

Claro Enterprise Solutions, LLC
Retail ITFS Service Guide

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This Claro Enterprise Solutions International Toll-Free Service (ITFS) Business Service Guide (Retail) (hereinafter, the "Service Guide") consists of the following Parts:

- ☐ Service Description
- ☐ Terms and Conditions
- ☐ Pricing
- ☐ Service Area
- ☐ Dialing Guide, Installation Time & Service Restrictions

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SERVICE DESCRIPTION**SD.1 ITFS Business Service**

ITFS Business Service (the “Service”) provides International Toll-Free calling capabilities for calls terminating at a Business Customer’s Site in the U.S. Mainland (herein defined as the District of Columbia and the 48 contiguous states) from an international location. ITFS calls are dialed by the calling party using an International Freephone Number or other Toll-Free Number assigned by the foreign carrier. Toll-Free Services permit calls to be completed to the Customer’s location without charge to the calling party. Toll-Free calls are billed to the Customer for the International Toll-Free Number (“ITFS Number”). Access to the Service is gained by dialing a ten-digit telephone number (8XX) NXX-XXXX or other TFN, which terminates at the Customer’s location.

SD.2 Service Commitment Period

Business Customers may select a month-to-month or twelve (12) month Service Commitment Period. For Business Customers subscribing to ITFS, the minimum Service period is one (1) month. Upon expiration, this term will be extended automatically for successive one (1) month periods, unless cancelled in writing by Business Customer upon thirty (30) days’ advance written notice of the end of the Service Commitment Period.

SD.3 Service Availability

Service is available from locations in the countries listed in SA.1 to Customer locations in the U.S. Mainland and Puerto Rico. Available locations are subject to change at the Company’s discretion.

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TERMS AND CONDITIONS

This Service is subject to the Master Agreement for Services (“Agreement”) and this Service Guide. In the event of a conflict between these documents, the following order of precedence will prevail: this Service Guide and the Master Agreement for Services.

TC.1 Service Arrangements

To use ITFS Business Service, the Business Customer must obtain a switched access line between the Business Customer’s location where the toll-free calls will terminate and the Company-Provided POP. The Business Customer must obtain an adequate number of access lines for the Service to meet the Business Customer’s expected demand, and therefore prevent interference or impairment of this service or any other services provided by the Company including but not limited to: (1) total call volume; (2) average call duration; (3) time-of-day characteristics and (4) peak calling period. The Company, without incurring any liability, may disconnect or refuse to furnish ITFS Business Services to any Business Customer that fails to comply with these conditions. In case of disconnection, the Business Customer will be notified at least five (5) days in advance of the disconnect. Notification may be by mail, electronic mail, or in person.

TC.2 Routing Arrangements

Each International Toll-Free Number associated with Switched International Toll-Free Service includes only one (1) routing arrangement per billing account.

TC.3 Terminal Equipment

Services may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems such as a telephone set, PBX or key system. Such terminal equipment shall be furnished and maintained at the expense of the Business Customer. The Business Customer is responsible for all costs at the Business Customer’s Premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Service. When such terminal equipment is used, the equipment shall comply with applicable rules and regulations of the Federal Communications Commission, including but not limited to, Part 68. In addition, equipment must comply with generally accepted minimum protective criteria standards and engineering requirements of the telecommunications industry, which are not barred by the Federal Communications Commission.

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TC.4 Limitations on Service

- (A) ITFS Business Service is furnished upon the condition that the Business Customer contracts for adequate facilities to permit the use of this Service without injurious effect upon Claro Enterprise Solutions or any service rendered by third party vendors on behalf of Claro Enterprise Solutions.
- (B) The availability of ITFS Numbers from Claro Enterprise Solutions is limited by Claro Enterprise Solutions' ability to obtain ITFS Numbers requested by the Business Customer.
- (C) Nothing herein, or in any other agreement, guide, tariff, price list or any other document, or in any marketing materials issued by Claro Enterprise Solutions, shall give any person any ownership, interest, or proprietary right in any code or ITFS Number issued by Claro Enterprise Solutions to its Business Customers.
- (D) There are no service level agreements for the ITFS Service.
- (E) There are no credits given for outages.

