
From: Mark Connors
Sent: 19 June 2013 13:47
To: 'Anthony Ritch'
Cc: 'Woollard, Jayne'; 'Roderick Kirwan'; Consultations
Subject: RE: ICTA Filing - Notice of Business Broadband Changes

Hi Tony, I hit send too quickly as I had one other item that I had meant to mention.

5) The notification period under paragraphs 21, 22, and 23 of Annex 5 is three business days prior to the changes coming into effect. As Monday was a public holiday, LIME's intention to introduce the changes on Thursday, 20 June 2013 meant that LIME had only given two business days' notice prior to the introduction of the service. While I was able to spend time yesterday and today reviewing the filing, that may not always be the case and I suggest that LIME, for future filings, provide at least the three business days' notice.

Thanks

....mark

(345) 746-9620

From: Mark Connors
Sent: 19 June 2013 13:08
To: Anthony Ritch
Cc: Woollard, Jayne; Roderick Kirwan; Consultations
Subject: RE: ICTA Filing - Notice of Business Broadband Changes

Hi Tony

I've had a look through the service filing and there are a few, hopefully minor, items.

1) The 1 yr, 2 yr, and 3 yr term discounted Retail rates for the 20Mbps/3Mbps and the 30Mbps/5Mbps "Starter" plans do not reflect the 5%, 10%, and 15% discounts. The rates are all slightly off the stated discount rates. The attached xls file shows the check that I did and the rates that don't appear to be correct are shown in cells with a yellow background.

2) The monthly Wholesale rates for the 20Mbps/3Mbps and the 30Mbps/5Mbps "Starter" plans do not reflect the 20% discount. (Again, please see attached xls file.)

3) Item 2.3 of the new contract ends with a statement that LIME may vary or withdraw the "Value Added Services at any time at C&W's sole discretion." The "at any time" wording appears not to be consistent with the requirement in LIME's tariffs that where possible, C&W shall give the customer reasonable advance notice not less than 30 days of any changes that significantly affect the Customer's Services (see for example item 15 in http://www.time4lime.com/files/legal/cayman_islands/tariffs/Item-101--Conditions-Governing-Provision-of-Telecommunications-Service.pdf). I also note that the licenses of the other ICTA licenses also require that there be a reasonable notice period for changes in services.

I suggest that the "at any time" wording be changed to "with reasonable notice".

4) Item 9.1 of the previous version of the contract specified a termination fee for the 1 year term to be a fixed amount of \$170. The new version changes this to "50% of remaining value". I don't have any problem with that change, but as it could be a price increase for some customers, LIME should have also have included "paragraph 21" for notification of rate increases in the list of paragraphs of Annex 5 under which it was making the submission.

If you would like to discuss any of the above please feel free to contact me.

....mark

Mark Connors
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From: Woollard, Jayne [<mailto:jayne.woollard@time4lime.com>]

Sent: 14 June 2013 16:40


To: Consultations; Anthony Ritch; Roderick Kirwan

Subject: ICTA Filing - Notice of Business Broadband Changes

Good Afternoon,

Please see attached response pertaining to the above subject matter. Signed original documents will be delivered to the ICTA offices.

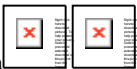
Kindest Regards,

 **Jayne Woollard**
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Retail

Premier Broadband Plans					Check term discounts		
(Existing)				10%	20%		
3 Mbps	512 kbps	120.00	120.00	108.00	96.00	0.00%	0.00%
4 Mbps	1 Mbps	147.00	147.00	132.30	117.60	0.00%	0.00%
8 Mbps	1 Mbps	209.00	209.00	188.10	167.20	0.00%	0.00%
High Speed Internet – Starter Plans							
(New)				5%	10%	15%	
10 Mbps	2 Mbps	175.00	166.25	157.50	148.75	0.00%	5.00%
20 Mbps	3 Mbps	213.00	202.16	191.52	180.88	0.00%	5.09%
30 Mbps	5 Mbps	347.00	329.84	312.48	295.12	0.00%	4.95%
High Speed Internet - Deluxe Plans							
(New)				25%	30%	40%	
30 Mbps	10 Mbps	1032.95	774.71	723.07	619.77	0.00%	25.00%
50 Mbps	20 Mbps	1698.95	1274.21	1189.27	1019.37	0.00%	25.00%
75 Mbps	40 Mbps	2364.95	1773.71	1655.47	1418.97	0.00%	25.00%
100 Mbps	50 Mbps	3363.95	2522.96	2354.77	2018.37	0.00%	25.00%

Wholesale

Premier Broadband Plans				Check wholesale discounts			
(Existing)		10%	20%				
3 Mbps	512 kbps	96.00	86.40	76.80	0.00%	0.00%	20.00%
4 Mbps	1 Mbps	117.60	105.84	94.08	0.00%	0.00%	20.00%
8 Mbps	1 Mbps	167.20	150.48	133.76	0.00%	0.00%	20.00%
High Speed Internet – Starter Plans							
(New)		5%	10%	15%			
10 Mbps	2 Mbps	140.00	126.00	119.00	0.00%	5.00%	20.00%
20 Mbps	3 Mbps	170.24	153.22	144.70	0.00%	5.00%	20.08%
30 Mbps	5 Mbps	277.76	249.98	236.10	0.00%	5.00%	19.95%
High Speed Internet - Deluxe Plans							
(New)		25%	30%	40%			
30 Mbps	10 Mbps	826.36	619.77	495.82	0.00%	25.00%	20.00%
50 Mbps	20 Mbps	1359.16	1019.37	815.50	0.00%	25.00%	20.00%
75 Mbps	40 Mbps	1891.96	1418.97	1135.18	0.00%	25.00%	20.00%
100 Mbps	50 Mbps	2691.16	2018.37	1614.70	0.00%	25.00%	20.00%