will use low power transmitters to send the return signal back to the tower at Leeward Highway.

The residential and small business services are currently delivered on Providenciales over the WIV network and have been available in the marketplace since October, 2003.

The main internet connection for the business is intended to come from a large capacity circuit to be purchased from New World Networks on their ARCOS submarine system. Initially it is anticipated that this circuit will have a capacity of 90 megabits per second and will be scalable to higher bandwidth levels as customer demand requires. We anticipate that within three years we will have a full 155 megabits or more of capacity supporting our services.

Wholesale Internet services will be offered to other licensees.

26. Explain fully the technical and operational configuration.

The network has two principal end points, one is where we will connect to the ARCOS submarine system in order to access the international Internet backbone, and the other is in the subscriber home. Starting with the interconnection point for ARCOS, we will be using a Cisco router with either an optical or copper interface to connect to the ARCOS long haul fibre equipment. This will provide the main internet feed.

From the ARCOS landing site, we will carry our traffic back to our head end facility on Leeward highway over WIV's fibre optic network. There it will connect to another Cisco

router that is the main routing interface for the rest of our network. That router will have interfaces facing the MMDS wireless network, the cable modem network, corporate fibre optic connections as well as any additional segments that need to be connected.

VSAT services may be used to augment our main Internet feed and provide emergency backup for situations where the main feed from ARCOS.

From the head end facility, we utilize Data Over Cable System Interface Specification (DOCSIS) standard equipment to deliver high speed data across the CATV infrastructure. DOCSIS is an international standard and we use North American frequency and power settings. The equipment in the head end that aggregates all cable modem traffic and converts it to Ethernet for connection to the router is called a Cable Modem Termination System (CMTS). All of the modems connect over the CATV network to the CMTS. In the subscriber home, the cable modem converts the CATV connection to Ethernet for connection to the subscribers PC. Any Wifi wireless services would be offered by connecting 802.11a/b/g/n/x equipment to a standard cable modem.

For the wireless MMDS segment of the network, we will also utilize DOCSIS CMTS and cable modem technology, but instead of transmitting over the CATV network, we will transmit over the MDS and MMDS frequencies. Everything is identical with the exception of the output of the CMTS going to the MMDS transmitter, and on the subscriber side the cable modem is connected via CATV cable to an MMDS antenna, allowing the data to transit over a wireless path in between.

For fibre optic services, the service would be delivered from the head end to the subscriber location over the fibre portion of the CATV network. At both ends fibre optic to Ethernet transceivers would be used to convert the copper signal to light, and back again.

All routers contain network security and firewall capabilities and the network is protected by access control lists and filtering. As well the server network is protected by automatically updated virus checking software and the mail systems do full virus and junk mail scanning.

27. See attached network diagram.

28. See attached wireless engineering diagram.

30 & 31. Business and Marketing Plans

TCT has enjoyed stable and consistent growth over the last five years. As the TCI has grown and flourished, so has the company. Today we count approximately half of the Internet connected homes on Providenciales as clients. However, with the arrival of the economic downturn and its dramatic effect on the TCI economy we are bracing for a significant change in our business plan. TCT is focusing the next few years primarily on