TC.5 Ownership and Brokering of Numbers

- (A) ITFS Numbers are incidental to the ITFS Business Service(s) with which they are associated and, as such, may not be sold, transferred or otherwise conveyed independent of International Toll Free Transmission Services. The assignment of an ITFS Business Number for use with Company-Provided International Toll Free Transmission Service confers on the Business Customer no proprietary interest whatsoever in the number assigned. It shall be a violation of this Service Guide and Agreement if the Business Customer seeks to acquire, or does acquire, any International Toll Free Number associated with International Toll Free Service for the primary purpose of selling, brokering, bartering or releasing for a fee (or other consideration) to another party that International Toll Free Number, independent of the ITFS Business Service with which it is associated.

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- (B) In the event that Claro Enterprise Solutions learns that a Business Customer, or prospective Business Customer is attempting to sell or otherwise transfer or assign a Toll Free Number to another person, Claro Enterprise Solutions may immediately and without notice release the number from reserved status, or it may immediately upon written notice to the Business Customer discontinue the furnishing of Service via the number, whichever course of action is appropriate.

TC.6 Limitation of Liability

TC.6.1 Use or Abuse of ITFS Business Service

The use or abuse of the ITFS Business Service described herein by any party, including, but not limited to, the Business Customer or their End User. Use or abuse includes, but is not limited to, any calls placed by means of PBX-reorigination or any other legal or illegal equipment, service, or device. Compensation for any injury the Business Customer may suffer due to the fault of third parties, action must be brought against such other parties. In the case of ITFS, this applies to third parties who dial the Business Customer's ITFS Number by mistake. Compensation for any injury the Business Customer may suffer due to the fault of third parties must be sought from such other parties.

TC.6.2 Delay of Due Date

(A) By the Business Customer

A Business Customer may delay the due date of an order when:

- The request for the delay is received by the Company prior to the order's due date, and
- The total delay measured from the order's initial due date does not exceed thirty (30) cumulative calendar days.

When the Business Customer has delayed an order for the maximum thirty (30) cumulative calendar days, the order may not be delayed further by the Business Customer. In such case, the Business Customer has the option to cancel the order and pay the applicable cancellation charge for the Toll-Free Services ordered. The cancellation is effective on the 30th calendar day of the delay.

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(B) By the Company

The Company will make every reasonable effort to assure that ITFS Business Services are furnished by the due date. However, in some cases a delay in the installation may be unavoidable. If an order is delayed beyond its due date by more than thirty (30) calendar days, and such delay is not requested or caused by the Business Customer, the Business Customer may cancel the order without cancellation charges applying.

TC.6.3 Implementation of Service

- (A) Claro Enterprise Solutions may terminate or refuse to furnish ITFS Service to any Applicant or Business Customer, without incurring any liability, if the use of the Service would interfere with or negatively affect any Service offered by Claro Enterprise Solutions.
- (B) When the failures listed below are due solely to the negligence of Claro Enterprise Solutions, Claro Enterprise Solutions liability, if any, will be limited to the lesser of (a) the actual monetary damages incurred and proved by the Business Customer as the direct result of such failure or failures or (b) the sum of US \$1,000.00.

6.3.1 Any claim arising out of any and all failings by Claro Enterprise Solutions in connection with the provision of the ITFS Business Service to the Business Customer, including but not limited to:

- (a) ITFS Business Service is not made available on the date committed to the Business Customer or cannot otherwise be made available after acceptance of the Business Customer's order; or
- (b) ITFS Business Service is provided with a number or numbers other than the one(s) committed by the Company to the Business Customer; or
- (c) ITFS Business Service is provided with a number or numbers that are not included in the toll-free Directory Assistance database or are included in an incorrect form.

