

HEAD OFFICE & BUSINESS CENTRE

P.O. Box 293, Grand Cayman
KY1-1104 Cayman Islands



P: 345.949.7800

11 February 2016

Mr. Alee Fa'amoe,
Managing Director
Information and Communications Technology Authority
PO Box 2502
3rd Floor Alissta Towers
Grand Cayman, KY1-1104

Dear Mr. Fa'amoe,

Re: Application to Increase Residential Line Rental Rate

Pursuant to paragraphs 7 and 35 of Annex 5 to the ICT Licence issued to Cable and Wireless (Cayman Islands) Limited, we hereby request authorisation to increase our Residential Line Rental rate by \$1 per month, from the current KY\$17 per month to KY\$18 per month. The new rate will automatically apply to Home Plan customers although the price for the Home Plans is not being increased. We will also increase the rental component of the SmartChoice bundle by KY\$1.

Revised Tariff pages for General Tariff Items 201, 801 and 802 are attached.

We plan to introduce this Residential Line Rental increase effective 1 June 2016. Customer notification will be done via notice on customers' bills (see below) before 1 April 2016, as well as via press advertisement.

Notification of change to landline rates

Residential landline rental will increase by \$1

Effective June 1, 2016

The attached information sheet will be posted at the URL noted on the bill notice. We anticipate that the press advert will be placed in the Compass on 22 March 2016.

Please contact me should you have any questions.

Yours sincerely,
Cable and Wireless (Cayman Islands) Limited



Kevin Foley
Chief Financial Officer

Encl.



Q&As LINE RENTAL INCREASE

We will be increasing our landline residential rental charges by CI\$1.00 from 1st June 2016. Here is Q&A's that we hope will help answer your questions.

Q. What will I see on my bill?

Bill Item Description	Old Monthly Rate	New Monthly Rate
Direct Exchange Line Rental	\$17.00	\$18.00
Smart Choice Plan A	\$22.00	\$23.00
Smart Choice Plan B	\$26.00	\$27.00
Smart Choice Plan C	\$31.00	\$32.00
Smart Choice Plus Plan A	\$22.00	\$23.00
Smart Choice Plus Plan B	\$26.00	\$27.00
Smart Choice Plus Plan C	\$31.00	\$32.00
Home Plan 500	\$22.00	\$22.00
Home Plan 800	\$29.95	\$29.95

Q: Why is LIME raising prices?

A: Many customers still value their home phone as the preferred and most reliable way to make calls while in the home. The home phone can be easily accessed by the entire household – including children – and provides peace of mind in case of an emergency. Calls made from a home phone to 911 means the operator can quickly determine the location.

In addition our competition is not investing/reinvesting at the levels we are and in all cases is not providing a full service across mobile, landline, Internet and TV across the entire country. We understand that there is never a good time to make changes to our prices, and we don't make these decisions lightly. However, we are not immune to increased costs, and our pricing needs to reflect our ongoing network



investment, as well as the rising cost of our own business inputs such as labour and materials.

One example of our significant investment is our 4G LTE mobile network, which has been rolled out across all three of the Cayman Islands plus the roll out of Superfast Broadband to all residential areas in Grand Cayman, Cayman Brac and Little Cayman.

When we invest, we invest for the long term – providing the technology that will help improve national security, providing better education opportunities for children using broadband. Our investment in the Cayman Islands is helping to encourage businesses to locate to the Cayman Islands; it gives us an advantage over some of our offshore competitors by offering the most connected islands in the Caribbean.

Over the next year you will see a significant level of investment in improving customer service and some exciting new products and services.

Q: How is the price increase being communicated?

A: We will be placing an advert in the Caymanian Compass newspaper on 22 March, 2016 communicating the price changes. We will also feature the prices on our website and will be placing a message on our March 2015 bills which will go to all customers who have landline service with us.

PART B PUBLIC SWITCHED NETWORK ACCESS

Item 201 Basic Telecommunications Services

1. Service Description

- 1) This item is subject to the terms and provisions of Part A of this Tariff.
- 2) Basic Telecommunications Services includes an access component – Telephone Line Rental service - and a usage component – Local Calling.
- 3) Line Rental service is the rental of one Telephone Line. A monthly charge, as set out in sub-item 5 shall apply.
- 4) Local Calling allows Customers to make and receive Local Calls. Local Calls are charged on a usage-basis, as set out in sub-item 5 below. The Calling Party pays for Local Calls.
- 5) The Customer is entitled to one free copy of the Telephone Directory for each Telephone Line rented, as long as C&W has directories in stock.

2. Definitions

"Basic Telecommunications Service Application" is the C&W Application for Basic Telecommunications Service.

"Call Set-up" is the process by which the switch provides dial tone to the calling party, and receives and analyses the dialed digits, connects to required number and provides ringing tone to the called party.

