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Information & Communications Technology Authority

* * * R E D A C T E D * * *

Our ref: ICTA/140/161-09

11 December 2012

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: ###

The Information and Communications Technology Authority (the "Authority") is continuing its assessment of the service filing that was submitted by Cable and Wireless (Cayman Islands) Limited ("LIME") on 22 November 2012.

In order to continue its review, the Authority requests LIME to provide responses to the following questions as soon as possible. When responding, please repeat the entire question above the corresponding response to each question.

As these questions may relate to information for which LIME has claimed confidentiality, in repeating these questions in its responses, LIME may redact the portions of the questions it considers confidential. If LIME files any information in confidence with the Authority, it should also file Redacted versions for the public record.

At this time, the Authority is providing the Attachment in confidence to LIME. However, in order to maintain a full public record, LIME is hereby directed to provide a redacted

version of this letter to the Authority by **18 December 2012** redacting the portions of the questions that it considers confidential.

1. LIME states that the new service will provide an ### connectivity solution to enable ###
 - a. Provide a diagram of the physical network (including access components) that would be used in a typical arrangement specifying the network components that will be used to connect ###.
 - b. Identify which of the components are included in the ### monthly charges and which components would be separately provided.
2. LIME states that the service is of a discretionary nature "given the competitive options that exist in the market" and that the new service "faces competition in the market." Provide a detailed list of the services, service providers and descriptions of the services that LIME refers to as "competitive options."
3. LIME states that there exists in the Cayman Islands another operator offering the same service. Provide all supporting documentation that LIME has that details the service LIME is referring to.
4. Provide all information that LIME has which demonstrates the actual level of competition for the proposed ### service.
5. LIME states that the service will be offered on a one-year contract term basis. Please provide a copy of the contract LIME intends to use.
6. LIME states that it shall publish the rates, terms and conditions of this service on its website but has not provided any terms and conditions with the filing. Please provide the full rates, terms, and conditions for the service.
7. LIME states that the new service uses technology similar to that used by LIME's ### service and refers to the Authority's ICT Decision ###. In paragraph 16 of that decision, 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 ### 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 ### Service. 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 ### but does not see any links to detailed rates, terms or conditions for the service.)

8. LIME Cayman's website lists a page for an already existing ### Please identify whether that page is intended to refer to the service proposed in LIME's 22 November 2012 service filing or some other service. If it is some other service, please provide the service name and the date the service was filed with the Authority.

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