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- (C) With respect to any order for an ITFS number or changes to any ITFS number changes Claro Enterprise Solutions provides to the Business Customer, the Business Customer will indemnify and hold Claro Enterprise Solutions harmless against any third party claims arising out of the execution of changes requested by the Business Customer.
- (D) If the Company's failure of performance is thirty-five (35) days or less, ITFS Service shall not be subject to cancellation. Rather, an appropriate percentage of charges for the directly affected Service shall be abated for such ITFS Business Service interruption. If the Company's failure of performance is for more than thirty-five (35) days, then the directly affected ITFS Service may be canceled by either the Company or the Business Customer without liability other than the Business Customer's liability for payment for said ITFS Service provided prior to cancellation.

TC.6.4 Blocking or Service Interruption

- (A) Any action, such as Blocking or refusal to accept certain calls, that Company deems necessary in order to prevent unauthorized, fraudulent, or unlawful use of its Service. Compensation for any injury the Business Customer may suffer due to the fault of parties other than Claro Enterprise Solutions must be sought from such other parties.
- (B) If an ITFS Business Customer is found to be non-compliant in passing back appropriate answer supervision, Claro Enterprise Solutions reserves the right to suspend Service temporarily and/or deny requests for additional Service without liability. Claro Enterprise Solutions will give the Business Customer ten (10) calendar days' written notice via certified U.S. mail of intent to suspend or deny Service due to such non-compliance.

TC.6.5 High Volume Calling Applications

- (A) Claro Enterprise Solutions reserves the right to require Business Customer(s) requesting ITFS Business Service to supply the following information when requesting Service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of

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marketing and promotional activities. A new traffic forecast may be required quarterly after Service is initiated.

- (B) A Business Customer will provide not less than ten (10) business days' notice prior to implementation of special advertising or other new promotions that could result in a sudden burst of calls to the network, generating very high call volumes in a short period. Claro Enterprise Solutions reserves the right to request traffic data, which depending on the forecast, may delay Service due to the addition of facilities.
- (C) Use of Toll-Free or 800 Services for mass calling applications may require an express prior written agreement between the Business Customer and Claro Enterprise Solutions to allow such use and to establish a customized pricing plan.

TC.7 Toll-Free Number Administration

TC.7.1 Assignment and Reservation of Toll-Free Numbers

- (A) A Business Customer, who subscribes to and/or uses this ITFS Business Service, authorizes Claro Enterprise Solutions to act as the Business Customer's agent in the procurement or management of foreign Toll-Free telephone numbers in order to complete ITFS calls originated in countries listed in section SA1 via such Toll-Free numbers to Business Customer locations in the Mainland United States. This authorization includes, but is not limited to, authorization to act on Business Customer's behalf as deemed necessary by Claro Enterprise Solutions, in its sole judgment and discretion based on all information actually available to it, to implement the Business Customer's ITFS Service. Freephone numbers may be obtained from the International Telecommunications Union (ITU), or foreign telecommunications administrations and/or foreign regulatory authorities ("collectively, "foreign entities") for such countries, consistent with applicable law and Claro Enterprise Solutions arrangements with foreign carriers. Notwithstanding the foregoing, the Business Customer retains the right or ability to act directly on its own behalf with regard to contacts and relations with such foreign entities concerning matters affecting its interests.

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- (B) Claro Enterprise Solutions has no control over the actions of such foreign entities or any other third parties whose action or inaction may affect the ultimate availability to Business Customer and expressly disclaims any warranty regarding the success or failure of its efforts on the Business Customer's behalf.

