

Value-added basic telephony services rates applicable to bodies, agencies of the central state administration, state-owned enterprises, joint ventures, wholly foreign capital, cooperatives, political and mass organizations, foundations, associations, non-governmental organizations, religious institutions and autonomous bodies.

➤ **Automatic Collect Service (Green Number)**

Concept	Fee	Remarks
Activation	700.00	One time only

Monthly Fee:

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

Fixed component:

Concept	Fee	Facilities
Contracted facility fee	70.00	Call handling depending on the origin.
		Call handling depending on the day.
		Time-dependent call handling.
		Selection by option menu.
		Call distribution by percentage.
		Customized announcement.
		Number selection by the customer,

Variable component:

Concept	Fee	Remarks
Minutes of local and national long distance traffic on the fixed network.	0.56	Single rate for all traffic coming from Fixed Network terminals, regardless of the geographic area from where it is originating, as well as where they are served, 24 hours a day.

Note: Charging is made at 10-second intervals, with approximation by excess, and the payment for establishing each call is also included, as established for long distance.

Concept	Fee
Minute of national traffic on the mobile network.	The approved one for wireless service

Note: In case 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 payphones.	0.35	For every three (3) minutes of conversation.

Concept	Fee
International traffic minute.	Approved for each international destination.

Note: There is also a 0.35 call set up fee for each call.

Fees for the modification of the contracted service:

Concept	Fee	Attributes to modify
Fee for the service attribute modification	42.00	Customer number.
		From a destination for a non-existent one.
		Removal of an existing routing criterion.
		Inserting an additional criterion in an existing branch.
		Expansion of the Relocation Tree.

➤ Unique National Number Service Conventional Network 1XYZB Conventional Network

Concept	Geographical distribution	Activation Fee	Monthly fee
Fee	Havana	420.00	56.00
	Region (for each province not including Havana)	252.00	35.00
	National	3360.00	504.00

Note: Fees are charged to the service subscriber and the user pays the call cost at local or national long distance traffic rates, as applicable.

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

INSTALLATION FEE		
Contracted facility	Content	Value
Design	It includes the planning work, projection, and the materials and resources incurred in the preparation stage of the project.	350.00

Destination Number Configuration	It consists of assigning and the commissioning of the final destination numbers that will have the calls made to the Unique Number.	14.00 per destination number
Configuration of contracted facilities		
Routing according to origin	The call is routed to a default destination or to an announcement, according to its territorial origin or telecommunications network type.	140.00
Routing according to the day	The call is routed to a default destination or to an announcement, depending on the call day.	105.00
Routing according to time	The call is routed to a default destination or to an announcement, according to the time.	70.00
Selection by menu options	It allows the caller to select by keyboard the routing type of his/her interest assisted by recorded announcements.	35.00 for each selectable option
Customized announcements	Welcome, intermission, termination announcements and presentation of menu options.	70.00 for each ad, If the subscriber brings the recorded ad, half is charged.
Distribution of calls received, by percentage	Distribution between 2 or more destinations by percentage of inbound traffic.	70.00
Numbering selection	Assignment of easy-to-remember numbers.	70.00
Abbreviated numbering	Assignment of few-digit numbers.	105.00
Waiting list call handling	Organization of call queues and distribution of their attention among different destinations.	140.00 for each destination
Re-routing of calls on "no answer" or "busy".	Re-routing of calls to a new destination or recorded announcement, in cases of no answer and busy.	140.00 for each destination.
Call restriction by caller category	Non-acceptance of incoming calls originated from numbers grouped in the different established categories (ordinary, Public, CUC, and National Mobile) and sending an announcement to the calling user.	70.00 for each category.
Call restriction by the Black/Whitelist	Call restriction according to their origin and sending a message to the user.	140.00 per list.
Temporary suspension of service	Call routing to a recorded announcement during predetermined periods.	70.00
Formation of target groups	Grouping of a subscriber's destination numbers within a virtual rotating board for the creation of "Call Centers".	70.00 per target group.
PIN Enablement	Enabling PIN for preferential handling of incoming calls.	70.00
Call duration monitoring	Control of call duration time.	70.00

Statistics	Elaboration of service performance tables deliverable via WEB, FTO or e-mail.	210.00
Other facilities		70.00

FIXED MONTHLY FEE		
Contracted facility	Content	Value
Maintenance of the configured destinations	Actions carried out in the telephone exchange for the maintenance of the destination numbers associated with the unique number.	70.00 for each destination number.
	Maintenance of the contracted facilities:	
Routing according to origin	The call is routed to a default destination or to an announcement, according to its territorial origin or type of telecommunications network.	35.00
Routing according to the day	Attention of the routing to a default destination or to an announcement, according to the day on which it is made.	35.00
Routing according to time	Attention of the routing to a default destination or to an announcement, according to a time range.	35.00
Selection by menu options	It allows the caller to select the routing type of interest by means of the telephone keypad, aided by recorded announcements.	35.00
Customized announcements	Charge per announcement.	35.00 per ad.
Distribution of calls received, by percentage	Distribution between 2 or more destinations by percentage of inbound traffic.	35.00
Selection of the numbering	Monthly fee for easy-to-remember number assignment.	35.00
Abbreviated numbering	Monthly fee for few-digit number assignment.	70.00
Waiting list call handling	Charge per each configured destination.	70.00
Re-routing of calls on "no answer" or "busy".	Charge for each configured destination.	35.00
Call barring by caller category,	Charge per each category.	35.00
Call barring by the Black/Whitelist	Actions carried out in the telephone exchange for the maintenance of the destination numbers associated with the unique number.	70.00
Temporary suspension of service		35.00