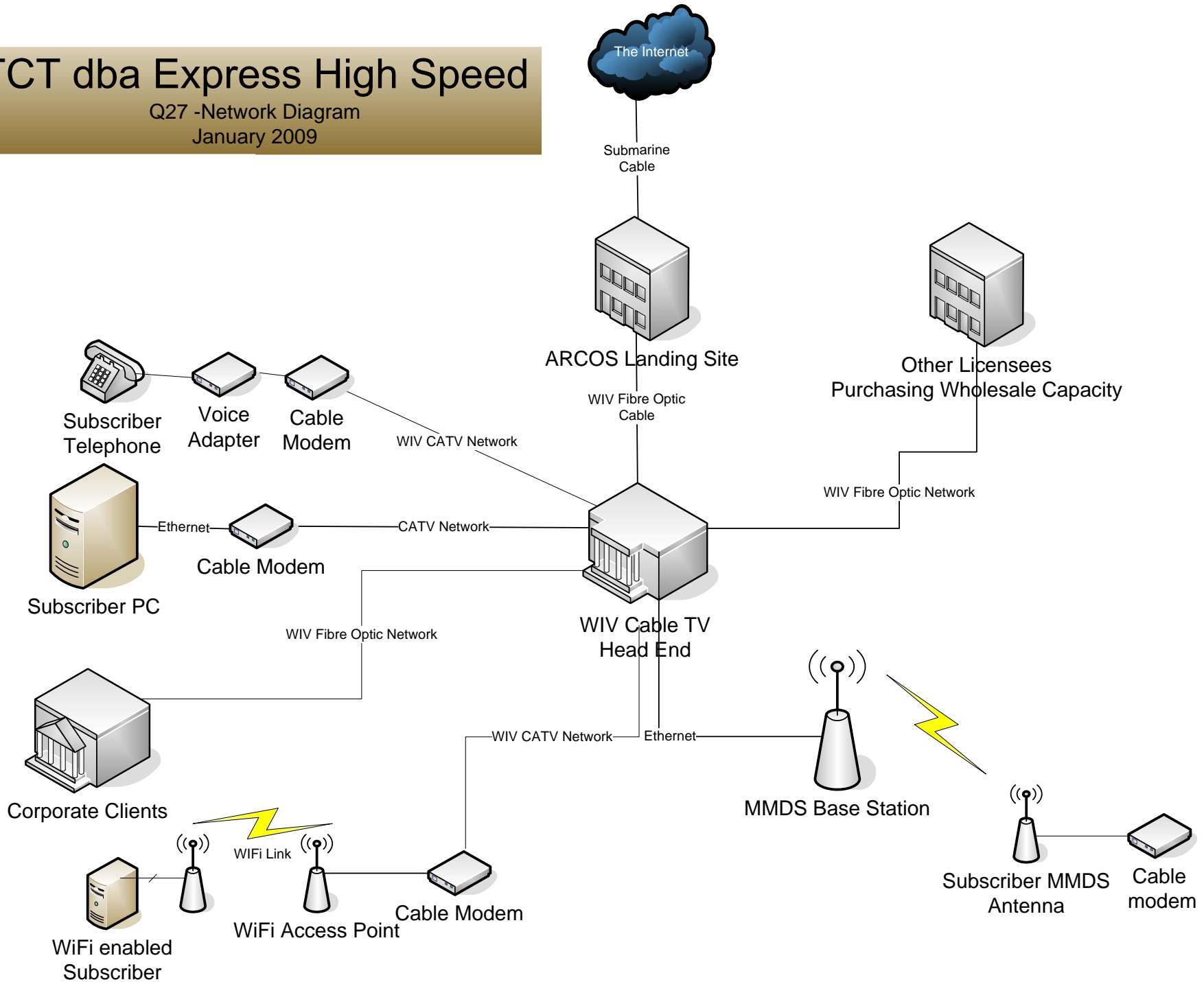
its existing customer base and improving the speeds and services offered to its subscribers. The first step will be the increasing of speeds for all customers during the first quarter of 2009, with no increase in pricing.

