

***Prepaid Phone Card Testing
for
The Hispanic Institute***

January 28 – February 19, 2010

*Provided by:
Network Analytics Corporation*



Measuring the Quality of Telecommunications
from an independent perspective

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Objective

The purpose of this testing is to determine if calls to selected destinations using selected prepaid calling cards are providing the amount of minutes as specified in the recorded announcements during the call and as specified in the terms and conditions printed on the cards.

For this report's purposes, The Hispanic Institute provided prepaid cards from the following service providers / distributors:

- AT&T
- Casa Talk
- HD Net
- IDT
- KGT
- Nobel
- SCI
- TCI
- Telecom Worldwide Solutions
- TouchTel
- Verizon

Detailed information about the cards that are tested in this report is provided in Methodology section and Appendix D – Tested Phone Cards.

Approach

The minutes provided by the calling cards are impacted by different variables such as per minute rate to the selected destination, call duration fees, rounding increments, service fees, toll-free / pay-phone charges and maintenance fees. In order to account for different possible scenarios, several methodologies are used in testing.

- **Single Call / Last Call:** In some test cases, the testing attempts to utilize the entire balance of the cards in a single call and compare the amount of minutes indicated by the card's voice prompt at the beginning of the test call with the amount of minutes actually provided in that same call. When tests can't achieve exhausting the entire balance in a single call due to quality of the lines or drops, then multiple calls are attempted until the entire balance is exhausted. In those cases, the comparison is made between the card's indicated balance during the last call's prompt (when the balance is exhausted) and the duration of that same call. The assumption is that this will minimize the impact of the additional charges in the amount of minutes provided. Additionally, on all other cards that are used for other types of testing (fees and surcharges, rounding, maintenance, toll free), comparison is made between the card's indicated balance during the last call's prompt (when the balance is exhausted) and the duration of that same call.
- **Fees and Surcharges:** In some test cases, the calls are intentionally disconnected by the test executer to calculate and compare the impact of additional charges on the balance that is used within the same call. In these cases, the potential maximum charge for the call is calculated based on the indicated rounded duration of the call and all indicated fees (using the maximum values if ranges are provided) and it is compared to the actual balance that is used. The actual balance that is used for a call is calculated using the announced remaining balance in the consecutive call's voice prompt. These test cases are also used to compare the card's indicated balance during the last call's prompt (when the balance is exhausted) and the duration of that same call. The assumption is that this will minimize the impact of the additional charges in the amount of minutes provided.
- **Maintenance Fees:** Some test cases are executed to specifically test the maintenance fees indicated on the prepaid cards. An initial call is placed and then disconnected by the test executer. Following this call, a second call is placed in order to record the balance remaining on the card, but no actual destination is dialed. This is repeated every day following the first call until the indicated balance on the card is lower than the previous day's balance. The timing and the amount of the monetary value that is reduced are compared to the indicated timing and the charges for the maintenance fees.
- **Call Duration Rounding:** Some test cases are executed to specifically test the call duration rounding rules that are indicated on the prepaid cards. Multiple calls are placed on each of these cards and disconnected by the test executer at pre-defined durations within the same increment range to compare the call charges. It is expected

that the calls with durations within the same increment duration (i.e. rounded durations are the same), will be charged the same way. The actual call charges are compared to each other to determine if the cards bill the calls at the increments that are specified on the card's terms.

- **Toll-Free Access Number Usage Charges:** Some test cases are executed to test the application of toll-free access number usage charges. The very first call on the cards that are tested in this report are placed using the toll-free access number and the announced minutes are recorded. These calls are manually disconnected before they complete. The next call is placed using the local access number and the announced minutes are recorded as well. Using the balance on the card and the announced minutes, the per minute rates for toll-free access and local access are calculated and compared to determine if the toll-free access surcharges are applied in accordance with the card's indicated terms and conditions.

The methodologies that are used for these testing approaches are explained in detail in Appendix A.

Test Deployment

Access Numbers:

The access numbers that are used to test all cards in the scope of this report are:

Card Brand	Local Access Number	Toll-Free Access Number
AT&T - AT&T 100-minutes	--	18003783766
Casa Talk - Mojito	17863756241	18885502637
HD Net - Dial	17862210413	18886649168
HD Net - Rose	17862210413	18886649168
IDT - GOOL	12025586105	18003175450
KGT - Catch	17868379822	18006171828
Nobel - Best Deal	17868379813	18883199828
SCI - Caribbean World	--	18772798337
TCI - Florida G	13054387451	18005863203
Telecom Worldwide Solutions	13057495092	--
TouchTel - La Morenita	13054230183	--
Verizon - Verizon International	--	18006468947

Destinations:

Dominican Republic (18296070043) is mainly used to test calling cards within the scope of this report.

El Salvador (+1150321131907) is used to test KGT cards (card brand: Catch) and Telecom Worldwide Solution card (card brand: Digicel Honduras), due to calls not completing to Dominican Republic with these cards.

Data Sources:

This information used in analysis is provided from:

- Terminating Carrier's Call Detail Record
- Call Generator (CallWave) Trace files
- Listening to the Recordings created for each call
- Terms written on each card

Compliance Results

The results for compliance with printed terms on the cards are provided in the following table, grouped by each of the card brands tested within the scope of this report.

The explanations of each column in the Compliance Results table are provided below:

1. **% of Provided vs. Expected Minutes – All Calls:** This column shows the percentage of provided minutes on all calls placed on a card versus the calculated expected minutes for all calls placed. Expected minutes incorporate the total duration of all test calls placed for each card as well as all expected fees and surcharges. When calculating the expected minutes, the rate per minute that is calculated based on the announcement is used (i.e. this section shows the expected minutes based on the announcements provided on the cards, rather than the minutes advertised on the poster. The compliance with poster is provided in the upper section.) Values less than 80% are highlighted in red in the Compliance Results tables and values between 80%-90% are highlighted in yellow.
2. **% of Provided vs. Announced Minutes – Last Call:** This column shows the percentage of the minutes provided in the card's last call versus the announced minutes in that same last call. Values less than 80% are highlighted in red in the Compliance Results tables and values between 80%-90% are highlighted in yellow.
3. **% of Provided vs. Announced Minutes – Overall:** This column shows the percentage of provided minutes on all cards versus total minutes announced in the initial prompt by each of the cards. Cards in which multiple calls are placed, this value is not expected to be 100% since additional charges, rounding terms and maintenance fees will reduce the card's value. Values less than 50% are highlighted in red in the Compliance Results tables and values between 50%-70% are highlighted in yellow.
4. **Fees & Surcharges:** This column shows the percentage of calls that were in compliance with the cards' indicated fees and surcharges. Values less than 80% are highlighted in red in the Compliance Results tables and values between 80%-90% are highlighted in yellow.
5. **Rounding:** This column shows the percentage of cards that were in compliance with the cards' indicated rounding rules. Values less than 90% are highlighted in red in the Compliance Results tables and values between 90%-99% are highlighted in yellow.
6. **Maintenance Fee:** This column shows the percentage of cards that were in compliance with the cards' indicated maintenance fee rules. Values less than 90% are highlighted in red in the Compliance Results tables and values between 90%-99% are highlighted in yellow.
7. **Maintenance Term:** This column shows the percentage of cards that were in compliance with the cards' indicated maintenance term rules. Values less than 90% are highlighted in red in the Compliance Results tables and values between 90%-99% are highlighted in yellow.

