

## NOTICE OF REVISED TATA COMMUNICATIONS VTS RATE SUBMISSION REQUIREMENTS – UPDATED APRIL 1, 2019

**PLEASE BE ADVISED THAT THE TATA COMMUNICATIONS VTS RATE SUBMISSION REQUIREMENTS HAVE BEEN UPDATED. YOU ARE REQUIRED TO FOLLOW THESE GUIDELINES EFFECTIVE IMMEDIATELY. FAILURE TO FOLLOW THESE GUIDELINES WILL BE TAKEN INTO ACCOUNT IN CASE OF DISPUTE.**

THE INFORMATION SET FORTH BELOW ARE GUIDELINES FOR RATE SUBMISSION TO TATA COMMUNICATIONS AND MODIFIES THE CONTACT NOTICE INFORMATION THAT APPEARS IN YOUR WRITTEN AGREEMENT.

### 1. FORMATTING ISSUES

- a) Rate amendments are to be sent via email in Microsoft Excel spreadsheet format, Comma Separated Values (\*.csv) format or Zip format (\*.zip). (No Microsoft Word files, html files, or PDF files, etc.)
- b) Rate amendments may use any one of the formats listed in Appendix I. The format used should be the same from one rate amendment to the next.
- c) It is HIGHLY PREFERRED that the rate amendment consists of a single Excel file that includes all the necessary information in one table. Rate amendments containing data on two separate worksheets must have matching destination names across all worksheets. No more than two worksheets are permitted. If two (2) worksheets are included in the Microsoft Excel spreadsheet, the rate column must only be listed on one (1) of the worksheets.
- d) Every rate amendment must include ALL OF THE DESTINATIONS you offer (“Full Rate Amendment”) even if the rate of a destination has not changed. If your rate amendment omits some destinations that you offered previously, those destinations will be deleted, as per notice period, from our system and be rated/routed based on the next available code match.
- e) If you would like to offer partial rate amendments (not every country offered is listed on the rate amendment each time), you must first get approval from TCL RateAdmin in writing by contacting [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). Once you receive confirmation from RateAdmin in writing, you may omit entire countries from your rate amendment without them being deleted from our systems. However, any breakout you provide on your partial rate amendment must be accompanied by ALL other breakouts for that Country, else the unlisted breakouts will be automatically deleted. If your account is not authorized by us for partial rate amendments, rates received will be treated and processed as your full rate amendment because we will not try to guess your intentions, even intentions that may seem obvious to you. (Example: Code 52551 is no longer offered on the rate amendment. Code will be deleted and be rated/routed based on the rate offer for 5255, 525, or 52, whichever is available.)
- f) The preferred character for separating a list of codes is the “comma” (e.g. 861,863,865).
- g) The preferred character for designating code ranges is the “dash” (e.g. 554-556).
- h) Characters such as commas “,”, dashes “-”, brackets “{” or “[” etc., must be used consistently throughout the rate amendment. For example, if a group of city codes are separated by “,” then all city codes on the rate amendment must be separated by commas. Spaces are not an acceptable separator; all items must be separated by a visible character.
- i) Do not lock, hide, or auto-filter any columns or rows; do not password protect or include formulas in your spreadsheets or on any required contract amendments.

j) Wildcard characters are not allowed in code lists at this time.

o Instead of this:	55XX9	\$0.03
o Provide this:	55119, 55129, 55219, 55319, 55419, 55519, 55619	\$0.03

## 2. RATES AND CODES

a) All destinations require a rate. If a rate is not provided for a code, that code will be restricted from receiving traffic. For example, if codes 35538 and 35539 are listed on your rate amendment and a rate is not provided in the rate column, those specific codes will be restricted from receiving traffic. We will also restrict a destination from receiving traffic if the rate is over \$9.99 USD.

DESTINATION	COUNTRY-CITY CODE	RATE	EFF DATE
Albania	355	0.9450	03/09/19
Albania Mobile	35538, 35539		03/09/19

b) All destinations require codes (except USA LATA breakouts and Local Number Portability Networks – see #2m).

c) Rates and codes are to be listed in a rate table.

Rates or codes communicated as comments at the top or bottom of a rate amendment (e.g. information about mobile rates, ROC, cities, etc.) or in the body of an email will not be seen or processed. We will refer to the contract in all cases of dispute. If you need to contact us with a message or have questions, please send an email WITHOUT a rate amendment attachment to: [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com).

d) All rates listed in the rate table will be processed as the cost per minute, for the given destinations. We will not accept additional rate charges such as taxes, fees, etc., in addition to the already stated cost per minute.

e) All rates provided will be rounded to 4 decimal places.

