

## **LIME Stays Paper Billing Charge**

**(KINGSTON, Jamaica; December 2, 2014):** Cable & Wireless Jamaica t/as LIME will defer implementing the charge for residential customers who receive paper bills. The decision follows the service provider's recent consultation with the Office of Utilities Regulation (OUR) .

LIME had intended to start charging customers an estimated fee of \$225 for those who continue to receive paper billing as of January 1, 2015. It gave as its reason for the new charge, "LIME's desire to adopt an eco-friendly or responsible environmental policy, in an effort to migrate customers away from paper billing toward online billing".

LIME explained that over the last year it paid USD\$1.4 million to produce and post paper bills to its customers and said that it has had to re-evaluate its current billing practices.

Following customers' concerns about the issue, and after a meeting with the OUR on November 21, 2014, the company announced yesterday that it is reviewing the implementation of the charge. The company announced that senior citizens (customers over 65 years old) will be exempt from these charges. This exemption will also apply to customers who sign up for eBilling.