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**From:** Vandendries, Frans <frans.vandendries@time4lime.com>  
**Sent:** 27 June 2013 18:50  
**To:** Mark Connors  
**Cc:** Tony Ritch; Rod Kirwan; Jayne Woollard; Consultations  
**Subject:** Fwd: ICTA Filing - Changes to Direct Internet Access Service

Mark,

Thanks for your comments below.

For the first item, I had thought I had used the final version of Revision 5 as the basis for making the changes to Revision 6. Clearly a change was made to 204.1.4) between my Word version and the PDF version on the website. There was no intent to make a change to 204.1.4), which is why there was no "track change". The "128" language is in fact more appropriate, and I'll reflect it in the final version.

For the second item, as with the previous item, those were changes that did not show up in what I thought was the "final" revision 5. The language that is in the present tariff on the website is more appropriate, and we can make those "changes" to the final version.

For the third item, I cannot explain the rounding. After the Broadband filing, I decided to use Excel, the attached table in particular, to do the discount calculations and rounding. I then simply cut and pasted those figures into the document. As it turns out, the way I calculated and rounded (using the Decrease Decimal function) seems to have let to a different result than the way you did. And just in case Excel works differently on different computers, I've also attached a PDF print of the Excel workbook that I see on mine. I'd be happy to make any necessary adjustments to the wholesale rates, but I'd also be grateful if you can let me know where our two methodologies diverged.

For the fourth item, my Word version does not have split tables. However, I agree with you and we can ensure there are none in the final PDF version.

I have attached clean and revision versions of the Tariff Item, as well as a PDF version (which would be posted to the website). Please let us know if there is anything else.

Regards

Frans

----- Forwarded message -----

From: **Anthony Ritch** <[anthony.ritch@time4lime.com](mailto:anthony.ritch@time4lime.com)>  
Date: 27 June 2013 18:18  
Subject: Fwd: ICTA Filing - Changes to Direct Internet Access Service

To: Frans Vandendries <[frans.vandendries@lime.com](mailto:frans.vandendries@lime.com)>

Frans,

As per our discussion on this.

Regards,

*Tony*

[+1 \(345\) 747-3200](tel:+13457473200) (W)

[+1 \(345\) 916-2179](tel:+13459162179) (M)

***Sent from my iPhone 4S from LIME***

Begin forwarded message:

**From:** Mark Connors <[mark.connors@icta.ky](mailto:mark.connors@icta.ky)>

**Date:** June 26, 2013, 1:03:51 PM EST

**To:** Anthony Ritch <[anthony.ritch@lime.com](mailto:anthony.ritch@lime.com)>

**Cc:** "Woollard, Jayne" <[jayne.woollard@time4lime.com](mailto:jayne.woollard@time4lime.com)>, Roderick Kirwan  
<[Rod.Kirwan@time4lime.com](mailto:Rod.Kirwan@time4lime.com)>, Consultations <[consultations@icta.ky](mailto:consultations@icta.ky)>

**Subject:** RE: ICTA Filing - Changes to Direct Internet Access Service

Hi Tony

I've had a look through the service filing and there are a number of items.

1) Item 204.1.4) of the revision 5 version of the tariff page 2.28 (available on LIME website at [http://www.time4lime.com/files/legal/cayman\\_islands/tariffs/Item-204 - Internet-Access-Services - Dedicated-Internet-Access.pdf](http://www.time4lime.com/files/legal/cayman_islands/tariffs/Item-204_-_Internet-Access-Services_-_Dedicated-Internet-Access.pdf)) states that "C&W offers Bandwidths ranging from 128 kbps to 100Mbps". The tracked changes version of the tariff pages that were submitted with the service filing now show that sentence as saying "C&W offers Bandwidths ranging from 64 kbps to 100 Mbps". There are two problems with this. First, the tracked changes version should track all changes that LIME is proposing to make with the revision. (The tracked changes version helps the Authority to more efficiently review the service filings.) Second, while the service description has been changed to say speeds as low as 64 kbps are offered, none of the rate tables in Item 204.4 list any speeds less than 128 kbps. It's not clear to me why this change was made. Please provide an explanation as to why the wording change in Item 204.1.4) has been made.

