

## Rates of value-added services of basic telephony applicable to Branches, Embassies and International Organizations.

### ➤ Automatic Collect Call Service (Green Number)

| CONCEPT    | FEE     | REMARKS       |
|------------|---------|---------------|
| Activation | 2500.00 | One-time only |

### Monthly Fee:

The monthly fee is made up of a fixed component related to the amount of contracted facilities and another variable component related to the calls received, as shown below:

#### • Fixed component:

| Concept                 | Fee    | Facilities                             |
|-------------------------|--------|--|
| Contracted facility fee | 250.00 | Call handling depending on the origin. |
|                         |        | Call handling depending on the day.    |
|                         |        | Call handling depending on the time.   |
|                         |        | Selection by option menu.              |
|                         |        | Call distribution by percentage.       |
|                         |        | Customized Announcement.               |
|                         |        | Number selection by the customer.      |

#### • Variable component:

| Concept  | Fee  | Remarks   |
|--|------|---|
| National long distance and local traffic minutes over the fixed network. | 2.00 | Single rate for all traffic coming from Fixed Network terminals, regardless of the geographical area from where it originates, as well as from where they are served, 24 hours a day. |

*Note: The rating is carried out at 10-second intervals, with an excess approximation, and the payment for the establishment of each call is also included, as set forth for long distance.*

| Concept  | Fee                                  |
|--|--------------------------------------|
| National traffic minute over the mobile network. | The one approved for mobile service. |

*Note: If the destination is a mobile phone, it will pay for the calls received according to the rates approved for this type of service.*

| Concept   | Fee  | Remarks                                |
|---|------|--|
| National traffic minute from public telephones. | 1.25 | For every (3) minutes of conversation. |

| Concept                       | Fee  |
|-------------------------------|--|
| International traffic minute. | The one approved for each international destination. |

*Note: A fee of 1.25 will be also billed for establishing each call.*

Fees for the modification of the contracted service:

| Concept                            | Fee    | Attributes to be modified                                   |
|------------------------------------|--------|---|
| Service attribute modification fee | 150.00 | From customer's number.                                     |
|                                    |        | From one destination to a non-existent one.                 |
|                                    |        | Removal of an existing routing criterion,                   |
|                                    |        | Insertion of an additional criterion in an existing branch. |
|                                    |        | Expansion of the Movement Tree.                             |

➤ National Unique Number Service 1XYZB Numbering Conventional Network.

| Concept | Geographical distribution                           | Activation fee | Monthly fee |
|---------|---|----------------|-------------|
| Fee     | Havana  | 1500.00        | 200.00      |
|         | Region (for each province without including Havana) | 900.00         | 125.00      |
|         | National  | 12,000.00      | 1,800.00    |

*Note: The fees are charged to the service subscriber and the user pays the call cost at the rates established for the local traffic or national long distance, as the case may be.*

➤ National Unique Number Service 802ZBUUU numbering (national access).

| INSTALLATION FEE            |   |                                   |
|-----------------------------|---|-----------------------------------|
| Contracted facility         | Content   | Fee                               |
| Design                      | It includes the planning and surveying work, and the materials and resources used in the project preparation stage.                                 | 1,250.00                          |
| Destination number setup    | It consists of the assignment and commissioning of final destination numbers that calls made to the Unique Number will have.                        | 50.00 per each destination number |
|                             | <b>Contracted facilities setup</b>  |                                   |
| Routing according to origin | The call is routed to a predetermined destination or to an announcement, according to its territorial origin or type of telecommunications network. | 500.00                            |

|   |  |   |
|---|--|---|
| Routing according to the day                  | The call is routed to a predetermined destination or to an announcement, depending on the day it is made.  | 375.00  |
| Routing according to time                     | The call is routed to a predetermined destination or to an announcement, depending on the time.  | 250.00  |
| Selection by menu options                     | It allows the calling user to select by keyboard the type of routing of his/her interest aided by recorded announcements.  | 125.00 per each selectable option   |
| Customized Announcements                      | Welcome, intermediate, completion and presentation announcements of menu options.  | 250.00 per each announcement. If the subscriber provides the recorded advertisement, half of the total amounts charged. |
| Distribution of calls received, by percentage | Distribution between 2 or more destinations according to the percentage of incoming traffic.   | 250.00  |
| Numbering selection                           | Assignment of easy-to-remember numbers.  | 250.00  |
| Abbreviated numbering                         | Assignment of few-digits numbers.  | 375.00  |
| Answering calls on the waiting list           | Arrangement of call "queue" and distribution of its attention between different destinations.  | 500.00 per each destination   |
| Call rerouting on "no answer" or "busy"       | Call re-routing to a new destination or recorded announcement, in cases of no answer and busy.   | 500.00 per each destination   |
| Call restriction by caller category           | Non-acceptance of incoming calls originating from numberings grouped in the different established ones (ordinary, Public, CUC, and National Mobile) and sending an announcement to the calling user. | 250.00 per each category  |
| Call restriction by Black / White list        | Call restriction according to its origin and sending a message to the user.  | 500.00 per list   |
| Temporary service suspension                  | Call routing to a recorded announcement during predetermined periods.  | 250.00  |
| Destination group creation                    | Grouping of destination numbers of a subscriber within a virtual rotary branch to create "Call Centers".   | 250.00 per destination group  |
| PIN enablement                                | Enabling a PIN for preferential treatment of incoming calls.   | 250.00  |
| Call duration monitoring                      | Control of the calls duration.   | 250.00  |
| Statistics                                    | Preparation of service performance tables deliverable via WEB, FTO or e-mail.  | 750.00  |
| Other facilities                              |  | 250.00  |