For example, if you provide:

DESTINATION	COUNTRY-CITY CODE	RATE	EFF DATE
Albania, Mobile	35538	0.94504	03/09/19

Your rates will be processed/routed as:

DESTINATION	COUNTRY-CITY CODE	RATE	EFF DATE
Albania, Mobile	35538	0.9450	03/09/19

f) All destinations that are part of the North American Numbering Plan (NANPA) MUST have a “1” before each code. Destinations within NANPA listed without the leading “1” WILL be automatically and validly interpreted as different countries than the one you may have intended, regardless of what you call the destination. For more information on NANPA countries visit <http://www.nanpa.com/>.

g) We will “roll down” rates/codes unless more specific rates/codes are provided on the rate amendment, so you will need to include mobile codes/rates if they are different from land rates. Please ensure that your rate amendment has been created with this rule in mind. Failure to do so may cause you to terminate destinations like “mobiles” at much lower rates than you intended.

h) You should “roll up” your codes where applicable. For example:

o Instead of this:	860,861,862,863,864,865,866,867,868,869	\$0.01
o Provide this:	86	\$0.01

i) The largest allowable destination is at the country level.

j) If you wish to block a previously offered destination, do not do so by submitting high rates. Blocks are treated as increases and are subject to contractual increase notice periods rules. To block destinations:

- Include the destinations to block on your normal rate amendment but in place of a rate insert one of the following words: “Block” “Blocked” “Restrict” or “Restricted”

k) For a given set of codes, newly received rates supersede all rates received previously. All rate amendments received should be effective in sequential order. If new rate amendments received have an effective date which is effective before any rate amendments which were previously submitted or effective in the future, we cannot assume what your intentions are. All rate amendments that are received, and are not effective in sequential order, we will observe the contractual rate increase notice period for all changes (measured in calendar days, not business days) as of the date received, not necessarily the date you created or sent the rate amendment. For example, if on March 30, your current rate is .01 for All of India, and then on April 1, you send in an increase for All of India to be .02 effective on April 8.....If on April 7, you decide to send in a rate of .005 for All of India to be effective on April 7, contractual rate increase notice period will be applied since the April 7, effective date was received after the already pending rate of .02 which is to be effective on April 8. The .005 rate for All of India will not be effective on April 7, but will be effective on April 14 (based on contractual rate increase notice period of 7 days).

l) All rates received will be interpreted as being for the “original network,” unless an in country network ID is provided without country or city codes, then it will be interpreted as “Local Number Portability network.”

m) Local Number Portability Network Destinations must include an entry in a separate column showing the In-Country Network ID used by all carriers within country for that network. See example below. You may also use any of the formats in Appendix I or II; however, the “In-Country Network ID” column must also be included.

DESTINATION	COUNTRY-CITY CODE	IN-COUNTRY NETWORK ID	RATE	PER COMPLETED CALL CHARGE	EFF DATE
Germany Mobile Op 1		D0001	0.0500	0.5000	03/09/2019
Germany Mobile Op 2		D0002	0.0600		03/09/2019
Germany Mobile Op 3		D0003	0.0100		03/09/2019
Germany ROC	49		0.0200		03/09/2019

- n) Origination Based Costing Surcharge Destinations must include an entry in a separate column showing the origination surcharge per minute rate and all originating areas must be clearly defined.

For format examples, please see **APPENDIX III – ORIGINATION BASED COSTING SURCHARGE FORMATTING EXAMPLES**

If you would like to offer Origination Based Costing Surcharge Destinations, you must first get approval from TCL RateAdmin in writing by contacting [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). TCL RateAdmin will review your request and verify if your format can be accepted. When you receive confirmation from TCL RateAdmin in writing, that your rate amendment format can be accepted, TCL RateAdmin will confirm the exact information on your rate amendment that is acceptable with each submission. If accepted, you must commit to sending your rate amendment in the same format for every rate amendment thereafter. If you need to change your rate amendment format again, after initial approval is granted, you must first get re-approval from TCL RateAdmin in writing by contacting [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). If there is a deviation in your format with future rate amendments after initial approval is granted and you do not contact TCL RateAdmin in writing for re-approval first, we will refer to contractual agreements in case of dispute.

- o) Rate information must be listed in sequential spreadsheet rows. Do not insert any blank rows between destinations or column headings, as all data after the first encountered blank row will be ignored.
- p) If you wish to delete a previously offered destination, do not do so by submitting high rates. Deletions are treated as increases and are subject to contractual increase notice period rules. To remove destinations:
- Include the destinations to delete on your normal rate amendment but in place of a rate insert one of the following words: “Delete” “Deleted” “Remove” “Removed” “Terminate” or “Terminated”
- If your A-Z rate amendment omits some destinations that you offered previously, those destinations will be deleted from our system and be rated/routed based on the next available code match. If you have provided a Partial A-Z, the sum of the destination provided in a country will be considered the Full-Country. Any codes omitted from a Country that were previously offered will be deleted from our system and be rated/routed based on the next available code match.
- q) On an exceptional basis, in the event that there is traffic sent to a dial code which was not offered in a rate amendment, all parties shall negotiate the applicable rates based on market conditions and in good faith.