2) In the tracked changes version, the word "either" has been added to Item 204.3.6) and the word "before" has been removed from Item 204.4.a) but those changes are not noted as a tracked change. I'm okay with those changes, but please make sure that all changes from the previous revision are tracked.

3) The rounding on some of the wholesale rates doesn't make sense to me. For example, the monthly 2 yr retail rate for 2 Mbps is \$438. The unrounded wholesale rate would be \$350.40. Even though the unrounded amount ends in .40, the wholesale table rounds that rate up to \$351. As another example, the monthly 3 yr retail rate for 2 Mbps is \$376. The unrounded wholesale rate would be \$300.80. Even though the unrounded amount ends in .80, the wholesale table rounds that rate down to \$300. I don't have a problem with rounding the wholesale rates to the nearest dollar as has been done for the contract rates for retail services, but the rounding should follow normal rounding rules. The cells highlighted in yellow in attached file show the wholesale rates that have rounding issues.

4) A minor formatting suggestion: the table in Item 204.4,d) is split over two pages (2.32 and 2.33); a hard page break in front of that item "d)" would allow the full paragraph associated with the table and the full table itself to be on page 2.33. This would improve the readability of the tariff page without adding to the page count.

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

....mark

Mark Connors  
Head of Economics and Regulation  
Information and Communications Technology Authority  
Cayman Islands  
Phone: (345) 746-9620  
Fax: (345) 945-8284

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**From:** Woollard, Jayne [<mailto:jayne.woollard@time4lime.com>]  
**Sent:** 25 June 2013 17:20  
**To:** Consultations; Anthony Ritch; Roderick Kirwan  
**Subject:** ICTA Filing - Changes to Direct Internet Access Service

Good Afternoon,

Please find attached Confidential and Redacted documents pertaining to the above subject matter. Signed original documents will be delivered to your offices.

Please do not hesitate to contact me should you have any questions.

Kindest Regards,

Jayne Woollard  
PA - General Manager

D: +1 345 815 3550

M: [+1 345 926 5533](tel:+13459265533)

[Jayne.Woollard@lime.com](mailto:Jayne.Woollard@lime.com)

Cayman Islands

[www.lime.com](http://www.lime.com)

Follow us on

Frans Vandendries

Vice President Legal Regulatory and Corporate Affairs

D: +1 345 747 3644

M: +1 345 916 0831

F: +1 345 949 1876

[frans.vandendries@lime.com](mailto:frans.vandendries@lime.com)

PO BOX 2425, Grand Cayman, Cayman Islands

[www.time4lime.com](http://www.time4lime.com)

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	0.75	0.7	0.6
\$496	372	347	298
\$626	470	438	376
\$768	576	538	461
\$898	674	629	539
\$1,075	806	753	645
\$1,264	948	885	758
\$1,418	1,064	993	851
\$1,595	1,196	1,117	957
\$1,784	1,338	1,249	1,070
\$1,961	1,471	1,373	1,177
\$3,839	2,879	2,687	2,303
\$5,670	4,253	3,969	3,402
\$6,071	4,553	4,250	3,643
\$8,495	6,371	5,947	5,097
\$9,031	6,773	6,322	5,419
\$10,511	7,883	7,358	6,307
\$11,991	8,993	8,394	7,195
\$13,471	10,103	9,430	8,083
\$14,702	11,027	10,291	8,821

0.8	397	298	278	238
	501	376	351	300
	614	461	430	369
	718	539	503	431
	860	645	602	516
	1011	758	708	607
	1134	851	794	681
	1276	957	893	766
	1427	1,070	999	856
	1569	1,177	1,098	941
	3071	2,303.4	2,150	1,843
	4536	3,402	3,175	2,722
	4857	3,643	3,400	2,914
	6796	5,097	4,757	4,078
	7225	5,419	5,057	4,335
	8409	6,307	5,886	5,045
	9593	7,195	6,715	5,756
	10777	8,083	7,544	6,466
	11762	8,821	8,233	7,057

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**PART B INTERNET ACCESS SERVICES**

