

Rates applicable to organizations, agencies of the central administration of the state, state-owned companies, joint ventures, totally foreign capital, cooperatives, political and mass organizations, foundations, associations, non-governmental organizations, religious institutions and autonomous organizations

1. Instruction to technicians operating with Private Branch Exchanges (PBX)

Concept	Duration	CUP Rate
Training	Up to 5 days	630.00
Training	15 days	1890.00
Training	30 days	3786.65

2. Private Branch Exchange Leasing.

Concept	Contract Term (years)	Unitary Fee (CUP)	Payment Frequency
Lease	< 5	39.20	Monthly
Lease	> 5	12.60	Monthly

*The amount to be paid for the monthly fee is due to the multiplication of the total number of lines contracted (sum of trunks plus extensions) by the unitary fee.

Concept	CUP Rate	Payment Frequency
Extension installation	105.00	Per installation

3. Preventive maintenance.

Operation Description	CUP Rate	MU
Preventive maintenance to up to 100-port systems	154.00	CUP / system
Preventive maintenance to up to 300-port systems	378.00	CUP / system
Preventive maintenance to up to 500-port systems	809.20	CUP / system
Preventive maintenance to more than 500-port systems	924.00	CUP / system
External cleaning to telephones proprietary of the system and testing the programmed functions in each terminal	8.82	CUP / telef. Owner
Console Cleaning and Testing	212.80	CUP / console
Cost for visit	154.00	CUP / year
Preventive Maintenance Monthly Coefficient	0.36	CUP / port

According to the number of ports, consoles and telephones belonging to the PBX, the monthly fee to be applied will be calculated taking into account the prices described, adding the cost related to the visit. The preventive maintenance monthly coefficient multiplied by the amount of ports is summed up to the resulting value.

4. Corrective Maintenance (repair).

Description	Unit of Measure	CUP Rate
1. SYSTEM REPAIR.		
1.1 Troubleshooting related to power failures	node	105.00
1.2 Connection and battery change	node	70.00
1.3. System reboot.	system	105.00
1.4. KSU troubleshooting (it does not include system programming)	node	105.00
1.5 KSU Change and its reprogramming.	node	315.00
1.6. CPU troubleshooting and associated Modules.	node	315.00
1.7. Troubleshooting in other system cards (analog and digital extensions, analog trunks, etc.)	card	105.00
1.8. Reprogramming a system.		
Up to 100-port Systems	system	315.00
Up to 300-port Systems	system	525.00
From 300-port Systems onwards	system	637.00
1.9. Troubleshooting in the operator's position.	Op position.	210.00
1.10. Troubleshooting to back panel:		
Without back panel change.	back panel	315.00
With back panel change	back panel	532.00
1.11. Troubleshooting for Hard disk and other magnetic media	Disk or support media	315.00
1.12. Programming Change for Facilities. (Systems and telephones).	port	70.00
1.13. Troubleshooting for the wiring between the system and the MDF, including both.	node	105.00
1.14. Troubleshooting in voice and data messaging systems	system	287.00

1.15. Troubleshooting in system software applications. (ACD, DISA, DID etc.).	app	210.00
1.16. Troubleshooting in the links between a system and the peripherals associated with it. (Modem, Printer, PC, fax, etc)	link	140.00
1.17. Troubleshooting in digital and analog links: within the same system, between different systems, the system with the Public Exchange and the system with other access networks:		
Interruption in the physical support to private networks (pair, fiber etc.)	link	210.00
Private terminals Interruption. (HDSL MODEM, E1 / R2 card etc.)	Private terminal or card	315.00
Software Interruption.	software	210.00
2. DATA OR TELEPHONE TERMINAL AND LINE REPAIR		
A.- Telephone line interruption:		
. Direct line from the MDF (mounting).	Unit	70.00
. Line through conduit.	Unit	140.00
. Line through conduit and inner cable.	Unit	175.00
. Outside line.	Unit	70.00
. Indoor cable line (telecable).	Unit	140.00
. Structured cabling line	Unit	105.00
B.- Common repairs in analog and proprietary telephones:		
- Handset change (the handset is free of charge)	Unit	7.00
- Troubleshooting in analog telephones implying telephone change (the telephone is free of charge)	Telephone	7.00
-Replacing the line cord	cord	7.00
- External input connector repair.	Unit	7.00
- Internal input connector repair (2, 4 and 6-way RJ11)	Unit	7.00
- Plug line cord connector repair (2, 4 and 6-way RJ11)	Unit	7.00
- Plug arm cord connector repair (2, 4 and 6-way RJ7)	Unit	7.00
-Replacing the handset cord	Unit	7.00
C.- Troubleshooting in proprietary telephone sets and other terminals		
Multi-line or digital proprietary telephones. (Parts for free)	Handset	70.00

• IP terminals and other voice and data similar (Parts for free).	Handset or equipment	105.00
• Troubleshooting in proprietary telephones implying the device change	Handset	42.00
3.- TECHNICIAN VISIT		
If the total distance of the round trip is less than 26 km.	Via work order	77.00
If the total distance of the round trip is greater than 26 km.	Via work order	140.00

5. Grounding Installation:

Concept	CUP Rate
Going to the place	Distance ≤ 26 Km: 77.00
	Distance > of 26 Km: 140.00
Construction of the grounding system with up to three (3) electrodes.	1120.00
Construction of the grounding system from four (4) to seven (7) electrodes.	1820.00
Construction of the grounding system from eight (8) to ten (10) electrodes.	2485.00
Construction of the grounding system in an extraordinary way.	10150.00
Connection of the ground system to the PBX.	350.00
Review, measurement and approval of the grounding system.	63.00