### 3. CURRENCY

- a) Rates must be in the currency that is specified in your contract. That currency should be shown on the rate amendment using the applicable 3 letter abbreviations: AUD, CAD, EUR, GBP, INR, JPY, NZD, SDR, USD, ZAR etc.
- b) Coin type formats (e.g. pence/cents) are supported at this time. You must coordinate with [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com) first, so your account can be configured to accept the rates. Once configured, you will receive a written confirmation and you must always send your rates in the same format each time. We will not accept this format if you have not

coordinated with [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com) in advance. EVERY destination you provided will need to be in the coin format after the conversion has occurred.

For example:

- o Cents Format: 

6.50¢
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- o Dollar Format: 

\$0.065
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- c) The rate amendment cannot contain multiple currencies.
- d) Excel spreadsheet cells with rates must be formatted as CURRENCY or NUMBER, not TEXT.
- e) If you are interested in changing your currency, please contact us at [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com) before attempting sending rates in a new currency. Failure to execute a contract change with us first will result in the rates being handled as the currency we have on record, even if you have included your “new” currency symbol. If Tata Communications and your company execute a contract amendment to change the currency by which rates are communicated to us, ALL rates in the old currency, including any future pending rates, will be discarded as of the effective date of the currency change. Only the rates provided in the new currency will be used as if yours was a brand new account with us.

4. CHANGES TO ANY OF THE FOLLOWING ITEMS REQUIRE A CONTRACT AMENDMENT TO BE VALID. WE WILL REFER TO THE CONTRACT IN CASE OF DISPUTE:

- a) Currency
- b) Billing Increments
- c) Rate Increase Notification Periods
- d) Time Zone
- e) Company Name
- f) Authorized sender email address (see Section 8 for more information)
- g) RBOC/Non-RBOC and other clauses

5. TIME AND DATE

- a) The time zone specified in the contract will be used for all rate amendments and for any “Advanced Costing” (see ADVANCED COSTING Section below).
- b) Effective Dates are to be listed in a rate table. Effective Dates communicated as comments at the top or bottom of a rate amendment or in the body of an email will not be seen or processed. If the Effective Dates are not listed in the rate table, all decreases will be interpreted as being effective on the date that we received your rate amendment. Increases will be processed as date rate amendment is received + days of notice period that is listed in the contract. We will refer to the contract in all cases of dispute.
- c) All date cells must be formatted in Excel as DATE fields, not TEXT fields. Any dates formatted as TEXT will be interpreted using MM-DD-YY format, which may not be what you intended.
- d) The date format must stay consistent on each rate amendment. Do not provide multiple effective date formats. If you need to change your date format, before sending in your rate amendment, you must first notify TCL RateAdmin in writing by contacting [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). You will receive confirmation from TCL RateAdmin in writing, that your rate amendment date format change can be accepted. If accepted, you must send your rate amendment in the same format on every rate amendment thereafter. If you need to change your rate amendment format again, after initial approval is granted, you must first get re-approval from TCL RateAdmin in writing by contacting [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). If there is a deviation in your date format with future rate amendments after initial approval is granted and you do not contact TCL RateAdmin in writing for re-approval first, we will refer to contractual agreements in case of dispute. (For example, if rate amendments are currently sent with the date format as MM/DD/YY, and you change the format to DD/MM/YY without first notifying TCL RateAdmin, we will process your date format as previously set MM/DD/YY.)

- e) We will observe the contractual rate increase notice period (measured in calendar days, not business days) as of the date received, not necessarily the date you created or sent the rate amendment. For example, if the notice period is 7 days, and we receive on June 1<sup>st</sup> a rate amendment with increases, those increases will be effective June 8<sup>th</sup>.
- f) If Tata Communications and your company execute a contract amendment to change the time zone by which rates are communicated to us, ALL rates in the old time zone, including any future pending rates, will be discarded as of the effective date of the time zone change. Only the rates provided in the new time zone will be used as if yours was a brand new account with us.
- g) REFLEX operates in GMT/UTC time zone. All rate amendments will be time-stamped as being received at the current GMT/UTC time.
- h) Rates/Codes will be accepted based on the Effective Date. We do not accept "End Dates." Any "End Dates" listed on your rate amendment will be ignored. Rates/Codes are valid until we receive a new rate offer for the destination.

## 6. BILATERALS AND SWAPS

- a) "Bilateral" and "Swap" rates and codes are special arrangements specifically negotiated with our Carrier Relations group and are documented through contract amendments signed by both parties.
- b) Bilateral/Swap destinations you offer that are contracted with us will not be used in REFLEX. All Bilateral/Swap rates/routing will be based on the contracted Bilateral/Swap rates/codes. Once the Bilateral/Swap deal has expired, the latest rates submitted in your rate amendment will be activated as the current rate offer. If any of the codes in that country are not part of the Bilateral/Swap, they need to be shown as usual with the destination name, codes and rates.
- c) Destinations covered under "Swap" agreements are to be included on your rate amendment like any other destination. Once the Swap deal has expired, the latest rates submitted in your rate amendment will be activated as the current rate offer.