**Item 204 Dedicated Internet Access**

**1. Service Description**

- 1) This item is subject to the terms and conditions of Item 200 of this Tariff.
- 3) Dedicated Internet Access ("DIA") provides a dedicated and permanent connection to the Internet via C&W's Internet Point of Presence.
- 3) DIA consists of an Internet Port, located at C&W's Internet Point of Presence, and a domestic private leased circuit connecting the Customer's Premises to that Internet Port.
- 4) C&W offers Bandwidths ranging from 128 kbps to 100 Mbps. Higher Bandwidths may be available upon request.
- 5) Customers are provided with a set of 6 assignable static IP addresses and support for one Domain Name. IP addresses are issued for the duration of the Service and title to the IP addresses shall at all times remain with C&W.
- 6) DIA is subject to an Installation Charge and a Monthly Charge. Rates and Charges are set out in sub-item 4.
- 7) Initial Terms available for Dedicated Internet Access: One Month or 1 to 3 Years. Discounts apply to yearly Terms.

**2. Definitions**

"CPE" means any hardware or software at the Service Address owned and provided by C&W to deliver the DIA Services.

"DIA Order Form" means the DIA order form document containing the particulars of the Customer and the DIA Services requested.

**3. Terms and Conditions**

- 1) C&W shall notify the Customer of the Service Start Date. Any Customer Apparatus not installed, operational or otherwise available

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**PART B      INTERNET ACCESS SERVICES - continued**

**Item 204      Dedicated Internet Access - continued**

by the Service Start Date shall not be grounds for the Customer not paying applicable Charges.

- 2) All Installation Charges, Monthly Charges and Special Installation Charges if any, are payable from the Service Start Date, whether or not the Customer is using the DIA Service.
- 3) The Customer, must at its own expense, prepare the Service Address by providing accommodation, access, assistance and suitable environmental conditions to facilitate the delivery, installation and on-going functionality of the CPE.
- 4) The Customer must at its own expense, provide the cabling and interfacing from the Customer's Apparatus to the CPE.
- 5) C&W does not guarantee the availability of Bandwidths above 2 Mbps (2048 kbps) in Little Cayman.
- 6) The Initial Term of the DIA service will start on the Effective Date and will continue on a month-to month basis or for a commitment period of one to three years, as indicated on the DIA Order Form.
- 7) After the expiration of the Initial Term, the DIA Services will automatically renew for successive 30-day periods at the monthly rates unless the Customer provides C&W not less than 30 days prior written notice that it does not wish to renew, or unless the Customer accepts another one, two, or three year term.
- 8) In the event that the Customer terminates the DIA Services for any reason whatsoever before the end of the Initial Term, the Customer's obligations to pay the Charges remaining for the Initial Term will be waived by C&W provided C&W receives payment of the following fees within 21 days of the Customer's notice of termination:
  - a. a cancellation fee equal to the difference between the savings received by the Customer as a result of the term commitment subscribed for and the total savings the Customer would have received had they subscribed for a term commitment that is

**PART B INTERNET ACCESS SERVICES - continued**

**Item 204 Dedicated Internet Access - continued**

rounded down to the period of time that the Customer actually subscribed to the Service;

- b. an administration fee equal to one month of Monthly Charges;
- c. a repayment of any other discounts given or concessions made by C&W as may have been tariffed from time to time for term or volume commitments that are not met.

**4. Rates and Charges**

- a) The following rates, charges and terms apply for contracts signed on or after 1 July 2007 and before 30 September 2009, inclusive. Charges for the Domestic Private Leased Circuit are included in the Monthly Charges.