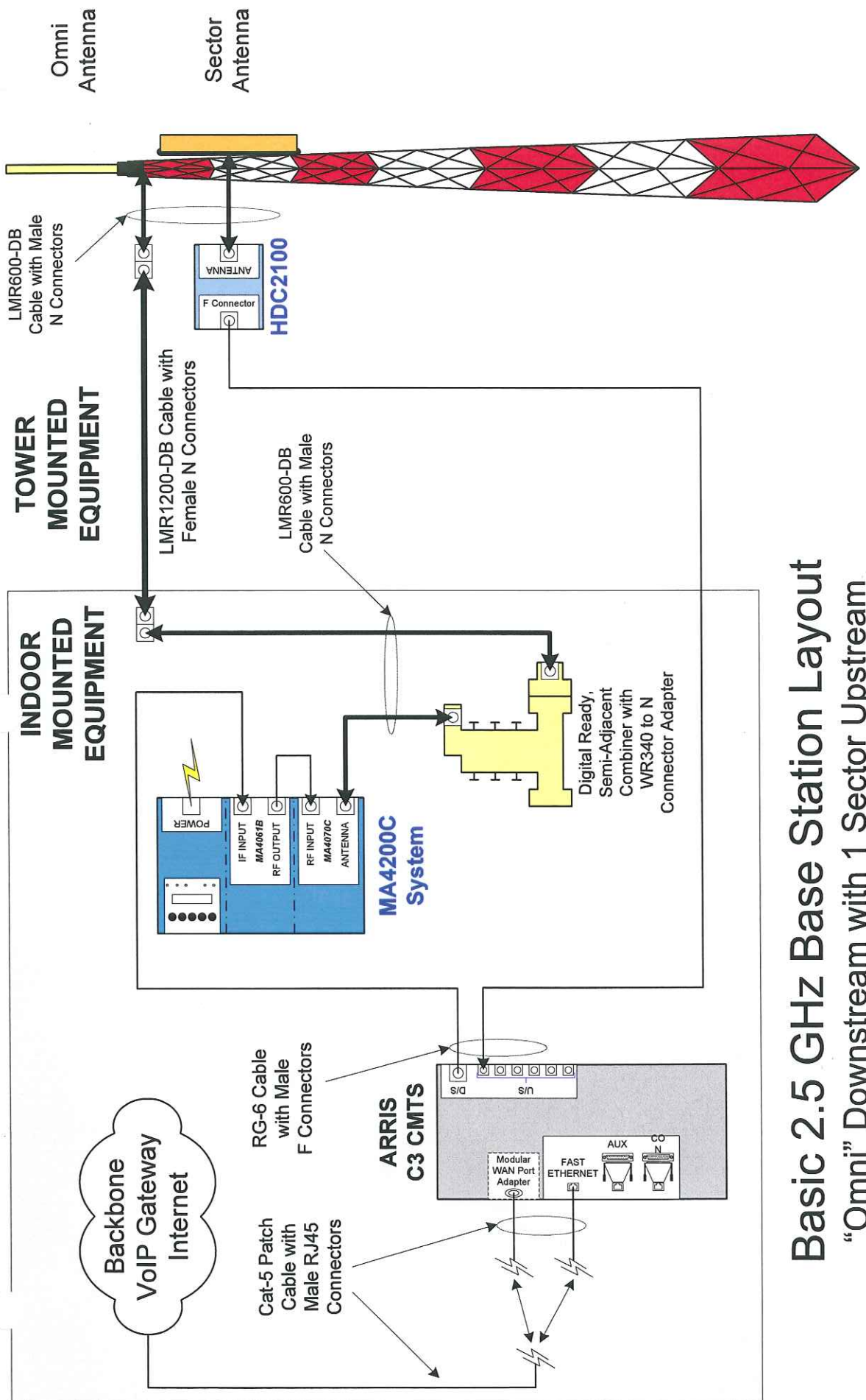
Marketing expenses are being minimized and all efforts and resources are being focused on customer interactions, rapid response and improving all elements of the customer experience will be front and center as well as working to minimize any technical or economic barriers to service adoption.

The one area of expansion that TCT will be focusing on over the coming year is the launch of its services on the island of Grand Turk. Utilizing the completely new cable system that WIV Grand Turk has constructed, TCT intends to launch its full range of Internet services there, giving the residents and businesses a new option for Internet connectivity.