## 7. ADVANCED COSTING

- a) We can receive and route on the following types of supplier offers:
  - Flat rate – same per minute rate 7 days a week, 24 hours a day
  - Time of Day (a.k.a. peak/off peak) – two or more per minute rates throughout a given day, same rate structure for all 7 days.
  - Day of Week – same per minute rate throughout a given day, but different rates on certain days.
  - Time of Week – different rates on different days, not all days in a given week the same. Typically a peak/off peak rate on weekdays and a flat rate on weekends.
  - Volume Discounts – rate varies based on the count of minutes sent in a defined time period.
- b) Advanced Costing codes may follow any format in Appendix I.
- c) Advanced Costing time/day/volume format must consistently follow one of the formats in Appendix II.
- d) Advanced Costing should be included in the main rate table with your flat rates costs. However, a destination cannot be Flat Rate and Advanced Costing at the same time.
- e) Effective dates must be identical for all rates/codes within a given Advanced Costing destination.
- f) You must use 24 hour time (a.k.a. military time), not 12 hour time (e.g. using AM/PM).
- g) Each day starts at 0:00 and ends at 23:59. Each hour starts at XX:00 and ends at XX:59.
- h) The shortest time period you can specify is four (4) hours. All periods must start or end on an hour (e.g. no rates that start or end at X:30)



- i) The week starts on Monday and ends on Sunday (e.g. MON-THU is MON, TUE, WED, THUR not THU, FRI, SAT, SUN, MON)
- j) Days are abbreviated as MON, TUE, WED, THU, FRI, SAT, SUN
- k) You may use WEEKDAY (WEEKDAY = MON 00:00 to FRI 23:59) or WEEKEND (WEEKEND = SAT 00:00 to SUN 23:59) in the DAY column
- l) Day ranges are separated by a dash (e.g. MON-FRI)

8. DELIVERING RATE AMENDMENTS TO TATA COMMUNICATIONS:

- a) Do not send more than one rate amendment to us per day unless special circumstances occur.
- b) You MUST include your unique "CMS ID", the letters "CMS ID" next to the actual "CMS ID" for example "CMS ID 123456", as well as your company/offer name, in the Subject Line of your rate and/or code amendment emails to us for each voice product you offer. If you are unsure what your CMS ID is, please contact your Tata Communications account manager and [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). Suppliers not complying with this policy (that have not made alternative arrangements with us) will be blocked. Please follow this sample subject line format for your emails:

WORLDWIDE TELECOM Rate Change Notification 01--MAR-2019 [CMS ID 12345]

- c) When you want to communicate new rates and/or codes to us you must send one (1) email per CMS ID. If you wish to apply one rate amendment to multiple CMS ID's you have with us, we can set those up as "Sister Companies." If you wish to have your account enabled as a Sister Company, please contact [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). The RateAdmin team will review your account and confirm back in writing once the account has been enabled. Once enabled, the rate amendment that we receive will be applied to all CMS ID's that have been linked together.
- d) Your company name must be included in the email subject line and on the rate amendment, and match the name in your contract.
- e) Your Tata Communications account manager cannot submit rate amendments on your behalf.
- f) We have implemented technology that only permits email from authorized supplier email addresses to be received in our rate inboxes. This helps to ensure that rates are applied to the proper account and protects you against unauthorized rate senders from both inside and outside of your company. As such, your company's authorized sender(s) of rate amendments must be made known to us in advance in order for the rate amendments to be received. All rate amendments received from a non-authorized sender will be rejected. You are solely responsible to update your initial authorized sender list as needed when your company has personnel changes. The form and instructions are always available for download at: <http://www.tatacommunications.com/providers/voice/vtsdocs.asp>
- g) We are unable to "sign" your rate amendments and send them back on a regular or exception basis. Please use our Confirmation as confirmation of receipt. Please note that the Confirmation only means that the email was received in our email inbox. It does not mean that the rates have been entered into our systems or that we consider the rate amendment to be compliant with the contract your company signed or with our current Guidelines. If you have any questions about the status of a particular rate amendment, please contact [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com).
- h) The Receipt Confirmation emails you get from us after every rate amendment is received, is your proof that you have successfully delivered your rate amendment to us. In the case of dispute regarding delivery of rates, you will need to produce a copy of the Confirmation to prove delivery, just as you would need to produce a fax confirmation sheet to prove delivery of a fax.