Term Commitment/Monthly Charges					
Speed	Monthly	25% 1 Yr	30% 2 yr	40% 3 yr	Install
128 kbps	\$ 700	\$ 525	\$ 490	\$ 420	\$ 99
256 kbps	\$ 1,275	\$ 956	\$ 893	\$ 765	\$ 99
512Kbps	\$ 1,800	\$ 1,350	\$ 1,260	\$ 1,080	\$ 99
1024Kbps	\$ 2,100	\$ 1,575	\$ 1,470	\$ 1,260	\$ 99
1544Kbps	\$ 2,400	\$ 1,800	\$ 1,680	\$ 1,440	\$ 99
2 Mbps	\$ 2,650	\$ 1,988	\$ 1,855	\$ 1,590	\$ 99
3 Mbps	\$ 3,250	\$ 2,438	\$ 2,275	\$ 1,950	\$ 99
4 Mbps	\$ 3,800	\$ 2,850	\$ 2,660	\$ 2,280	\$ 99
5 Mbps	\$ 4,550	\$ 3,413	\$ 3,185	\$ 2,730	\$ 99
6 Mbps	\$ 5,350	\$ 4,013	\$ 3,745	\$ 3,210	\$ 99
7 Mbps	\$ 6,000	\$ 4,500	\$ 4,200	\$ 3,600	\$ 99
8 Mbps	\$ 6,750	\$ 5,063	\$ 4,725	\$ 4,050	\$ 99
9 Mbps	\$ 7,550	\$ 5,663	\$ 5,285	\$ 4,530	\$ 99
10 Mbps	\$ 8,300	\$ 6,225	\$ 5,810	\$ 4,980	\$ 99
15 Mbps	\$ 12,350	\$ 9,263	\$ 8,645	\$ 7,410	\$ 99
20 Mbps	\$ 16,250	\$ 12,188	\$ 11,375	\$ 9,750	\$ 99
25 Mbps	\$ 20,250	\$ 15,188	\$ 14,175	\$ 12,150	\$ 99
30 Mbps	\$ 24,000	\$ 18,000	\$ 16,800	\$ 14,400	\$ 99
35 Mbps	\$ 27,900	\$ 20,925	\$ 19,530	\$ 16,740	\$ 99
45 Mbps	\$ 35,500	\$ 26,625	\$ 24,850	\$ 21,300	\$ 99



**PART B INTERNET ACCESS SERVICES - continued**
**Item 204 Dedicated Internet Access - continued**

- b) The following rates, charges and terms apply for contracts signed on or after 1 October 2009 and before 14 December 2010. Charges for the Domestic Private Leased Circuit are included in the Monthly Charges.

Term Commitment/Monthly Charges					
Speed	Monthly	25% 1 Yr	30% 2 yr	40% 3 yr	Install
128	\$700	\$ 525	\$ 490	\$ 420	\$ 99
256	\$ 956	\$ 717	\$ 669	\$ 574	\$ 99
512	\$ 1,350	\$ 1,013	\$ 945	\$ 810	\$ 99
1024	\$ 1,575	\$ 1,181	\$ 1,103	\$ 945	\$ 99
1544	\$ 1,800	\$ 1,350	\$ 1,260	\$ 1,080	\$ 99
2 Mbps	\$ 1,988	\$ 1,491	\$ 1,392	\$ 1,193	\$ 99
3 Mbps	\$ 2,438	\$ 1,829	\$ 1,707	\$ 1,463	\$ 99
4 Mbps	\$ 2,850	\$ 2,138	\$ 1,995	\$ 1,710	\$ 99
5 Mbps	\$ 3,413	\$ 2,560	\$ 2,389	\$ 2,048	\$ 99
6 Mbps	\$ 4,013	\$ 3,010	\$ 2,809	\$ 2,408	\$ 99
7 Mbps	\$ 4,500	\$ 3,375	\$ 3,150	\$ 2,700	\$ 99
8 Mbps	\$ 5,063	\$ 3,797	\$ 3,544	\$ 3,038	\$ 99
9 Mbps	\$ 5,663	\$ 4,247	\$ 3,964	\$ 3,398	\$ 99
10 Mbps	\$ 6,225	\$ 4,669	\$ 4,358	\$ 3,735	\$ 99
15 Mbps	\$ 9,263	\$ 6,947	\$ 6,484	\$ 5,558	\$ 99
20 Mbps	\$ 12,188	\$ 9,141	\$ 8,532	\$ 7,313	\$ 99
25 Mbps	\$ 15,188	\$ 11,391	\$ 10,632	\$ 9,113	\$ 99
30 Mbps	\$ 18,000	\$ 13,500	\$ 12,600	\$ 10,800	\$ 99
35 Mbps	\$ 20,925	\$ 15,694	\$ 14,648	\$ 12,555	\$ 99
45 Mbps	\$ 26,625	\$ 19,969	\$ 18,638	\$ 15,975	\$ 99
50 Mbps	\$ 23,895	\$ 17,921	\$ 16,727	\$ 14,337	\$ 99
100 Mbps	\$ 46,675	\$ 35,006	\$ 32,673	\$ 28,005	\$ 99

**PART B INTERNET ACCESS SERVICES - continued**

**Item 204 Dedicated Internet Access - continued**

- c) The following rates, charges and terms apply for contracts signed on or after 14 December 2010 and before 9 January 2012. Charges for the Domestic Private Leased Circuit are included in the Monthly Charges.