"Ceased for Nonpayment" occurs when an account is unpaid and is suspended permanently, this cessation is initiated by C&W and not by the customer.

"Telephone Line Rental" is the rental of a Telephone Line.

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PROPOSED TARIFF PAGES

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PART B PUBLIC SWITCHED NETWORK ACCESS - continued

Item 201 Basic Telecommunications Services - continued

3. Terms and Conditions

- 1) To apply for Basic Telecommunications Services, new Customers must complete and submit C&W's applicable Basic Telecommunications Services Application. Completed Basic Telecommunications Services Applications can be submitted to the following C&W sales offices: Anderson Square, Galleria Plaza or Stake Bay. A passport or some other form of identification is required.
- 2) Customers wishing to cease Service, temporarily cease Service, or transfer their Service to another Service Address must complete and submit C&W's applicable Basic Telecommunications Services Change to Existing Service Form.
- 3) Customers shall pay one-time charges for the following Services associated with Basic Telecommunications Services: installation, maintenance, repair, and reconnection. These charges are set out in sub-item 4(b).
- 4) Reconnection fees and installation charges are billed, and payable, on the following month's bill.
- 5) Maintenance and repair services on C&W-provided equipment and external network, (excluding single line customer premises equipment) are included in the monthly rental fee. Internal wire repair services can be obtained from Cable & Wireless on a term basis for residential customers or on-demand basis for both residential and business customers, (see sub-item 4 (b)) or from another contractor.
- 6) Where a customer has or would like to obtain service from C&W but does not have a Telephone Line associated with the service, the same deposit as the applicable customer category and classification is required.

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PART B PUBLIC SWITCHED NETWORK ACCESS - continued

Item 201 Basic Telecommunications Services - continued

4. Telephone Line Rental Rates

a) The following monthly charges and deposits apply per Telephone line.

Customer Categories	Customer Classification	Deposit Amount Required per Telephone Line	Monthly Charges per Telephone Line
Residential	New	\$200	\$18.00
Residential	Existing - for Telephone Lines added after 01 November 2007	\$200	\$18.00
Residential	Ceased for Non_Payment/Account in arrears for > 90 days	\$300.00	\$18.00
Business Sole Trader	New	\$350.00	\$30.00
Business Sole Trader	Existing	\$350.00	\$30.00
Business Sole Trader	Ceased for Non_Payment/Account in arrears for > 90 days	\$525.00	\$30.00
Business Limited Company or Other form	New	\$500.00	\$30.00
Business Limited Company or Other form	Existing	\$500.00	\$30.00
Business Limited Company or Other form	Ceased for Non_Payment/Account in arrears for > 90 days	\$750.00	\$30.00
Business Exempt Company (Trading Outside of the Cayman Islands)	New	\$1,000.00	\$30.00
Business Exempt Company (Trading Outside of the Cayman Islands)	Existing	\$1,000.00	\$30.00
Business Exempt Company (Trading Outside of the Cayman Islands)	Ceased for Non_Payment/Account in arrears for > 90 days	\$1,500.00	\$30.00
Government	New	\$500.00	\$30.00
Government	Existing	\$500.00	\$30.00
Government	Ceased for Non_Payment/Account in arrears for > 90 days	\$500.00	\$30.00

(i) Deposit payments are acceptable via cash, cheque, credit or debit cards

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PART B PUBLIC SWITCHED NETWORK ACCESS - continued

Item 201 Basic Telecommunications Services - continued

- (ii) Direct Debit accounts will have Direct Debit removed if more than two Direct Debit payments are returned from the bank within a 12-month period.
- (iii) A higher deposit is required to reactivate a service or account Ceased for Non-payment or one that is in arrears for greater than 90 days (see table).
- (iv) A customer who is returning to reactivate service, after having been Ceased for Nonpayment, must use cash as the deposit payment. However, he may sign up for subsequent payments to be made via Direct Debit.
- (v) A customer who was charged a higher deposit for reasons of having a ceased account or an account in arrears for greater than 90 days, will be charged the deposit applicable to an existing service, once he or she has been keeping their account current in the last 12 months.
- (vi) Customers' accounts will be regularly reviewed and accounts found to be in arrears for greater than 90 days will be required to pay the deposit amount as indicated in the deposit requirement schedule above.
- (vii) Existing Residential customers who used Direct Debit as an alternative to paying a deposit as of 01 November 2007 are not required to pay the deposit amount unless Direct Debit is removed from the account, Telephone Lines are added to the account, the account is Ceased for non-payment, or the account is in arrears for greater than 90 days.

b) Installation, Reconnection and Other Charges

1) The following one-time rates and charges apply.

