

Rates applicable to embassies, branches and international organizations

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

| Concept | Duration | CUP Rate |
|----------|--------------|----------|
| Training | Up to 5 days | 2250.00 |
| Training | 15 days | 6750.00 |
| Training | 30 days | 13523.75 |

2. Private Branch Exchange Leasing.

| Concept | Contract Term (years) | Unitary Fee (CUP) | Payment Frequency |
|---------|-----------------------|-------------------|-------------------|
| Lease | < 5 | 140.00 | Monthly |
| Lease | > 5 | 45.00 | 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 | 375.00 | Per installation |

3. Preventive maintenance

| Operation Description | CUP Rate | MU |
|---|----------|-----------------------|
| Preventive maintenance to up to 100-port systems | 550.00 | CUP / system |
| Preventive maintenance to up to 300-port systems | 1350.00 | CUP / system |
| Preventive maintenance to up to 500-port systems | 2890.00 | CUP / system |
| Preventive maintenance to more than 500-port systems | 3300.00 | CUP / system |
| External cleaning to telephones proprietary of the system and testing the programmed functions in each terminal | 31.50 | CUP / telef. Owner |
| Console Cleaning and Testing | 760.00 | CUP / console |
| Cost for visit | 550.00 | CUP / year |
| Preventive Maintenance Monthly Coefficient | 1.30 | 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 | 375.00 |
| 1.2 Connection and battery change | node | 250.00 |
| 1.3. System reboot. | system | 375.00 |
| 1.4. KSU troubleshooting (it does not include system programming) | node | 375.00 |
| 1.5 KSU Change and its reprogramming. | node | 1125.00 |
| 1.6. CPU troubleshooting and associated Modules. | node | 1125.00 |
| 1.7. Troubleshooting in other system cards (analog and digital extensions, analog trunks, etc.) | card | 375.00 |
| 1.8. Reprogramming a system. | | |
| Up to 100-port Systems | system | 1125.00 |
| Up to 300-port Systems | system | 1875.00 |
| From 300-port Systems onwards | system | 2275.00 |
| 1.9. Troubleshooting in the operator's position. | Op position. | 750.00 |
| 1.10. Troubleshooting to back panel: | | |
| Without back panel change. | back panel | 1125.00 |
| With back panel change | back panel | 1900.00 |
| 1.11. Troubleshooting for Hard disk and other magnetic media | Disk or support media | 1125.00 |
| 1.12. Programming Change for Facilities. (Systems and telephones). | port | 250.00 |
| 1.13. Troubleshooting for the wiring between the system and the MDF, including both. | node | 375.00 |
| 1.14. Troubleshooting in voice and data messaging systems | system | 1025.00 |
| 1.15. Troubleshooting in system software applications. (ACD, DISA, DID etc.). | app | 750.00 |

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| 1.16. Troubleshooting in the links between a system and the peripherals associated with it. (Modem, Printer, PC, fax, etc) | link | 500.00 |
| 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 | 750.00 |
| Private terminals Interruption. (HDSL MODEM, E1 / R2 card etc.) | Private terminal or card | 1125.00 |
| Software Interruption. | software | 750.00 |
| 2. DATA OR TELEPHONE TERMINAL AND LINE REPAIR | | |
| A.- Telephone line interruption: | | |
| . Direct line from the MDF (mounting). | Unit | 250.00 |
| . Line through conduit. | Unit | 500.00 |
| . Line through conduit and inner cable. | Unit | 625.00 |
| . Outside line. | Unit | 250.00 |
| . Indoor cable line (telecable). | Unit | 500.00 |
| . Structured cabling line | Unit | 375.00 |
| B.- Common repairs in analog and proprietary telephones: | | |
| - Handset change (the handset is free of charge) | Unit | 25.00 |
| - Troubleshooting in analog telephones implying telephone change (the telephone is free of charge) | Telephone | 25.00 |
| -Replacing the line cord | cord | 25.00 |
| - External input connector repair. | Unit | 25.00 |
| - Internal input connector repair (2, 4 and 6-way RJ11) | Unit | 25.00 |
| - Plug line cord connector repair (2, 4 and 6-way RJ11) | Unit | 25.00 |
| - Plug arm cord connector repair (2, 4 and 6-way RJ7) | Unit | 25.00 |
| -Replacing the handset cord | Unit | 25.00 |
| C.- Troubleshooting in proprietary telephone sets and other terminals | | |
| Multi-line or digital proprietary telephones. (Parts for free) | Handset | 250.00 |
| • IP terminals and other voice and data similar (Parts for free). | Handset or equipment | 375.00 |

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| • Troubleshooting in proprietary telephones implying the device change | Handset | 150.00 |
| 3.- TECHNICIAN VISIT | | |
| If the total distance of the round trip is less than 26 km. | Via work order | 275.00 |
| If the total distance of the round trip is greater than 26 km. | Via work order | 500.00 |

5. Grounding Installation:

| Concept | CUP Rate |
|---|-------------------------------|
| Going to the place | Distance \leq 26 Km: 275.00 |
| | Distance > of 26 Km: 500.00 |
| Construction of the grounding system with up to three (3) electrodes. | 4000.00 |
| Construction of the grounding system from four (4) to seven (7) electrodes. | 6500.00 |
| Construction of the grounding system from eight (8) to ten (10) electrodes. | 8875.00 |
| Construction of the grounding system in an extraordinary way. | 36250.00 |
| Connection of the ground system to the PBX. | 1250.00 |
| Review, measurement and approval of the grounding system. | 225.00 |