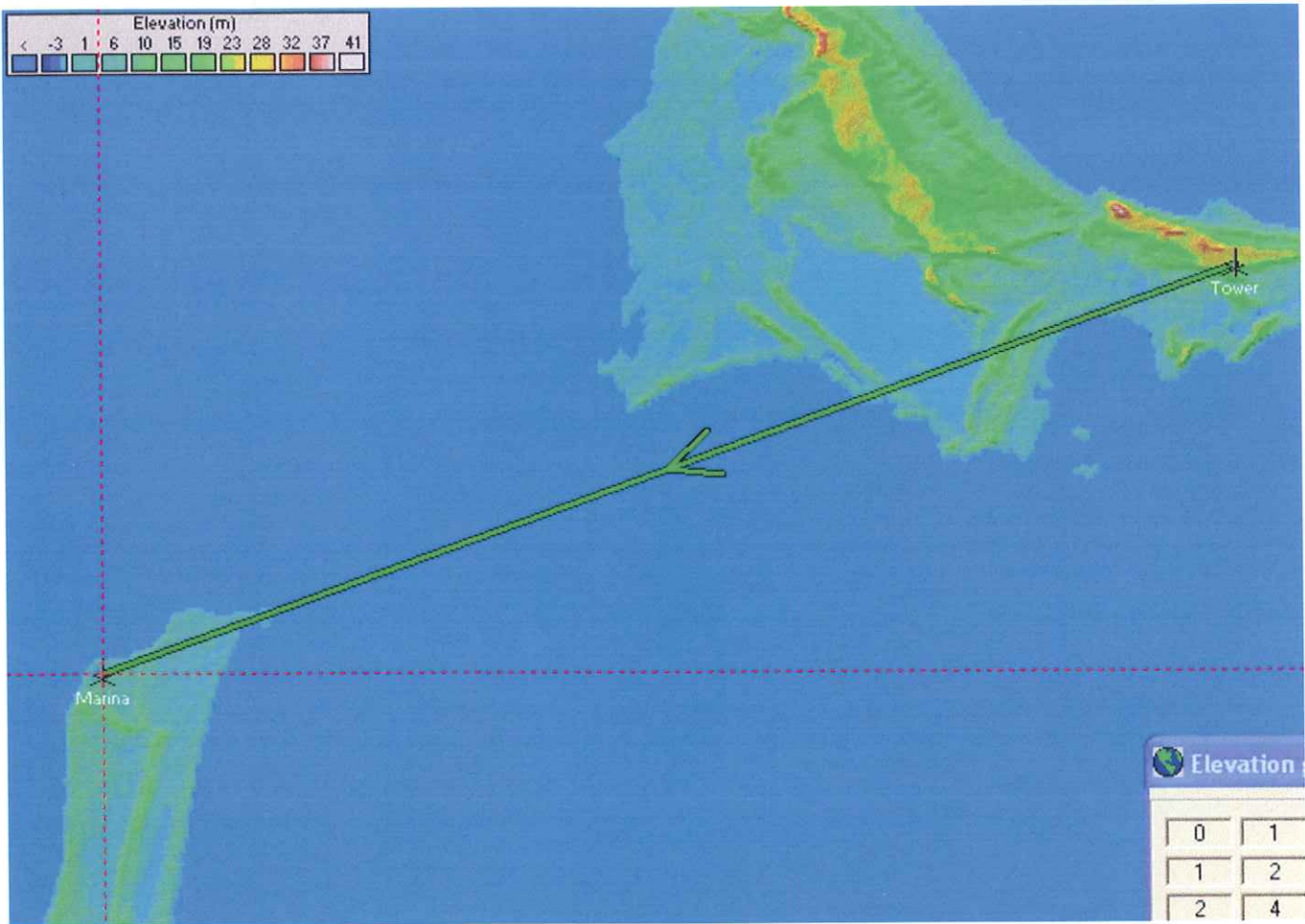
TCT dba Express High Speed

Q27 -Network Diagram
January 2009





Basic 2.5 GHz Base Station Layout
 "Omni" Downstream with 1 Sector Upstream



Radio Link

Edit View Swap

Azimuth=250.2°	Elev. angle=-0.249°	Clearance at 25.04km	Worst Fresnel=0.3F1	Distance=26.00km
PathLoss=128.7dB	E field=59.1dBμV/m	Rx level=-63.7dBm	Rx level=146.94μV	Rx Relative=12.3dB

Transmitter

Role: Master

Tx system name: MMDS Base Station

Tx power: 4 W (36.02 dBm)

Line loss: 5 dB

Antenna gain: 13 dBi (10.85 dBd)

Radiated power: EIRP=25.24 W (ERP=15.39 W)

Antenna height (m): 45

Receiver

Role: Slave

Rx system name: MMDS Subscriber

Required E Field: 46.76 dBμV/m

Antenna gain: 24 dBi (21.85 dBd)

Line loss: 3 dB

Rx sensitivity: 35.48 μV (-76 dBm)

Antenna height (m): 5

Net

Net 1

Frequency (MHz)

Minimum: 2100

Maximum: 2150

Residential Service Packages

Express is pleased to offer the following High Speed Internet packages to the residents of Providenciales. Express delivers blazing speeds through your cable TV connection (PC required); you are always online and you never need to worry about tying up your phone line.

Sign up today at the WIV offices at Tower Plaza or by phoning 941-8209.

ExpressConnect - \$40/Month

Faster, more convenient and an affordable replacement for old-style "dial-up" connections. Ideal for light users who primarily use e-mail and do casual web surfing and occasionally download files. Always on and doesn't tie up your phone line. Suitable for one computer. This is a great budget option.

- 128Kbps Download Speeds
- 128Kbps Upload Speeds
- 3 E-Mail addresses
- Replace your dial-up and save!

ExpressLite - \$75/Month

A significant improvement over dial-up and even Connect, Lite is twice as fast as Connect and receives a further speed boost from ExpressLane Acceleration (detailed below). Lite is ideal for frequent e-mail users, active web surfers, stock traders, file downloaders, and peer-to-peer networking. If you use the Internet every other day, this is the package for you. Suitable for two computers to share. This is our most popular product and great value – twice the speed of Connect for only \$35 more per month.

- 256+Kbps Download Speeds
- 256+Kbps Upload Speeds
- ExpressLane Acceleration!
- 4 E-Mail addresses
- Personal Web Space

ExpressMax - \$150/Month

Twice as fast as Lite and four times faster than Connect, with a further boost from ExpressLane Acceleration (detailed below). Max is ideal for heavy computer and Internet users, people who need high capacity at all times, and for Internet gamers. Don't like to wait? This is your package. Suitable for sharing across larger home networks.