TC.7.2 Requirements for Reservation of ITFS Numbers

- (A) At the Business Customer's request, the Company will request reservation, assignment, activation or change, upon receipt of a verified request, TFNs for a Business Customer or potential Business Customer. An ITFS Number so requested, if found to be available, will be reserved for and furnished to the eligible Business Customer, providing the Business Customer:

- 7.2.1 Subscribes to ITFS Service within forty-five (45) days of the reservation of said number; and

- 7.2.2 Provides acceptable credit information; and

- 7.2.3 Uses the Service within an additional ninety (90) day period.

- (B) If a Business Customer who has received a toll free number does not subscribe to and use the Service within the ninety (90) day period specified above, Claro Enterprise Solutions reserves the right to make the number available for use by another Business Customer, in accordance with the terms in this section.
- (C) If an ITFS Number is changed by Claro Enterprise Solutions for conditions beyond its reasonable control, nothing in any provision of this Guide or the Agreement or in any marketing materials issued by Claro Enterprise Solutions or in any agreement between the Business Customer and Claro Enterprise Solutions shall give any Business Customer, Applicant, assignee or transferees any ownership interest or proprietary right in any given ITFS Number. An Applicant includes a prospective Business Customer who has reserved a toll free telephone number hereunder.
- (D) A Business Customer who sells an ongoing operating business for which an ITFS Number has been in use may transfer the right to continue to use the ITFS Number(s) as long as (1) Claro Enterprise Solutions is able to transfer such

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number under Claro Enterprise Solutions servicing agreement with vendors who provide a portion of the Service Claro Enterprise Solutions offers to its Business Customer and (2) the transferee establishes credit in accordance with the Standard Business Agreement.

TC.7.3 Release of ITFS Number(s)

- (A) Claro Enterprise Solutions will release a Business Customer's ITFS Number(s) only upon the following occurrences:
 - 7.3.1 There are no outstanding unpaid, unresolved or disputed payments or any other payments or indebtedness due and payable to Claro Enterprise Solutions by the Business Customer or its successors or assignees relative to any communications service(s) or Services(s) provided by Claro Enterprise Solutions; and
 - 7.3.2 There are no unsatisfied liens or claims for property against which payment for such communications service(s) or Service(s) have been guaranteed or otherwise collateralized.
- (B) Claro Enterprise Solutions reserves the right to withhold its authorization of such transfer of such Business Customer's ITFS Number(s) until the Business Customer's indebtedness is resolved to the satisfaction of the terms and conditions of this Guide and the Master Agreement for Services between the Business Customer and Claro Enterprise Solutions.
- (C) The failure of the Business Customer to fulfill the terms and conditions of Service including but not limited to, any Term Plans or the attempt to process a change of long-distance service provider for the Business Customer's ITFS Number(s) prior to the completion of a Term Plan (and/or before all payments and indebtedness have been paid or satisfied) shall cause the ownership of the ITFS Number(s) to revert from the Business Customer to Claro Enterprise Solutions, whereupon such Business Customer shall no longer possess the right to transfer such ITFS Number(s) to any other long-distance service provider and whereupon Claro Enterprise Solutions shall have the right to reissue said number(s) at its sole discretion to any other party.

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- (D) At the discretion of Claro Enterprise Solutions, a canceled ITFS Number may be reestablished for the same Business Customer within sixty (60) days. However, the Business Customer must reapply for ITFS Service as a new Applicant. During those sixty (60) days, the ITFS number cannot be selected by another Business Customer.

TC7.4 Porting ITFS Number(s) To Claro Enterprise Solutions Toll-free numbers may be ported by Retail Carrier Customer to Claro Enterprise Solutions from another carrier subject to the following. If Retail Customer cancels a toll-free number or terminates service, the toll-free number may not be available to port if it has been released to the SMS pool or re-assigned to a new customer. It is Retail Customer's responsibility to port the toll-free number(s) prior to account cancellation. ITFS Numbers are not portable unless permitted by foreign Telecoms and the regulations in other countries. Retail Customer is required to complete a new Letter of Authorization for each number or number(s) to be ported and to provide a copy of its most recent invoice (current within 30 days) from its current service provider with the transfer request submitted to Claro Enterprise Solutions. Retail Customer may be required to complete and submit other documents at the request of Claro Enterprise Solutions. Retail Customer information provided on the LOA or other documents must match the information in the SMS database and on the account of Retail Customer's existing carrier. Such information includes but is not limited to • Name and address • Account number from your old service provider • Account password from your old service provider (if applicable) • Social Security Number (SSN) Times for completion of the transfer request may be delayed due to circumstances such as credit authorization, incomplete payment, insufficient and/or inaccurate information provided when placing the transfer request, or a hold on porting placed by the existing carrier.