8. **Toll Free Access Charge:** This column shows the percentage of cards that were in compliance with the indicated toll free access charges. Values less than 90% are highlighted in red in the Compliance Results tables and values between 90%-99% are highlighted in yellow.
9. **Disclosure Precision Flag:** This column indicates if the terms and conditions that are printed on the card are sufficient to calculate a maximum potential charge for a call. If they are sufficient, this column is marked as "Y", otherwise this column is marked as "N". Terms and conditions would not be sufficient to calculate a maximum potential charge if the card indicates that certain fees and surcharges may apply, but not provide actual amount or ranges for one or more of these fees or surcharges. "N" flags are highlighted in red.

Compliance Results:

	% of Provided vs. Expected Minutes - All Calls	% of Provided vs. Announced Minutes - Last Call	% of Provided vs. Announced Minutes - Overall	Fees & Surcharges	Rounding	Maintenance Fee	Maintenance Term	Toll Free Access Charges	Disclosure Precision Flag
AT&T	103%	105%	103%	100%	100%	100%	100%	N/A	Y
Casa Talk	90%	84%	55%	50%	N/A	N/A	N/A	100%	Y
HD Net	99%	98%	43%	91%	100%	0%	0%	33%	Y
IDT	101%	102%	86%	100%	100%	100%	100%	100%	N – toll free access only
KGT	55%	60%	22%	43%	0%	N/A	N/A	100%	Y
Nobel	97%	100%	101%	29%	100%	100%	100%	0%	N
SCI	99%	100%	61%	75%	N/A	N/A	N/A	0%	Y
TCI	100%	100%	58%	100%	100%	100%	100%	100%	Y
Telecom Worldwide Solutions	40%	40%	40%	0%	N/A	N/A	N/A	N/A	Y
TouchTel	21%	20%	10%	95%	100%	100%	100%	N/A	Y
Verizon	101%	133%	120%	93%	100%	100%	100%	N/A	Y

Compliance Observations:

Provided vs. Expected Minutes

Percentages provided in **Provided vs. Expected Minutes** show the ratio between provided minutes on all calls placed on a card versus the calculated expected minutes for all calls placed using the same card.

- **90%** observed in **Provided vs. Expected Minutes** in **Casa Talk** cards is due to:
 - o Last call that is placed using a \$2.00 **Mojito** card (PIN: 2047346141) to Dominican Republic on January 28, 2010 at 03:40 GMT announced 43 minutes; however, the call was disconnected by the prepaid platform at 36 minutes due to “End of Balance”. The details of this call are provided in Appendix B: Compliance Results, Call Details.

- **55%** observed in **Provided vs. Expected Minutes** in **KGT** cards is due to:
 - o Last call that is placed using a \$2.00 **Catch** card (PIN: 1738784203) to El Salvador on February 19, 2010 at 14:33 GMT announced 16 minutes; however, the call was disconnected by the prepaid platform at 5 minutes due to “End of Balance”. The details of this call are provided in Appendix B: Compliance Results, Call Details.
 - o Three (3) calls that are placed with a \$5.00 **Catch** card (PIN: 8799464170) to El Salvador on February 19, 2010 between 15:18 GMT and 16:51 GMT appeared to have charged more than the calculated maximum potential charges based on the indicated fees and surcharges. Calls appeared to have charged between \$0.07 and \$0.30 more than the calculated maximum potential charges. The details of these calls are provided in Appendix B: Compliance Results, Call Details.

- **40%** observed in **Provided vs. Expected Minutes** in **Telecom Worldwide Solutions** cards is due to:
 - o Single and last call that is placed using a \$2.00 **Digital Honduras** card (PIN: 252481484288) to El Salvador on February 8, 2010 at 3:07 GMT announced 10 minutes; however, the call was disconnected by the prepaid platform at 4 minutes due to “End of Balance”. The details of this call are provided in Appendix B: Compliance Results, Call Details.

- **21%** observed in **Provided vs. Expected Minutes** in **TouchTel** cards is due to:
 - o Single and last call that is placed using a \$2.00 **La Morenita** card (PIN: 95204563854) to Dominican Republic on January 27, 2010 at 20:11 GMT announced 200 minutes; however, the call was disconnected by the prepaid platform at 39 minutes due to “End of Balance”. The details of this call are provided in Appendix B: Compliance Results, Call Details.

Provided vs. Announced Minutes - Last Call

Percentages provided in “**Provided vs. Announced Minutes - Last Call**” column show the ratio between announced minutes on the last call and the actual minutes that are received on that same last call.

- **84%** observed in **Provided vs. Expected Minutes – Last Call** in **Casa Talk** cards,
- **60%** observed in **Provided vs. Expected Minutes – Last Call** in **KGT** cards,
- **40%** observed in **Provided vs. Expected Minutes – Last Call** in **Telecom Worldwide Solutions** cards and
- **20%** observed in **Provided vs. Expected Minutes – Last Call** in **TouchTel** cards

are due to last calls with some of the card brands that are provided by these service providers/distributors not providing all announced minutes on the same call. The calls that did not provide all announced minutes on the last call are listed above in “Provided vs. Expected Minutes” section and the details of these calls are provided in Appendix B: Compliance Results, Call Details.

Provided vs. Announced Minutes – Overall

Percentages provided in “**Provided vs. Announced Minutes – Overall**” column show the ratio between the announced minutes on the first call and the actual minutes that are received on the card as a result of all calls placed on the card. When multiple calls are placed on a card, this value is never expected to be 100% as the fees and surcharges will reduce the number of minutes. These percentages will be lower for cards with higher fees and surcharges and for cards in which higher number of test calls are placed. Therefore, this value is not a true compliance measurement. The purpose of this measure is to show the “received minutes perception” from the customer’s perspective.

Fees & Surcharges Compliance

Lower percentages in “**Fees & Surcharges**” column show the cards that appeared to have applied more fees and surcharges than indicated on the cards.

- **50%** observed in **Fees and Surcharges** compliance in **Casa Talk** cards is due to last call that was placed with a Mojito card that didn’t provide all announced minutes. This call is listed above in “Provided vs. Expected Minutes” section and the details are provided in Appendix B: Compliance Results, Call Details.
- **43%** observed in **Fees and Surcharges** compliance in **KGT** cards is due to Catch cards that appeared to have charged more than the calculated maximum potential charge (based on the indicated fees and surcharges) for some of the calls that are placed with these cards. These calls are listed above in “Provided vs. Expected Minutes” section and the details are provided in Appendix B: Compliance Results, Call Details.
- **29%** observed in **Fees and Surcharges** compliance in **Nobel** cards is due to

- Ten (10) calls that are placed with a \$5.00 **Best Deal** card (PIN: 17323399061) to Dominican Republic on January 29, 2010 and February 12, 2010 appeared to have charged more than the calculated maximum potential charges based on the indicated fees and surcharges. Calls appeared to have charged \$0.02 or \$0.03 more than the calculated maximum potential charges. The details of these calls are provided in Appendix B: Compliance Results, Call Details.
- **75%** observed in **Fees and Surcharges** compliance in **SCI** cards is due to
 - One (1) call that was placed with a \$5.00 Caribbean World card (PIN: 1530429576) to Dominican Republic on January 28, 2010 at 17:55 GMT reduced the cards' balances even though the call failed to complete to the destination. The call never went through after dialing the destination number, origination heard a recorded voice announcements and there was no ring at the destination unit and thus destination never went off hook (did not answer the call). Nevertheless, the card's balance was reduced by \$0.01 for this unsuccessful attempt as if the call is completed. The details of this call is provided in Appendix B: Compliance Results, Call Details.
- **0%** observed in **Fees and Surcharges** compliance in **Telecom Worldwide Solutions** cards is due to the only call that was placed with this card (Digicel Honduras) that didn't provide all announced minutes. This call is listed above in "Provided vs. Expected Minutes" section and the details are provided in Appendix B: Compliance Results, Call Details.

