

Cable and Wireless (Cayman Islands) Limited, d.b.a. "LIME"
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1. LIME identified that changes in the NetSpeak imputation test since 2006 are, in part, a result of having negotiated a different contract with ###. Provide a complete copy of the contract including any appendices, annexes, attachments, schedules, etc. referenced in the contract.

RESPONSE

The contract is appended to these responses to interrogatories, and is submitted in confidence to the Authority.

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2. The table on proposed Tariff page 6.24 indicates a per minute charge for outgoing calls to the "Rest of World (except Cuba and Other Countries)". Provide a detailed rationale of why the Tariff does not define "Other Countries" or provide a revised proposed Tariff Item that defines that term.

RESPONSE

"Other Countries" consist of Antarctica, Ascension, Cook Islands, Cuba, Cuba – Guantanamo, Falkland Islands (Islas Malvinas), Guinea-Bissau, Norfolk Islands, Saint Helena, Sao Tome & Principe, Solomon Islands, Syrian Arab Republic, Vanuatu (Republic of). This will be included as a definition in the revised Tariff Item.

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3. Note (a) to the "Usage for Outgoing Calls to" table on proposed Tariff page 6.25 defines the term "Continental Europe" but the term is not used in any other part of the proposed Tariff item. Provide a detailed rationale of why this definition is necessary or provide a revised Tariff Item that removes the definition.

RESPONSE

The definition is not necessary, and is the result of a drafting oversight. It will be removed from the revised Tariff Item.

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4. Tariff Item 603.5.3) on page 6.20 states that "Calls to the Voicemail platform, and the other means of accessing voicemail message, are free of charge."
 - a. Identify whether local call charges apply when a customer calls the voicemail platform by dialing 123 from the customers NetSpeak phone.
 - b. Identify whether local call charges apply when a customer calls the voicemail platform from either a Cayman Islands fixed-line or mobile handset by dialing 940-0269.
 - c. For each of the three methods of accessing voicemail (dialing 123 from the customers NetSpeak phone, dialing 345-940-0269 from any handset, and access via C&W's website) provide a detailed explanation of how any associated costs or imputation amounts are included in the imputation test or provide a detailed rationale why no costs are included. If costs should have been included for this functionality, and LIME's 13 November 2008 service filing did not do so, provide a revised imputation test that includes the appropriate costs.

RESPONSE

- A. Calls to the voicemail platform are free, from the NetSpeak MTA device dialing 123.
- B. Calls to the N2P voicemail platform via a LIME landline or mobile do not incur usage charges. We assume calls from non-LIME landlines or mobiles incur the standard call charges of the provider of those lines or mobiles.
- C. We have not included any costs for use of the voicemail platform, as the voicemail platform is not exclusive to NetSpeak customers but is a shared facility used by all LIME fixed line customers. This cost can reasonably be considered a common cost and thus adequately captured in cell 'D103' of the "Unlimited C&W Caribbean" and cell D104 of "Unlimited US and Canada" and "Unlimited UK and W Europe" sheets.

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5. Tariff Item 603.4.3) on page 6.18 refers to 406.6(7). Identify the tariff page where this item is contained and explain the relevance to the NetSpeak Service or, if the reference is in error, provide a revised Tariff Item that corrects that reference.

RESPONSE

The reference to 406.6(7) is in error. It should be a reference to 603.6(7), and the revised Tariff Item will include that correction.

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6. Identify whether the monthly counts provided in the "DIDS" and "PLANS" tables in the "Sheet2" tab of the imputation test spreadsheet are actual month-end in-service quantities. If they are not month-end in-service quantities, provide a detailed explanation of how the numbers were derived.

RESPONSE

LIME confirms that these are all month-end in-service quantities.

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7. In the tab "Cay Forecast" of the imputation test spreadsheet, the number of "C&W Cayman Voicelines" are shown from 29 February 2008 to 30 September 2008. The September figure is then used as the starting point for a six month forecast of NetSpeak plans resulting in ### by end of March 2009. The tab "Sheet2" contains the number of NetSpeak plans over a period of a year subdivided into Basic, A, B and C. There is a significant discrepancy between the monthly sums of the number of plans (Basic, A, B and C) for each month in "Sheet2" and the month-end number in "Cay Forecast". Provide a detailed explanation of the differences and a mathematical reconciliation for each month in the February 2008 to September 2008 data on these two tabs.

