

LIME is launching its new Postpaid Consumer plans - Talk Text and Data to its mobile customers in all the markets across the Caribbean excluding Cayman, Jamaica and Antigua.

Q. What are new LIME Mobile Postpaid Plans?

A. The new consumer plans offer a set of core plans which include more than just minutes. The new "TALK, TEXT and DATA" postpaid plans provide postpaid customers with a combination of minutes, text messages and data, and more flexibility, which allow customers the option to further customize their plans with bolt-ons.

Q. What is a bolt-on?

A. A Bolt-on is an additional bundle of voice minutes, text messages or data that customers may add to their core plans, to ultimately create the mobile plan that best suits their lifestyle.

The "bolt-on postpaid plan" is an optional ("Opt-in") plan that postpaid customers who have one of the applicable plans (such as the iPhone plan, Talk Text and Data core plans) may add to further customize their service to suit their lifestyle.

NB - Opt-in means that LIME customers will not automatically receive the service; they must visit a LIME store or call the Call Centre to register.

Q. What does the new TALK, TEXT and DATA Postpaid plans Offer?

A. With the "TALK, TEXT & DATA" plan there are a number of core plans. Some of the core plans are for individual use, while others can be shared by multiple users.

These plans include a bundle of voice minutes, text messages and data. The minutes and text messages can be made/sent to any LIME Network (Local or Regional, Landline and Mobile), Other Local Operators (mobile or landline), USA, Canada, UK (landline only), Puerto Rico, and USVI.

With the inclusion of the data component customers who are not yet certain of their intended data usage, but who would still like to experience mobile data, can do so at no additional cost. With this inclusive data in the core plan

postpaid users can browse the Internet or download content from the LIMEWORLD portal via their data ready mobile device or smartphone. BlackBerry data usage is not included.

Q. What call types and international destinations are included as part of the minutes and texts component under the new plans?

A. Calls to any LIME service (Local and Regional Landline and/or Mobile), Other Local Mobile Operators and international destinations USA, USVI, CAN, Puerto Rico and UK (Landlines only). The text component includes local, regional and international text messages.

Q. What types of bolt-ons are offered?

A. Talk (minutes), text and mobile data/mobile Internet bolt-ons are offered.

ANYWHERE TALK	
PLAN	Anywhere Minutes
ANYWHERE TALK 100	100
ANYWHERE TALK 250	250
ANYWHERE TALK 500	500
ANYWHERE TALK 1000	1000
ANYWHERE TALK 5000	5000

ANYWHERE TEXT	
PLAN	Anywhere SMS
Anywhere Text 50	50
Anywhere Text 250	250
Anywhere Text 500	500
Anywhere Text Unlimited	Unlimited

DATA (GPRS)	
PLAN	Contents
MOBILE DATA 50	50 MBS
MOBILE DATA 100	100 MBS
MOBILE DATA 250	250 MBS
MOBILE DATA 500	500 MBS
MOBILE DATA 1GB	1GB
MOBILE DATA 3GB	3GB
MOBILE DATA 7GB	7GB

Q. Are there any other special benefits which come with these new Talk Text and Data plans?

A. Yes. Some of the core plans include additional benefits such as FREE Weekends or FREE Sundays. These components allow customers to make unlimited on-net calls to LIME mobiles and/or landlines on the specified days.

Q. How do customers sign up for the new Talk Text and Data consumer plans?

A. New customers may sign up at any LIME Retail store or authorised dealer. Existing postpaid customers may visit any LIME Retail store and sign up for these new plans or they may call the Call Centre to upgrade to the new plans.

Q. How do customers activate the bolt-on?

A. Customers can activate the bolt-ons by calling the Call Centre or by visiting a LIME Retail store to request the bolt-on.

Q. Once customers have subscribed how soon can they start to enjoy my Talk Text and Data?

A. Once the plan is activated postpaid customers will have immediate access to their Talk Text and Data plan. If the

customer signs up mid-month, the customer will attract a pro-rated fee for the initial month and subsequently the full charge will be applied monthly. Text and voice benefits will also be prorated.

Q. How do customers continue to enjoy the benefits of their new Talk Text and Data plan?

A. Postpaid customers will remain active on the plan once their postpaid account is active and the customer's contract is valid. If the customer wishes to discontinue their mobile service they will need to visit a LIME Retail store. N.B. Early termination fees may apply.

Q. Can existing customers register for the bolt-ons along with their current mobile plan?

A. No. The bolt-ons can only be used with the new Talk Text and Data consumer plans, or the iPhone plans.

Q. Will existing customers be automatically migrated to the new Talk Text and Data plans?

A. The new Talk Text and Data plans offer customers lots of benefits and LIME would encourage all of its existing residential mobile users to upgrade to these new plans but we will NOT be doing automatic migrations to these new plans. Existing customers will remain on their current plan until they contact us to request an upgrade, or in the event that their service is closed due to non-payment of arrears or voluntary withdrawal. In the coming months we will be engaging our existing customers directly to inform them of the benefits of the new plans and also to invite them to upgrade.

Q. If the customer's mobile service is disconnected for arrears or by voluntary request, will they have to apply for the new Talk Text and Data plans or can they resubscribe to their old plan?

A. Once the customer's account is disconnected/ceased for arrears, or they voluntarily disconnect the service, upon reapplying they will have to select one of the new mobile Talk Text and Data plans.