	Installation	Reconnection
Residential Business and Government	\$40.00	\$10.00

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PART B PUBLIC SWITCHED NETWORK ACCESS - continued

Item 201 Basic Telecommunications Services - continued

2) The following charges are applicable for repairs, not covered by the Internal Wire Service plan.

	Standard Working Hours(a)	After Hours(b)	Weekend(c)
Repair	\$125.00/hr	\$150.00/hr	\$150.00/hr

- (a) Monday to Friday, 8:00 a.m. to 4:45 p.m.; Friday, 8:15 a.m. to 4:00 p.m.
- (b) Monday to Friday, 4:46 p.m. to 7:59 a.m., Friday: 4:01 p.m. to 8:14 a.m.
- (c) Saturday, Sunday and Holidays.

5. Local Call Rates

The charges apply to the Calling Party only.

	Unit Charge	Unit Duration
Residential and Business Customers		
Fixed to Fixed (all locations)	\$0.09 (first unit(a)) \$0.02 (each unit thereafter)	60 seconds
Fixed to Mobile (all locations)	\$0.27 per unit	60 seconds
Data (b)	\$0.05	60 seconds

- (a) includes call set-up.
- (b) Data Calls are PSTN dial up calls to an ISP.

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PART H BUNDLED SERVICES

Item 801 Smart Choice

1. Service Description

- 1) Smart Choice provides Residential Customers with a bundle comprised of Residential Telephone Line Rental, several Optional Services, an IDD Discount and e. Account.
- 2) There are three Smart Choice Plans: Plan A, Plan B, Plan C.
- 3) This Item is subject to the terms and provisions of Part A of this Tariff.

2. Definitions

"C&W Sales Offices" are located at Anderson Square, Galleria Plaza and Stake Bay.

"e.Account" allows Customers to view and print their current and recent bills online at C&W's Website (www.eaccount.ky).

3. Terms and Conditions

- 1) To apply for a Smart Choice Plan, Customers must complete a Smart Choice Application Form (which is available online at www.candw.ky) and fax the completed form to 345-949-0039 or visit a C&W Sales Office and present acceptable ID. IDD numbers subject to the IDD Discount must be listed on the Application Form.
- 2) The Term of the Smart Choice Plan shall be month to month. The Term shall start from the date the Smart Choice Plan is applied on the Customer's Telephone Line. The start date is the date the application form is received and setup on the customer's account.
- 3) At the end of the Term, the Smart Choice Plan will automatically renew for another month unless the Customer cancels his/her Smart Choice Plan by writing to C&W or calling Customer Service.

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PART H BUNDLED SERVICES – continued

Item 801 Smart Choice - continued

- 4) The Customer will be allowed to downgrade his/her Smart Choice Plan once per month subject to the administrative fees listed in sub-Item 4.
- 5) The Customer can upgrade his/her Smart Choice Plan free of charge.
- 6) Customers may change their IDD numbers at any time at no additional charge.
- 7) The Service components which comprise the Smart Choice Plans are as described in Part B, Part C and Part D.

4. Packages and Rates and Charges

	Smart Choice Plans		
	Plan A	Plan B	Plan C
Base Element	Line Rental	Line Rental	Line Rental
Features	Call Waiting Caller ID Voicemail	Call Waiting Caller ID Voicemail (extended or multiple)(a) Call Forwarding 3 Way Call Ring Back When Free	Call Waiting Caller ID Voicemail (extended or multiple)(a) Call Forwarding 3 Way Call Ring Back When Free
IDD Discount	20% off calls to 3 predetermined IDD numbers	20% off calls to 4 predetermined IDD numbers	20% off calls to 6 predetermined IDD numbers
e.Account	Free e.Account	Free e.Account	Free e.Account
Monthly Price	\$23	\$27	\$32
Administrative Fee	n/a	\$20	\$40

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PART H BUNDLED SERVICES – continued

Item 801 Smart Choice - continued

- (a) The extended (Executive) Voicemail feature allows for a longer personal greeting and longer message lengths. The multiple features allows for up to four personal mailboxes with longer greeting and message lengths. The extended and multiple Voicemail features are only available with Smart Choice Plans. (See Item 301.4 for Voicemail greeting and message lengths)

Note: Plan D is no longer available. However, existing customers will be “grandfathered” with conditions, rates and charges same as Plan C.

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PART H BUNDLED SERVICES

Item 802 Smart Choice Plus

1. Service Description

- 1) Smart Choice Plus provides Residential Customers with a bundle comprised of Residential Telephone Line Rental, several Optional Services, an IDD Discount, e. Account, and a 10% discount off Fixed Line to Mobile Local Call charges, Broadband ADSL monthly rental charges, and bMobile monthly access and Mobile Call charges.
- 2) There are three Smart Choice Plus Plans: Plan A, Plan B, Plan C.
- 3) This Item is subject to the terms and provisions of Part A of this Tariff.