RESPONSE

The customer numbers captured in Sheet2 were submitted in error, and were in fact not used in the imputation spreadsheet. The correct customer numbers are shown below which corresponds to the table captured in the tab "Cay Forecast". The six-month forecast is based on these numbers.

Number Products Rented	February-08	March-08	April-08	May-08	June-08	July-08	August-08	September-08
NetSpeak US/CA	###	###	###	###	###	###	###	###
NetSpeak US/CA/UK/WE	###	###	###	###	###	###	###	###
NetSpeak US/CA/CARIBBEAN	###	###	###	###	###	###	###	###
NetSpeak US/CA/UK/WE/CARIBBEAN	###	###	###	###	###	###	###	###
Total	###	###	###	###	###	###	###	###

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8. The tab "Cay Mins" contains five tables with the following headings: NetSpeak TollFree UK, NetSpeak TollFree USA & Canada, NetSpeak Unlimited USA & UK, NetSpeak USA & Canada Unlimited, NetSpeak USA and Caribbean, NetSpeak USA, UK & Caribbean. Each table contains what would appear to be monthly usage data from January to October 2008 and calculates a monthly average by averaging over the 10 months.
- a. The two tables labelled NetSpeak TollFree UK and NetSpeak TollFree USA & Canada contain traffic data in addition to that would be expected for incoming calls generated by tollfree calling. Explain the nature of the traffic in each of these tables.
 - b. Identify what the abbreviation TP DD IP stands for.
 - c. Identify whether "NetSpeak Unlimited USA & UK" is equivalent to the existing "NetSpeak Plan A", i.e. including Canada. If not, explain what is meant by "NetSpeak Unlimited USA & UK".
 - d. Identify whether "NetSpeak USA and Caribbean" is equivalent to the existing "NetSpeak Plan B", i.e. including Canada. If not, explain what is meant by "NetSpeak Unlimited USA and Caribbean".
 - e. Identify whether "NetSpeak USA, UK & Caribbean" is equivalent to "NetSpeak Plan C", i.e. including Canada. If not, explain what is meant by "NetSpeak USA, UK & Caribbean".

RESPONSE

- A. These two tables labelled "NetSpeak TollFree UK" and "NetSpeak TollFree USA & Canada" represent all calls made by customers who subscribed to the TollFree UK and NetSpeak TollFree USA & Canada service options. As such, these should be excluded from the computation since these call types are represented in the other tables listed and would involve double counting if included.
- B. This abbreviation represents all International Direct Dialed Internet Protocol calls.

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- C. "NetSpeak Unlimited USA & UK" is equivalent to "NetSpeak Unlimited USA & Canada & UK". The Canada component was inadvertently excluded. This has been corrected.

- D. "NetSpeak USA and Caribbean" is equivalent to "NetSpeak USA & Canada and Caribbean". The Canada component was inadvertently excluded. This has been corrected.

- E. "NetSpeak USA, UK & Caribbean" is equivalent to "NetSpeak USA & Canada, UK & Caribbean". The Canada component was inadvertently excluded. This has been corrected.