Rounding

- **0%** observed in **Rounding** compliance in **KGT** cards is due to Catch card that is tested for rounding within the scope of this report appear to be applying a different rounding methodology than indicated on the card. The card indicated **1 minute rounding**; however 2 minute 20 second call, 3 minute 30 second call and the 4 minute 50 second call that are placed with these cards appeared to have the same call charge; therefore it's concluded that the card is applying a different rounding methodology than indicated.

Maintenance Fee & Maintenance Term

- **HD Net - Dial** card that is tested for maintenance compliance within the scope of this report indicate that "**\$0.99 weekly maintenance charge applies after first use**". This card applied \$0.99 charge after the first day of use and every 7 days afterwards as indicated. However, in addition to these deductions, the card's balance was also reduced by \$1.00 on the second day after the card was first used; therefore this card is found to be **not complying with the indicated maintenance rules**. The daily balance checks on all cards that are tested for maintenance within the scope of this report are provided in Appendix C: Daily Balance Checks.

Toll Free Access Charge

- The very first call on the cards that are tested within the scope of this report are placed using the toll-free access number and the announced minutes are recorded. These calls are manually disconnected before they complete. The next call is placed using the local access number and the announced minutes are recorded. Based on the announced balance and the minutes, the rate per minute are calculated and compared.
- **HD Net** cards that are tested within the scope of this report indicate that **“toll free access is subject to additional 3 cents per unit”**. Dial cards that are tested within the scope of this report found to be applying more than 3.5 cents per unit for toll free access therefore HD Net cards are found to be **33%** compliant with the toll free access charge rules indicated on the cards.
- **Nobel** cards that are tested within the scope of this report indicate that **“toll free access is subject up to an additional 1 cent per unit surcharge”**. Best Deal cards that are tested within the scope of this report found to be applying 1.5 cents additional per unit for toll free access therefore Nobel cards are found to be **not compliant** with the toll free access charge rules indicated on the cards.
- **SCI** card that is tested within the scope of this report indicate that **“2 cents per minute toll free access fee”** applies. Caribbean World card that is tested within the scope of this report found to be applying 2.4 cents additional per minute for toll free access therefore SCI cards are found to be **not compliant** with the toll free access charge rules indicated on the cards.

Disclosure Precision Flag

- **Nobel** cards that are tested within the scope of this report (Best Deal) provide exact amounts or ranges for most of the fees that are mentioned on the back of the card except for surcharges for “federally authorized Universal Service Funding (USF)”. The cards indicate that a USF surcharge may apply but don’t specify the exact amount. Due to this unknown charge, a customer would not be able to calculate a potential maximum charge for the calls placed using these cards; therefore Nobel cards are found to be **not providing precise disclosures**.
- **IDT** cards that are tested within the scope of this report (GOOL) provide exact amounts or ranges for most of the fees that are mentioned on the back of the card except for charges for toll free access number usage. The cards only indicate that higher rate will apply but don’t specify the exact amount. Due to this unknown charge, a customer would not be able to calculate a potential maximum charge for the calls placed using these cards when using toll free access number; therefore IDT cards are found to be **not providing precise disclosures** for toll-free access usage only.

Additional Observations

- Calls attempted with **Digicel El Salvador** card (**Telecom Worldwide Solutions**) did not complete to neither Dominican Republic nor El Salvador destinations, therefore no test attempts were successfully completed for this card.
- **Casa Talk** card that is tested within the scope of this report (Mojito) indicate that *“After the 1st call delivered minutes will be reduced at a changing rate for each subsequent call made based on advertised fees”*.
- **SCI** card that is tested within the scope of this report (Caribbean World) indicate that *“All calls following the first call are charged at a higher rate”*.
- **Nobel** and **KGT** cards that are tested within the scope of this report provide the disclaimers and the announced durations based on “units”. The cards specify the minimum minutes for one unit.

Compliance Results for All Tested Cards:

The following table provides compliance results further drilled down by each tested card within the scope of this report.

The naming convention that is used to define cards is:

<CardVendor><CardName><Denomination><PIN><Destination><TestPurpose>. If a card's balance is attempted to be exhausted in a single call, the card is suffixed with "SC", if multiple calls are attempted on a card, the card is suffixed with "MC".

	% of Provided vs. Expected Minutes - All Calls	% of Provided vs. Announced Minutes - Last Call	% of Provided vs. Announced Minutes - Overall	Fees & Surcharges	Rounding	Maintenance Fee	Maintenance Term	Toll Free Access Charges	Disclosure Precision Flag
AT&T - AT&T 100-minutes - \$7 - 3735901483 - Dom. Rep. - SC	103%	103%	103%	100%	N/A	N/A	N/A	N/A	Y
AT&T - AT&T 100-minutes - \$7 - 4538411683 - Dom. Rep. - MC	103%	111%	103%	100%	100%	100%	100%	N/A	Y
Casa Talk - Mojito - \$2 - 2047346141 - Dom. Rep. - SC	90%	84%	55%	50%	N/A	N/A	N/A	100%	Y
HD Net - Dial - \$2 - 250886785390 - Dom. Rep. - SC	100%	100%	88%	100%	N/A	N/A	N/A	0%	Y
HD Net - Dial - \$5 - 600575286019 - Dom. Rep. - MC	92%	70%	12%	88%	100%	0%	0%	0%	Y
HD Net - Rose - \$2 - 431967598770 - Dom. Rep. - SC	100%	100%	75%	100%	N/A	N/A	N/A	100%	Y
IDT - GOOL - \$5 - 36046773864 - Dom. Rep. - MC	101%	103%	72%	100%	100%	100%	100%	100%	N – toll free access only
IDT - GOOL - \$5 - 39920900729 - Dom. Rep. - SC	101%	102%	101%	100%	N/A	N/A	N/A	100%	N – toll free access only
KGT - Catch - \$2 - 1738784203 - El Salvador - SC	31%	31%	31%	0%	N/A	N/A	N/A	N/A	Y
KGT - Catch - \$5 - 8799464170 - El Salvador - MC	75%	95%	29%	50%	0%	N/A	N/A	100%	Y
Nobel - Best Deal - \$3 - 16112486247 - Dom. Rep. - SC	100%	100%	108%	100%	N/A	N/A	N/A	0%	Y
Nobel - Best Deal - \$5 - 17323399061 - Dom. Rep. - MC	96%	100%	97%	17%	100%	100%	100%	0%	Y
SCI - Caribbean World - \$5 - 1530429576 - Dom. Rep. - SC	99%	100%	61%	75%	N/A	N/A	N/A	0%	Y