TC.8 Termination of Service

- (A) By Company

If Service is terminated by Claro Enterprise Solutions for violation of the Agreement or this Service Guide, Claro Enterprise Solutions shall: refuse to transfer the number to any other Business Customer; refuse to reconnect the

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number for the previous Business Customer; refuse to honor transfer of service arrangements between the disconnected Business Customer and any third party; and shall refuse to honor any change of Resp Org forms from the disconnected Business Customer for a period of up to four (4) months. If the Business Customer rectifies the violation to the satisfaction of Claro Enterprise Solutions, Claro Enterprise Solutions may, in its sole discretion, return the number to the control of the Business Customer.

(B) By Business Customer

You must provide advance written notice, conspicuously titled "Request for Service Disconnection", either (a) at least thirty (30) days' prior to the requested date of termination of the Service.

(C) Early Termination Fees

If the Business Customer cancels a 12 Month Term Plan, the Business Customer shall pay \$50 per ITFS number for each of the remaining months in the then-current term. Month-to-Month Services can be terminated upon thirty (30) days' advance written notice to Claro Enterprise Solutions.

PRICING

P.1 General

Rates, charges, and discounts vary according to the Commitment Period selected and the monthly volume subscribed to by the Business Customer. All rates are billed in one (1) minute increments subject to a minimum connect time of one (1) minute. All calls are rounded up to the next highest minute. All rates and charges are in US dollars. The rates are the same 24 hours a day, 7 days a week. Rates are shown in the rate table at P.2.3

P.1.1 Month-to Month Services

Service is provided on a monthly basis and will continue unless terminated pursuant to **TC.8**.

P.1.2 Term Plan Service, 12 Month Term Plan

Under this plan, Business Customer commits to a Service Commitment Period of twelve months. This Term Plan will be automatically renewed for an additional 12-months Service term unless terminated pursuant to **TC.8**.

P.2 ITFS Business Service Rates and Charges

P.2.1 Non-Recurring Charges

P.2.1.1 Set-Up Fee

A Set-up fee of US\$120.00 will be charged per Toll Free number activation. This fee is waived only for Business Customers who subscribe to a 12-Month Term Plan.

P.2.1.2. Miscellaneous Charges

Feature	Non-Recurring Charge	Monthly Recurring Charge
Destination Number Change, per order	\$50.00	--
Toll-Free Number Change per Toll- Free Number	\$50.00	--

P.2.2 Monthly Recurring Charges

P.2.2.1 Minimum Monthly Usage

The provision of the ITFS Business Service is conditional upon the Business Customer committing to a minimum monthly usage commitment (MMUC) of \$50.00 per month per number as detailed in Section **P.2.4**. The MMUC applies per ITFS **Number**.

P.2.2.2 Other Charges

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Monthly charges for Service changes are set forth in **P.2.4**.

P.2.3 ITFS Business Service Rates

Rates for ITFS Business are listed in the table below. All calls are billed in one minute increments subject to a minimum connect time of one minute. All calls are rounded up to the next highest minute. The rates are the same 24 hours a day, 7 days a week. All rates below are in US dollars.

Service is only available to the countries listed below.