- 512+Kbps Download Speeds
- 512+Kbps Upload Speeds
- ExpressLane Acceleration!
- 5 E-Mail addresses
- Personal Web Space

Installation of any of our residential services is available for one low, all inclusive, fee of \$149. That fee includes a technician visiting your home and adding a new outlet near your PC, testing and adjusting the signal levels on the line, installing the necessary software, confirming everything is operational and providing you with your new cable modem, which is yours to keep.

*Prices and packages are subject to change. Current as of June 10th, 2004.

ExpressLane Acceleration:

Exclusive to Express, we have utilized the latest in caching and acceleration technology to create a blazingly fast 2 Megabit per second "on-island" network. 2 Megabits is approximately 8 times the speed of 256K connections from our competitors. Data that you send or receive from hosts within the Express network, or available via our extensive cache servers, will be delivered to you at 2 Megabit speeds. The result? An Internet experience far beyond what you would normally expect, at no additional cost! It's like getting a speed increase for free! Welcome to the ExpressLane.

No longterm contracts!

Express
High Speed Internet
BY TCT LIMITED

Express High Speed Internet Service Agreement

TCT Ltd. ("TCT") provides Internet Services ("Services") to those who are WIV Cable TV subscribers and who pay monthly fees to subscribe to our Services ("Members"). By using the Services, or by establishing an account, you agree to be bound by this Agreement and to use the Services in compliance with this Agreement. If you do not agree to the terms and conditions of this Agreement, including any future revisions, you may not use the Services and you must terminate your use of the Services.

1. Please note - as in the case of your Cable TV Service, your High-Speed-Internet bill is also due on the 1st of each month. You must ensure that payment is made before the 15th of each month to avoid disconnection of service. When the 15th falls on a weekend or a public holiday the bill must be paid on one of the previous working days. In event of disconnection there is a mandatory reconnection fee of \$20.00 before service can be resumed.
2. Current prices for TCT's Services are available by calling (649) 941 8209 or by visiting <http://www.tct.tc> or www.tcexpress.tc. TCT reserves the right to change prices and institute new fees at any time upon issuance of 30 days' notice on the website references above or via direct email.
3. (a) Members receive a username, password and an account designation upon registration. You and members of your household are the only authorized users of your TCT account and must comply with this Agreement. You may not make the Services available in any way whatsoever to or for the benefit of any unauthorized person or third party. You must keep your password confidential so that no one else may access the Services through your account. You must notify TCT within twenty four (24) hours of discovering unauthorized use of your account.
(b) Using a personal account for high volume or commercial use (e.g. revenue generation, advertising, etc.) is prohibited. Email accounts exceeding 5MB in size may, at TCT's discretion, be deleted seven (7) days after notifying you.
(c) Usernames, passwords and email addresses are TCT's property and TCT may alter or replace them after giving you three (3) days notice.
(d) TCT reserves the right to limit the length of any single authorized session to a maximum of four (4) hours; however, the user is free to reconnect immediately after the forced disconnect.
4. TCT has no obligation to monitor the Services, but may do so and disclose information regarding use of the Services for any reason if TCT, in its sole discretion, believes that it is reasonable to do so, including to: satisfy laws, regulations, or governmental or legal requests; operate the Services properly; or protect itself and its Members.
5. Except for certain products and services specifically identified as being offered by TCT, TCT does not control any materials, information, products, or services on the Internet. The Internet contains unedited materials, some of which are sexually explicit or may be offensive to you. TCT has no control over and accepts no responsibility for such materials. You assume full responsibility and risk for use of the Services and the Internet and are solely responsible for evaluating the accuracy, completeness, and usefulness of all services, products and other information, and the quality and merchantability of all merchandise provided through the Services or the Internet.
The Services are provided on an "as is" and "as available" basis. TCT does not warrant that the Services will be uninterrupted, error-free or free of viruses, or other harmful components. TCT makes no expressed warranties and waives all implied warranties, including, but not limited to, warranties of title, non-infringement, merchantability, and fitness for a particular purpose regarding any merchandise, information or service provided through TCT or the Internet generally. No advice or information given by TCT or its representatives shall create a warranty. TCT and its employees are not liable for any costs or damages arising directly or indirectly from your use of the Services or the Internet including any indirect, incidental, exemplary, multiple, special, punitive, or consequential damages.
6. Continued use of the Services constitutes acceptance of this Agreement and any future versions. If you are dissatisfied with the Services or any related terms, conditions, rules, policies, guidelines or practices; your sole and exclusive remedy is to discontinue using the Services and to terminate your account.
7. You may terminate your account at any time and for any reason by providing *one full calendar month's notice* of intent to terminate in writing and addressed to TCEXpress, P.O. Box 679, Providenciales, TCI. Termination by email will not be accepted. Any incoming email sent to an account which has been cancelled will be rejected by our systems.
Without prior notice, TCT may terminate this Agreement, your password, your account, or your use of the Services, if TCT, in its sole discretion, believes you have violated this Agreement, or if you fail to pay any charges when due. This Agreement constitutes the entire agreement between you and TCT with respect to your use of the Services.
TCT may revise, amend, or modify this Agreement at any time in any manner. Any revision, amendment or modification will be effective thirty (30) days after TCT posts notice to members on TCT's web site (<http://www.tcexpress.tc>) and/or by email to Members.
8. The Services may only be used for lawful purposes. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.
9. Violations of system or network security are prohibited, and may result in criminal and civil liability. TCT will investigate incidents involving such violations and may involve and will cooperate with law enforcement if a criminal violation is suspected. Examples of system or network security violations include, without limitation, the following:
Unauthorized access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network to breach security or authentication measures without express authorization of the owner of the system or network.
Unauthorized monitoring of data or traffic on any network or system without express authorization of the owner of the system or network.
Interference with service to any user, host or network including, without limitation, mail bombing, flooding, deliberate attempts to overload a system and broadcast attacks.
Forging of any TCP-IP packet header or any part of the header information in an email or newsgroup posting.
The use of any device or service designed to make or transmit any voice conversation over TCT Services, including but not limited to Voice Over IP systems.
10. Sending unsolicited mail messages, including, without limitation, commercial advertising and informational announcements, is explicitly prohibited. A user shall not use another site's mail server to relay mail without the expression permission of the site.
11. Posting the same or similar message to one or more newsgroups (excessive cross-posting or multiple posting, also known as "SPAM") is explicitly prohibited.

