



High Speed Internet Service

RATES AND CHARGES

TABLE 1 – TSTT HIGH SPEED INTERNET RATES

PACKAGE	SERVICES OFFERED	MONTHLY ACCESS CHARGE	MONTHLY ACCESS CHARGE	MONTHLY ACCESS CHARGE	MONTHLY ACCESS CHARGE	SERVICE ACTIVATION FEE	ADSL MODEM INSTALL FEE	ADSL MODEM INSTALL FEE
		MONTHLY SUBSCRIPTION	1 YEAR SUBSCRIPTION	2 YEAR SUBSCRIPTION	3YEAR SUBSCRIPTION		TSTT INSTALL	SELF INSTALL
Residential 1	256k down, 64k up; Dynamic IP Address; Residential Firewall; 4 Email Addresses.	\$460.00	\$437.00	\$414.00	\$391.00	\$552.00	\$402.50	\$57.50
Business 1	128k down, 64k up; Dynamic IP Address; Advanced Firewall; 4 Email Addresses.	\$1,150.00	\$1,092.50	\$1,035.00	\$977.50	\$874.00	\$402.50	\$57.50
Business 2	256k down, 64k up; Dynamic IP Address; Advanced Firewall; 4 Email Addresses.	\$1,788.25	\$1,698.84	\$1,609.43	\$1,520.01	\$874.00	\$402.50	\$57.50
Business 3	384k down, 128k up; Dynamic IP Address; Advanced Firewall; 4 Email Addresses.	\$2,415.00	\$2,294.25	\$2,173.50	\$2,052.75	\$874.00	\$402.50	\$57.50
Business 4	512k down, 128k up; Dynamic IP Address; Advanced Firewall; 4 Email Addresses.	\$3,053.25	\$2,900.59	\$2,747.93	\$2,595.26	\$874.00	\$402.50	\$57.50
Business 5	768k down, 128k up; Dynamic IP Address; Advanced Firewall; 4 Email Addresses.	\$3,691.50	\$3,506.93	\$3,322.35	\$3,137.78	\$874.00	\$402.50	\$57.50
Business 6	1.544k down, 128k up; Dynamic IP Address; Advanced Firewall; 4 Email Addresses.	\$4,329.75	\$4,113.26	\$3,896.78	\$3,680.29	\$874.00	\$402.50	\$57.50

The above rates and charges apply. All rates are quoted in TT\$ and are VAT (15%) inclusive

TABLE 2 – TSTT SMART CHOICE HIGH SPEED INTERNET RATES

BUSINESS OR RESIDENTIAL	TSTT HIGH SPEED INTERNET SUBSCRIPTION TERM	ADDITIONAL MONTHLY ACCESS CHARGE DISCOUNT	SERVICE ACTIVATION FEE	ADSL MODEM/ ROUTER PRICE	ADSL MODEM INSTALL FEE	ADSL MODEM INSTALL FEE
GOLD	Month-to-Month	Gold SmartChoice customers receive an additional 20% discount on the monthly access charge of any HIGH SPEED INTERNET SERVICE subscription.	\$552.00 for Residential customers \$874.00 for Business customers	\$746.35 for Residential customers \$861.35 for Business customers	\$402.50	\$57.50
SILVER	Month-to-Month	Silver SmartChoice customers receive an additional 15% discount on the monthly access charge of any HIGH SPEED INTERNET SERVICE subscription.	\$552.00 for Residential customers \$874.00 for Business customers	\$746.35 for Residential customers \$861.35 for Business customers	\$402.50	\$57.50
BRONZE	Month-to-Month	Bronze SmartChoice customers receive an additional 10% discount on the monthly access charge of any HIGH SPEED INTERNET SERVICE subscription.	\$552.00 for Residential Customers \$874.00 for Business Customers	\$746.35 for Residential customers \$861.35 for Business customers	\$402.50	\$57.50
GOLD	1, 2 or 3 Year Subscription	Gold SmartChoice customers receive an additional 20% discount on the monthly access charge of any HIGH SPEED INTERNET SERVICE subscription.	\$552.00 for Residential Customers \$874.00 for Business Customers	FREE for Residential Customers FREE for Business Customers	\$402.50	\$57.50
SILVER	1, 2 or 3 Year Subscription	Silver SmartChoice customers receive an additional 15% discount on the monthly access charge of any HIGH SPEED INTERNET SERVICE subscription.	\$552.00 for Residential Customers \$874.00 for Business Customers	FREE for Residential Customers FREE for Business Customers	\$402.50	\$57.50
BRONZE	1, 2 or 3 Year Subscription	Bronze SmartChoice customers receive an additional 10% discount on the monthly access charge of any HIGH SPEED INTERNET SERVICE subscription.	\$552.00 for Residential Customers \$874.00 for Business Customers	FREE for Residential Customers FREE for Business Customers	\$402.50	\$57.50