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9. The tab "Cay Mins" contains a table labelled "Out of Plan". This table summaries traffic data from the five tables with the following headings: NetSpeak TollFree UK, NetSpeak TollFree USA & Canada, NetSpeak Unlimited USA & UK, NetSpeak USA & Canada Unlimted, NetSpeak USA and Caribbean, NetSpeak USA, UK & Caribbean. In addition, an average usage per customer is calculated.
- a. Explain what is meant by "Out of Plan".
 - b. Identify whether there are any "In Plan" or other category of minutes of NetSpeak calling that are not represented in this table. If there are, provide the same breakdown of calling volumes as was provided for the other tables in the "Cay Mins" tab.
 - c. When estimating the average monthly "Unlimited US & Canada" minutes (for example in cell J27 of the "Unlimited US & Canada" tab), the number of unlimited minutes for the US and Canada is divided by the total number of assumed customers (i.e. ###, cell U2 of the "Cay Mins" tab). Provide a detailed rationale of why the average number of "US and Canada" unlimited minutes would remain the same as the current level considering that, under the existing NetSpeak Service, unlimited US and Canada calling is included for all customers but, under the proposed service, a significant number of customers are expected not to choose to have the unlimited US and Canada calling service. That is, since unlimited US and calling would be optional, explain why the average usage for the customers who keep the option would not increase since heavier users would likely keep the option and lighter users likely would not.
 - d. When estimating the number of unlimited minutes for the UK fixed unlimited plan, LIME adds together the relevant number of existing minutes from the tables "NetSpeak Unlimited USA & UK" and "NetSpeak USA, UK & Caribbean" and divides by the forecast number of customers assumed to take-up the unlimited UK fixed plan (i.e. ###, cell T2). This approach mixes demand based on the existing Netspeak offering with the forecast number of customers under the new Netspeak structure. Explain the rationale for the approach or provide an alternative calculation or estimate of the number of unlimited minutes per customer for the UK fixed unlimited plan.

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RESPONSE

- A. Strictly speaking "Out of Plan" represents those calls a customer makes that are not included in his/her subscribed plan. For example, a customer who subscribed to the Unlimited C&W Caribbean under the new plan and makes a call to USA or Canada or the UK would be doing so "out of plan". The data represented, however, does not reflect customer calling patterns under the new plans, and therefore "out of plan" in the new NetSpeak Service is not the same as "out of plan" in the existing NetSpeak Service. For example, under the existing Service there is no out of plan calling for the US/Canada call type since this is part of the basic plan. However, under the new Service there can be US/Canada out of plan calling. Also, under the existing Service, there is no C&W Caribbean unlimited calling but under the new there is. To approximate the new plans using the old plans would require a much more detailed and complicated data set which is not available at this time.

In order to approximate the level of usage under the new plans using the existing plans' calling patterns, we took the overall average (ignoring In Plan or Out of Plan) of each instance of the new represented by the existing plan data.

We have now relabelled the table accordingly.

- B. Based on the above assumption provided in "A", there should be no instance of In Plan or Out of Plan usage shown. The table represents an approximation of the new using the overall average usage given by the existing calling patterns. We have adjusted the table accordingly.
- C. This has been adjusted to reflect the new number of customers assumed to have taken up the US and Canada plan. So rather than dividing by ###, it is now being divided by ### in cell R2.
- D. The formula used to approximate the usage for the UK/Europe Unlimited plan uses the estimated or forecasted demand shown in column N (this captures demand after application of the growth

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factor of ### - these are shown in cells "N118+N150+N83+N183").
This then corresponds to the forecasted customer level in cell T2.

This is also true for the estimated usage levels of the other call
types listed.

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10. Explain how estimates of ###% take-up of US & Canada Tollfree (up to 100 minutes), ###% take-up of UK Tollfree (up to 100 minutes) and ###% take-up of Additional Domestic DID (provided by C&W) in the "Unlimited C&W Caribbean", "Unlimited US and Canada" and "Unlimited UK and W Europe" tabs were developed. Provide the detailed assumptions and calculations.

RESPONSE

The original Tollfree take-up figures were derived from the equivalent figures included in cells D9 and D10 of LIME's confidential 26 September 2006 revised response to the Authority's Question 3 on NetSpeak Service. It was considered that those take-up percentages remained reasonable estimates, in the absence of updated calculations, and that ### was a more reasonable and conservative estimate for Additional Domestic DID take-up than the figure used in 2006.

Since then, however, the following customer information on Tollfree and Additional DID take-up has been obtained. The table below shows the actual take up based on a seven month historic average. We do not expect a change in the percentage of take-up of each Tollfree plan, as the new NetSpeak plans do not change the prices for the Tollfree plans.

The NetSpeak imputation has been adjusted accordingly.

	Feb 2008	Mar 2008	Apr 2008	May 2008	Jun 2008	Jul 2008	Aug 2008	Sep 2008	
Customers	###	###	###	###	###	###	###	###	
NetSpeak TollFree USA & Canada Plan	###	###	###	###	###	###	###	###	###
NetSpeak TollFree UK & W. Europe Plan	###	###	###	###	###	###	###	###	###

In the absence of further information on the Additional Domestic DID (provided by C&W) we assume a conservative ### take up.