Term Commitment/Monthly Charges					
		25%	30%	40%	
Speed	Monthly	1 Yr	2 yr	3 yr	Install
128	\$ 525	\$ 394	\$ 368	\$ 315	\$ 99
256	\$ 717	\$ 538	\$ 502	\$ 430	\$ 99
512	\$ 1,013	\$ 759	\$ 709	\$ 608	\$ 99
1024	\$ 1,181	\$ 886	\$ 827	\$ 709	\$ 99
1544	\$ 1,350	\$ 1,013	\$ 945	\$ 810	\$ 99
2 Mbps	\$ 1,491	\$ 1,118	\$ 1,044	\$ 895	\$ 99
3 Mbps	\$ 1,829	\$ 1,371	\$ 1,280	\$ 1,097	\$ 99
4 Mbps	\$ 2,138	\$ 1,603	\$ 1,496	\$ 1,283	\$ 99
5 Mbps	\$ 2,560	\$ 1,920	\$ 1,792	\$ 1,536	\$ 99
6 Mbps	\$ 3,010	\$ 2,257	\$ 2,107	\$ 1,806	\$ 99
7 Mbps	\$ 3,375	\$ 2,531	\$ 2,363	\$ 2,025	\$ 99
8 Mbps	\$ 3,797	\$ 2,848	\$ 2,658	\$ 2,278	\$ 99
9 Mbps	\$ 4,247	\$ 3,185	\$ 2,973	\$ 2,548	\$ 99
10 Mbps	\$ 4,669	\$ 3,502	\$ 3,268	\$ 2,801	\$ 99
15 Mbps	\$ 6,947	\$ 5,210	\$ 4,863	\$ 4,168	\$ 99
20 Mbps	\$ 9,141	\$ 6,856	\$ 6,399	\$ 5,485	\$ 99
25 Mbps	\$ 11,391	\$ 8,543	\$ 7,974	\$ 6,835	\$ 99
30 Mbps	\$ 13,500	\$ 10,125	\$ 9,450	\$ 8,100	\$ 99
35 Mbps	\$ 15,694	\$ 11,770	\$ 10,986	\$ 9,416	\$ 99
45 Mbps	\$ 19,969	\$ 14,977	\$ 13,978	\$ 11,981	\$ 99
50 Mbps	\$ 21,944	\$ 16,458	\$ 15,361	\$ 13,166	\$ 99
100 Mbps	\$ 35,006	\$ 26,255	\$ 24,504	\$ 21,004	\$ 99

**PART B INTERNET ACCESS SERVICES - continued**
**Item 204 Dedicated Internet Access - continued**

- d) The following rates, charges and terms apply for contracts signed on or after 9 January 2012 and before 1 July 2013. Charges for the Domestic Private Leased Circuit are included in the Monthly Charges.