This Agreement shall be governed by and constructed in all respects in accordance with the laws of the Turks & Caicos Islands.

37. Explain how the following services will be provided:

Customer service and complaint resolution

Customer service and complaint resolution are handled by telephoning the company on its published contact number or visiting in person. The number is available in the telephone directory, on our website, in all of our correspondence, and on our vehicles. We have staff assigned to handle all telephone queries and they are trained to assist the customer with their needs. In the event the customer wishes to escalate the issue, they can ask to speak to the Manager who will address their needs.

Customer Billing

Customer billing is handled by the WinCable Billing System utilized by WIV Cable TV. As all of the services offered are flat rate billed, it is very straight forward. All bills are issued on the first day of the month and are due by the fifteenth of the month. For customers either signing up or leaving the service during the course of the billing cycle, they will be credited for the prorated number of days appropriate to their situation.

Directory Services

The company does not currently offer telephony service, but once it enters the telephony market it will maintain and make available in both industry standard format and via a web based front end, all directory information relating to it's subscribers.

Emergency 911 services

The company will work with the government and emergency services personnel to establish direct communication links between it's network and the emergency services so that emergency calls can be routed in a rapid and efficient manner to the appropriate party.

38. See attached internal memo outlining customer service targets.

Procedures and Policies for Handling Work Orders

- 1 The technical department will distribute work orders to technicians twice per day: Scheduled time of distribution being 8:00 am and 12:00 noon respectively Monday thru Friday.
- 2 Technicians shall have a clip board and have in their possession an office call daily work sheet log for office priority work order request; such as area outage, no reception, line down, or confirmation of group and tap work order request. The technician shall submit the office call work sheet to the Front Office on a daily basis.
- 3 The System Manager shall be responsible for the scheduling and printing of all work orders assigned to customers accounts, and shall be responsible for overseeing the completion and finalization of same.
- 4 Work assignments that are completed must reflect technician's accurate date of completion, technician's signature, and whenever possible customer signature. Completed work assignments must be finalized in WIN Cable System on a day-to-day basis.
- 5 Technicians shall leave a WIV door sign to notify customers of their visit in the event the customer is not at home.
- 6 The System Manager and the Field Supervisor must have adequate training in the Win Cable System so that they themselves can assist field technicians with the assignment of equipment e.g. Electroline and or Dalvi to customers account.
- 7 Scheduled work orders that are noted "No Reception" shall be given top priority and shall be completed on the same day that it was logged in the WIN Cable System. The lag time for this type of service complaint(s) shall not exceed 2 working days.
- 8 Customer complaints that need management attention should immediately be forwarded to the specific Manager and the Manager shall make the necessary time to attend to or respond to the customer needs or inquiries.
- 9 All work order assignments shall be printed on 2-ply paper so that a copy of the distributed work order remains in the office. This can then be referred to, serving as confirmation of distribution.
- 10 Work orders which require that WIV perform extra work e.g. area design or hard-line or another technician's skills shall remain scheduled on the customer account and shall not be suspended in the WIN Cable System. Scheduled work assignment(s) shall only be suspended if it is the customer who needs to do the extra work.