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11. Explain how the estimate of a ###% take-up of Local DID from US, Canada or UK (provided by ###) of ###% in the "Unlimited C&W Caribbean", "Unlimited US and Canada" and "Unlimited UK and W Europe" tabs was derived. Provide the detailed assumptions and calculations.

RESPONSE

The take-up estimates were based on the same reasoning as applied to Tollfree take-up. Please refer to our response to Interrogatory 10 above.

However, since then, the following customer information on NetSpeak Local DID for US, Canada, and UK have been obtained. The table below shows the actual take up based on a seven month historic average.

The NetSpeak imputation has been adjusted accordingly.

	Feb 2008	Mar 2008	Apr 2008	May 2008	June 2008	Jul 2008	Aug 2008	Sep 2008	Average
Total Customers	###	###	###	###	###	###	###	###	
NetSpeak USA Local DID Number	###	###	###	###	###	###	###	###	###
NetSpeak Canada Local DID Number	###	###	###	###	###	###	###	###	###
NetSpeak UK Local DID Number	###	###	###	###	###	###	###	###	###
Overall US/Canada and UK DID	###	###	###	###	###	###	###	###	###

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12. The tabs "Unlimited C&W Caribbean", "Unlimited US and Canada" and "Unlimited UK and W Europe" all assume (in cell E38) that the average number of monthly plan minutes per customer for US & Canada Tollfree (up to 100 minutes) is ###. Explain how this forecast was developed and provide the detailed assumptions and calculations.

RESPONSE

In the absence of information on Tollfree customer usage, LIME adopted the usage assumption referred to above as being a reasonable estimate. Since then, we have obtained six months of historical data which is shown in the table below. From this table a six-month historical average has been determined for US & Canada Tollfree calling – ### minutes of use. The imputation model has been adjusted accordingly.

Please note that our expectation is that the usage pattern for US & Canada Tollfree would not deviate significantly, if at all, from its historical average.

Ave. Number Customers	UK Tollfree	###							
Ave. Number Customers	US & CA Tollfree	###							
TYPE	Data	June-08	July-08	Aug-08	Sep-08	Oct-08	Nov-08	Monthly Average	Monthly Usage
UK Tollfree	Sum of MOU	###	###	###	###	###	###	###	###
US & CA Tollfree	Sum of MOU	###	###	###	###	###	###	###	###

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13. The tabs "Unlimited C&W Caribbean", "Unlimited US and Canada" and "Unlimited UK and W Europe" all assume (in cell E39) that the average number of monthly plan minutes per customer for UK Tollfree (up to 100 minutes) is ###. Explain how this forecast was developed and provide the detailed assumptions and calculations.

RESPONSE

In the absence of information on Tollfree customer usage, LIME adopted the usage assumption referred to above as being a reasonable estimate. Since then, we have obtained six months of historical data which is shown in the table below. From this table a six-month historical average has been determined for UK Tollfree calling – ### minutes of use. The imputation model has been adjusted accordingly.

Please note that our expectation is that the usage pattern for UK Tollfree would not deviate significantly, if at all, from its historical average.

Ave. Number Customers	UK Tollfree	###							
Ave. Number Customers	US & CA Tollfree	###							
TYPE	Data	June-08	July-08	Aug-08	Sep-08	Oct-08	Nov-08	Monthly Average	Monthly Usage
UK Tollfree	Sum of MOU	###	###	###	###	###	###	###	###
US & CA Tollfree	Sum of MOU	###	###	###	###	###	###	###	###

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14. When calculating the minute revenue from toll free numbers in tabs "Unlimited C&W Caribbean", "Unlimited US and Canada" and "Unlimited UK and W Europe" a net revenue approach is used, i.e. a retail rate net of the settlement rate is calculated and multiplied by the average number of monthly plan minutes. Explain how this calculation has taken into account that revenue in addition to the monthly subscription fee of \$19.95 is only generated when the 100 included minutes is exceeded by the customer.

