

Our ref: ICTA/160/161-09
Your ref: GRCCR/GR 15.24

30 June 2011

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

Dear Mr. Ritch,

Re: Increase to residential line rental rate

This is in response to the application filed by Cable and Wireless (Cayman Islands) Limited ("LIME") dated 24 June 2011 to increase the residential line rental rate by \$1 per month effective 1 August 2011. LIME attached proposed tariff pages for General Tariff Item 201 – Public Switched Network Access, Item 802 – Smart Choice, Item 802 – Smart Choice Plus, and Item 804 – Home Service Plans.

The Information and Communications Technology Authority (the "Authority") has reviewed the application and hereby approves the \$1 increase to the residential line rental rate subject to the following conditions:

- 1) The proposed tariff pages for Item 804 reflect a change to the monthly rate for the service that includes the monthly residential line rate. As Item 804.3.2 states that "Cable & Wireless Home Service is only available to Residential Subscribers who have subscribed to Telephone Line Rental Service under General Tariff Item 201" it is inconsistent to include the referenced Item 201 rate in the rate for Item 804 because the rate increase will already apply by way of the Item 201 reference. LIME is directed not to change the rate in Item 804.
- 2) The proposed tariff pages for Items 201, 802, and 803 do not show the correct revision or issued dates. LIME is directed to provide corrected tariff pages to the Authority.

- 3) LIME's website does not show the currently approved tariff pages for Items 201, 802, and 803. LIME is directed to update its website and provide the Authority written notification when it has done so.
- 4) LIME is directed to provide to the Authority a copy of the wording for the notice on customer's bills at the time the notice is sent to customers as well as a copy of the press advertisement at the time of publication.
- 5) By the effective date, LIME is directed to update its website to reflect the new tariff pages and to notify the Authority in writing that it has done so.

In arriving at this determination, the Authority notes that the 10 July 2003 agreement between LIME, the Authority, and the Cayman Islands Government permits LIME to increase the monthly rates for residential line rentals by a maximum of \$1 each year after the first two years following the effective date of the agreement. As LIME's proposal is within the range permitted by the agreement, the Authority approves the proposal.

Yours sincerely,

[signed by]

David A Archbold
Managing Director