



Our Reference: OUR REF: EP/ACM/138/TRC410  
July 8, 2010

Mr. Tomas Lamanauskas  
Executive Director  
Telecommunications Regulatory Commission  
27 Fish Lock Road  
LM Business Centre, 3<sup>rd</sup> Floor  
Road Town.

Dear Mr. Lamanauskas,

**Re: Consultation on Quality of Service (Reference Number:C/3/2010)**

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LIME thanks the Telecommunications Regulatory Commission (TRC) for the opportunity to respond to the consultation titled '*Quality of Service*' (the consultation) issued on June 10, 2010 and to which responses are to be submitted by July 8, 2010.

Quality of Service (QoS) is a major determinant of market share in a competitive market and LIME continues to strive to continuously improve the quality of service of all our services to all our customers.

LIME will prepare itself to measure and report on the quality of service parameters where it does not already do such measurements. Nevertheless, the Company reserves its right to revert to the TRC where, in execution, it encounters difficulties with any of the parameters. LIME also proposes that the TRC provides adequate time for public suppliers to equip themselves to measure and report on the parameters.

The scope of the document includes at paragraph 4(2) the provision that:

*4(2) A public supplier shall, 3 months prior to the commercial launch for a service, notify the Commission of the intention to launch a service;*

This proposal by the TRC is unworkable in practice. LIME can launch a product in less than three months, from start to finish or the Company could have been deliberating on a product/ service for a long time and after a period of hiatus, decide to launch the product / service in less than three (3) months. Commercially, the proposal at paragraph 4(2) could hinder the entry of new services into the market and affect LIME's ability to be nimble and competitive.

LIME doubts the place of the provision of paragraph 4(2) in a consultation on QOS. We do however propose that the Commission can be updated quarterly, on any new services that LIME has introduced into the market.



LIME again thanks the TRC for the opportunity to participate in the consultative process.

Please send any communication in relation to this consultation to the undersigned who may be contacted as follows:

Desk: 1 284 852 8710

E-mail: [sean.auguste@time4lime.com](mailto:sean.auguste@time4lime.com)

Yours sincerely,

A handwritten signature in black ink, appearing to read "Sean Auguste".

For  
Sean Auguste

General Manager

By e-mail to: [consultations@trc.vg](mailto:consultations@trc.vg)