

# PUBLIC SWITCHED NETWORK ACCESS

## Light User Scheme

### PART B (Item 202)

#### 1. Service Description

- 1) This Item is subject to the terms and provisions of Part A of this Tariff.
- 2) Participants in the Light User Scheme ("LUS") shall receive a restricted version of Basic Telecommunications Services, designed to permit access to the PSTN and Emergency Services.
- 3) The restricted version of Basic Telecommunications Services under the LUS includes an access component – Telephone Line Rental service; and a usage component - Local Calling, inbound and outbound international direct dialed calls.
- 4) 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

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

#### 3. Terms and Conditions

- 1) A prospective LUS Customer must submit a written request, complete a LUS application form and demonstrate that he or she meets all of the criteria for participation in the LUS.
- 2) The following restrictions apply to LUS Customers:
  - a) only Residential Customers shall be eligible to participate in the LUS;
  - b) each LUS Customer shall be restricted to subscribing to LUS service in their name;
  - c) each LUS customer shall be restricted to subscribing to one fixed line service in his or her name, at any address;
  - d) LUS Customers shall not be permitted to subscribe to Optional PSTN Services or Bundle Packages;
  - e) LUS Customers shall not be permitted to subscribe to Data Services or Internet Services.
- 3) The LUS Customer shall pay the Telephone Line Rental charges and Local Call charges set out in sub-item 4.
- 4) Each LUS Customer shall receive a rebate on their Account (of up to \$3) each month, to be offset against the cost of fixed-to-fixed local Calls incurred during the month. C&W will display the full cost of fixed-to-fixed calls on the LUS Customer's Bill with any amount of the rebate displayed separately.
- 5) LUS was effective January 1, 2004.
- 6) C&W reserves the right to modify the terms of the LUS after January 1, 2005, subject to Authority approval. C&W shall provide reasonable notice of any changes to the LUS.
- 7) Should an LUS Customer cease to meet all the criteria as outlined above, or as modified pursuant to sub-item 202.3(6) C&W shall take reasonable steps to inform the LUS Customer in writing as to when he or she may become ineligible. If the LUS Customer leaves the LUS, he/she shall receive service at the standard rate, applicable from the date that they are so informed.
- 8) Reconnection fees are billed, and payable, on the following month's bill.
- 9) Maintenance and repair services on C&W-provided equipment and external network, are included in the monthly rental fee.

#### 4. Rates and Charges

##### a) Telephone Line Rental

The following monthly charges and deposits apply to a LUS Telephone Line. Effective January 1, 2004.

	Deposit(i)	Monthly Charge
Caymanian Residential Customers	\$200.00 or Direct Debit (ii)	\$8.00
Retired Residential Customers	\$500.00 or Direct Debit (ii)	\$8.00
Expatriate Residential Customers	\$300.00 or Direct Debit + \$100.00 (ii)	\$8.00

- i) Existing Customers who are low risk and have service for one year or more, do not require a deposit for additional lines.
- ii) New Customers can opt for charges to be directly debited from their bank accounts (Direct Debit) or pay a deposit.

##### 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

C&W has filed an application with the ICTA proposing the following rates and charges.

	Installation	Reconnection
Residential and Business Charges	\$50.00	\$30.00

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	\$50.00/hr	\$75.00/hr	\$100.00/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 following currently apply to all Local Calls effective 1 November 2003. The charges apply to the Calling Party only.

	Unit Charge	Unit Duration
<b>Residential and Business Customers</b>		
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.