	% of Provided vs. Expected Minutes - All Calls	% of Provided vs. Announced Minutes - Last Call	% of Provided vs. Announced Minutes - Overall	Fees & Surcharges	Rounding	Maintenance Fee	Maintenance Term	Toll Free Access Charges	Disclosure Precision Flag
TCI - Florida G - \$2 - 5787996121 - Dom. Rep. - SC	100%	100%	74%	100%	N/A	N/A	N/A	100%	Y
TCI - Florida G - \$5 - 5891205622 - Dom. Rep. - MC	100%	100%	51%	100%	100%	100%	100%	100%	Y
Telecom Worldwide Solutions - Digicel Honduras - \$2 - 252481484288 - El Salvador - SC	40%	40%	40%	0%	N/A	N/A	N/A	N/A	Y
TouchTel - La Morenita - \$2 - 95204563854 - Dom. Rep. - SC	20%	20%	20%	0%	N/A	N/A	N/A	N/A	Y
TouchTel - La Morenita - \$5 - 75858328433 - Dom. Rep. - MC	100%	N/A	2%	100%	100%	100%	100%	N/A	Y
Verizon - Verizon International - \$10 - 2532188264 - Dom. Rep. - MC	100%	120%	100%	90%	100%	100%	100%	N/A	Y
Verizon - Verizon International - \$10 - 3820660189 - Dom. Rep. - SC	102%	200%	140%	100%	N/A	N/A	N/A	N/A	Y

Appendix A - Methodology

Call Generators

Call generators are used to place the calls via the calling card and complete the call to the destination call generators. The testing is performed using Call Generators (CallWave) in the US (Washington, DC number) and terminating to Call Generators (CallWave) with Dominican Republic and El Salvador destination numbers.

Cards

The following calling cards are tested to the specified destinations:

Card Name / Denomination	PIN Number	Destination Country
AT&T - AT&T 100-minutes - \$7	3735901483	Dominican Republic
AT&T - AT&T 100-minutes - \$7	4538411683	Dominican Republic
Casa Talk - Mojito - \$2	2047346141	Dominican Republic
HD Net - Dial - \$2	250886785390	Dominican Republic
HD Net - Dial - \$5	600575286019	Dominican Republic
HD Net - Rose - \$2	431967598770	Dominican Republic
IDT - GOOL - \$5	36046773864	Dominican Republic
IDT - GOOL - \$5	39920900729	Dominican Republic
KGT - Catch - \$2	1738784203	El Salvador
KGT - Catch - \$5	8799464170	El Salvador
Nobel - Best Deal - \$3	16112486247	Dominican Republic
Nobel - Best Deal - \$5	17323399061	Dominican Republic
SCI - Caribbean World - \$5	1530429576	Dominican Republic
TCI - Florida G - \$2	5787996121	Dominican Republic
TCI - Florida G - \$5	5891205622	Dominican Republic
Telecom Worldwide Solutions - Digicel El Salvador - \$2	825935797149	El Salvador
Telecom Worldwide Solutions - Digicel Honduras - \$2	252481484288	El Salvador
TouchTel - La Morenita - \$2	95204563854	Dominican Republic
TouchTel - La Morenita - \$5	75858328433	Dominican Republic
Verizon - Verizon International - \$10	2532188264	Dominican Republic
Verizon - Verizon International - \$10	3820660189	Dominican Republic

Methodology

Several methodologies are used to test different aspects of prepaid calling cards as described in the Approach section. These methodologies are explained below using the flow for calls that are placed for each of these methodologies. In all scenarios, call duration is calculated and verified by 3 sources: 1. Call Generator units, 2. listening to actual recordings of each call and 3. The destination carrier's Call Detail Records (CDRs).

- **Methodology (1): Attempt to exhaust all minutes in a single call**

Every attempt is made to use all the available time in a single call. If this is not successful, most commonly due to quality of the line and drops, additional calls are made to the same destination until all the remaining balance in the cards is used. Each call is recorded by the units in order to interpret the amount of minutes announced by the calling card platform:

- Unit goes off hook
- Voice recording is started
- After detecting dialtone, dials the local or toll-free access number (depending on the scenario to be tested) of the calling card
- After detecting the answering voice announcement, dials the card access code
- After detecting the prompt indicating the available monetary balance (which is recorded), it dials the international access code followed by the country code and phone number of the destination unit – this is the start time of the post dialing delay
- Waits for prompt indicating the available time for the call (which is recorded)
- Waits for a valid network response such as a ringback and uses this time to calculate the end of post dialing delay
- Registers call disposition (Ring no answer, busy, network busy, recorded voice announcement or complete)
- If the destination unit detects an incoming ring, it goes off hook and answers the call, this is tagged as a complete call and is the start of the actual bill duration
- Quality of Service tests are performed between the units
- Both units continuously exchange information in order to keep the call open and in order to detect if the call has dropped
- This continues until the programmed call duration is exhausted or until the call drops prematurely due to quality of service issues or disconnection by the calling card platform. This is the end of the call duration
- Some cards provide a “warning” prompt usually indicating when there is one minute left for the call and then disconnect. This prompt is also recorded

- **Methodology (2): Place multiple calls**

Multiple calls are placed for a single prepaid calling card. The calls are intentionally broken by the test executer to calculate and compare the impact of additional charges on the balance that is used within the call. Each call is recorded by the units in order to interpret the amount of minutes and the remaining balance announced by the calling card platform:

- Unit goes off hook

- Voice recording is started
- After detecting dialtone, dials the local or toll-free access number (depending on the scenario to be tested) of the calling card
- After detecting the answering voice announcement, dials the card access code
- After detecting the prompt indicating the available monetary balance (which is recorded), it dials the international access code followed by the country code and phone number of the destination unit – this is the start time of the post dialing delay
- Waits for prompt indicating the available time for the call (which is recorded)
- Waits for a valid network response such as a ringback and uses this time to calculate the end of post dialing delay
- Registers call disposition (Ring no answer, busy, network busy, recorded voice announcement or complete)
- If the destination unit detects an incoming ring, it goes off hook and answers the call, this is tagged as a complete call and is the start of the actual bill duration
- Quality of Service tests are performed between the units
- Both units continuously exchange information in order to keep the call open and in order to detect if the call has dropped
- This continues until the test executer disconnects the call.
- Test executer starts a new call. This call follows the same flow as above, until the test executer disconnects the calls. This is done multiple times, until a sufficient number of calls are reached or the card balance is exhausted.
- Some cards provide a “warning” prompt usually indicating when there is one minute left for the call and then disconnect. This prompt is also recorded

- **Methodology (3): Maintenance Fees**

A single call is placed and disconnected by the test executer as the very first call made by the card:

- Unit goes off hook
- Voice recording is started
- After detecting dialtone, dials the local or toll-free access number (depending on the scenario to be tested) of the calling card
- After detecting the answering voice announcement, dials the card access code
- After detecting the prompt indicating the available monetary balance (which is recorded), it dials the international access code followed by the country code and phone number of the destination unit – this is the start time of the post dialing delay
- Waits for prompt indicating the available time for the call (which is recorded)
- Waits for a valid network response such as a ringback and uses this time to calculate the end of post dialing delay
- Registers call disposition (Ring no answer, busy, network busy, recorded voice announcement or complete)
- If the destination unit detects an incoming ring, it goes off hook and answers the call, this is tagged as a complete call and is the start of the actual bill duration

- Quality of Service tests are performed between the units
- Both units continuously exchange information in order to keep the call open and in order to detect if the call has dropped
- This continues until the test executer disconnects the call.