RESPONSE

This has been adjusted in the imputation test to account for the first 100 included minutes.

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15. In the tabs "Unlimited C&W Caribbean", "Unlimited US and Canada" and "Unlimited UK and W Europe", the number of fixed calls per subscriber per month is calculated assuming an average call length of ### minutes (cell AF20). Provide the source, supporting data and detailed calculations for that estimate.

RESPONSE

This estimate has been revised and is now based on an eleven-month historical average of all Fixed to Fixed calling. LIME submits that this is reasonable since there is no advantage or disadvantage to the NetSpeak caller making a domestic call on his/her NetSpeak Service. Therefore all NetSpeak fixed-to-fixed usage should follow the overall fixed-to-fixed average of all customers.

The table below results in an average duration per call of ### minutes. This has been included in the imputation model.

LIME Fixed to All Fixed	Apr-08	May -08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov -08	Dec-08	Jan-09	Monthly Average	Duration per Call
Mins	###	###	###	###	###	###	###	###	###	###	###	###
Calls	###	###	###	###	###	###	###	###	###	###	###	###

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16. In the tabs "Unlimited C&W Caribbean", "Unlimited US and Canada" and "Unlimited UK and W Europe", the per-minute retail cost of ### is stipulated in cell AF16. Provide the source, supporting data and detailed calculations for that estimate.

RESPONSE

This estimate was adopted from LIME's LRIC model. The values are shown in the table below and have been included in the model.

LRIC-900-NATIONAL CALL RETAIL	Per min retail cost	LRIC National Call Retail cost	LRIC National Call Minutes
	###	###	###

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17. The formula used in tabs "Unlimited C&W Caribbean", "Unlimited US and Canada" and "Unlimited UK and W Europe" in the calculation of revenue for out of plan toll free minutes is " $=(SUMPRODUCT(E38:E39,H38:H39) * (E30+E31))$ " (see for example cell D74 in the "Unlimited C&W Caribbean" tab) results in doubling of the associated revenue. Provide a detailed justification for this approach.

RESPONSE

LIME is not clear what is meant by "doubling of the associated revenue" as we were not able to find such an error in the formula.

In any event, in our response to interrogatory 14 above, the formula was altered to include reference to the first 100 minutes of toll free calling. The formula is now: " $=(((E38-F38)*H38)+(E39-F39)*H39)*(E30+E31)$ " which accounts for the 100 included minutes.

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18. In the tabs "Unlimited C&W Caribbean", "Unlimited US and Canada" and "Unlimited UK and W Europe", the net revenue for out of plan shared minutes (see for example cell D76 in the "Unlimited US and Canada" tab) is calculated using the total number of customers (cell E25). The total number of customers include those that subscribe to more than one basic service. Explain the rationale for the inclusion of revenue from out of plan minutes when some of the customers have unlimited calling to the countries included.

RESPONSE

The imputation test has been modified to exclude those revenues from customers who have unlimited calling. For example the formula referenced in cell D76 is now: " $=SUMPRODUCT(E49:E55,H49:H55)*\$E\$25+\$E\$45*\$H\$45*(\$E\$26+\$E\$28)+\$E\$48*\$H\$48*(\$E\$26+\$E\$27)$ " which effectively selects specifically the revenue from minutes that are not unlimited.

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19. The Terminal Adaptor Cost (before shipping and duty) is identified in cell E4 of tabs "Unlimited C&W Caribbean", "Unlimited US and Canada" and "Unlimited UK and W Europe" as being in USD. However, the precedent cell for that information (cell H5) identifies that the currency is KYD. Confirm which currency is used in costing of the terminal adaptor.

RESPONSE

The currency labels had been switched. This has now been corrected, and cell E4 references KYD while cell H5 references USD.

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20. The Subscriber Port Cost per year is identified in cell E4 of tab "Unlimited C&W Caribbean", "Unlimited US and Canada" and "Unlimited UK and W Europe" as quoted in USD. However, the precedent cell for that information (cell H15) identifies that the currency is KYD. Confirm which currency is used in costing of the subscriber ports.

RESPONSE

The currency labels had been switched. This has now been corrected, and cell E6 references KYD while cell H15 references USD.

