
PART D INTERNATIONAL DIRECT DIAL CALLS

Item 402 Tollfree Services

1. Service Description

1. This item is subject to the terms and provisions of Part A of this Tariff.
2. Tollfree Service reverses IDD Call Charges from the Caller to the Called Customer. Charges for incoming IDD Calls are paid by the Called Customer and billed to the Called Customer's Tollfree Number. Charges for IDD Calls to the Tollfree Number are not paid by the Calling Party.
3. C&W provides three Tollfree Plans: Caribbean Tollfree, International Tollfree and Global Tollfree.
4. Caribbean Tollfree Service allows Customers to receive IDD Calls originating within the Cable and Wireless Caribbean Region and terminating in the Cayman Islands.
5. International Tollfree Service ("ITFS") and Global Toll Free Service allow Customers to receive IDD Calls originating from the USA, Canada, UK, China, Japan and the rest of Asia, Europe, South America, and the Caribbean.
6. International Tollfree provides the customer with a different 1-800 number for each originating country.
7. Global Tollfree (also referred to as UIFN) provides the customer with one genuine universal 1-800 number for all originating countries.

2. Definitions

"C&W Caribbean" means those countries in the Caribbean where Cable & Wireless provides IDD Services; namely, Anguilla, Antigua & Barbuda, Barbados, Bermuda, British Virgin Islands, Dominica (Commonwealth of), Grenada, Jamaica, Montserrat, St. Kitts & Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad & Tobago, and Turks & Caicos Islands.

PART D INTERNATIONAL DIRECT DIAL CALLS- Continued

Item 402 Tollfree Services - continued

"International Caribbean Band 2" is used to define International and Global Tollfree in the following countries: Antigua & Barbuda, Bermuda, Bonaire, British Virgin Islands, Curaco, Dominica (Commonwealth of), Grenada, Guadeloupe, Jamaica, Martinique, Montserrat, Puerto Rico, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, Trinidad & Tobago, Turks & Caicos Islands, and U.S. Virgin Islands.

"International Caribbean Band 3" is used to define International and Global Tollfree in the following countries: Anguilla, Bahamas, and Dominican Republic.

"International Caribbean Band 4" is used to define International and Global Tollfree in the following countries: Aruba, Haiti, and St. Bartholomue.

3. Terms and Conditions

1) General

a) To apply for a Tollfree Service, the Customer must fill out C&W's Tollfree Application Form and contact his/her C&W Local Business Account Manager.

2) Caribbean Tollfree Service

a) Customers are assigned a number from the 800-744-XXXX number range. Calls must originate and terminate within the Cable & Wireless Caribbean Region.

b) Regular fixed line IDD rates apply to all Caribbean Tollfree Calls (see Item 401) and shall be charged to the Caribbean Tollfree Service Customer. Rates are per minute and billed by the second.

c) A minimum usage charge of US\$20.00 per month applies to each country from which Caribbean Tollfree Calls originated.

d) Volume discounts do not apply to Caribbean Tollfree.

PART D INTERNATIONAL DIRECT DIAL CALLS- Continued

Item 402 Tollfree Services - continued

3) International Tollfree Service

- a) The Customer must designate the countries from which International Tollfree Calls may originate.
- b) Rates and Charges are in \$U.S.
- c) International Tollfree usage per month of over 1,000 minutes will be subject to Volume Discounts ranging from 10% to 25%, depending upon volume.

4) Global Tollfree

a) Global Tollfree includes one or more Universal International Freephone Numbers ("UIFNs") allocated by the ITU and assigned to the Customer, which gives the Customer the same international Tollfree Number in all participating countries.

- b) The Customer must designate the countries from which Global Tollfree Calls may originate.
- c) Rates and Charges are in \$U.S.
- d) Global Tollfree usage per month of over 1,000 minutes will be subject to Volume Discounts ranging from 10% to 25%, depending upon volume.

4. Rates and Charges

1) Caribbean Tollfree

The following rates and charges currently apply:

	Pricing Element
Minimum Usage Charges	US\$20.00 per Tollfree number per month per country activated
Caribbean Usage Rates	See Item 401(4): Jamaica, Turks and Rest of C&W Caribbean Islands
Billing Increments	Per minute billed by the second

PART D INTERNATIONAL DIRECT DIAL CALLS- Continued

Item 402 Tollfree Services - continued

2) International Tollfree

i) A one-time service charge of US\$50 will apply per local terminating number change and US\$100 per ITFS number change per country.

ii) Service Charges

	Pricing Element
Number Assignment	N/A
Service Migration in US/Canada	US\$50.00
Service Charges	US\$100.00 one-time charge (paid to the ITU) to change a ITFS number per originating country. US\$50.00 one-time charge to change a Cable & Wireless provided local termination number
Minimum Usage Charges	US\$20.00 per Tollfree number per month per country activated
Usage Rates and Volume Discounts	See Item 402(2)(ii)
Billing Increments	6 seconds (minimum charge of 18 seconds per call)

