

# MISCELLANEOUS

## Informatics Service

### PART I (Item 901)

#### 1. Service Description

- 1) This arrangement between a specific Customer and C&W, provides International Tollfree and Global Tollfree Services at discounted rates.
- 2) Except as set out below, this item is subject to the terms and provisions of Item 402 of this Tariff.

#### 2. Definitions

- "Caribbean Band 2" is 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, U.S. Virgin Islands.  
 "Caribbean Band 3" is Anguilla, Bahamas, Dominican Republic.  
 "Caribbean Band 4" is Aruba, Haiti, St. Bartholomue.

#### 3. Terms and Conditions

- 1) An initial 12 month contract term applies.
- 2) The Customer must use the Informatics Service exclusively for call centre activities and must employ at least 12 persons that make or receive calls for the purpose of conducting call centre activities.
- 3) The Service must be for inbound call centers only.
- 4) The Customer must not resell, give away, barter or exchange the Informatics Service to any other person.
- 5) Rates and Charges are in \$U.S.
- 6) 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

##### a) International Tollfree

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

	Application Fee	Set-up Fee	Minimum Usage Charge(a)
International Tollfree	-	-	\$20

- (a) Monthly fee charge is per Tollfree Number per country activated.
- (i) The following Usage Charges apply:

Usage Charges – per minute (billing increments 6 seconds; subject to a minimum charge of 18 seconds)						
	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%))
Caribbean Band 2	\$0.649	\$0.584	\$0.552	\$0.519	\$0.50	\$0.487
Caribbean Band 3	\$0.799	\$0.719	\$0.679	\$0.639	\$0.615	\$0.599
Caribbean Band 4	\$1.099	\$0.989	\$0.934	\$0.879	\$0.846	\$0.824
Australia	\$1.35	\$1.215	\$1.148	\$1.080	\$1.040	\$1.013
Austria	\$1.275	\$1.148	\$1.084	\$1.02	\$0.982	\$0.956
Bermuda	\$0.649	\$0.584	\$0.552	\$0.519	\$0.50	\$0.487
Brazil	\$1.275	\$1.148	\$1.084	\$1.02	\$0.982	\$0.956
Canada	\$0.392	\$0.353	\$0.333	\$0.314	\$0.302	\$0.294
China	\$1.35	\$1.215	\$1.148	\$1.080	\$1.040	\$1.013
Denmark	\$1.275	\$1.148	\$1.084	\$1.02	\$0.982	\$0.956
France	\$0.702	\$0.632	\$0.597	\$0.562	\$0.541	\$0.527
Germany	\$0.702	\$0.632	\$0.597	\$0.562	\$0.541	\$0.527
Hong Kong	\$0.884	\$0.796	\$0.751	\$0.707	\$0.681	\$0.663
Indonesia	\$1.35	\$1.215	\$1.148	\$1.080	\$1.040	\$1.013
Ireland	\$0.572	\$0.515	\$0.486	\$0.458	\$0.440	\$0.429
Israel	\$1.35	\$1.215	\$1.148	\$1.080	\$1.040	\$1.013
Italy	\$0.806	\$0.725	\$0.685	\$0.645	\$0.621	\$0.605
Japan	\$1.35	\$1.215	\$1.148	\$1.080	\$1.040	\$1.013
Liechtenstein	\$1.275	\$1.148	\$1.084	\$1.02	\$0.982	\$0.956
Luxembourg	\$1.275	\$1.148	\$1.084	\$1.02	\$0.982	\$0.956
Mexico	\$1.275	\$1.148	\$1.084	\$1.02	\$0.982	\$0.956
New Zealand	\$1.35	\$1.215	\$1.148	\$1.080	\$1.040	\$1.013
Singapore	\$1.35	\$1.215	\$1.148	\$1.080	\$1.040	\$1.013
South Africa	\$1.35	\$1.215	\$1.148	\$1.080	\$1.040	\$1.013
South Korea	\$1.35	\$1.215	\$1.148	\$1.080	\$1.040	\$1.013
Spain	\$1.275	\$1.148	\$1.084	\$1.02	\$0.982	\$0.956
Switzerland	\$0.806	\$0.725	\$0.685	\$0.645	\$0.621	\$0.605
Taiwan	\$1.35	\$1.215	\$1.148	\$1.080	\$1.040	\$1.013
United Kingdom	\$0.468	\$0.421	\$0.398	\$0.374	\$0.360	\$0.351
USA	\$0.392	\$0.353	\$0.333	\$0.314	\$0.302	\$0.294
Venezuela	\$1.013	\$0.912	\$0.861	\$0.810	\$0.780	\$0.760
Rest of Europe	\$1.275	\$1.148	\$1.084	\$1.02	\$0.982	\$0.956
Central America	\$1.200	\$1.080	\$1.020	\$0.960	\$0.924	\$0.900
South America	\$1.275	\$1.148	\$1.084	\$1.02	\$0.982	\$0.956
Rest of World	\$1.35	\$1.215	\$1.148	\$1.080	\$1.040	\$1.013