Formation of target groups	Charge per each configured destination..	35.00
PIN Enablement		35.00
Call duration monitoring		35.00
Periodic statistics in digital format	Via Web, FTP, e-mail.	175.00
Other facilities		35.00

VARIABLE MONTHLY FEE		
Contracted facility	Content	Fee
Fees for the transmitted traffic.	It is only applicable if there is a destination number from the mobile network.	The current rate corresponding to minutes of the incoming traffic during the month in question is applied.
MODIFICATION FEE		
For:	Fee	
Modification Request	42.00	

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

Concept	Call originating service	Tariff
National traffic minutes.	Basic fixed network telephony.	0.45 CUP/min
	Mobile Service.	Service fee.
	Basic telephony over the mobile network (TFA, for its acronym in Spanish).	Service fee.
	Basic Telephony (VSAT).	Service fee.

➤ **Televoting Service**

- Service payment is shared between the subscriber and the caller.

Rates for the caller:

Calling party rates	
Call originating service:	Fee
Basic telephone service (fixed network).	0.60 CUP/vote
Mobile service (mobile network).	1.40
Basic telephone service (TFA over the mobile network).	1.40
Basic telephone service (VSAT satellite network).	1.40

- Charging per access, not per traffic time. Call duration is time-limited to a value of less than one minute to avoid network congestion.

Subscriber Fees:

Summary of contracted facilities				
No.	Contracted facility	Content	Rate for configuration (Currency Unit)	Monthly fee (Monetary Unit)
1	Routing according to ORIGIN	The call is routed to a default destination or to an announcement according to its territorial origin or telecommunications network type.	140.00	35.00
2	Routing according to DAY	The call is routed to a default destination or to an announcement according to the day it is made.	105.00	35.00
3	Routing according to TIME	The call is routed to a default destination or to an announcement according to a time range.	70.00	35.00
4	Selection by menu options (DTMF ⁱ)	It allows the caller to select by keyboard the routing type of interest or Televoting option aided by recorded announcements, Charge per option (does not include menu announcement)	35.00/ option	35.00
5	Customized announcements	Welcome, intermission, termination announcements and presentation of menu options. If the subscriber provides the recorded announcements, he/she is charged half.	70.00/ ad	35.00/ ad
6	Percentage distribution of calls received	Distribution between two or more destinations by percentage of inbound traffic.	70.00	35.00
7	Selection of the	Assignment of easy-to-remember numbers.	70.00	35.00

	numbering			
8	Abbreviated numbering	Assignment of few-digit numbers.	105.00	70.00
9	Waiting list call handling	Organization of call queues and distribution of their attention among different destinations.	140.00/ destination	70.00/ destination
10	Call rerouting on "no answer" or "busy".	Call rerouting to a new destination or recorded announcement in cases of "no answer" or "busy".	140.00/ destination	35.00/ destination
11	Call restriction by caller category	Non-acceptance of incoming calls originating from numbers grouped in the different established categories (REGULAR, PUBLIC, MLC, NATIONAL MOBILE) and sending an announcement to the calling user.	70.00/ category	35.00/ category
12	Call restriction by Black/White List	Call restriction according to their origin and sending an announcement to the user.	140.00/ list	70.00/list
13	Temporary suspension of service	Call routing to a recorded announcement during default periods.	70.00	35.00
14	Creation of Destination Groups	Grouping of a subscriber's destination numbers within a virtual rotating board for the creation of "Call Centers".	70.00/group	35.00/ group
15	PIN Enablement	PIN enablement for differential handling of incoming calls.	70.00	35.00
16	Call duration monitoring	Control of call duration time.	70.00	35.00
17	Periodic statistics in digital format	Elaboration of service performance tables deliverable via Web, FTP or e-mail.	210.00	175.00
18	Other facilities	Other facilities not included in this list.	70.00	35.00

- Service Price = Installation Fee + Monthly Service Fee
- The installation fee is determined from the sum of the design costs + contracted facilities configuration costs.
- The Design Expenses are 1250.00 pesos. It includes the planning and projection work, as well as the materials and resources used in the preparation stage of the project.
- The monthly fee applicable to the subscriber who contracts the service is determined from the fee per contracted facilities. As the duration is variable, the monthly closed cycle is considered for its calculation. Example: 15-day duration service, the month is billed and charged; if it lasts 1 month and 10 days, two (2) monthly fees are billed.
- The contracted facility configuration expenses describe the facility set selectable by the Entity subscribing to the service.

Modification fee:

It is a fee charged when requesting a modification for the contracted service conditions and is independent of the number of changes, activation or deactivation of facilities that are made.

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

MODIFICATION FEE	
FOR:	FEE
Modification Request	42.00

➤ Invoice Plus Service

Description	Fee	Periodicity
Detail of all traffic including that transmitted over the Mobile Network.	7,00	Monthly

Notes: The customer will receive the 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	Tariff A	Tariff B	Tariff C
24 (Base Plan)	14,000.00	6,685.00	6,230.00	5,740.00
20 - 23	12,320.00	5,880.00	5,460.00	5,040.00
16 - 19	10,640.00	5,110.00	4,725.00	4,375.00
12 - 15	8,960.00	4,305.00	3,990.00	3,675.00
8 - 11	7,280.00	3,500.00	3,220.00	2,975.00
1 - 7	0.00	2,695.00	2,485.00	2,310.00

Notes: The fee payment is made on a monthly basis.