



Our Ref: GRCR/15.24

31 October 2014

Dr. Vladimir Bulatovic  
Senior Economist  
Information and Communications Technology Authority  
PO Box 2502  
3<sup>rd</sup> Floor Alissta Towers  
Grand Cayman, KY1-1104

Dear Dr. Bulatovic,

**Re: Termination of NetSpeak Service**

Cable and Wireless (Cayman Islands) Limited, trading as LIME ("**LIME**") writes further to the Authority's follow-up emails of 30 and 20 October 2014 and apologizes for the delay in responding to the Authority's letter of 9 October 2014. In that letter, the Authority asked that LIME:

"either 1) indicate in writing to the Authority that it does not intend to make any confidentiality claim in relation to the content of this ICTA letter or 2) provide a redacted version of this letter to the Authority redacting the portions of the questions that it considers confidential and providing the reasons for each confidentiality claim and the other requirements for confidentiality claims as specified in the *ICTA Law (Confidentiality) Regulations, 2003*.

LIME does not intend to claim confidentiality with respect to the Authority's questions. However, the Authority states that it intends "to maintain a full public record", which includes its own letter of 9 October 2014. That letter includes some information for which LIME had requested confidentiality on 1 October 2014. The Authority, however, does not indicate whether it intends to respect that confidentiality claim. For example, the Authority's two options above do not propose on their face redaction by LIME of

any portion of the Authority's letter other than the questions themselves, and the Authority's 9 October 2014 letter does not contain any confidentiality markings.

Accordingly, LIME has appended to this letter its proposed redaction of the Authority's letter on 9 October 2014. The only portions which are redacted contain the information for which LIME had requested confidential treatment on 1 October 2014, specifically the number of customers and the proposed dates of notice to customers and withdrawal of service.

This information is commercially sensitive information and a trade secret, and the customer number information is also financial and commercial information that is treated consistently in a confidential manner by LIME and is not otherwise publicly available. Disclosure of this information at any time by the Authority to third parties can reasonably be expected to prejudice LIME's competitive position and negatively affect LIME's contractual and other liabilities. Accordingly, LIME requests that the Authority designate it as confidential pursuant to the *Information and Communications Technology Authority (Confidentiality) Regulations*. A redacted version of LIME's 1 October 2014 letter, with all confidential information replaced by "###", had been filed for the public record at the same time as the confidential version.

Please note that the foregoing is without prejudice to LIME's right to request confidential treatment of its answers to the Authority's questions.

Please contact the undersigned directly should you have any questions.

Yours faithfully,  
Cable and Wireless (Cayman Islands) Limited, trading as LIME



Bill McCabe  
Chief Executive Officer

c.c. David Cox, Head of Regulatory Affairs, LIME



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Information & Communications Technology Authority

Our ref: ICTA/140/161-09  
Your ref: GRCR/GR 15.24

9 October 2014

Mr. Bill McCabe  
Chief Executive Affairs  
LIME/Cable and Wireless (Cayman Islands) Limited  
PO Box 293  
Grand Cayman KY1-1104  
CAYMAN ISLANDS

\* \* \* **REDACTED** \* \* \*

Dear Mr. McCabe,

**Re: Termination of NetSpeak Service**

On 1 October 2014, Cable and Wireless (Cayman Islands) Limited (trading as "LIME"), submitted a service filing for withdrawal of a service called NetSpeak (the "Service"). In order for the Information and Communications Technology Authority (the "ICTA" or "Authority") to continue its review of the service filing, LIME is requested to reply to the following interrogatories.

When responding, please repeat the entire question above the corresponding response to each question.

As these questions may relate to information for which LIME has claimed confidentiality, in repeating these questions in its responses, LIME may redact the portions of the

questions it considers confidential. If LIME files any information in confidence with the Authority, it should also file Redacted versions for the public record along with the reasons for each confidentiality claim and the other requirements for confidentiality claims as specified in the *ICTA Law (Confidentiality) Regulations, 2003* (<http://www.icta.ky/docs/Regs/ICTA-%20Confidentiality%20Regulations.pdf>).

At this time, the Authority is providing this letter in confidence to LIME. However, in order to maintain a full public record, LIME is hereby directed by **17 October 2014** to either 1) indicate in writing to the Authority that it does not intend to make any confidentiality claim in relation to the content of this ICTA letter or 2) provide a redacted version of this letter to the Authority redacting the portions of the questions that it considers confidential and providing the reasons for each confidentiality claim and the other requirements for confidentiality claims as specified in the *ICTA Law (Confidentiality) Regulations, 2003*.

LIME proposes to withdraw the Service on # # and to notify the customers on # #, in order to give them six-months' notice of the withdrawal of the Service. LIME states that the number of subscribers to the Service has regularly declined since the inception of the Service in 2005 and it now stands at # #, of which # # are staff members or other internal "customers". LIME notes that the impact on the market of this withdrawal will be minimal, as LIME is not withdrawing all of its domestic and/or international voice calling services, and as the handful of people who are affected will easily be able to use alternative domestic and international voice calling services.

The Authority notes that paragraph 9(c) of Annex 5 to LIME's licence stipulates that "*Unless the Authority agrees to a shorter notice, C&W shall provide twelve (12) months notice to the Authority*". Paragraph 9(d) of Annex 5 to LIME's licence further specifies that "*In withdrawing any Category 1 Service, C&W shall consult with the Authority and provide the Authority with information reasonably required to allow the Authority to assess the likely impact on the market of the withdrawal of that Service, including, without limitation, technical details of the Service, the proposed process to notify affected customers and any proposed close substitutes of the ICT Service*".

Accordingly, LIME is required to provide its response to the following interrogatories.

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									

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.
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).

If you have any questions concerning the above interrogatories, please feel free to contact me at (345) 746-9612 or via email at [vladimir.bulatovic@icta.ky](mailto:vladimir.bulatovic@icta.ky).

Yours sincerely,

[signed]

Dr Vladimir Bulatovic  
Senior Economist