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Information & Communications Technology Authority

Our ref: ICTA/140/161-09

2 Aug 2013

Mr. Anthony Ritch
Country Manager
LIME/Cable and Wireless (Cayman Islands) Limited
PO Box 293
Grand Cayman KY1-1104
CAYMAN ISLANDS

Dear Mr. Ritch,

Re: Publishing of rates, terms, and conditions of LIME services

In a 5 June 2013 letter, Cable and Wireless (Cayman Islands) Limited ("LIME") provided responses to questions that were asked by the Information and Communications Technology Authority (the "ICTA" or "Authority") in a 17 May 2013 letter.

The Authority has a number of follow-up items regarding those LIME responses.

LIME is directed to reply to the following interrogatories by **14 August 2013**. When responding, please repeat the entire question above the corresponding response to each question.

1. In response to the Authority's 17 May 2013 interrogatory number 1 concerning the "up to five additional DID Cayman telephone numbers" being added as a Virtual Office optional feature, LIME stated that it had updated its website to reflect that change to the tariff.

The Authority notes that there appears to be differences between the "Rev. 1" version of the tariff now on LIME's website and the Proposed Tariff Page that was approved by the Authority.

For example, the "Chargeable Features" table in Item 604.5 on the proposed tariff page in the amended service filing that was submitted on 30 October 2007 was

Chargeable Features

Feature	Set-Up Fee	Monthly Fee
Bridged Night Number	N/A	\$5.95
Music On Hold (Less Than 30 Lines)	\$75.00	\$15.95
Music On Hold (30 To 100 Lines)	\$75.00	\$29.95
Optional Additional Telephone Number as DIDs (up to five additional DIDs per line)	N/A	\$30.00

whereas the corresponding table from the website is

Chargeable Features

Feature	Set-Up Fee	Monthly Fee
Bridged Night Number	N/A	\$5.95
Music On Hold (Less Than 30 Lines)	\$75.00	\$15.95
Music On Hold (30 To 100 Lines)	\$75.00	\$29.95
Additional Telephone Number as DID	N/A	\$30.00

It appears from the tariff page now on the website that LIME has used the version of the tariff pages from its initial filing on 18 October 2007 rather than the version of the tariff pages from the revised service filing on 30 October 2007.

As the Authority's approved the service filing dated 18 October 2007 as amended 30 October 2007, the tariff page must reflect the wording that has been approved by the Authority. Please provide corrected "Rev. 1" versions of the tariff pages that match the tariff pages that were submitted by LIME in its 30 October 2007 amended service filing.

2. In response to the Authority's 17 May 2013 interrogatory number 4 concerning the introduction of a new service, Tariff Item 605 - Managed IP Circuit Service and consequential changes to Tariff Item 604 - Virtual Office Service, LIME responded that the website had been corrected to reflect these changes.

The Authority notes that while Item 605 has been added to the website, the changes in Tariff Item 604 that were submitted by LIME as "Rev. 2" of the tariff pages for that item (which were subsequently approved as part of that service filing) are not shown on the website. Please provide corrected "Rev. 2" versions of the tariff pages for Tariff Item 604 reflecting the changes that were approved with that service filing. In making these changes, ensure that the changes discussed in interrogatory number 1 above are included in the "Rev. 2" version. Please correct the website to reflect the corrected "Rev. 2" version of those pages and indicate in writing to the Authority that this has been done.

If you have any questions concerning the above interrogatories, please feel free to contact me at (345) 746-9620 or via email at mark.connors@icta.ky.

Yours sincerely,

[signed]

Mark Connors
Head of Economics and Regulation