Following this call, the balance on the card is recorded on the same day and every day following the first call, until the balance on the card is exhausted as many times as the testing requires. On each day:

- Unit goes off hook
- Voice recording is started
- After detecting dialtone, dials the local or toll-free access number (depending on the scenario to be tested) of the calling card
- After detecting the answering voice announcement, dials the card access code
- After detecting the prompt indicating the available monetary balance (which is recorded), the test executer terminates the call.

- **Methodology (4): Call Duration Rounding**

Multiple calls placed on a card and disconnected by the test executer at pre-defined call durations:

- Unit goes off hook
- Voice recording is started
- After detecting dialtone, dials the local or toll-free access number (depending on the scenario to be tested) of the calling card
- After detecting the answering voice announcement, dials the card access code
- After detecting the prompt indicating the available monetary balance (which is recorded), it dials the international access code followed by the country code and phone number of the destination unit – this is the start time of the post dialing delay
- Waits for prompt indicating the available time for the call (which is recorded)
- Waits for a valid network response such as a ringback and uses this time to calculate the end of post dialing delay
- Registers call disposition (Ring no answer, busy, network busy, recorded voice announcement or complete)
- If the destination unit detects an incoming ring, it goes off hook and answers the call, this is tagged as a complete call and is the start of the actual bill duration
- Quality of Service tests are performed between the units
- Both units continuously exchange information in order to keep the call open and in order to detect if the call has dropped
- This continues until the test executer disconnects the call at the pre-specified call duration. The method to determine the call durations is explained in the “Approach” section.

- **Methodology (5): Toll-Free Access Number Usage Charges**

The very first call on the card is placed using the toll-free access number and the announced minutes are recorded. These calls are manually disconnected before

they complete. The next call is placed using the local access number and the announced minutes are recorded as well.

- Unit goes off hook
- Voice recording is started
- After detecting dialtone, dials the local or toll-free access number of the calling card
- After detecting the answering voice announcement, dials the card access code
- After detecting the prompt indicating the available monetary balance (which is recorded), it dials the international access code followed by the country code and phone number of the destination unit – this is the start time of the post dialing delay
- Waits for prompt indicating the available time for the call (which is recorded)
- Disconnects the call before it completes.
- Unit goes off hook
- Voice recording is started
- After detecting dialtone, dials the local access number of the calling card
- After detecting the answering voice announcement, dials the card access code
- After detecting the prompt indicating the available monetary balance (which is recorded), it dials the international access code followed by the country code and phone number of the destination unit – this is the start time of the post dialing delay
- Waits for prompt indicating the available time for the call (which is recorded)
- Waits for a valid network response such as a ringback and uses this time to calculate the end of post dialing delay
- Registers call disposition (Ring no answer, busy, network busy, recorded voice announcement or complete)
- If the destination unit detects an incoming ring, it goes off hook and answers the call, this is tagged as a complete call and is the start of the actual bill duration
- Quality of Service tests are performed between the units
- Both units continuously exchange information in order to keep the call open and in order to detect if the call has dropped
- This continues until the test executer disconnects the call at a predefined duration or the call drops or until all balance is exhausted.

Appendix B - Compliance Results, Call Details

Date	Time	Card Vendor	Card Name	Card Denomination	Card PIN Code	Access Number Dialed	Destination Country	Destination Number	Announced Balance \$	Announced Balance (minutes)	Last Call Flag	Call Disposition	Disconnect Reason	Call Duration Minutes	Rounded Duration	Next Call Announced Balance	Next Call Announced Minute	Actual (observed) Call Charge	Calculated Per call Extra Charge
2010-01-27	20:11:24	TouchTel	La Morenita	2.00	95204563854	13054230183	Dom. Rep.	18296070043	2.00	200	Last Call	Complete	End of Balance	39.00	39	0.00	0	2.00	1.61
2010-01-28	3:39:24	Casa Talk	Mojito	2.00	2047346141	17863756241	Dom. Rep.	18296070043	0.98	43	Last Call	Complete	End of Balance	36.00	36	0.00	0	0.98	0.16
2010-01-28	17:55:43	SCI	Caribbean World	5.00	1530429576	18772798337	Dom. Rep.	18296070043	0.50	13		NC to dest	RVA		0	0.48	17	0.02	0.02
2010-01-29	22:08:55	Nobel	Best Deal	5.00	17323399061	17868379813	Dom. Rep.	18296070043	4.99	139		Complete	User Disconnected	1.00	1	4.93	138	0.06	0.02
2010-01-29	22:12:26	Nobel	Best Deal	5.00	17323399061	17868379813	Dom. Rep.	18296070043	4.93	138		Complete	User Disconnected	2.00	2	4.83	135	0.10	0.03
2010-01-29	22:16:21	Nobel	Best Deal	5.00	17323399061	17868379813	Dom. Rep.	18296070043	4.83	135		Complete	User Disconnected	2.00	2	4.74		0.09	0.02
2010-02-08	3:06:53	Telecom Worldwide Solutions	Digicel Honduras	2.00	252481484288	13057495092	El Salvador	1150321131907	2.00	10	Last Call	Complete	End of Balance	4.00	4	0.00	0	2.00	1.20
2010-02-09	23:19:28	HD Net	Dial	5.00	600575286019	17862210413	Dom. Rep.	18296070043	0.24	7	Last Call	Complete	End of Balance	5.00	6	0.00	0	0.24	0.04
2010-02-12	22:25:23	Nobel	Best Deal	5.00	17323399061	17868379813	Dom. Rep.	18296070043	4.74	132		Complete	User Disconnected	3.00	3	4.61	129	0.13	0.02
2010-02-12	22:31:06	Nobel	Best Deal	5.00	17323399061	17868379813	Dom. Rep.	18296070043	4.61	129		Complete	User Disconnected	3.00	3	4.48	125	0.13	0.02
2010-02-12	22:39:19	Nobel	Best Deal	5.00	17323399061	17868379813	Dom. Rep.	18296070043	4.48	125		Complete	User Disconnected	4.00	4	4.31	120	0.17	0.03
2010-02-12	22:47:04	Nobel	Best Deal	5.00	17323399061	17868379813	Dom. Rep.	18296070043	4.31	120		Complete	User Disconnected	5.00	5	4.11	115	0.20	0.02
2010-02-12	22:56:20	Nobel	Best Deal	5.00	17323399061	17868379813	Dom. Rep.	18296070043	4.11	115		Complete	User Disconnected	6.00	6	3.88	109	0.23	0.02
2010-02-12	23:07:09	Nobel	Best Deal	5.00	17323399061	17868379813	Dom. Rep.	18296070043	3.88	109		Complete	User Disconnected	7.00	7	3.61	101	0.27	0.02
2010-02-12	23:18:30	Nobel	Best Deal	5.00	17323399061	17868379813	Dom. Rep.	18296070043	3.61	101		Complete	User Disconnected	10.00	10	3.23	90	0.38	0.02

