

# Value Every Moment

www.lime.com

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5 June 2013

Mr. David Archbold  
Managing Director  
Information and Communications Technology Authority  
PO Box 2502  
3<sup>rd</sup> Floor Alissta Towers  
Grand Cayman, KY1-1104

Dear Mr. Archbold,

**Re: Publishing of Rates, Terms, and Conditions of LIME Services**

Further to the Authority's letter dated 17 May 2013 on the above-referenced matter, Cable and Wireless (Cayman Islands) Limited, trading as LIME, has attached its answers to the Authority's questions.

If there are any questions, please do not hesitate to contact the undersigned.

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

'Signed'

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Anthony Ritch  
General Manager (Cayman), LIME

c.c. Rod Kirwan, Group General Counsel, LIME

Encl.

Cable and Wireless (Cayman Islands) Limited, d.b.a. "LIME"  
Interrogatory Responses  
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1. In a 31 October 2007 determination, the ICTA approved a service filing for Virtual Office Service - Tariff Item 604 whereby up to five additional DID Cayman Islands telephone numbers could be added on each Virtual Office line (see: [http://www.icta.ky/docs/Service\\_Filings/2007\\_10\\_31\\_ICTA\\_determination\\_Virtual\\_Office\\_Amendment.pdf](http://www.icta.ky/docs/Service_Filings/2007_10_31_ICTA_determination_Virtual_Office_Amendment.pdf)). The version of that Tariff Item shown on LIME's website at [http://www.time4lime.com/files/legal/cayman\\_islands/tariffs/Item-604-Virtual-Office-Service.pdf](http://www.time4lime.com/files/legal/cayman_islands/tariffs/Item-604-Virtual-Office-Service.pdf) is labeled as being approved by an Authority determination dated 09 July 2007 and not the one that included this additional feature. Please either indicate that LIME has not and does not intend to implement the change approved on 31 October 2007 or correct the website to reflect the approved tariff pages and respond that it has done so.

**RESPONSE**

LIME has implemented the change and has now updated the website to reflect this fact. LIME apologizes for this oversight.

2. In a 21 August 2008 determination, the ICTA approved a service filing for Wireless Backup Leased Circuit ("WBLC") service - Tariff Item 506 subject to the conditions specified in that letter (see: [http://www.icta.ky/docs/Service\\_Filings/2008\\_08\\_21\\_ICTA\\_determination\\_WBLC.pdf](http://www.icta.ky/docs/Service_Filings/2008_08_21_ICTA_determination_WBLC.pdf)). That Tariff Item is not listed on LIME's "Terms and Conditions" webpage at <http://www.time4lime.com/ky/legal/terms.jsp>. Authority staff has a recollection that, subsequent to that determination, LIME verbally informed the Authority that it would not be introducing that service. However, the Authority has not been able to locate any documentation confirming such. Please either confirm that LIME did not introduce that service or update its webpage and provide the other information specified in the Authority determination.

**RESPONSE**

LIME confirms that this service was never introduced and, following a decision to refocus efforts on fixed network technologies, does not anticipate introducing it.

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3. In a 5 December 2008 determination, the ICTA approved a service filing for Digital Access Circuit Service ("DACS") service - Tariff Item 205 (see: [http://www.icta.ky/docs/Service\\_Filings/2008\\_12\\_05\\_ICTA\\_determination\\_DACS.pdf](http://www.icta.ky/docs/Service_Filings/2008_12_05_ICTA_determination_DACS.pdf) ). That Tariff Item is not listed on LIME's "Terms and Conditions" webpage at <http://www.time4lime.com/ky/legal/terms.jsp>. Please indicate whether or not LIME introduced that service and if it did introduce the service, please correct the website to reflect the approved tariff pages and respond that it has done so.

