

Company or interruptions that are due to the failure of power, equipment or systems not provided by the Company. Credit for failure of the Service shall be allowed only when such failure is caused by or occurs due to causes within the control of the Company.

2.6.3 Credit shall not be issued for unavailability of long distance Service.

2.6.4 The Company will not refund or issue credit for unused Telecom Units on any Prepaid Calling card.

2.7 Deposit

2.7.1 The Company does not require deposits.

2.8 Computation of Charges and Payment Arrangements

2.8.1 All calls must be charged against a Prepaid Calling Card. The total charge for each completed call is dependent upon the duration of the call. Calls made with a Prepaid Phone Card are rounded up to the next full minute. If a partial minute is used, then the card will be charged for a full minute. There will be a surcharge for calls made from pay phones as set forth in Section 4 of this tariff. A per Telecom Unit 800 surcharge will be charged if a local access number is printed on the card, but the customer chooses to call the 800 access number instead. (N)
(N)
(N, D)

Customers may call the Company's customer service numbers for additional rate information: (D)
(T)

For the "Mi Morena," "Loca Loca," "Isla Margarita," "Codetel Card," and "Caribe" cards: (N)
(N)
English: (800) 359-9684
Spanish: (800) 359-9674

For all Prepaid Calling Cards: (N)
English: (800) 590-0475 |
Spanish: (800) 590-0482 (N)