Date	Time	Card Vendor	Card Name	Card Denomination	Card PIN Code	Access Number Dialed	Destination Country	Destination Number	Announced Balance \$	Announced Balance (minutes)	Last Call Flag	Call Disposition	Disconnect Reason	Call Duration Minutes	Rounded Duration	Next Call Announced Balance	Next Call Announced Minute	Actual (observed) Call Charge	Calculated Per call Extra Charge
2010-02-19	14:33:33	KGT	Catch	2.00	1738784203	17868379822	El Salvador	1150321131907	2.00	16	Last Call	Complete	End of Balance	5.00	5	0.00	0	2.00	1.38
2010-02-19	15:18:16	KGT	Catch	5.00	8799464170	17868379822	El Salvador	1150321131907	4.19	40		Complete	User Disconnected	3.00	3	2.79	28	1.40	0.30
2010-02-19	15:26:57	KGT	Catch	5.00	8799464170	17868379822	El Salvador	1150321131907	2.79	28		Complete	User Disconnected	4.00	4	1.39	13	1.40	0.11
2010-02-19	16:51:57	KGT	Catch	5.00	8799464170	17868379822	El Salvador	1150321131907	1.39	13		Complete	Dropped	4.00	4	0.00	0	1.39	0.07

Appendix C - Daily Balance Checks

	29-Jan	30-Jan	31-Jan	1-Feb	2-Feb	3-Feb	4-Feb	5-Feb	6-Feb	7-Feb	8-Feb	9-Feb	10-Feb	11-Feb	12-Feb	13-Feb	14-Feb	15-Feb	16-Feb	17-Feb	18-Feb	
Nobel - Best Deal - \$5 - 17323399061 - Dom. Rep. - MC	\$4.74	\$4.74	\$4.74	\$4.74	\$4.74	\$4.74	\$4.74	\$4.74	\$4.74	\$4.74	\$4.74	\$4.74	\$4.74	\$4.74	\$4.74	--	--	--	--	--	--	
HD Net - Dial - \$5 - 600575286019 - Dom. Rep. - MC	\$4.56	\$3.57	\$2.57	\$2.57	\$2.57	\$2.57	\$2.57	\$2.57	\$1.58	\$1.58	\$1.58	\$1.58	--	--	--	--	--	--	--	--	--	
TCI - Florida G - \$5 - 5891205622 - Dom. Rep. - MC	\$4.91	\$4.12	\$4.12	\$4.12	\$4.12	\$4.12	\$4.12	\$4.12	\$3.33	\$3.33	\$3.33	\$3.33	--	--	--	--	--	--	--	--	--	
TouchTel - La Morenita - \$5 - 75858328433 - Dom. Rep. - MC	\$4.72	\$3.63	\$3.63	\$3.63	\$3.63	\$3.63	\$3.63	\$3.63	\$3.63	\$3.63	\$3.63	\$3.63	\$3.63	\$3.63	\$3.63	\$3.63	\$2.54	\$2.54	\$2.54	\$2.54	\$2.54	
Verizon - Verizon International - \$10 - 2532188264 - Dom. Rep. - MC	--	--	--	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50	--	--	
IDT - GOOL - \$5 - 36046773864 - Dom. Rep. - MC	--	--	--	\$4.77	\$4.77	\$4.08	\$4.08	\$4.08	\$4.08	\$4.08	\$4.08	\$4.08	\$4.08	\$4.08	\$4.08	\$4.08	\$4.08	\$4.08	\$4.08	\$4.08	\$3.39	\$3.39
AT&T - AT&T 100-minutes - \$7 - 4538411683 - Dom. Rep. - MC	--	--	--	--	--	--	--	--	--	--	--	--	--	--	22 min	22 min	22 min	22 min	22 min	22 min	22 min	

* Values enclosed in blue boxes show the balance on the cards at the end of the first day of usage.

* Values highlighted in green show the maintenance deductions on the card.

Appendix D - Tested Phone Cards

AT&T Disclaimer:

AT&T PREPAID PHONE CARD (Card) TERMS AND CONDITIONS AGREEMENT:

Carefully review the Terms of Service and other important information below about this agreement. [View the printable service agreement](#)

Minute Based Cards (100, 300, 500, 1,000-Minute Cards)

Updated 5/2009

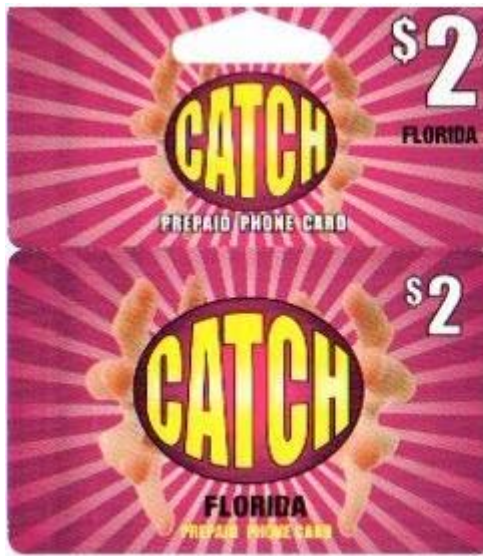
BY USING THIS VIRTUAL PREPAID PHONE CARD YOU CONSENT TO THE TERMS, CONDITIONS, RATES AND CHARGES BELOW AND IN THE SERVICE GUIDE AT www.att.com/prepaidguide; ALSO AVAILABLE FROM CUSTOMER CARE AT 1 800-811-4763

Minute value applies to state-to-state calling only. **A surcharge not to exceed 10 minutes applies to U.S. pay phone calls**, a portion of which compensates pay phone providers. One minute billing increments; partial minutes used are billed as full minutes. Rates may be higher for calls to/from mobile phones. **For calls that begin and end within the same state, minutes will be deducted at the following rates per minute of talk time: 1 minute:** DC, IL, IN, MA, NM, RI, TX, USVI; **3 minutes:** AL, AR, CA, CT, DE, GA, HI, KS, KY, LA, MD, ME, MI, MS, NE, NJ, NV, NY, OH, OR, PR, SC, TN, UT, WI, WV; **5 minutes:** AK, AZ, CO, FL, IA, ID, MN, MT, NC, NH, OK, PA, VA, VT, WA, WY; and **8 minutes:** MO, ND, SD. **International rates are higher than state-to-state rates, vary according to area called, and are subject to change.** Call Customer Care for international calling information before leaving the U.S. Recharge minutes may have different rates, surcharges and terms and conditions and are not refundable. Directory Assistance rates are higher than state-to-state rates. **Minutes do not expire.** PIN cannot be used for toll free calls, calls for paid services with premium charges or for operator-handled calls. Service provider makes no warranties and its liability is limited per service guide. Any disputes arising from purchase or use of this card are settled by arbitration, which doesn't apply to CA residents for disputes arising in CA. Safeguard your PIN. You are responsible for loss or unauthorized use. PIN may be terminated without notice if fraud is suspected. PIN is not returnable or exchangeable unless defective. Direct unresolved complaints to the regulatory agency in the state where Card was purchased. Use of Info to Go will incur additional minute deductions. Service provided by AT&T Corp. or affiliate; by AT&T Alascom in AK. Service provided where authorized.

IDT:



KGT:



By using this card, you agree to the following. Service restrictions are available only when used in accordance with the card's instructions. It is subject to the terms and conditions of the telephone service agreement. The telephone service is provided by the telephone company. The telephone company is not responsible for any service interruptions or delays. The telephone company is not responsible for any service interruptions or delays. The telephone company is not responsible for any service interruptions or delays.