Q. Will LIME be implementing any restrictions on the old mobile plans?

A. Yes. All existing LIME mobile consumer plans, except ALLTALK PLUS, will be replaced with the new Talk Text and Data plans and will no longer be offered for sale.

Q. What rate will I be charged for calls after my Talk Text Data plan minutes are exhausted?

A. Customers are encouraged to sign up for the Anywhere Talk bolt-ons as they offer more attractive rates. Calls outside of the Talk Text and Data plans or Anywhere Talk bolt-ons are billed as follows:

Countries	LIME to LIME mobile	LIME to LIME landline	LIME to Other Mobile Operator	LIME to Other Landline	LIME to LIME Regional	Incoming Call from LIME landline
Anguilla	\$0.48	\$0.48	\$0.59	\$0.48	\$0.48	Free
Barbados	\$0.34	\$0.34	\$0.71	\$0.34	\$0.34	\$0.34
BVI	\$0.20	\$0.20	\$0.30	\$0.20	\$0.20	Free
Dominica	\$0.33	\$0.29	\$0.49	\$0.29	\$0.29	Free
Grenada	\$0.28	\$0.28	\$0.83	\$0.28	\$0.35	Free
Montserrat	\$0.45	\$0.45	\$0.75	\$0.45	\$0.45	Free
St. Kitts	\$0.57	\$0.57	\$0.76	\$0.49	\$0.57	Free
St. Lucia	\$0.33	\$0.33	\$0.63	\$0.29	\$0.33	Free
St. Vincent	\$0.33	\$0.33	\$0.86	\$0.55	\$0.46	Free
Turks & Caicos	\$0.22	\$0.20	\$0.45	\$0.20	\$0.20	Free

*All out-of-plan charges are billed on a per second basis. Local taxes are included

Q. What rate will customers be charged for international calls which fall outside of the Talk Text Data plan?

A. The existing international direct dialed rates for mobile services will apply.

Q. What rates are customers charged for texts and data after their inclusive text and data are exhausted?

A. The current text message (per text) and data (per KB or per MB) rates will prevail. Customers are encouraged to sign up for the Anywhere Text and/or Mobile Internet/data bolt-ons as they offer more attractive rates.

Q. Can customers add a bolt-on before their inclusive minutes, text or data are exhausted have a number of plans?

A. Yes. The postpaid Anywhere Talk, Anywhere Text or Mobile Internet/data bolt-ons can be added at anytime. Users are allowed to add as many bolts-on as they wish.

Q. Will the customer's unused plan minutes rollover if they do not use up all my minutes in one billing cycle?

A. Yes. With LIME's Carry Over benefit your unused minutes will be allowed to rollover to the next month. Minutes can only carry over for one month. Any unused minutes from the previous month will expire at the end of the following month.

Q. With the Talk Text and Data plans will the unused texts and data rollover if the customer does not use up all inclusive texts and data within the billing cycle?

A. No. Carry Over minutes do not apply to text messages or data.

Q. How many bolt-ons may customers have at any time?

A. Customers may subscribe to any combination of Anywhere Talk, Mobile Internet/data or Anywhere Text bolt-ons. However, they cannot subscribe to multiple volumes of the same text, or voice bolt-ons, they would have to subscribe to the next incremental value of bolt-on. Example, the customer may add a Anywhere Talk 250 bolt-on and a Anywhere Talk 500 bolt-on but they cannot register for two Anywhere Talk 250 bolt-ons in the same month.

Q. How many users can the customer have on the Talk Text and Data plan?

A. The number of users is defined by the Talk Text and Data core plan which the customer selects. Multiple users are only allowed on the Talk, Text and Data 500 and Talk Text and Data 1000 plans.

Q. Having subscribed to a Talk Text and Data plan do customers have access to any of the LIME Closed User Group plans?

A. Closed User Groups such as Calling Circle, Family Talk and Team Talk will be available with the new Talk Text and Data plans.

Q. Will customers earn LIME Rewards with the new Talk Text and Data plans?

A. Yes. Customers will earn LIME mobile reward points based on spend. One (1) point is awarded for every \$25 spent.

Q. Will customers benefit from Talkaway and Top3 (or Top5 Discounts) with the new Talk Text and Data plans?

A. No. Talkaway or Top 3 or 5 discounts will not be available with these new plans.

Q. How do customers remain on the Talk Text and Data plan or bolt-on plan?

A. With the Talk Text and Data plans and bolt-ons customers will enjoy up to 30 days of service. Postpaid customers can, however, register for additional bolt-ons at any time once their minutes, texts or data are exhausted. Postpaid customers should also ensure that their accounts are in good standing.

Q. How do customers know how many minutes, texts or data they have remaining?

A. 1.) Customers can check their remaining balance at anytime by dialing *120# or by contacting the Contact Centre (100 or 1800-804-2994) where one of our agents be able to confirm the remaining balances.

Q. Can a customer purchase a bolt-on along with the All Talk Plus plan?

A. No. The postpaid bolt-ons are not compatible with the All Talk Plus plan.

Q. Can customers use their Postpaid TALK TEXT and DATA Plan or bolt-on while roaming?

A. The inclusive minutes, texts and data are for local Home country use ONLY. The standard charges will apply when roaming.