

**LIME Responses to Authority Interrogatories**  
**Re**  
**Termination of NetSpeak Service**  
29 November 2014

1. Please provide the recent statistics related to the Service for the period January to September 2014, as specified in the table below. The information requested in the table below shall be provided in an Excel file.

NetSpeak service - period January to September 2014	January	February	March	April	May	June	July	August	September
Number of NetSpeak customers - end of the month									
Total Revenue from NetSpeak service for the month									
Volume of minutes to Fixed lines in the Cayman Islands									
Volume of minutes to Mobile lines in the Cayman Islands									
Monthly revenue for calls to Fixed lines in the Cayman Islands									
Monthly revenue for calls to Mobile lines in the Cayman Islands									

**LIME Answer:** Please see the attached confidential Excel workbook entitled “CAY 2014\_11\_29 LIME response to ICTA interrogatories re NetSpeak - attachment – confidential.xlsx”.

This attachment is being provided in confidence to the Authority pursuant to regulation 3 of the *Information and Communications Technology Authority (Confidentiality) Regulations, 2003*. It contains information that is a trade secret and that is financial and commercial information which is treated consistently by LIME as confidential and which is not otherwise publicly available. Its disclosure to the public and to LIME’s competitors can reasonably be expected to cause LIME significant financial gain and to prejudice significantly LIME’s competitive position. A redacted version will not be provided for the public record, as such a redacted version would be identical to the table included in the text of the question above.

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2. Please provide a detailed description of LIME's proposed process to notify affected customers about the termination of the Service they have subscribed to.

**LIME Answer:** We propose to send our customers the following letter.

DRAFT  
Letter to current NetSpeak customers  
Notice as at 30 November 2014  
RE: Withdrawal of NetSpeak service

Dear <customer last name> <customer first name>,

Firstly, thanks for being a LIME customer, we are pleased to have your business and look forward to continuing to provide you the very best in mobile, home phone, TV and broadband services.

As a business we regularly review the products and services that we are offering to ensure we are providing the choice and great value our customers expect from us.

We have recently done an evaluation and will no longer be offering our NetSpeak service as of [31st May 2015]. This product will be withdrawn due to the low number of customers who are on the service.

I realise this may come as disappointing news to our ardent NetSpeak users, but rest assured, we plan to introduce a new long distance calling service in the near future, so look out for more information.

The good news is you will still be able to use your local NetSpeak number e.g. 940-xxxx even after the withdrawal of the service. However if you have one or more NetSpeak international numbers e.g. UK, US or Canadian number, these will not be available after the [31st May 2015].

We will update you again as we get closer to the NetSpeak withdrawal date.

Again, thanks for choosing LIME.

Yours sincerely,

XXXXX  
XXXXXX

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3. Please provide a clarification whether for any affected customer the termination of the Service, within the timeframe currently proposed by LIME, would occur before the initial term of one year, as specified in paragraph 1.5 of the Tariff page 6.13. If the answer is yes, please provide an explanation as to how LIME would address such early termination of the service with the affected customer(s).

**LIME Answer:** LIME has #

#, of their initial one-year term at time of termination of the service. Early termination of the service would be at no cost to such customer(s), as they did not initiate the early termination.

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