

Sent: Thursday, September 29, 2011 6:58 PM
To: Consumer
Subject: directory fee - public response

I disagree with the proposal to allow LIME to charge for directory assistance calls as per your announcement in the press for the following reasons:

When new phones are installed after the directory is printed the number cannot be listed in the printed directory and anyone wishing to find the number may have to call for directory assistance. I am currently in this exact position having just had new phones installed. I think the service to all consumers should be as homogenous as possible. The same access allowed others should be allowed to me.

There are from time to time misprints in the directory and for this reason calls to the directory assistance may have to be made. I don't think LIME should profit from its errors.

Not all Bahamians are literate or possess the IQ to be able to read/use the printed directory and for this reason calls may have to be made to directory assistance. I don't think the specially challenged among us should be disadvantaged.

The print in the printed directory may not be able to be seen by Bahamians with poor eyesight and unable to afford glasses and for that reason calls may have to be made to directory assistance. I think the disable should not be disadvantaged.

Sometimes numbers change and the new number will not appear in the printed directory and for that reason calls may have to be made to directory assistance. I don't think LIME should profit because of this timing problem.

To publish the directory on-line does not allow those Bahamians without computers, access and for that reason calls may have to be made to directory assistance. I don't think the computer challenged among should be disadvantaged.

Thank you
Edward Munroe