- i) If you do not receive a Receipt Confirmation with each future rate amendment sent to us, please resubmit your rates or contact us immediately.
- j) You will also receive a confirmation email after we have processed your rate amendment. You are responsible to review these to ensure that the rates were entered as you intended.
- k) Rate amendments sent to [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com) will be processed and are contractually binding. Do not send rates that you do not want commercially used (e.g. budgetary rates) to this mailbox as they will become contractually binding rates. If you would like to recall a rate amendment, please contact TCL RateAdmin in writing by contacting [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com) first so we can discard your rate amendment BEFORE you send in a new rate amendment. TCL RateAdmin will review your request and you will receive confirmation from TCL RateAdmin in writing that your recalled rate amendment has been discarded. At that time, please send your revised rate amendment to [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com) for processing. Please do not send in your new rate amendment without first receiving written confirmation from TCL RateAdmin that your recalled rate amendment has been discarded. Failure to receive TCL RateAdmin written confirmation that your recalled rate amendment has been discarded, we will refer to contractual agreements in case of dispute.
- l) Our rate submission system is highly automated and we do not have people looking at each rate amendment or reading each rate submission email body nor reading comments or clauses at the top or bottom of Excel rate amendments. All written comments or clauses in the body of your rate submission email are discarded for rate processing purposes and we will refer to contractual agreements in case of dispute. If you need to contact us with a message or have questions, please send a separate email WITHOUT a rate amendment to [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). To avoid being removed from route, please remove all comments or clauses at the top, bottom or "note" type columns in your rate amendment (e.g. information about advanced costing, logos, signatures, mobile rates, ROC, cities, any additional text that is not included in the rate table). Please refer to the Appendix for examples of acceptable rate table formats when submitting rate amendments to [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). Failure to remove all comments or clauses in your rate amendment, will result in being removed from route. If you are technically unable to remove all comments or clauses at the top or bottom of your rate amendment, before sending in your rate amendment, you must first get approval from TCL RateAdmin in writing by contacting [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). TCL RateAdmin will review your request and verify if your format can be accepted. When you receive confirmation from TCL RateAdmin in writing, that your rate amendment format can be accepted, TCL RateAdmin will confirm the exact information on your rate amendment that is acceptable with each submission. If accepted, you must commit to sending your rate amendment in the same format for every rate amendment thereafter. If you need to change your rate amendment format again, after initial approval is granted, you must first get re-approval from TCL RateAdmin in writing by contacting [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). If there is a deviation in your format with future rate amendments after initial approval is granted and you do not contact TCL RateAdmin in writing for re-approval first, we will refer to contractual agreements in case of dispute.
- m) As our rate submission system is highly automated, Billing Increments included in your rate submission email will be discarded for rate processing purposes and we will refer to contractual agreements in case of dispute. This includes Billing Increment comments or clauses at the top, bottom, within the rate table or "note" type columns in your rate amendment, as well as the rate submission email body. If you need to contact us with Billing Increment changes, please send a



separate email WITHOUT a rate amendment to [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). You will then receive confirmation from TCL RateAdmin in writing, that your Billing Increments have been accepted.

- n) All emails sent to us must be under 6 MB in size. All emails larger than this will be rejected. If your files are larger than this, consider removing logos, multiple tabs, fancy formatting and/or saving it to Comma Separated Values (\*.csv) format or Zip format (\*.zip).

## 9. EMAIL INBOXES & FAX

All rate amendments should be emailed to [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). When sending, please make sure you send to the exact email address without added punctuation listed, to ensure delivery.

Effective February 22, 2008, our email address changed to [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com). All other rate inboxes used in the past were turned off on December 1, 2008

We no longer accept rate amendments or copies of rate amendments via fax as of April 1, 2007.

If you have any questions whatsoever, please contact [rateadmin@proof.tatacommunications.com](mailto:rateadmin@proof.tatacommunications.com) immediately. Failure to comply with these Guidelines may result in your removal from route.

Thank you in advance for your cooperation.

## APPENDIX I – FORMATTING EXAMPLES (FROM MOST TO LEAST PREFERRED)

Format A – Each code on its on row, country code and city code in single cell

DESTINATION	COUNTRY-CITY CODE	RATE	EFF DATE
Afghanistan	93	0.9490	3/9/2019
Albania	355	0.9450	3/9/2019
Albania Mobile	35538	0.9322	3/9/2019
Albania Mobile	35568	0.9725	3/9/2019
Albania Mobile	35569	0.9252	3/9/2019
Albania Mobile	3554	0.8262	3/9/2019
Algeria	213	0.9726	3/9/2019
Algeria Mobile	21361	0.2542	3/9/2019
Algeria Mobile	2137	0.2624	3/9/2019
American Samoa Mobile	6842	0.2652	3/9/2019

Format B – Each code on its on row, country code and city code in two cells, single code/ cell

DESTINATION	COUNTRY CODE	CITY CODE	RATE	EFF DATE
Afghanistan	93		0.9490	3/9/2019
Albania	355		0.9450	3/9/2019
Albania Mobile	355	38	0.9322	3/9/2019
Albania Mobile	355	68	0.9725	3/9/2019
Albania Mobile	355	699	0.9252	3/9/2019
Albania Mobile	355	4	0.8262	3/9/2019
Algeria	213		0.9726	3/9/2019
Algeria Mobile	213	61	0.2542	3/9/2019
Algeria Mobile	213	7	0.2624	3/9/2019
Algeria Mobile	213	8	0.2652	3/9/2019
American Samoa Mobile	684	2	0.9490	3/9/2019

