

PRESS RELEASE

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LIME

LIME IN PARTNERSHIP TO ENHANCE CUSTOMER SERVICE

March 25, 2013 - Kingston, Jamaica

Telecommunications firm, LIME today announced a major move to further upgrade its best-in-class service to customers, by partnering with global managed services provider, Ericsson.

Through an exclusive Managed Services Agreement designed to transform the customer experience across its wide range of products, LIME will streamline its operations to deliver enhanced service.

Under the seven-year Agreement effective May 20, 2013, Ericsson will manage mainly the external component of LIME's fixed, mobile, Internet and data networks to include installation, maintenance and repair of those platforms.

"We are committed to streamlining the way we deliver world-class service to our customers that will differentiate us from all our competitors," said LIME's Managing Director for Jamaica & Cayman, Garfield Sinclair.

"When we consider Ericsson's vast knowledge of network design, optimisation and field maintenance, along with the economies of scale that will be achieved, we are confident that we will be well positioned to provide best-in-class service on par with operators across the globe," Sinclair said in announcing the deal.

Employees impacted by the change will have the opportunity to immediately apply for positions with Ericsson. Successful applicants will become part of Ericsson's global network of professionals and will benefit from the firm's advanced expertise and training, with opportunities for further career advancement. In addition to their separation package, LIME has also put in place a number of employee support services including career change counseling and financial advice.

Ericsson will benefit from one of the most experienced technical teams in the region.

Ericsson is an acknowledged leader in the Managed Services business, managing networks across the world that serve a combined 950 million subscribers. They will apply all their expertise and considerable experience to ensure our subscribers receive a constantly improving customer experience.

For media enquiries:



Elon Parkinson
Corporate Communications Manager

D: +1 876 936 2837
M: +1 876 990 2432

Elon.Parkinson@lime.com

Jamaica
www.lime.com

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