##### b) Global Tollfree

- i) Service Charges:

Pricing Element	
Number Assignment	\$150.00 per UIFN (paid to the ITU)
Service Migration in US/Canada	\$50.00
Service Charges	\$50 to change a UIFN (+\$150 paid to ITU) \$50 to change a Caribbean termination number
Minimum Usage Charges	\$20.00 per number per country activated
Caribbean Usage Rates	See Item 401(4)
Billing Increments	6 seconds (minimum charge of 18 seconds per call)

##### ii) Usage Charges

##### 30,000 (Level 2 (10%))

Usage Charges – per minute (billing increments 6 seconds; subject to a minimum charge of 18 seconds)						
	Minutes per month					
	0-1000 (Level 1 (0%))	75,000 (Level 3 (15%))	151,000 (Level 4 (20%))	300,000 (Level 5 (23%))	300,000 + (Level 6 (25%))	
Caribbean Band 2	\$0.669	\$0.602	\$0.569	\$0.535	\$0.515	\$0.502
Caribbean Band 3	\$0.823	\$0.741	\$0.700	\$0.658	\$0.634	\$0.617
Caribbean Band 4	\$1.132	\$1.019	\$0.962	\$0.906	\$0.872	\$0.849
Australia	\$1.391	\$1.252	\$1.182	\$1.113	\$1.071	\$1.043
Austria	\$1.313	\$1.182	\$1.116	\$1.050	\$1.011	\$0.927
Canada	\$0.404	\$0.364	\$0.343	\$0.323	\$0.311	\$0.303
China	\$1.391	\$1.252	\$1.182	\$1.113	\$1.071	\$1.043
Denmark	\$1.313	\$1.182	\$1.116	\$1.050	\$1.011	\$0.927
France	\$0.723	\$0.651	\$0.615	\$0.578	\$0.557	\$0.542
Germany	\$0.723	\$0.651	\$0.615	\$0.578	\$0.557	\$0.542
Hong Kong	\$0.911	\$0.820	\$0.774	\$0.729	\$0.701	\$0.683
Indonesia	\$1.391	\$1.252	\$1.182	\$1.113	\$1.071	\$1.043
Ireland	\$1.13	\$1.02	\$0.96	\$0.91	\$0.87	\$0.85
Israel	\$1.391	\$1.252	\$1.182	\$1.113	\$1.071	\$1.043
Italy	\$0.830	\$0.747	\$0.706	\$0.664	\$0.639	\$0.623
Japan	\$1.391	\$1.252	\$1.182	\$1.113	\$1.071	\$1.043
Liechtensten	\$1.313	\$1.182	\$1.116	\$1.050	\$1.011	\$0.927
Luxembourg	\$1.313	\$1.182	\$1.116	\$1.050	\$1.011	\$0.927
Mexico	\$1.313	\$1.182	\$1.116	\$1.050	\$1.011	\$0.927
New Zealand	\$1.391	\$1.252	\$1.182	\$1.113	\$1.071	\$1.043
Singapore	\$1.391	\$1.252	\$1.182	\$1.113	\$1.071	\$1.043
South Africa	\$1.391	\$1.252	\$1.182	\$1.113	\$1.071	\$1.043
South Korea	\$1.391	\$1.252	\$1.182	\$1.113	\$1.071	\$1.043
Spain	\$1.313	\$1.182	\$1.116	\$1.050	\$1.011	\$0.927
Switzerland	\$0.830	\$0.747	\$0.706	\$0.664	\$0.639	\$0.623
Taiwan	\$1.391	\$1.252	\$1.182	\$1.113	\$1.071	\$1.043
United Kingdom	\$0.93	\$0.83	\$0.79	\$0.74	\$0.71	\$0.70
USA	\$0.404	\$0.364	\$0.343	\$0.323	\$0.311	\$0.303
Venezuela	\$1.043	\$0.939	\$0.887	\$0.834	\$0.803	\$0.782
Rest of Europe	\$1.313	\$1.182	\$1.116	\$1.050	\$1.011	\$0.927
Central America	\$1.236	\$1.112	\$1.051	\$0.989	\$0.952	\$0.927
South America	\$1.313	\$1.182	\$1.116	\$1.050	\$1.011	\$0.927
Rest of World	\$1.391	\$1.252	\$1.182	\$1.113	\$1.071	\$1.043