Format C – Country code and city code in two cells, multiple city codes/cell

DESTINATION	COUNTRY CODE	CITY CODE	RATE	EFF DATE
Afghanistan	93		0.9490	3/9/2019
Albania	355		0.9450	3/9/2019
Albania Mobile	355	38, 68, 699, 4	0.9322	3/9/2019
Algeria	213		0.9725	3/9/2019
Algeria Mobile	213	61, 7-8	0.9252	3/9/2019
American Samoa Mobile	684	2	0.8262	3/9/2019

Format D – Country code and city code in one cell, multiple codes/cell

DESTINATION	COUNTRY-CITY CODE	RATE	EFF DATE
Afghanistan	93	0.9490	3/9/2019
Albania	355	0.9450	3/9/2019
Albania Mobile	35538, 35568, 355699, 3554	0.9322	3/9/2019
Algeria	213	0.9725	3/9/2019
Algeria Mobile	21361, 2137-2138	0.9252	3/9/2019
American Samoa Mobile	6842	0.8262	3/9/2019

**APPENDIX II – ADVANCED COSTING FORMATTING EXAMPLES**

**TIME OF DAY RATES (TOD)**

EXAMPLE 1 - TIME OF DAY (SIMPLE)

DESTINATION	COUNTRYCITY CODE	RATE	EFF DATE	START HOUR	END HOUR	MIN VOL	MAX VOL	DAY	TYPE
Albania Mobile	35538	€ 0.5490	3/9/2019	0:00	4:59				TOD
Albania Mobile	35538	€ 0.6541	3/9/2019	5:00	10:59				TOD
Albania Mobile	35538	€ 0.5490	3/9/2019	11:00	23:59				TOD

EXAMPLE 2 - TIME OF DAY (WRAPAROUND)

DESTINATION	COUNTRYCITY CODE	RATE	EFF DATE	START HOUR	END HOUR	MIN VOL	MAX VOL	DAY	TYPE
Albania Mobile	35538	€ 0.5490	3/9/2019	12:00	4:59				TOD
Albania Mobile	35538	€ 0.6541	3/9/2019	5:00	11:59				TOD

EXAMPLE 3 - TIME OF DAY ("REST OF WEEK" OPTION)

DESTINATION	COUNTRYCITY CODE	RATE	EFF DATE	START HOUR	END HOUR	MIN VOL	MAX VOL	DAY	TYPE
Albania Mobile	35538	€ 0.5490	3/9/2019	12:00	4:59				TOD
Albania Mobile	35538	€ 0.6541	3/9/2019						TOD

**Notes for submitting Time of Day Rates**

- Examples 1 to 3 show the same information in different formats, any of these is acceptable.
- The TYPE column is to be populated with "TOD" which means Time of Day
- The following columns may be deleted or left empty (no spaces please) if you are only offering flat and TOD rates - MIN VOL, MAX VOL, DAY

**DAY OF WEEK RATES (DOW)**

EXAMPLE 4 - DAY OF WEEK (SIMPLE)

DESTINATION	COUNTRYCITY CODE	RATE	EFF DATE	START HOUR	END HOUR	MIN VOL	MAX VOL	DAY	TYPE
Albania Mobile	35538	€ 0.5490	3/9/20019					MON	DOW
Albania Mobile	35538	€ 0.5490	3/9/2019					TUE	DOW
Albania Mobile	35538	€ 0.5490	3/9/20019					WED	DOW
Albania Mobile	35538	€ 0.5490	3/9/2019					THU	DOW
Albania Mobile	35538	€ 0.5490	3/9/2019					FRI	DOW
Albania Mobile	35538	€ 0.3349	3/9/2019					SAT	DOW
Albania Mobile	35538	€ 0.3349	3/9/2019					SUN	DOW

EXAMPLE 5 - DAY OF WEEK (WEEKDAY/END OPTION)

DESTINATION	COUNTRYCITY CODE	RATE	EFF DATE	START HOUR	END HOUR	MIN VOL	MAX VOL	DAY	TYPE
Albania Mobile	35538	€ 0.5490	3/9/2019					WEEKDAY	DOW
Albania Mobile	35538	€ 0.3349	3/9/2019					WEEKEND	DOW

EXAMPLE 6 - DAY OF WEEK (RANGES)

DESTINATION	COUNTRYCITY CODE	RATE	EFF DATE	START HOUR	END HOUR	MIN VOL	MAX VOL	DAY	TYPE
Albania Mobile	35538	€ 0.5490	3/9/2019					MON-FRI	DOW
Albania Mobile	35538	€ 0.3349	3/9/2019					SAT-SUN	DOW

EXAMPLE 7 - DAY OF WEEK (MIXED)

DESTINATION	COUNTRYCITY CODE	RATE	EFF DATE	START HOUR	END HOUR	MIN VOL	MAX VOL	DAY	TYPE
Albania Mobile	35538	€ 0.5490	3/9/20019					MON-THU	DOW
Albania Mobile	35538	€ 0.5490	3/9/2019					FRI	DOW
Albania Mobile	35538	€ 0.3349	3/9/2019					WEEKEND	DOW

EXAMPLE 8 - DAY OF WEEK ("REST OF WEEK" OPTION)