PART D INTERNATIONAL DIRECT DIAL CALLS- Continued

Item 402 Tollfree Services - continued

ii) The following Usage Charges and Volume Discounts (Level “X”) apply:

	Usage Charges – US\$ per minute (a) (billing increments 6 seconds; subject to a minimum charge of 18 seconds per Call) (b)					
	Minutes per month					
	0-1000 (Level 1 (0%))	30,000 (Level 2 (10%))	75,000 (Level 3 (15%))	151,000 (Level 4 (20%))	300,000 (Level 5 (23%))	300,000 + (Level 6 (25%))
International Caribbean Band 2	\$0.65	\$0.585	\$0.553	\$0.52	\$0.501	\$0.488
International Caribbean Band 3	\$0.80	\$0.72	\$0.68	\$0.64	\$0.616	\$0.60
International Caribbean Band 4	\$1.10	\$0.99	\$0.935	\$0.88	\$0.847	\$0.825
Australia	\$1.80	\$1.62	\$1.53	\$1.44	\$1.39	\$1.35
Austria	\$1.70	\$1.53	\$1.45	\$1.36	\$1.31	\$1.28
Brazil	\$1.70	\$1.53	\$1.45	\$1.36	\$1.31	\$1.28
Canada	\$0.80	\$0.72	\$0.68	\$0.64	\$0.62	\$0.60
China	\$1.80	\$1.62	\$1.53	\$1.44	\$1.39	\$1.35
Denmark	\$1.70	\$1.53	\$1.45	\$1.36	\$1.31	\$1.28
France	\$1.35	\$1.22	\$1.15	\$1.08	\$1.04	\$1.01
Germany	\$1.35	\$1.22	\$1.15	\$1.08	\$1.04	\$1.01
Hong Kong	\$1.70	\$1.53	\$1.45	\$1.36	\$1.31	\$1.28
Indonesia	\$1.80	\$1.62	\$1.53	\$1.44	\$1.39	\$1.35
Ireland	\$1.10	\$0.99	\$0.94	\$0.88	\$0.85	\$0.83
Israel	\$1.80	\$1.62	\$1.53	\$1.44	\$1.39	\$1.35
Italy	\$1.55	\$1.40	\$1.32	\$1.24	\$1.19	\$1.16
Japan	\$1.80	\$1.62	\$1.53	\$1.44	\$1.39	\$1.35
Liechtenstein	\$1.70	\$1.53	\$1.45	\$1.36	\$1.31	\$1.28
Luxembourg	\$1.70	\$1.53	\$1.45	\$1.36	\$1.31	\$1.28
Mexico	\$1.70	\$1.53	\$1.45	\$1.36	\$1.31	\$1.28
New Zealand	\$1.80	\$1.62	\$1.53	\$1.44	\$1.39	\$1.35

PART D INTERNATIONAL DIRECT DIAL CALLS- Continued

Item 402 Tollfree Services - continued

Singapore	\$1.80	\$1.62	\$1.53	\$1.44	\$1.39	\$1.35
South Africa	\$1.80	\$1.62	\$1.53	\$1.44	\$1.39	\$1.35
South Korea	\$1.80	\$1.62	\$1.53	\$1.44	\$1.39	\$1.35
Spain	\$1.70	\$1.53	\$1.45	\$1.36	\$1.31	\$1.28
Switzerland	\$1.55	\$1.40	\$1.32	\$1.24	\$1.19	\$1.16
Taiwan	\$1.80	\$1.62	\$1.53	\$1.44	\$1.39	\$1.35
United Kingdom	\$0.90	\$0.81	\$0.77	\$0.72	\$0.69	\$0.60
USA	\$0.80	\$0.72	\$0.68	\$0.64	\$0.62	\$0.60
Venezuela	\$1.35	\$1.22	\$1.15	\$1.08	\$1.04	\$1.01
Rest of Europe	\$1.70	\$1.53	\$1.45	\$1.36	\$1.31	\$1.28
Central America	\$1.60	\$1.44	\$1.36	\$1.28	\$1.23	\$1.20
South America	\$1.70	\$1.53	\$1.45	\$1.36	\$1.31	\$1.28
Rest of World	\$1.80	\$1.62	\$1.53	\$1.44	\$1.39	\$1.35

(a) The above US rates may be quoted in CI dollars @ \$0.82.

(b) Volume discounts appear in parentheses and are applied to the International Tollfree Customer's monthly bill.