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21. In its submission, LIME notes that the regulatory and licence fee factor is applied to a net revenue figure as it is permitted to deduct international settlement payments from retail revenue before calculation of the quarterly regulatory and licence fees. In the imputation test spreadsheet certain deductions are made to the average monthly revenue (which is inclusive of deductions for out of plan calling), including termination costs for local fixed and mobile calling. When calculating the cost of local fixed and mobile calling, traffic data from the tab "Cay Mins" is used (see cell S19 for F2F and cell S20 for F2M). The precedent data for this traffic is found in the five tables with the following headings: NetSpeak TollFree UK, NetSpeak TollFree USA & Canada, NetSpeak Unlimited USA & UK, NetSpeak USA & Canada Unlimited, NetSpeak USA and Caribbean, NetSpeak USA, UK & Caribbean. When estimating the total F2F traffic the following categories of traffic are used: "Cayman Island Local Charge Rate", "Cayman Islands Inter Island Rate", "Digicel Fixed - Fixed Originating", "TeleCayman – Fixed Originating" and "WestTel - Fixed Originating". The Authority notes that, when calculating the regulatory and licence fee, interconnection and/or settlement rates paid to other carriers are deductible but imputed interconnection rates for calls terminating on LIME networks are not. Accordingly, explain the appropriateness of including the traffic categories Cayman Island Local Charge Rate and Cayman Islands Inter Island Rate. Similarly for F2M explain the appropriateness of including the traffic categories Grand Cayman Fixed to Mobile Rate, Sister Islands Fixed to Mobile Rate.

RESPONSE

LIME acknowledges the Authority's point and has made the necessary adjustments to what had been an over-simplified approach. The model now separately identifies the termination cost used for Licence fee deduction, now shown in the table captured in range K37-P43. This table calculates the 'Average Monthly Minutes per Customer' for local calls using only the minutes terminated on other networks and excluding those terminated on LIME network. This is then linked to the Licence fee formula captured in cell 'D96' of the 'Unlimited C&W Caribbean' sheet and cell 'D97' of both the 'Unlimited US and Canada' and 'Unlimited UK and W Europe'.

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22. When calculating the common cost contribution in tabs "Unlimited C&W Caribbean", "Unlimited US and Canada" and "Unlimited UK and W Europe" (see for example cell D104 in "Unlimited US and Canada"), overseas DID activation costs are not included. Provide a detailed rationale for excluding DID activation costs.

RESPONSE

This was inadvertently left out but has now been corrected.

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23. LIME has made the assumption that the number of NetSpeak users would increase by ###% and adjusted the traffic figures in the "Cay Mins" tab for the unlimited plans accordingly. However, no adjustments are made to the toll-free traffic. Explain why toll-free traffic is expected to remain the same.

RESPONSE

The minutes shown do not represent toll free calls but rather calls made by customers who subscribed to the toll free service. This table is not relevant and has been removed.

Also, it is not expected that toll free calling patterns would change since the new plans do not affect toll free calling. The cost of toll free calling has remained the same.

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24. In the tab "Sheet1", the wholesale international call charge for Ireland (cell I16) is used to represent the wholesale international call charge for Europe (excluding the UK) in cell G49 in tabs "Unlimited C&W Caribbean", "Unlimited US and Canada" and "Unlimited UK and W Europe". Provide a justification for the approach.

RESPONSE

The classification submitted is based on information obtained from the Carrier Services Division of LIME. See the enclosed appendix A. The Appendix captures European countries, including Ireland, under the label 'EUROPE'. This is now consistent with the selection of Europe minutes in the 'Cay Mins' sheet and the int'l wholesale rates selected in each of the following sheets (cell G49): 'Unlimited C&W Caribbean'; 'Unlimited US and Canada'; and 'Unlimited UK and W Europe'.

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25. In the tab "Sheet1", LIME takes a simple average of international wholesale calling rates across time of day. While several of these rates are the same on a time of day basis, others are not. Provide time of day traffic data for each of the calling rates on a time of day basis.

RESPONSE

Appendix A captures the time of day traffic and this has been used in 'Sheet 1', which is now labelled as 'int'l rates', to calculate the weighted average wholesale rates.