DESTINATION	COUNTRYCITY CODE	RATE	EFF DATE	START HOUR	END HOUR	MIN VOL	MAX VOL	DAY	TYPE
Albania Mobile	35538	€ 0.5490	3/9/2019					MON-THU	DOW
Albania Mobile	35538	€ 0.5490	3/9/2019					FRI	DOW
Albania Mobile	35538	€ 0.3349	3/9/2019					ROW	DOW

**Notes for submitting Day of Week Rates (DOW)**

- Examples 3 to 8 show the same information in different formats, any of these is acceptable.
  - The TYPE column is to be populated with "DOW" which means Day of Week
- The following columns may be deleted or left empty (no spaces please) if you are only offering flat and DOW rates - START HOUR, END HOUR, MIN VOL, MAX VOL

**TIME OF WEEK RATES (TOW)**

EXAMPLE 9 - TIME OF WEEK (SIMPLE)

DESTINATION	COUNTRYCITY CODE	RATE	EFF DATE	START HOUR	END HOUR	MIN VOL	MAX VOL	DAY	TYPE
Albania Mobile	35538	€ 0.5490	3/9/2019	0:00	4:59			MON-FRI	TOW
Albania Mobile	35538	€ 0.6541	3/9/2019	5:00	10:59			MON-FRI	TOW
Albania Mobile	35538	€ 0.5490	3/9/2019	11:00	23:59			MON-FRI	TOW
Albania Mobile	35538	€ 0.3349	3/9/2019					SAT-SUN	TOW

EXAMPLE 10 - TIME OF WEEK (WRAPAROUND)

DESTINATION	COUNTRYCITY CODE	RATE	EFF DATE	START HOUR	END HOUR	MIN VOL	MAX VOL	DAY	TYPE
Albania Mobile	35538	€ 0.6541	3/9/2019	12:00	4:59			MON-FRI	TOW
Albania Mobile	35538	€ 0.5490	3/9/2019	5:00	11:59			MON-FRI	TOW
Albania Mobile	35538	€ 0.3349	3/9/2019					WEEKEND	TOW

EXAMPLE 11 - TIME OF WEEK ("REST OF WEEK" OPTION)

DESTINATION	COUNTRYCITY CODE	RATE	EFF DATE	START HOUR	END HOUR	MIN VOL	MAX VOL	DAY	TYPE
Albania Mobile	35538	€ 0.3349	3/9/2019					WEEKEND	TOW
Albania Mobile	35538	€ 0.5490	3/9/2019	2:00	11:59			MON-FRI	TOW
Albania Mobile	35538	€ 0.6541	3/9/2019					ROW	TOW

**Notes for submitting Time of Week Rates**

- Examples 9 to 11 show the same information in different formats, any of these is acceptable.
- The TYPE column is to be populated with "TOW" which means Time of Week
- The following columns may be deleted or left empty (no spaces please) if you are only offering flat and TOW rates - MIN VOL, MAX VOL
- Rates that take up whole day(s) do not require START HOUR or END HOUR, but must be listed as TYPE = TOW.
- The abbreviation "ROW" (which stands for " Rest of Week") may be entered in the DAY column. This rate will apply to all the time "left over" after considering the more specific time periods provided. This concept is similar to the use of ROC/Proper/Other when specifying codes.

**VOLUME DISCOUNTS**

EXAMPLE 10 - VOLUME (TIERED)

DESTINATION	COUNTRYCITY CODE	RATE	EFF DATE	START HOUR	END HOUR	MIN VOL	MAX VOL	DAY	TYPE
Albania Mobile	35538	€ 0.1000	3/9/2019			0	10,000		VOLTIER
Albania Mobile	35538	€ 0.0900	3/9/2019			10,001	15,000		VOLTIER
Albania Mobile	35538	€ 0.0800	3/9/2019			15,001			VOLTIER

EXAMPLE 11 - VOLUME (RETROACTIVE)

DESTINATION	COUNTRYCITY CODE	RATE	EFF DATE	START HOUR	END HOUR	MIN VOL	MAX VOL	DAY	TYPE
Albania Mobile	35538	€ 0.1000	3/9/2019			0	10,000		VOLRETRO
Albania Mobile	35538	€ 0.0900	3/9/2019			10,001	15,000		VOLRETRO
Albania Mobile	35538	€ 0.0800	3/9/2019			15,001			VOLRETRO

**Notes for submitting Volume Discount Rates**

- The following columns may be deleted or left empty (no spaces please) if you are only offering flat and Volume rates - START HOUR, END HOUR, DAY
- The TYPE column is to be populated with "VOLTIER" or "VOLRETRO"
- VOLRETRO means that as each higher volume tier is reached, ALL minutes are rated at that tier's rates all the way back to minute 1 in the period.
- VOLTIER means that minutes within each tier are always rated at that particular tier's rates, even if higher volume tiers are reached.
- All volume tiers in MIN VOL and MAX VOL are in minutes.
- The MIN VOL is the first row should always be "0". The MAX VOL should be empty for the highest volume tier as shown above.
- The time period that the volume discount becomes effective is denoted in the EFF DATE column. The EFF DATE must be the same for each row of a given destination.