| FIXED MONTHLY FEE                             |   |                                    |
|---|---|------------------------------------|
| Contracted facility                           | Content   | Fee                                |
| Configured destinations maintenance           | Actions carried out in the telephone exchange to maintain the destination numbers associated with the unique number.                                | 250.00 per each destination number |
|   | <b>Maintenance of the contracted facilities:</b>  |                                    |
| Routing according to origin                   | The call is routed to a predetermined destination or to an announcement, according to its territorial origin or type of telecommunications network. | 125.00                             |
| Routing according to the day                  | Attention to the routing to a predetermined destination or to an announcement, according to the day it is made.                                     | 125.00                             |
| Routing according to time                     | Attention to the routing to a predetermined destination or to an announcement, according to a time range.   | 125.00                             |
| Selection by menu options                     | It allows the calling user to select the type of routing of his/her interest using his/her telephone keyboard, aided by recorded announcements.     | 125.00                             |
| Customized announcement                       | Charge per announcement.  | 125.00                             |
| Distribution of calls received, by percentage | Distribution between 2 or more destinations according to the percentage of incoming traffic.  | 125.00                             |
| Numbering Selection                           | Monthly fee per easy-to-remember number assignment.   | 125.00                             |
| Abbreviated numbering                         | Monthly fee per assigning low-digit numbers.  | 250.00                             |
| Answering calls on the waiting list           | Charge per each configured destination.   | 250.00                             |
| Call rerouting on "no answer" or "busy"       | Charge per each configured destination.   | 125.00                             |
| Call restriction by caller category,          | Charge per each category.   | 125.00                             |
| Call restriction by Black/White list          | Charge per list.  | 250.00                             |
| Temporary service suspension                  |   | 125.00                             |
| Destination group creation                    | Charge for each configured destination.   | 125.00                             |
| PIN enablement                                |   | 125.00                             |
| Call duration monitoring                      |   | 125.00                             |

|                                       |                       |        |
|---------------------------------------|-----------------------|--------|
| Periodic statistics in digital format | Via Web, FTP, e-mail. | 625.00 |
| Other facilities                      |                       | 125.00 |

| VARIABLE MONTHLY FEE          |  |  |
|-------------------------------|--|--|
| Contracted facility           | Content  | Fee  |
| Rates per traffic transmitted | It is only applicable in the event that there is a destination number from the mobile network. | The current rate corresponding to inbound traffic minutes during the month in question is applied. |
| FEE PER MODIFICATION          |  |  |
| For:                          |  | Fee  |
| Modification request          |  | 150.00   |

**Note:** Fees are charged to entities contracting the service.

| Concept                   | Call origin service                            | Fee          |
|---------------------------|--|--------------|
| National traffic minutes. | Basic telephony from the fixed network.        | 0.45 CUP/min |
|                           | Mobile Service.                                | Service fee. |
|                           | Basic telephony from the mobile network (TFA). | Service fee. |
|                           | Basic Telephony (VSAT).                        | Service fee. |

➤ Televoting Service.

- The service payment is shared between the subscriber and the calling party.

**Rates for the calling party:**

| Rates for the calling party                            |                |
|--|----------------|
| Call origin service:                                   | Fee            |
| Basic telephone service (fixed network).               | 0.60 CUP/ vote |
| Mobile service (mobile network).                       | 5.00           |
| Basic telephone service (TFA over the mobile network). | 5.00           |
| Basic telephone service (VSAT satellite network).      | 5.00           |

- *Charging per access, not per traffic time. The call duration is timely limited to less than a minute value to avoid network congestion.*