FLORIDA

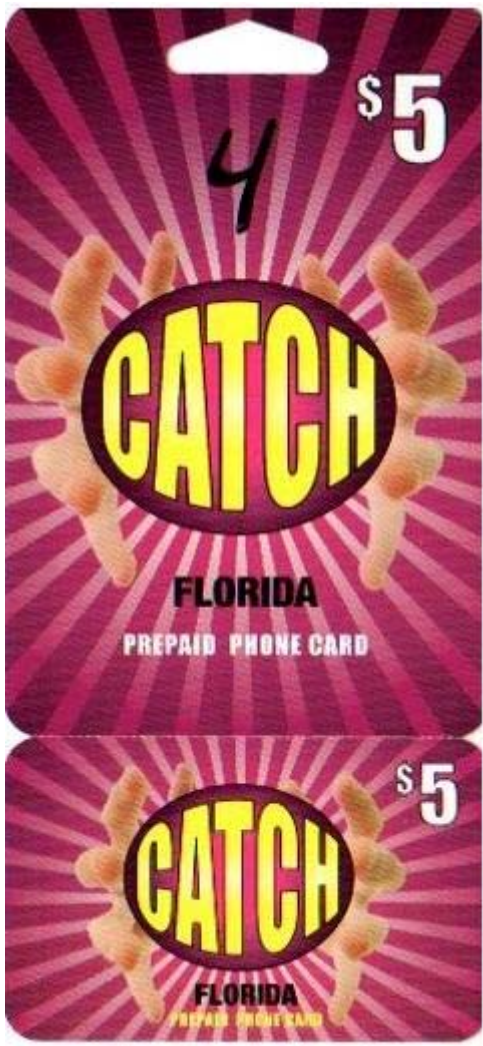
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DEERFIELD	(954) 482-4257	NOV HIGHLAND	(305) 249-5905
FT LAUDERDALE	(954) 358-8095	ORLANDO	(407) 365-3749
HOLLYWOOD	(954) 619-9223	POMPANOBURG	(954) 933-5524
HOMESTEAD	(305) 230-4619	TAMPA	(813) 579-5144
KEYS	(305) 434-4847	W PALM BEACH	(561) 598-0216
LAKE WALES	(888) 232-8024	W PALM BEACH	(561) 598-0216
MIAMI	(786) 817-9522	W PALM BEACH	(561) 598-0216

For Cardless Use: Dial 944-878-2088. For Cardless Use: Dial 944-878-2088. For Cardless Use: Dial 944-878-2088.

FOR CUSTOMER SERVICE, RATE AND FEE INQUIRIES, REFUNDS: 1-800-617-2951

PARA SERVICIO AL CLIENTE, INFORMACION DE TARIFFAS Y CARGOS, REEMBOLSO: 1-800-617-2951

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HOLLYWOOD	(954) 619-9223	POMPANOBURG	(954) 933-5524
HOMESTEAD	(305) 230-4619	TAMPA	(813) 579-5144
KEYS	(305) 434-4847	W PALM BEACH	(561) 598-0216
LAKE WALES	(888) 232-8024	W PALM BEACH	(561) 598-0216
MIAMI	(786) 817-9522	W PALM BEACH	(561) 598-0216

For Cardless Use: Dial 879-9464-170. For Cardless Use: Dial 879-9464-170. For Cardless Use: Dial 879-9464-170.

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Declaración de Privacidad: (Text in Spanish regarding privacy policy)

Declaración de Calidad: (Text in Spanish regarding service quality)

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Baldwin 904 712 4164	Waldspeak 772 265 2055	Colonial 804 214 2670	
Barton 863 578 5848	Hollywood 954 639 9401	Northwest 757 273 7611	
Bradenton 941 932 4580	Huntswood 305 230 4980	Northwood 757 644 5986	
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Conroe 407 392 1113	Miami 786 837 9813	Northwell 804 415 4331	
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Pine City 813 305 7149			

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- Calle de la Esperanza (Calle No. 15, San Juan)
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Virginia

- Calle de la Libertad (Calle No. 15, San Juan)
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- Calle de la Justicia (Calle No. 15, San Juan)
- Calle de la Verdad (Calle No. 15, San Juan)
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Toll Free Access: 1 888 319 9828

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TCI:

FLORIDA G PHONE CARD \$2

FLORIDA G PHONE CARD \$2

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1-800-838-5190 (Vietnamese) 1-800-838-5189 (Chinese)

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(786) 245-7718 Miami	(407) 478-3012 West Kissimmee
(786) 298-2858 Miami (Homebased)	(407) 293-1358 Orlando
(786) 279-3571 Miami (North Dade)	(772) 617-4166 Vero Beach
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(954) 871-8987 Deer Field Beach	(813) 434-4115 Tampa South
(954) 874-8391 Hollywood	(813) 422-1828 Tampa Central
(954) 630-4854 Fort Lauderdale	(813) 859-4541 Tampa East
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(561) 404-6804 Delray Beach	(903) 588-2508 Haines City
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1. Dial the access number **PWD 578-799-6121**

2. Enter your PIN number

3. Enter the destination number

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(786) 298-2858 Miami (Homebased)	(305) 761-4533 Boynton Beach	(813) 859-4541 Tampa East
(786) 279-3571 Miami (North Dade)	(305) 885-2803 Fort Pierce	(863) 589-1143 Lake Wales
(786) 345-6271 Miami (Fleming)	(321) 332-8924 Orlando	(904) 588-2508 Haines City
(239) 963-2694 Naples	(321) 348-4472 Apopka	(904) 567-3786 Ponte Vedra Beach
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Guam, Alaska, Belize, U.S. VI & Puerto Rico 1-866-681-1737 or 1-866-681-1738

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Total Call
8667502-29422



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1-800-838-5190 (Vietnamese) 1-800-838-5189 (Chinese)

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(305) 438-7401 Miami	(321) 821-6690 Melbourne
(305) 368-6301 Keyes	(386) 561-6253 Orange City
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(239) 563-2694 Naples	(772) 924-2296 Port St. Lucie
(239) 535-5768 Fort Myers	(772) 819-7203 Stuart
(854) 681-1803 Pompano Beach	(813) 435-5675 Tampa North
(854) 671-6997 Deer Field Beach	(813) 434-4115 Tampa South
(854) 674-0091 Hollywood	(813) 402-1825 Tampa Central
(854) 635-4854 Fort Lauderdale	(813) 609-4641 Tampa East
(561) 623-5361 West Palm Beach	(888) 589-1543 Lake Wales
(561) 484-5804 Dade City	(888) 588-2896 Haines City
(561) 635-6395 Jupiter	(904) 867-3796 Ponte Vedra Beach
(561) 767-4533 Boynton Beach	(904) 572-1694 Fernald Beach
(561) 885-2855 Boca Raton	(904) 302-7035 Jacksonville
(321) 332-0874 Orlando	(941) 296-0144 Sarasota
(321) 249-4472 Apopka	(941) 584-8321 Venice
(321) 282-2729 Cocoa Beach	(941) 462-1571 Bradenton

DISCLOSURE: Services by Total Call International ("TCI"). Advertised minutes are for a single call made before the all-inclusive and may be reduced by fees described herein. Advertised minutes may be reduced 1 cent to 10 cents per minute and by up to 10% percent after all minutes. Calls to foreign numbers or to areas with national network access may have higher rates. Rates and fees are subject to change and after the first call may be higher. Call 1-888-586-3203 for current pricing. You will be charged a per-minute origination fee up to twenty nine cents, a 1-800 type access number fee of up to five cents per minute, a non-continental U.S. origination fee of up to ten cents per minute, and from Alaska and Hawaii an additional twenty five cents per minute, a port-call fee up to ninety nine cents based on call duration, a weekly maintenance fee up to ninety nine cents after first call, and a per-call, per minute fee of ten cents. For domestic calls, fees will be the upper limit. Calls will be rounded up to the nearest minute. This card expires 90 days after first use and expires 04/01/12. There are no refunds for this card and it may be deactivated if used as suspected.

