

Q. What is the All Talk PLUS plan?

A. The All Talk PLUS plan replaces the LIME All Talk plan which offers a package of voice minutes for a low monthly fee to both postpaid and prepaid customers to call any LIME customer in any Caribbean island in which LIME operates, including their home country. With the introduction of the new All Talk PLUS plan, LIME is now offering even greater value for the same low monthly fee. You will now get more than just voice minutes to call LIME Caribbean destinations. The new All Talk PLUS plan offers minutes to call LIME Caribbean including your home country, texts to LIME Caribbean and mobile data for accessing the internet when you are within your home market.

Q. What does the new All Talk PLUS plan Offer?

A. With the All Talk PLUS Plan, you will, for the same low monthly fee that you currently pay, enjoy the following:

PLAN ALLOTMENT	POSTPAID	PREPAID
On-net Mins – LIME Mobile & LIME Landline (local and regional)	2500	1500
On-net SMS – LIME Mobiles (local and regional)	2500	1500
Data	1 GB	1 GB

Q. When can I buy the new All Talk PLUS plan?

A. The new All Talk PLUS plan launches on August 1st 2010, except in Antigua & Barbuda, Anguilla, BVI and Montserrat, which will launch shortly.

Q. Why is LIME doing this?

A. It's what many customers told us they wanted! Very few of our customers use the number of minutes in the original All Talk Plan. In fact, the vast majority use under 1500 minutes per month and gave us feedback that they would love to have a plan which included voice minutes, text and mobile data usage. The new All Talk PLUS package offers incredible value; in fact the value of the minutes is close to 10 times what you'd pay at normal rates.

Q. How much is the All Talk PLUS plan?

A. The monthly price of the All Talk PLUS plan is EC\$135 in all markets with the exception of the following: BVI and Turks & Caicos – US\$50, Cayman – KY\$40, Barbados – BDS\$117.50 (VAT inc.) and Jamaica – JM\$3650.

Q. How do I join the All Talk PLUS Plan?

A. From August 1st 2010, prepaid customers can join the ALL Talk PLUS plan by either:

1. Signing up at any LIME Retail Outlet;
2. Calling our Contact Centre and requesting the service; or
3. Topping up their account with the required funds and sending keyword "ALLTALK" to 4255.(444-4255 in Jamaica).

Postpaid customers can visit any LIME Retail Outlet to sign up for the new All Talk PLUS plan.

Q. What happens to me if I'm a postpaid customer on the current All Talk plan?

A. You can remain on the existing plan, or you can move to the new All Talk PLUS plan. However, if you decide to take up the new All Talk PLUS plan, or are terminated for non-payment of bill on the original All Talk plan, you will not be able to rejoin the original All Talk plan as it will not be available in the market after July 31, 2010.

Q. And what if I'm a Prepaid customer on the current All Talk plan?

A. The existing Prepaid ALL TALK plan will end on July 31, 2010 and the new All Talk PLUS plan will automatically be the new plan from August 1st 2010.

Q. Once I have subscribed how soon can I start to enjoy my All Talk PLUS plan?

A. For postpaid customers, once the service is provisioned, you can start to benefit from the plan immediately. For prepaid customers you will receive a text message confirming that you have subscribed to the plan.

Q. How do I stay on the All Talk PLUS plan?

A. Postpaid customers will remain on the plan as per their signed contract. If they wish to discontinue they will need to visit a LIME retail outlet. Prepaid customers enjoy 30 days of service before re-activation is required. Customers can, however, re-activate their plan at any time once their minutes are exhausted by ensuring sufficient credit is on their phone and texting the keyword "ALLTALK" to 4255 (444-4255 in Jamaica).

Q. So as a prepaid customer, will my subscription automatically renew after 30 days?

A. No. There is no automatic reactivation of the plan. Prepaid customers can renew their All Talk PLUS plan at any point in the 30 day period once their minutes or texts are exhausted. Whenever reactivation occurs, whether before or after the 30 day expiry, all minutes, texts and data are re-set to the original limits in the plan. Minutes, texts or data are not prorated or do not carryover to the next 30 day period.

Q. What destinations are included as part of my All Talk PLUS Minutes and Texts?

A. Destinations included are: Anguilla, Antigua and Barbuda, Barbados, British Virgin Islands, Cayman Islands, Dominica, Grenada, Jamaica, Montserrat, St. Kitts & Nevis, St. Lucia, St. Vincent and the Grenadines, the Turks & Caicos Islands.

Q. Will all of my mobile data usage be included in the All Talk PLUS plan?

A. No. Only mobile data usage when you are in your home market, up to the amount stated in the plan will be included. LIME Caribbean and international data roaming will be charged at the normal data roaming rates (see www.lime.com for details).

Q. If I have a zero balance on my prepaid phone, can I use my All Talk PLUS minutes.

A. No. You must have credit on your account to access your All Talk PLUS benefits. If at any time within the 30-day cycle your balance goes to zero, you can simply top up to access your remaining All Talk PLUS plan benefits.

Q. Will I be able to check my balance during the month?

A. Yes. Prepaid customers can check their credit balance and remaining All Talk PLUS minutes, texts and data by sending the keyword "BAL" to 4255**. (Jamaican customers should send "BAL" to 145)

Q. Will I get any LIME Reward Points or TalkAway discounts with the All Talk PLUS plan?

A. Yes. The plan offers reward points*** with our newly launched Reward Scheme. However, Talkaway World discounts will not be offered with this new plan.

***(Please Note: Rewards points are NOT available in Jamaica and Cayman).