
From: Vandendries, Frans <frans.vandendries@time4lime.com>
Sent: 10 March 2014 08:58
To: Mark Connors
Cc: Woollard, Jayne; Bill McCabe; Roderick Kirwan; Consultations
Subject: Re: Line Rental Increase Rate Change Notice and Q&A
Attachments: Sample Home Plan 800 bill.pdf; Sample Home Plan 500 bill.pdf

Mark,

I have attached copies of two bills, one for a customer with a Home 500 plan, and one for a customer with a Home 800 plan (with any personal identifying information redacted). In both cases, the line rental and Home plan charges are listed separately.

The Home plans are listed in the FAQ table because the line rental increase will affect those customers. However, we expect many Home plan customers do not necessarily think of themselves as "line rental customers", but rather as "home plan customers". By referencing the Home plans in the FAQs, we can ensure they too are appropriately notified of a change to their bills.

Regards

Frans

On 4 March 2014 13:51, Mark Connors <mark.connors@icta.ky> wrote:

Frans

Thanks for the rate change notice and the information sheet in relation to LIME's 20 February 2014 application to increase the monthly residential line rate.

I've had a look through the service filing and that supplemental information but the intent of the references to the "Home Plan 500 and 800" services is not clear to me.

The text of the rate change notice on the customer bill the text says "the rate increases will be introduced ... to our Home Plan 500 and 800 services effective November 1st 201[4]". However, the "Home Plan 500" and "Home Plan 800" rows in the table in Q1 of the information sheet shows no change in the Home Plan monthly rates. While I understand that the Home Service Plans and price do not include the direct exchange line rental (and thus, there is no change in the monthly rate), it's not clear to me why they are being listed in the table. As it may be related to how those items are shown on the customer's bill, I checked with a number of ICTA staff to see if they had subscribed to those services, but so far, I don't have an example of how the Home Plans are shown on the bill.

Please provide an example of full monthly bills for customers who subscribe to the Home Plan 500 and Home Plan 800 services.

Thanks

....mark

Mark Connors

Head of Economics and Regulation

Information and Communications Technology Authority

Cayman Islands

Phone: [\(345\) 746-9620](tel:(345)746-9620)

Fax: [\(345\) 945-8284](tel:(345)945-8284)

From: Woollard, Jayne [mailto:jayne.woollard@time4lime.com]

Sent: 27 February 2014 15:22

To: Glen Daykin; Consultations; Vandendries, Frans; Bill McCabe; Roderick Kirwan

Subject: Line Rental Increase Rate Change Notice and Q&A

Good Afternoon,

Further to our filing of the 20th February please find attached letter and attachment pertaining to the above subject matter. Signed original documents will be delivered to your offices.

Please do not hesitate to contact me if you have any questions

Kindest Regards,

Jayne Woollard

Executive Assistant to the Chief Executive Officer Cayman Islands

D: [+1 345 815 3550](tel:+13458153550)

M: [+1 345 926 5533](tel:+13459265533)

Jayne.Woollard@lime.com



Frans Vandendries
Vice President Legal Regulatory and Corporate Affairs

D: +1 345 747 3644
M: +1 345 916 0831
F: +1 345 949 1876
frans.vandendries@lime.com
PO BOX 2425, Grand Cayman, Cayman Islands
www.time4lime.com

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