TCI has settled a consumer class action suit regarding allegations of failing to clearly disclose fees, charges and rates. To object to, opt out of, or participate in this settlement, call 888-586-3203 or go to www.courts.ca9.uscourts.net.

1. Dial the access number: **989-120-5622** **B**
2. Enter your PIN number:
3. Enter the destination number:
1-800-586-3203 (English) 1-800-860-1488 (Spanish)

FLORIDA

(854) 681-1803 Pompano Beach	(772) 672-6200 Fort Pierce
(854) 671-6997 Deer Field Beach	(772) 924-2296 Port St. Lucie
(854) 674-0091 Hollywood	(317) 438-6875 Tampa North
(854) 635-4854 Fort Lauderdale	(317) 434-4115 Tampa South
(854) 623-5361 West Palm Beach	(317) 435-5675 Tampa Central
(854) 484-5804 Dade City	(317) 606-4541 Tampa East
(854) 635-6395 Jupiter	(352) 330-7335 Jacksonville
(854) 767-4533 Boynton Beach	(941) 296-0144 Sarasota
(854) 885-2855 Boca Raton	(941) 584-8321 Venice
(321) 332-0874 Orlando	(941) 462-1571 Bradenton
(321) 249-4472 Apopka	(941) 462-1571 Bradenton

(Alaska, Alaska, Oregon, U.S. 30 & Puerto Rico: 1-888-683-8767 or 1-888-683-7286)
Customer Service: 888-586-3203
www.uscourts.ca9.uscourts.net
Total Call
5697505-15128

Telecom Worldwide Solutions:

Tarjeta de Larga Duración
HONDURAS

Digicel
Prepaid Phone Card

\$2

Digicel

Prepaid Phone Card

Quando compras esta tarjeta estás de acuerdo en lo siguiente:

- Esta tarjeta te dará todos los minutos anunciados en una sola llamada cuando utilices un número local, pero no cuando llames desde un teléfono público.
- Cargos locales y regionales de la compañía telefónica pueden aplicar.
- El recobrado es de 1 minuto.
- Llamadas hechas del número de acceso gratis tendrán un costo de \$0.04 extra por minuto.
- Esta tarjeta es dedicada para Llamar a las Redes de DIGICEL en El Salvador y Honduras y es buena para hacer una sola llamada de larga duración.
- Por favor entender que si los minutos no son usados en la primera llamada un cargo de desconexión de \$1.00 se le aplicará al momento de colgar.
- \$0.99 de cargo por llamada se aplicará cuando llames de un teléfono público.
- Los precios por minutos internacionales varían de acuerdo a la ciudad y red de celulares.
- Las tarifas y los cargos pueden cambiar sin previo aviso y en cualquier momento, si deseas más información sobre las tarifas y cargos puedes llamar a Servicio al Cliente al 1-800-940-0555.
- Esta tarjeta no es reembolsable.
- Para llamadas a destinos donde las redes de telecomunicaciones no son muy avanzadas tecnológicamente podría resultar en llamadas caídas o tarifas incorrectas. Si esto te ocurre por favor llama a Servicio al Cliente al 1-800-940-0555.
- Esta tarjeta expira 90 días después de tu primera llamada.
- Red y servicios proporcionados por Telecom Worldwide Solutions.

FLORIDA		Chattahoochee	201-677-0900	Tampa	813-675-6287
Norfolk	235-326-0104	Daytona	386-327-9182	Plant City	813-253-6965
Fort Myers	235-382-5215	Orlando	407-883-8951	Jacksonville	904-522-4457
Cape Coral	235-471-3008	West Palm Beach	561-694-0013	Bradenton	941-251-7179
Immokalee	238-675-3023	Boca Raton	561-607-1980	Sarasota	941-428-6874
Naples	239-487-3402	Springfield	727-322-6064	Highwood	954-439-5181
Miami	305-749-5082	Clewiston	727-437-6090	Fl. Lauderdale	954-882-0028
Melbourne	321-373-0258	Miami	786-390-0228	TOLL FREE	1-877-432-1328

PIN 2524 8148 4288

1. Marca el número de destino de la línea.
2. Ingresa el número de PIN.
3. Para llamadas desde el 800, Digicel o el Centro de Servicio al Cliente.
4. Para llamadas a otros países desde el 800, Digicel o el Centro de Servicio al Cliente.

After dialing destination number press #
Customer Service: 1-800-940-0555

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00165-00424-0017844409

Tarjeta de Larga Duración
HONDURAS

Digicel
Prepaid Phone Card




Digicel  **\$5**
**Prepaid
Phone Card**

- Cuando compras esta tarjeta estás de acuerdo en lo siguiente:
- Esta tarjeta te dará todos los minutos anunciados en una sola llamada cuando utilices un número local, pero no cuando llamas desde un teléfono público.
 - Cargos locales y regionales de la compañía telefonista pueden aplicar.
 - El retardo es de 1 minuto.
 - Llamadas hechas del número de acceso gratis tendrán un costo de \$0.04 extra por minuto.
 - \$0.99 de cargo por llamada se aplica cuando llamas de un teléfono público.
 - Los precios por minutos internacionales varían de acuerdo a la ciudad y red de celulares.
 - Las tarifas y los cargos pueden cambiar sin previo aviso y en cualquier momento, si deseas más información sobre las tarifas y cargos puedes llamar a Servicio al Cliente al 1-800-940-0558.
 - Esta tarjeta no es retornable.
 - Para llamadas a destinos donde las redes de telecomunicaciones no son muy avanzadas tecnológicamente, podría resultar en llamadas caídas o tarifas incorrectas. Si esto te ocurre por favor llama a Servicio al Cliente al 1-800-940-0558.
 - Esta tarjeta expira 90 días después de tu primera llamada.
 - Red y servicios proporcionados por Telecom Worldwide Solutions.



1. Marca el número de acceso en tu área.
2. Ingresas tu número de PIN.
3. Para marcar dentro de USA, Canadá o el Caribe: 1 + Código de Área + el #
4. Para marcar a otro país desde USA: 011 + Código de País + Código de Ciudad + el #

FLORIDA			
BOCA RATON	561-210-4526	FT LAUDARDALE	954-358-4026
WEST PALM BEACH	561-283-8936	MIAMI	305-749-5230
MIAMI	786-437-9626	TOLL FREE	1-877-337-3143

PIN  **8259 3579 7149**

Servicio al Cliente: 1-800-940-0558
Red y servicios proporcionados por: Telecom Worldwide Solutions, Inc. **Central America**
374-0013913716