## APPENDIX III – ORINATION BASED COSTING SURCHARGE FORMATTING EXAMPLES

Format A – Origination based costing surcharges included in one rate table.

DESTINATION	COUNTRY-CITY CODE	RATE	ORIGINATING COUNTRY	ORIGINATING COUNTRY CODE	ORIGINATING PER MINUTE SURCHARGE	EFF DATE
Austria, Other	43	0.0501	Non Cli/Invalid Cli/Modified Cli			3/9/2019
Austria, Other	43	0.0501	Afghanistan	93	0.0234	3/9/2019
Austria, Other	43	0.0501	Albania	355	0.0234	3/9/2019
Austria, H3G Mobile	4367833	0.1852	Germany	49	0.0501	3/9/2019
Austria, H3G Mobile	4367833	0.1852	Hungary	36	0.0501	3/9/2019

Format B – Origination based costing surcharges listed with two Tabs of data.

**Worksheet Tab 1**

DESTINATION	COUNTRY-CITY CODE	RATE	ORIGINATING PER MINUTE SURCHARGE	ORIGINATING AREA	EFF DATE
Luxembourg	352	0.003	0.0551	Zone 1	3/9/2019
Luxembourg Mobile	352621	0.0137	0.0551	Zone 2	3/9/2019
Luxembourg Mobile	352628	0.0137	0.0551	Zone 2	3/9/2019
Luxembourg Mobile	352661	0.0137	0.0551	Zone 2	3/9/2019
Luxembourg Mobile	352668	0.0137	0.0551	Zone 2	11/1/2018

**Worksheet Tab 2**

ORIGINATING COUNTRY	ORIGINATING COUNTRY CODE	ORIGINATING AREA
Afghanistan	93	Zone 1
Albania	355	Zone 2
Germany	49	Zone 2
Hungary	36	Zone 2
Poland	48	Zone 2

Format C – Origination based costing surcharges listed with two Tabs of data. Including non-surcharge destinations, with Rest of World example and DFT catch all rate for invalid CLI etc.

**Worksheet Tab 1**

DESTINATION	COUNTRY-CITY CODE	RATE	ORIGINATING PER MINUTE SURCHARGE	ORIGINATING AREA	EFF DATE
Luxembourg	352	0.003	0.0551	Zone 1	3/9/2019
Luxembourg	352	0.003	0.065	Zone 2	3/9/2019
Luxembourg	352	0.003	0.057	ROW	3/9/2019
Luxembourg	352	0.003	0.058	DFT	3/9/2019
Luxembourg Mobile	352621	0.0137			3/9/2019
Luxembourg Mobile	352628	0.0137			3/9/2019
Luxembourg Mobile	352661	0.0137			3/9/2019
Luxembourg Mobile	352668	0.0137			3/9/2019

**Worksheet Tab 2**

ORIGINATING COUNTRY	ORIGINATING COUNTRY CODE	ORIGINATING AREA
Afghanistan	93	Zone 1
Albania	355	Zone 2
Germany	49	Zone 2
Hungary	36	Zone 2
Poland	48	Zone 2

**HIGHLIGHTED CHANGES:**

The items in the Change Log below have changed in this release (APRIL 1, 2019).

CHANGE LOG

Date of Change	Section Affected	Summary of Change
01-APR-19	1.d)	Clarification added that destinations are deleted as per notice period.
01-APR-19	1. i)	Addition of wording to not password protect spreadsheets or required contract amendments.
01-APR-19	2. a)	Addition that we will restrict a destination from receiving traffic if the rate is over \$9.99 USD.
01-APR-19	2. j) 2. p) 9.	Removed mention of REFLEX(formerly RapidRate) online rate system (for users that had an account), which is no longer operational.
01-APR-19	2. n) Appendix III	Format examples for Origin Based Costing Surcharge Destinations have been added to <b>APPENDIX III – ORIGINATION BASED COSTING SURCHARGE FORMATTING EXAMPLES</b>
01-APR-19	2. o)	Added point to not insert blank rows between column headings.  Do not insert any blank rows between destinations <b>or column headings</b> , as all data after the first encountered blank row will be ignored.
01-APR-19	5. d)	Addition of not providing multiple effective date formats.  The date format must stay consistent on each rate amendment. <b>Do not provide multiple effective date formats.</b>
01-APR-19	8. m)	New point added.  As our rate submission system is highly automated, Billing Increments included in your rate submission email will be discarded for rate processing purposes and we will refer to contractual agreements in case of dispute. This includes Billing Increment comments or clauses at the top, bottom, within the rate table or "note" type columns in your rate amendment, as well as the rate submission email body. If you need to contact us with Billing Increment changes, please send a separate email WITHOUT a rate amendment to <a href="mailto:rateadmin@proof.tatacommunications.com">rateadmin@proof.tatacommunications.com</a> . You will then receive confirmation from TCL RateAdmin in writing, that your Billing Increments have been accepted.

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