Originating Country/Region/Location	Rate Per Minute
Argentina	\$ 0.2546
Australia	\$ 0.2122
Austria	\$ 0.4819
Belgium	\$ 0.1728
Bolivia	\$ 0.2910
Brazil	\$ 0.2364
Canada	\$ 0.2273
Chile	\$ 0.2546
China	\$ 0.6182
Colombia	\$ 0.2910
Costa Rica	\$ 0.4436
Dominican Rep.	\$ 0.3455
Ecuador	\$ 0.3637
El Salvador	\$ 0.4728
France	\$ 0.2546
Germany	\$ 0.4910
Greece	\$ 0.4320
Guatemala	\$ 0.2091
Israel	\$ 0.2262
Italy	\$ 0.2291
Japan	\$ 0.3228
Luxembourg	\$ 0.2388
Mexico	\$ 0.1910
Monaco	\$ 1.8466
Netherlands	\$ 0.3591

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New Zealand	\$	0. 2190
Nicaragua	\$	0. 2728
Panama	\$	0. 2455
Paraguay	\$	0. 3455
Peru	\$	0. 3273
Puerto Rico	\$	0. 2182
South Korea	\$	0. 3215
Spain	\$	0. 3182
United Kingdom	\$	0. 3182
Uruguay	\$	0. 2899
Venezuela	\$	0. 3455

P.2.4 Rates and Discount Tables

P.2.4.1. Month-to Month Service

Service is provided on a monthly basis. Under this Plan, the Business Customer commits to minimum monthly usage (MMUC) of at least \$50.00. The MMUC applies per ITFS Number. The Rates are in Section P.2.3. There are no discounts available to month-to-month subscribers.

P.2.4.2 Twelve (12) Month Term Plan Service

Under this Plan, the Business Customer commits to a Service Commitment Period of twelve (12) months and meet a minimum monthly usage (MMUC) of at least \$50 per ITFS Number.

The stated discount percent below is only applied to the 12 Month Term Plan Service and is applicable to the rates in Section P.2.3.

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P2.5

Monthly Bill	Discount Percent	Set-up fee
≤\$200.00	0.0%	waived
\$200.01 - \$350.00	6.0%	waived
\$350.01 - \$600.00	10.0%	waived
\$600.01 - \$1000.00	15.0%	waived
\$1000.01 - \$1,550.00	20.0%	waived
≥ 1,550.01	25.0%	waived

SERVICE AREA

SA.1 Originating Countries/Regions

International Toll Free Service may originate in the countries and regions listed below for termination in the United States.

Argentina	Australia	Austria	Belgium
Bolivia	Brazil	Canada	Chile
China	Colombia	Costa Rica	Dominican Rep
Ecuador	El Salvador	France	Germany
Greece	Guatemala	Israel	Italy
Japan	Luxembourg	Mexico	Monaco
Netherlands	New Zealand	Nicaragua	Panama
Paraguay	Peru	Puerto Rico	South Korea
Spain	United Kingdom	Uruguay	Venezuela

DIALING GUIDE, INSTALLATION TIME & SERVICE RESTRICTIONS

DG.1 Dialing Guide, Installation Time & Service Restrictions

Service restrictions are defined on a per-country basis and are subject to change without any prior notice due to local operation agreements and regulations. Implementation lead times are estimated, and are therefore subject to change.

Country	Access	Prefix	Amount of digits after access and prefix	Lead time to activate service (business days)*	Service Restrictions *
Argentina	0	800	7 digits	24	–Mobile access connection is available; however, additional charges may apply to the party who originates the call. - 800 numbers access may be blocked from Hotels. - Require a letter ("Carta Motivo") from the customer explaining the commercial reasons for each ITFS number. This letter has to be sent AT THE SAME TIME the ITFS number is requested. (There is a standard template for such letter in Claro Enterprise Solutions Intranet).
Australia	1	800	6 digits	25	
Austria	0	800	6 digits	25	- Service access is not available from either Mobile Networks or Public Payphones
Belgium	1	800	5 digits	25	- Service access is not available from either Mobile Networks or Public Payphones