2. Definitions

"C&W Sales Offices" are located at Anderson Square, Marquee, Galleria Plaza and Stake Bay.

"Discount Plans" mean the 10% discount for Fixed Line to Mobile Local Call charges, certain Broadband ADSL monthly rental charges and certain bMobile monthly access and Mobile Call charges.

"e.Account" allows Customers to view and print their current and recent bills online at C&W's Website (www.eaccount.ky).

"Services Offered" means all of Smart Choice, ADSL Services, and bMobile Plans.

3. Terms and Conditions

- 1) To apply for a Smart Choice Plus Plan, Customers must complete a Smart Plus Choice Application Form (which is available online at www.candw.ky) and fax the completed form to 345-949-0039 or visit a C&W Sales Office and present acceptable ID. IDD numbers subject to the IDD Discount must be listed on the Application Form.
- 2) To be eligible for the Smart Choice Plus Plans, the Customer must:

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PART H BUNDLED SERVICES – continued

Item 802 Smart Choice Plus - continued

- a. Subscribe to Smart Choice and at least one of the other Services Offered (bMobile and/or Broadband ADSL); and
 - b. be current in the payment of all Accounts.
- 3) Discount Plans will not apply to any of the Accounts that are not current in payment. At C&W's sole option, the Discount Plans may be terminated or suspended in relation to any such Account.
 - 4) C&W may consolidate the Customer's Accounts onto one Bill and C&W reserves the right to specify the payment date.
 - 5) The Term of the Smart Choice Plus Plan shall be month to month. The Term shall start from the date the Smart Choice Plus Plan is applied to the Customer's Telephone Line. The start date is the date the application form is received and setup on the customer's account.
 - 6) At the end of the Term, the Smart Choice Plus Plan will automatically renew for another month unless the Customer cancels his/her Smart Choice Plus Plan by writing to C&W or calling Customer Service.
 - 7) The Customer will be allowed to downgrade his/her Smart Choice Plus Plan, once per month, subject to the administrative fees listed in sub-Item 4.
 - 8) If the customer no longer subscribes to the bmobile or Broadband ADSL Services Offered, he/she is no longer eligible for Smart Choice Plus discounts and cancellation charges for bmobile and Broadband ADSL services shall apply.
 - 9) The Service components which comprise the Smart Choice Plus Plans are as described in Part B, Part C and Part D of the General Tariffs and Part B (Item 201) and Part C (Item 301 and 302) of the Special Tariffs.

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PART H BUNDLED SERVICES – continued

Item 802 Smart Choice Plus - continued

4. Packages and Rates and Charges

Smart Choice Plans			
	Plan A	Plan B	Plan C
Base Element	Line Rental	Line Rental	Line Rental
Features	Call Waiting Caller ID Voicemail	Call Waiting Caller ID Voicemail (extended or multiple)(c) Call Forwarding 3 Way Call Ring Back When Free	Call Waiting Caller ID Voicemail (extended or multiple)(c) Call Forwarding 3 Way Call Ring Back When Free
IDD Discount	20% off calls to 3 predetermined IDD numbers	20% off calls to 4 predetermined IDD numbers	20% off calls to 6 predetermined IDD numbers
e.Account	Free	Free	Free
Monthly Price	\$23	\$27	\$32
Administrative Fee	n/a	\$20	\$40
Local Calls: Fixed Line to Fixed Line	10% discount	10% discount	10% discount
ADSL Plans			
All Broadband ADSL Plans	10% off monthly rental charges(a)	10% off monthly rental charges(a)	10% off monthly rental charges(a)
Mobile Plans			
All bMobile Plans	10% off monthly access fee, and international	10% off monthly access fee, and international calls (b) Text Messaging	10% off monthly access fee, and international calls (b)

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PART H BUNDLED SERVICES – continued

Item 802 Smart Choice Plus - continued

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- (a) Does not apply to Internet Roaming.
- (b) Does not apply to Mobile Roaming.
- (c) The extended (Executive) Voicemail feature allows for a longer personal greeting and longer message lengths. The multiple features allows for up to four personal mailboxes with longer greeting and message lengths. The extended and multiple Voicemail features are only available with Smart Choice Plans. (See Item 301.4 for details on voicemail greetings and message lengths)
- (d) Customers terminating their Broadband ADSL Service prior to the end of the minimum term must pay the early termination fee as per the Broadband ADSL Special Tariff Item 201 (3)(7). Customers terminating their mobile service prior to the end of the minimum term must pay the early termination fee as per the bMobile Special Tariff Item 301 (3)(4)(b) or Item 302 (3)(4).

Note: Plan D was never available on SmartChoice Plus.

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