- 11 The System Manager / Supervisor shall schedule all work assignments using the Technician's Scheduler in WIN Cable, so that the technician's productivity can be monitored and work assignments can be easily reviewed and accessed.
- 12 System Manager / Field Supervisor shall ensure that Inactive work orders are all completed in the system before end of month closing so that accounts are accurately billed during WIN Cable month end close out period process.
- 13 A new installation application which requires both Internet and Cable connections shall be assigned and scheduled for the same date. This type of work assignment shall be scheduled two fold; Cable installation shall be scheduled for 8:00 am and the Internet installation shall be scheduled for 12:00 noon on the same day.
- 14 New Cable / Internet installations which do not require extra design work shall be scheduled and completed within 3-4 working days.
- 15 Cable / Internet modem installations which require design work by WIV / Express (depending on the technical complexity of the design) shall be completed within 10 working days.
- 16 An end-of-week summary of scheduled / suspended work assignments shall be compiled, printed and reviewed by all heads of department including the Managing Director and General Manager of Express. This is to ensure that all areas of management are being constantly updated and reminded of all outstanding work order issues as they relate to customer service and financial credit adjustments.
- 17 System Manager and both General Manager of Express (or designated persons) shall review a compiled work order summary report on scheduled and suspended work orders once per week (that is every Thursday mid-day) so that during Friday rescheduling of outstanding work orders; priority can be given to work assignments of all types which remain outstanding on customer accounts for 5 days and beyond.
- 18 Front office personnel and Technician designated for box inspection and repairs shall comply in accordance with all sections of the Converter box returned form.
- 19 Monthly returned converter forms shall be reviewed by System Manager and Financial Controller to identify discrepancies or errors in inventory status.
- 20 Returned Converter box shall be inspected by designated technician on the same day that it was returned to office; once inspected, technician shall record appropriate status of the equipment both on the Return Box form and Customer account in Win Cable.

- 21 New Cable connections which require Converter equipment shall be scheduled at the same time as the service connection.
- 22 Internet service work orders which require additional work by a WIV technician shall be updated by the Express Technician in WIN Cable by changing the originally Internet Service Call status to a WIV service call. This work order shall be printed and delivered to the System Manager / Supervisor.
- 23 General Manager or designate person of Express Internet is responsible for scheduling, distribution, and finalization of all Internet Service work orders including modem installations.
- 24 System Manager / Technicians are to ensure that all services turned on for testing purposes during a construction work order process is immediately turned off before leaving the premises unless otherwise instructed by the front office.

TCT Limited
Tower Plaza
Leeward Highway
Providenciales
Turks & Caicos Islands
British West Indies

Mailing Address
P.O. Box 679
Providenciales
Turks & Caicos Islands
British West Indies

Tel: 1 649-941-8209
Fax: 1 649-946-4603
Web: www.express.tc

Friday, January 23, 2009

Helena Ginton
Secretary
Revenue Control Unit
Turks & Caicos Islands Government
Grand Turk, Turks & Caicos
British West Indies

RE: Business License Category Correction TCT Ltd.

Ms. Ginton,

Further to the discussion you had recently with Ms. Sherri Warrican on our behalf, this letter is to formally request that the category on the face of our current business license be adjusted.

Since 2003 TCT Ltd. has been engaged in the business of providing Internet services (High Speed Internet via cable modem). Our original business license, issued in 2003 (attached) was labeled correctly as "(37) Computer & Internet Services".

Our current 2008 licenses has been changed to "(37) Computers Sales & Services". We are not, and have not ever, actively traded in the computer sales business. We have been continually engaged as an Internet company since inception, and today serve approximately 50% of all Internet connected homes and business on Providenciales.

We would ask for your consideration in re-issuing the license to reflect Internet Services so it is congruent with our operations. When it is ready, Ms. Warrican can collect the license on our behalf and convey it to us internally. If you require anything further in support of this, please do not hesitate to contact me on 649-231-4752.

Sincerely,



Jeff Campbell
Managing Director

L 110 IN USA

No 8871



BUSINESS LICENSING ORDINANCE

(Section 22 (1))

THIS LICENCE IS ISSUED TO -

TGT LTD.

NAME OF LICENSEE

IN RESPECT OF -

TGT LTD.