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Bolivia		80010	4 digits	26	- It is required a letter ("Carta Motivo") from the customer explaining the commercial reasons for each ITFS number. This letter has to be sent AT THE SAME TIME the ITFS number is requested. (There is a standard template for such letter in Claro Enterprise Solutions Intranet).
Brazil	0	800891	4 digits	25	-Service access available from all Mobile and Fixed Networks in Brazil.
Canada	1	800 888 877 866 855 844	7 digits	25	- There are additional usage charges (airtime) when calls are originate from Mobile Phones. - If an 800 number has not generated any traffic within six consecutive months (zero minutes), the number will be disconnected.
Chile		800	6 digits	35	-Service access available from all Mobile and Fixed Networks in Chile
China		4001	6 digits	54	- Service access is not available from Mobile Networks. - A letter is required ("Carta Motivo") from the customer explaining the commercial reasons for each ITFS number. This letter has to be sent AT THE SAME TIME the ITFS number is requested. (There is a standard template for such letter in Claro Enterprise Solutions Intranet).
Colombia	01	800	7 digits	25	- Service access available from all Mobile and Fixed Networks in Colombia

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Costa Rica	0	800	7 digits	60	<ul style="list-style-type: none"> -Access available from fixed and mobile phones. -Letter of intent (LOI) is mandatory. -Numbers are not allowed for calling card or callback services. -Numbers are assigned by the Regulator on a case-by-case basis. -Numbers with no usage may be disconnected at any time, so the numbering assignment is conditioned to this.
Dominican Republic	1	888	7 digits	49	<ul style="list-style-type: none"> - Service is only available from Mobile and Fixed lines of CODETEL Network.
Ecuador	1	800	6 digits	25	<ul style="list-style-type: none"> - Require a letter ("Carta Motivo") from the customer explaining the commercial reasons for each ITFS number. This letter has to be sent AT THE SAME TIME the ITFS number is requested. (There is a standard template for such letter in Claro Enterprise Solutions Intranet). - If an 800 number has not generated any traffic within four consecutive months (zero minutes), the number will be disconnected, without the possibility to recover the assigned number. - Ecuador Regulatory Entity has added an additional activation fee of US\$100 per ITFS number plus taxes. Also an additional monthly fee of US\$50 plus taxes

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					- Service access available from all Mobile and Fixed Networks in Ecuador with the exception of Linkotel
El Salvador		800	4 digits	45	- It is required a letter ("Carta Motivo") from the customer explaining the commercial reasons for each ITFS number. This letter has to be sent AT THE SAME TIME the ITFS number is requested. (There is a standard template for such letter in Claro Enterprise Solutions Intranet).
United Kingdom	0	800	7 digits	25	- Service access is not available from Public Payphones. - Service access includes also the following territories: Scotland and North Ireland.
France	0	800	6 digits	25	- Service access is not available from either Mobile Networks or Public Payphones.
Germany	0	800	7 digits	25	- Service access is not available from either Mobile Networks or Public Payphones

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Greece	00	800	8 digits	25	<ul style="list-style-type: none"> - Service access is not available from Public Payphones. - If Vodafone Mobile lines will be used, customer must request to Vodafone to activate this service.
Guatemala	1	800	7 digits	73	<ul style="list-style-type: none"> - It is required a letter ("Carta Motivo") from the customer explaining the commercial reasons for each ITFS number. This letter has to be sent AT THE SAME TIME the ITFS number is requested. (There is a standard template for such letter in Claro Enterprise Solutions Intranet). - Only one number per Customer will be provided. Under exceptional situations up to three 800 numbers will be provided, it is required a letter explaining in detail the reason for more than one number. - If an 800 number has not generated any traffic within an interval of three consecutive months (zero minutes), the number will be disconnected. - Guatemala Regulatory Entity "La Superintendencia de Telecomunicaciones de Guatemala" defines that all the 800's numbers are only for commercial usage and not for governmental purposes. - Service access available from all Mobile and Fixed networks in Guatemala including Public Payphones

