

Our ref: ICTA/140/161-09

17 May 2013

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: Publishing of rates, terms, and conditions of LIME services

In reviewing the service filings of Cable and Wireless (Cayman Islands) Limited ("LIME"), the Information and Communications Technology Authority (the "ICTA" or "Authority") has identified an number of instances where it appears that LIME is not in compliance with its licence conditions in regards to publishing the rates terms and conditions of a number of its services.

In order for the Authority to continue its review, LIME is directed to reply to the following interrogatories by **5 June 2013**. When responding, please repeat the entire question above the corresponding response to each question.

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). 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 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.

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). 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.
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). 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.
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), 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.

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 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.
6. LIME Cayman's website lists a page for an existing Metro Ethernet service (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.

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