**RESPONSE**

This service was implemented, and the website has been corrected to reflect this. LIME apologizes for this oversight

4. On 12 May 2009, LIME submitted a service filing for the introduction of a new service, Tariff Item 605 - Managed IP Circuit Service ("MIPS") and consequential changes to Tariff Item 604 - Virtual Office Service. LIME's service filing included a wholesale service offering at a 20% discount off the proposed retail rates. In a 28 May 2009 determination (see: [http://www.icta.ky/docs/Service\\_Filings/2009\\_05\\_28\\_ICTA\\_determination\\_MIPS.pdf](http://www.icta.ky/docs/Service_Filings/2009_05_28_ICTA_determination_MIPS.pdf)), the Authority approved the service filing and required LIME to provide a copy of the communications notifying wholesale customers of the availability of the wholesale service. While LIME subsequently provided a copy of that notification, the retail service (Tariff Item 605) is not listed on LIME's "Terms and Conditions" webpage at <http://www.time4lime.com/ky/legal/terms.jsp>. The version of Tariff Item 604 listed on that webpage also does not reflect changes that were approved in the 12 May 2009 determination. Please correct the website to reflect the approved tariff pages and respond that it has done so.

**RESPONSE**

This service was implemented, and the website has been corrected to reflect this. LIME apologizes for this oversight.

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5. In paragraph 16 of Decision 2006-3, the Authority noted that for Category 3A services, LIME's licence requires it to "publish all of its rates, terms and conditions (in a manner that is easily accessible and clearly indicates to users what terms and conditions apply to each ICT service)". The Authority determined that LIME's 8 September 2006 submission of a price sheet did not satisfy that licence requirement. LIME was directed to provide documentation to the Authority and on its website that contained the full rates, terms, and conditions of the service. The Authority has searched LIME's website and has been unable to find the rates, terms and conditions of the "MPLS IP-VPN QoS" Service. The Authority notes that in an 11 December 2012 letter, it addressed a similar interrogatory to LIME, but to date, the Authority has received no response.
- a. Please provide a direct link to that documentation and list the website navigation steps a website user would need to take in order to see that documentation. (For clarity, the Authority is aware of [http://www.time4lime.com/ky/business/data/mpls\\_global\\_connect.jsp](http://www.time4lime.com/ky/business/data/mpls_global_connect.jsp) but does not see any links to detailed rates, terms or conditions for the service.)
  - b. If LIME's website does not have such documentation, please immediately add that information to the website and provide the Authority with the link and navigation steps to access such documentation.

## RESPONSE

LIME has added the information on the terms and conditions of service for its MPLS IP-VPN QoS Service to its website. This information may be accessed as follows:

- I. go to LIME's website <http://www.time4lime.com/ky/>
- II. scroll to the bottom of the page
- III. click on the label "Terms and Conditions"
- IV. scroll down the page and look for the bold heading, "Business Data Services"
- v. under the sub-heading "MPLS-Global Connect", click on the label "Service Schedule for IP VPN QoS/MPLS"

The terms and conditions will then become available for perusal.

Links to the applicable rates and as well as the above terms and conditions of service may be also found on the web site product page at [http://www.time4lime.com/ky/business/data/mpls\\_global\\_connect.jsp](http://www.time4lime.com/ky/business/data/mpls_global_connect.jsp).

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6. LIME Cayman's website lists a page for an existing Metro Ethernet service ([http://www.time4lime.com/ky/business/data/metro\\_ethernet.jsp](http://www.time4lime.com/ky/business/data/metro_ethernet.jsp)). The Authority notes that in an 11 December 2012 letter, it addressed an interrogatory to LIME regarding that service, but to date, the Authority has received no response.
- a. Provide the service name and the date the service was filed with the Authority.
  - b. Provide the date the service was first provided to a customer.
  - c. For each month since the service was first provided to a customer, provide the month-end number of customers who had that service and the total revenue earned from all customers for that service for each month.

## RESPONSE

LIME has not and is not offering the Metro Ethernet service in the Cayman Islands described on the above-referenced web page. The information referenced there was inserted in error and has now been removed. As a consequence, the questions related to a, b, and c above are not applicable.

LIME intends to re-apply to the Authority for approval of its new MetroNet service in the near future.