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Israel	1	800	7 digits	31	
Italy		800	6 digits	54	<ul style="list-style-type: none"> - Service access is not available from either Mobile Networks or Public Payphones. - Limited access from Hotels. - Service access includes also the following territories: Vatican and San Marino.
Japan	0066/0061	3352	4 digits	25	<ul style="list-style-type: none"> - Service is only available using PSTN Fixed Networks. - Service access is not available from either Mobile Networks or Public Payphones.
Luxembourg		8002	4 digits	25	
Mexico	1	800	7 digits	11	<ul style="list-style-type: none"> - Service is only available from Public Payphones provided by Telmex. - There are air charges when the call is originated from Mobile phones. - From fixed lines there is a call fee, locally known as "servicio medido".
Monaco	0	800	6 digits	25	<ul style="list-style-type: none"> - Service access is not available from either Mobile Networks or Public Payphones.
Netherlands	0	800	7 digits	45	<ul style="list-style-type: none"> - Service access is not available from either Mobile Networks or Public Payphones. - Limited access from Hotels.
New Zealand	0	800	6 digits	25	

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Nicaragua	001	800	7 digits	25	<ul style="list-style-type: none"> - Service access is not available from Mobile Networks. - If the 800 number has not generated any traffic within a period of six consecutive months (zero minutes), the number will be disconnected. - Service rate from a fixed line is the same rate as a local call. - Customer must have international long distance access to be able to dial to the Toll Free Service.
Panama	01100	800	052 + 4 digits	32	<ul style="list-style-type: none"> - Using the access code "01100" customer will have access to the ITFS service from Fixed Networks. - It is required a letter ("Carta Motivo") from the customer explaining the commercial reasons for each ITFS number. This letter has to be sent AT THE SAME TIME the ITFS number is requested. (There is a standard template for such letter in Claro Enterprise Solutions Intranet). - If the 800 number has not generated any traffic within a period of three consecutive months (zero minutes), the number will be automatically disconnected. - Mobile access is available only from C&W and Claro Networks

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Paraguay	009	800	7 digits	30	<ul style="list-style-type: none"> - It is required a letter ("Carta Motivo") from the customer explaining the commercial reasons for each ITFS number. This letter needs to be sent AT THE SAME TIME the ITFS number is requested. (There is a standard template for such letter in Claro Enterprise Solutions Intranet). - Even though the In-country Regulatory Entity does not approve the service, it is required that all Service Orders are signed by this entity and it may delay service implementation. - Access only from Copaco's fixed network and its Mobile Network Hola. For technical reasons, you cannot enable Janssen access to other networks in Paraguay. - Access available from Public Telephones
Peru	0	800	5 digits	11	<ul style="list-style-type: none"> - Public Payphone access only from Telmex and Telefonica networks. - If the 800 number has not generated any traffic within a period of three consecutive months (zero minutes), the number will be disconnected. - Service access available from all Mobile and Fixed Networks in Peru.
Puerto Rico	1	888 877 866 855 844	7 digits	45	

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	1	787 080 939 080	4 digits	45	
South Korea	00	308521	4 digits	25	
Spain		900	6 digits	25	<ul style="list-style-type: none"> - Service is only available using Telefonica Fixed Network. - Service access is not available from either Mobile Networks or Public Payphones.
Uruguay	0004	052	5 digits	25	<ul style="list-style-type: none"> - It is required a letter ("Carta Motivo") from the customer explaining the commercial reasons for each ITFS number. This letter needs to be sent AT THE SAME TIME the ITFS number is requested. (There is a standard template for such letter in Claro Enterprise Solutions Intranet). - Services access available from fixed and mobile only from Antel Uruguay networks.
Venezuela	0	800100 800162	4 digits	45	<ul style="list-style-type: none"> -Service access is not available from Mobile Networks.