Term Commitment/Monthly Charges - 2012					
		25%	30%	40%	
Speed	Monthly	1 Yr	2 yr	3 yr	Install
128	\$ 368	\$ 276	\$ 257	\$ 221	\$ 99
256	\$ 502	\$ 376	\$ 351	\$ 301	\$ 99
512	\$ 709	\$ 532	\$ 496	\$ 425	\$ 99
1024	\$ 827	\$ 620	\$ 579	\$ 496	\$ 99
1544	\$ 945	\$ 709	\$ 662	\$ 567	\$ 99
2 Mbps	\$ 1,044	\$ 783	\$ 731	\$ 626	\$ 99
3 Mbps	\$ 1,280	\$ 960	\$ 896	\$ 768	\$ 99
4 Mbps	\$ 1,496	\$ 1,122	\$ 1,047	\$ 898	\$ 99
5 Mbps	\$ 1,792	\$ 1,344	\$ 1,254	\$ 1,075	\$ 99
6 Mbps	\$ 2,107	\$ 1,580	\$ 1,475	\$ 1,264	\$ 99
7 Mbps	\$ 2,363	\$ 1,772	\$ 1,654	\$ 1,418	\$ 99
8 Mbps	\$ 2,658	\$ 1,994	\$ 1,861	\$ 1,595	\$ 99
9 Mbps	\$ 2,973	\$ 2,230	\$ 2,081	\$ 1,784	\$ 99
10 Mbps	\$ 3,268	\$ 2,451	\$ 2,288	\$ 1,961	\$ 99
15 Mbps	\$ 4,863	\$ 3,647	\$ 3,404	\$ 2,918	\$ 99
20 Mbps	\$ 6,399	\$ 4,799	\$ 4,479	\$ 3,839	\$ 99
25 Mbps	\$ 7,974	\$ 5,980	\$ 5,582	\$ 4,784	\$ 99
30 Mbps	\$ 9,450	\$ 7,088	\$ 6,615	\$ 5,670	\$ 99
35 Mbps	\$ 10,986	\$ 8,239	\$ 7,690	\$ 6,591	\$ 99
45 Mbps	\$ 13,978	\$ 10,484	\$ 9,785	\$ 8,387	\$ 99
50 Mbps	\$ 15,361	\$ 11,521	\$ 10,753	\$ 9,216	\$ 99
100 Mbps	\$ 24,504	\$ 18,378	\$ 17,153	\$ 14,703	\$ 99

**PART B INTERNET ACCESS SERVICES - continued**
**Item 204 Dedicated Internet Access - continued**

- e) The following rates, charges and terms apply for contracts signed on or after 1 July 2013. Charges for the Domestic Private Leased Circuit are included in the Monthly Charges.

<b>Term Commitment / Monthly Charges - 2013</b>					
		25%	30%	40%	
<b>Speed</b>	<b>Monthly</b>	<b>1 YR</b>	<b>2 YR</b>	<b>3 YR</b>	<b>Install</b>
1 Mbps	\$ 496	\$ 372	\$ 347	\$ 298	\$ 250.00
2 Mbps	\$ 626	\$ 470	\$ 438	\$ 376	\$ 250.00
3 Mbps	\$ 768	\$ 576	\$ 538	\$ 461	\$ 250.00
4 Mbps	\$ 898	\$ 674	\$ 629	\$ 539	\$ 250.00
5 Mbps	\$ 1,075	\$ 806	\$ 753	\$ 645	\$ 250.00
6 Mbps	\$ 1,264	\$ 948	\$ 885	\$ 758	\$ 250.00
7 Mbps	\$ 1,418	\$ 1,064	\$ 993	\$ 851	\$ 250.00
8 Mbps	\$ 1,595	\$ 1,196	\$ 1,117	\$ 957	\$ 250.00
9 Mbps	\$ 1,784	\$ 1,338	\$ 1,249	\$ 1,070	\$ 250.00
10 Mbps	\$ 1,961	\$ 1,471	\$ 1,373	\$ 1,177	\$ 250.00
20 Mbps	\$ 3,839	\$ 2,879	\$ 2,687	\$ 2,303	\$ 250.00
30 Mbps	\$ 5,670	\$ 4,253	\$ 3,969	\$ 3,402	\$ 250.00
40 Mbps	\$ 6,071	\$ 4,553	\$ 4,250	\$ 3,643	\$ 250.00
50 Mbps	\$ 8,495	\$ 6,371	\$ 5,947	\$ 5,097	\$ 250.00
60 Mbps	\$ 9,031	\$ 6,773	\$ 6,322	\$ 5,419	\$ 250.00
70 Mbps	\$ 10,511	\$ 7,883	\$ 7,358	\$ 6,307	\$ 250.00
80 Mbps	\$ 11,991	\$ 8,993	\$ 8,394	\$ 7,195	\$ 250.00
90 Mbps	\$ 13,471	\$ 10,103	\$ 9,430	\$ 8,083	\$ 250.00
100 Mbps	\$ 14,702	\$ 11,027	\$ 10,291	\$ 8,821	\$ 250.00

Note: where the Customer request involves only a change in speed and does not require any changes to facilities or equipment, the Installation Charge shall be \$99.00 per circuit