PART D INTERNATIONAL DIRECT DIAL CALLS- Continued

Item 402 Tollfree Services - continued

3) Global Tollfree

i) Service Charges:

	Pricing Element
Number Assignment (setup fee)	US\$150.00 per UIFN (one-time fee paid to the ITU)
Service Migration in US/Canada	US\$50.00 one-time fee
Service Charges	US\$150.00 one-time charge (paid to the ITU) to change a UIFN number per originating country. US\$50.00 one-time charge to change a Cable & Wireless provided local termination number
Minimum Usage Charges	\$20.00 per Tollfree number per month per country activated
Usage Rates and Volume Discounts	See Item 402(3)(ii)
Billing Increments	6 seconds (minimum charge of 18 seconds per call)

ii) The following Usage Charges and Volume Discounts (Level “X”) apply:

Usage Charges – US\$ per minute(a) (billing increments 6 seconds; subject to a minimum charge of 18 seconds per Call) (b)						
Minutes per month						
	0-1000 (Level 1 (0%))	30,000 (Level 2 (10%))	75,000 (Level 3 (15%))	151,000 (Level 4 (20%))	300,000 (Level 5 (23%))	300,000 + (Level 6 (25%))
Global Caribbean	\$0.67	\$0.603	\$0.57	\$0.536	\$0.516	\$0.502

PART D INTERNATIONAL DIRECT DIAL CALLS- Continued

Item 402 Tollfree Services - continued

Band 2						
Global Caribbean	\$0.82	\$0.738	\$0.697	\$0.656	\$0.631	\$0.615
Band 3						
Global Caribbean	\$1.13	\$1.017	\$0.961	\$0.904	\$0.87	\$0.848
Band 4						
Australia	\$1.85	\$1.67	\$1.58	\$1.48	\$1.43	\$1.39
Austria	\$1.75	\$1.58	\$1.49	\$1.40	\$1.35	\$1.31
Brazil	\$1.75	\$1.58	\$1.49	\$1.40	\$1.35	\$1.31
Canada	\$0.82	\$0.74	\$0.70	\$0.66	\$0.63	\$0.62
China	\$1.85	\$1.67	\$1.58	\$1.48	\$1.43	\$1.39
Denmark	\$1.75	\$1.58	\$1.49	\$1.40	\$1.35	\$1.31
France	\$1.39	\$1.25	\$1.18	\$1.11	\$1.07	\$1.04
Germany	\$1.39	\$1.25	\$1.18	\$1.11	\$1.07	\$1.04
Hong Kong	\$1.75	\$1.58	\$1.49	\$1.40	\$1.35	\$1.31
Indonesia	\$1.85	\$1.67	\$1.58	\$1.48	\$1.43	\$1.39
Ireland	\$1.13	\$1.02	\$0.96	\$0.91	\$0.87	\$0.85
Israel	\$1.85	\$1.67	\$1.58	\$1.48	\$1.43	\$1.39
Italy	\$1.60	\$1.44	\$1.36	\$1.28	\$1.23	\$1.20
Japan	\$1.85	\$1.67	\$1.58	\$1.48	\$1.43	\$1.39
Liechtenstein	\$1.75	\$1.58	\$1.49	\$1.40	\$1.35	\$1.31
Luxembourg	\$1.75	\$1.58	\$1.49	\$1.40	\$1.35	\$1.31
Mexico	\$1.75	\$1.58	\$1.49	\$1.40	\$1.35	\$1.31
New Zealand	\$1.85	\$1.67	\$1.58	\$1.48	\$1.43	\$1.39
Singapore	\$1.85	\$1.67	\$1.58	\$1.48	\$1.43	\$1.39
South Africa	\$1.85	\$1.67	\$1.58	\$1.48	\$1.43	\$1.39
South Korea	\$1.85	\$1.67	\$1.58	\$1.48	\$1.43	\$1.39
Spain	\$1.75	\$1.58	\$1.49	\$1.40	\$1.35	\$1.31
Switzerland	\$1.60	\$1.44	\$1.36	\$1.28	\$1.23	\$1.20
Taiwan	\$1.85	\$1.67	\$1.58	\$1.48	\$1.43	\$1.39
United Kingdom	\$0.93	\$0.83	\$0.79	\$0.74	\$0.71	\$0.70
USA	\$0.82	\$0.74	\$0.70	\$0.66	\$0.63	\$0.62
Venezuela	\$1.39	\$1.25	\$1.18	\$1.11	\$1.07	\$1.04
Rest of Europe	\$1.75	\$1.58	\$1.49	\$1.40	\$1.35	\$1.31
Central	\$1.65	\$1.48	\$1.40	\$1.32	\$1.27	\$1.24

PART D INTERNATIONAL DIRECT DIAL CALLS- Continued

Item 402 Tollfree Services - continued

America						
South America	\$1.75	\$1.58	\$1.49	\$1.40	\$1.35	\$1.31
Rest of World	\$1.85	\$1.67	\$1.58	\$1.48	\$1.43	\$1.39

(a) The above US rates maybe quoted in CI dollars @ \$0.82.

(b) Volume discounts appear in parentheses and are applied to the International Tollfree Customer's monthly bill.

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