(NAME OF BUSINESS)

CLASS OF BUSINESS -


(37) COMPUTER & INTERNET SERVICES

and is valid from the 1ST day JANUARY 2004
indefinitely.

The conditions imposed upon the grant of this licence are as follows:

Subject to payment of the appropriate renewal fee
which falls due upon the 1st of April each year.

Signed:

 SECRETARY I.B.C.
PERMANENT SECRETARY, FINANCE

27 01 04

© 1999 402

BUSINESS LICENCING FINANCIAL CONTROL UNIT GRAND TURK HIBISCUS SQUARE FAX 946 1821 BUSINESS LICENCES INFORMATION SUMMARY	
Business licences are issued subject to the terms and conditions of the Business Licencing Ordinance 1992	Penalties for not complying with the Ordinance.
It is an offence to operate a business without a valid licence.	Fine of \$ 10,000 and / or 2 years imprisonment Fine of \$ 50 per day for each day the offence continues.
A licence is valid between the dates on the licence.	
The licence only entitles the holder to carry on the business described on the licence.	
The licence must be openly displayed at the business premises.	Fine of \$ 1,000
The required renewal fees must be paid on or before the 1 April each year.	Penalty surcharge of 10 % of the annual fee for each month or part month by which the payment is late
Business Licencing must be notified in writing of any changes in the particulars of business. This will include trading name and location. A body corporate must notify any change in the controlling interest, or in the persons under whose instructions the directors are accustomed to act, or any change in directors.	Failure to notify in writing within 30 days. Fine of \$ 5,000
Business Licencing must be informed if the business ceases to trade.	Failure to notify within 30 days of ceasing to trade Fine of \$ 5,000
The licence may be suspended and revoked for failure to meet the terms of the Ordinance. It is an offence to continue in business after a licence has been suspended.	Continuing to trade after suspension Fine of \$ 2,000 and / or 2 years imprisonment Failure to return a licence by 30 days after suspension Fine of \$ 1,000
The holding of other licences and permits, such as liquor and taxi licences, does not remove the requirement to also have a business licence.	
The licence is not transferable.	
Please refer to the full Ordinance as necessary.	Contact Business Licencing for further information.

2008 / 2009

No: 8871



BUSINESS LICENSING ORDINANCE
(Section 22 (1))

THIS LICENCE IS ISSUED TO

TCT LTD.

(NAME OF LICENSEE)

IN RESPECT OF

TCT LTD.

(NAME OF BUSINESS)

CLASS OF BUSINESS


(37) - COMPUTER SALES AND SERVICES

and is valid from the 1st day of APRIL, 2008 to the 31st day of MARCH, 2009.

The conditions imposed upon the grant of this licence are as follows:

The business activity of Internet Services is also allowed to be carried out by the applicant.

Subject to payment of the appropriate renewal fee which falls due upon the FIRST day of APRIL each year.

Signed: 
SECRETARY, Business Licensing Committee

Date: 05-MAY-2008



**BUSINESS LICENCING
REVENUE CONTROL UNIT
HIBISCUS SQUARE
GRAND TURK
FAX # 946 - 2686**



BUSINESS LICENCES INFORMATION SUMMARY

Business licences are issued subject to the terms and conditions of the Business Licencing Ordinance 1992	Penalties for not complying with the Ordinance.
It is an offence to operate a business without a valid Licence.	Fine of \$10,000 and / or 2 years imprisonment Fine of \$50 per day for each day the offence continues.
A licence is valid between the dates on the licence.	
The licence only entitles the holder to carry on the business described in the licence.	
The licence must be openly displayed at the business premises.	Fine of \$1,000
The required renewal fees must be paid on or before the 1st of April each year.	Penalty surcharge of 10% of the annual fee for each month or part month by which the payment is late.
Business Licencing must be notified in writing of any changes in the particulars of business. This will include trading name and location. A body corporate must notify any change in the controlling interest, or in the persons under whose instructions the directors are accustomed to act, or any change in directors.	Failure to notify in writing within 30 days. Fine of \$5,000
Business Licencing must be informed if the business ceases to trade.	Failure to notify within 30 days of ceasing to trade Fine of \$5,000
The licence may suspended and revoked for failure to meet the terms of the Ordinance. It is an offence to continue in business after a licence has been suspended.	Continuing to trade after suspension Fine of \$2,000 and / or 2 years imprisonment. Failure to return a licence by 30 days after suspension Fine of \$1,000
The holding of other Licences and permits, such as liquor and taxi licences, does not remove the requirement to also have a business licence.	
The licence is not transferable.	
Please refer to the full Ordinance as necessary.	Contact Business Licencing for further information.