



Our ref: GRCR/GR 15.20

22 May 2014

Mr. Glen Daykin
Acting Managing Director
Information and Communications Technology Authority
PO Box 2502
3rd Floor Alissta Towers
Grand Cayman, KY1-1104

Dear Mr. Daykin,

Re: Interrogatories re New Service – LIME Responses

Further to the Authority's 12 May 2014 letter, LIME encloses its responses to the Authority's interrogatories.

LIME requests confidential treatment of those responses to interrogatories. The marketing and product development plans of LIME is information that is of a commercially sensitive nature and is consistently treated in a confidential manner by LIME until implementation. In the event the information were to be treated otherwise, LIME's competitors and potential competitors would gain advance knowledge of LIME's marketing and pricing plans, even before the information could be made available to LIME's customers or to the general public. This would put LIME at a competitive disadvantage.

This is especially true in this case as other companies are already offering this service. Premature disclosure of the details of the service or of its associated SLA, the timing of its launch, or even the name of the service, would enable LIME's competitors to modify their offerings even before LIME could launch its own service, to LIME's financial and competitive detriment.

All confidential information in LIME's responses is highlighted in grey. An abridged version of the responses is also attached for the public record, with the confidential information replaced by "###".

Please contact the undersigned directly should you have any questions.

Yours faithfully,

Cable and Wireless (Cayman Islands) Limited, trading as LIME



Frans Vandendries

Vice President, Legal, Regulatory & Corporate Affairs

c.c. Bill McCabe, Chief Executive Officer, LIME
David Cox, Head of Regulatory Affairs, LIME

Encl. (confidential and redacted)

LIME Responses to Authority Interrogatories
Re
Introduction of New Service
22 May 2014

1. Clause 2.3 of the Service Schedule to Agreement for #
Service specifies that the # # Service shall consist of #
#. Please clarify whether #
consists of # #
between the Customer (as specified in the Service Schedule to Agreement for #
Service) and one or more physical locations of the
Customer's subscriber (a person subscribing to the service provided by the
Customer as specified in the Service Schedule to Agreement for #
Service).

LIME Response: The # # will be provided either
#, or #
#, depending upon the specific service
requested by the Customer.

2. Clause 2.4 of the Service Schedule to Agreement for # #
Service specifies that the service will be provided by LIME to #
located at the Customer's POP. Please provide a definition of
the Customer's POP.

LIME Response: The Customer's POP is a physical point between the systems of
the parties to the Agreement at which provision of and responsibility for the
Service starts or ends. This POP will be at #
location, depending upon the specific service requested by the
Customer.

3. Please provide a network diagram showing all relevant traffic routings for #
Service to LIME's wholesale customers, including any
required # #
between LIME, the Customer and the Customer's subscriber (a person subscribing
to the service provided by the Customer as specified in the Service Schedule to
Agreement for # # Service).

LIME Response: Please refer to the confidential diagram below.

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