**Subscriber Fees:**

| Summary of contracted Facilities |   |   |                                   |                             |
|----------------------------------|---|---|-----------------------------------|-----------------------------|
| No.                              | Contracted facility                       | Content   | Configuration fee (Currency Unit) | Monthly fee (Monetary Unit) |
| 1                                | Routing according to the ORIGIN           | The call is routed to a predetermined destination or to an announcement according to its territorial origin or type of telecommunications network.  | 500.00                            | 125.00                      |
| 2                                | Routing according to the DAY              | The call is routed to a predetermined destination or to an announcement according to the day it is made.  | 375.00                            | 125.00                      |
| 3                                | Routing according to the TIME             | The call is routed to a predetermined destination or to an announcement according to a time range.  | 250.00                            | 125.00                      |
| 4                                | Selection by menu options (DTMF)          | It allows the calling user to select by keyboard the type of routing of his/her interest or option of Televoting aided by recorded announcements Charging per option (menu announcement not included) | 125.00 / option                   | 125.00                      |
| 5                                | Customized Announcements                  | Welcome, intermediate, completion and presentation announcements of menu options.<br><br>If the subscriber provides the recorded announcement, half of the total amount is charged.                   | 250.00 / announcement             | 125.00 / announcement       |
| 6                                | Percentage distribution of received calls | Distribution between two or more destinations according to the percentage of incoming traffic.  | 250.00                            | 125.00                      |
| 7                                | Numbering selection                       | Easy-to-remember number assignment.   | 250.00                            | 125.00                      |
| 8                                | Abbreviated numbering                     | Assignment of few-digits numbers  | 375.00                            | 250.00                      |
| 9                                | Answering calls in waiting lists          | Arrangement of call "queue" and distribution of its attention between different destinations.   | 500.00 / destination              | 250.00 / destination        |
| 10                               | Call rerouting on "no answer" or "busy".  | Translation is missing  | 500.00 / destination              | 125.00 / destination        |

|    |                                       |  |                   |                   |
|----|---------------------------------------|--|-------------------|-------------------|
| 11 | Call restriction by caller category   | Non-acceptance of incoming calls originating from numberings grouped in the different established categories (ORDINARY, PUBLIC, MLC, NATIONAL MOBILE) and sending an announcement to the calling user. | 250.00 / category | 125.00 / category |
| 12 | Call restriction per Black/White List | Call restriction according to its origin and sending an announcement to the user.  | 500.00/ list      | 250.00 / list     |
| 13 | Temporary service suspension          | Call routing to a recorded announcement during predetermined periods.  | 250.00            | 125.00            |
| 14 | Creation of Destination Groups        | Grouping of destination numbers of a subscriber within a virtual rotary branch to create "Call Centers".   | 250.00 / group    | 125.00 / group    |
| 15 | PIN enablement                        | Enabling PIN for differential handling of incoming calls.  | 250.00            | 125.00            |
| 16 | Call duration monitoring              | Control of the calls duration.   | 250.00            | 125.00            |
| 17 | Periodic statistics in digital format | Preparation of service performance tables deliverable via Web, FTP or e-mail.  | 750.00            | 625.00            |
| 18 | Other facilities                      | Other facilities not included herein   | 250.00            | 125.00            |

- Service price = Installation Fee + Monthly Service Fee
- The installation fee is determined from the sum of the Design Expenses + Configuration Expenses of contracted facilities.
- Design Costs have a value of 1,250.00 pesos. The planning, surveying work, as well as the materials and resources used in the project preparation stage are included.
- The monthly fee applicable to the subscriber who contracts the service is determined by the fee per contracted facilities. As the duration is variable, the monthly closed cycle is taken into account for its calculation. Example: a 15-day duration service, it is billed and charged for the month, if it lasts 1 month and 10 days, two (2) monthly payments are billed.
- The configuration costs of contracted facilities describe the facility set selectable by the Entity subscribing the service.

### Modification fee

It is a charge billed for requesting the modification of the contracted conditions of the service. It is not included in the amount of changes, activations or deactivations of facilities carried out.

In the case of activation of a new facility, this activation is charged and the corresponding increase in the monthly fee is made, according to the following table:

| MODIFICATION CHARGE  |                        |
|----------------------|------------------------|
| FOR:                 | PRICE (Monetary Units) |
| Modification request | 150.00                 |

➤ Plus Invoice Service

| Description  | Fee   | Periodicity |
|--|-------|-------------|
| Detail of the whole traffic included which is transmitted to the mobile network. | 25.00 | Monthly     |

*Notes: The customer will receive details of all calls including those made to the mobile network in CSV format (text separated by commas), only via E-mail. Modality: Postpaid. Scope: National.*

➤ Call Center Service

| Time ranges (Hours) | Top Rate  | Rate A    | Rate B    | Rate C    |
|---------------------|-----------|-----------|-----------|-----------|
| 24 (Basic Plan)     | 50,000.00 | 23,875.00 | 22,250.00 | 20,500.00 |
| 20 -23              | 44,000.00 | 21,000.00 | 19,500.00 | 18,000.00 |
| 16 – 19             | 38,000.00 | 18,250.00 | 16,875.00 | 15,625.00 |
| 12 - 15             | 32,000.00 | 15,375.00 | 14,250.00 | 13,125.00 |
| 8 -11               | 26,000.00 | 12,500.00 | 11,500.00 | 10,625.00 |
| 1 - 7               | 0.00      | 9,625.00  | 8,875.00  | 8,250.00  |

*Note: The fee is paid on a monthly basis.*