- 1) The Customer has a choice of applying for a month-to-month, 1 year, 2 year or 3 year subscription term.
 - Month-to-month subscribers are required to pay for the month-to-month package rates and fees listed in Table 1, as well as purchase the ADSL modem/router for \$746.35 or \$861.35 for Residential and Business Customers respectively.
 - 1, 2 and 3 year subscribers are required to pay the 1, 2 and 3 year package rates and fees listed in Table 1 which provide the benefits of 5%, 10% and 15% discounts respectively on their monthly access charge.
 - 1, 2 and 3 year subscribers are also provided with the additional benefit of (1) FREE ADSL modem/router.
 - 2) TSTT SmartChoice HIGH SPEED INTERNET SERVICE Customers can enjoy even greater benefits as shown on Table 2:
 - 3) The Initial Term of the HIGH SPEED INTERNET SERVICE will start on the Service Start Date as stated in Clauses 2.3 and 2.4 of the TSTT HIGH SPEED INTERNET Terms and Conditions Document published on the TSTT Corporate website and will continue for the period corresponding to the Customer subscription term. After expiration of the Initial Term, the HIGH SPEED INTERNET SERVICE will automatically renew for successive 30-day periods at TSTT's then current month-to-month rates, unless the Customer provides TSTT not less than 30 days' written notice that it does not wish to renew.
 - 4) The Customer may terminate the HIGH SPEED INTERNET SERVICE at any time before the Service Start Date. The Customer shall be responsible for any costs incurred by TSTT in reference to the Customer's request for service.
 - 5) The Customer may terminate the HIGH SPEED INTERNET SERVICE at any time during the Initial Term on thirty (30) days' prior written notice as provided in Clause 3 above. The Customer will pay the early termination fees set out in Table 4 below, depending on the applicable Initial Term.
 - 6) The Customer is provided with one (1) dynamic IP address but can rent from two (2) to four (4) Static IP Addresses with any of the Business Packages 1 to 6. Static IP Addresses will be rented in blocks of two (2). Each block of two (2) Static IP Addresses is an additional \$172.50 a month.
 - 7) The dynamic IP address is automatically replaced on a periodic basis, and will be re-used by another TSTT Customer. The Static IP address is issued for use by the Customer for the duration of the HIGH SPEED INTERNET SERVICE and will be reused by another TSTT Customer upon termination of the service.
 - 8) The Customer has the choice of a TSTT-Install or a Self-Install option for the installation and configuration of the ADSL modem/router and software at the Customer service address. For both options, the Customer is solely responsible for the installation of the line filters on each telephone, fax machine or other analogue device sharing the same line as the HIGH SPEED INTERNET SERVICE.

Option 1 – TSTT-Install
TSTT will be responsible for the installation and configuration of the ADSL modem/router and software on one (1) computer at the Customer service address. In addition to the service activation fee, a \$402.50 modem installation fee will also apply.

Option 2 – Self-Install
The Customer will be responsible for the installation and configuration of the ADSL modem or router and software at the Customer service address using the Self-Install Kit. In addition to the service activation fee, a \$57.50 self-install CD/courier delivery fee will also apply.
 - 9) The TSTT HIGH SPEED INTERNET SERVICE monthly charge is payable even if the Customer does not use the service during a month or part of a month. The HIGH SPEED INTERNET SERVICE may not be suspended by the Customer at any time.
 - 10) The HIGH SPEED INTERNET SERVICE may be upgraded to a package of a higher speed without incurring a service package change fee. An administrative charge of \$161.00 will be applied to any service package downgrade. This charge will be waived if the Customer signs a new 1, 2 or 3 year subscription term at the same time.
 - 11) The charge for the relocation of the HIGH SPEED INTERNET SERVICE on the same telephone line within the Customer's premises is \$161.00. Relocation of the HIGH SPEED INTERNET SERVICE to another Customer location will incur a service activation fee and if applicable, a TSTT-Install modem and software installation fee equivalent to a new application, as listed in Table 1 above. These fees will be waived if the Customer signs a new 1, 2 or 3 year subscription term at the same time.
- Self-Install Kit will include:
- a) Self-installation CD-ROM with instructions and software
 - b) Standard base ADSL modem/router and cables
 - c) Modem CD and documentation
 - d) DSL line filters
- If the Customer chooses the Self-install option and is unsuccessful, they can elect to have TSTT provide their premises installation for an additional \$402.50 fee. If TSTT determines that the self-installation failed because of a fault on TSTT's lines or equipment, the Customer will not be charged the \$402.50 TSTT-Installation fee.

- 12) The charges in Table 3 will also apply for the POTS (voice) service of the customer's telephone line:

Customers will continue to receive separate billing for the rental of the telephone line, as well as for voice calls generated. Charges for these will be billed against the Customer's telephone number as is currently done. Call Master and Call Custom features and charges will also be maintained.

- 13) The applicable early termination fees are shown in Table 4

NB: A TSTT SmartChoice HIGH SPEED INTERNET SERVICE Customer will pay only the termination fees listed in the Table 4 above that are applicable its relevant HIGH SPEED INTERNET SERVICE Subscription Term. The additional SmartChoice monthly access charge discounts will not be included in the termination fee calculations.

- 14) In the event the Customer terminates the Subscription Term in order to transfer at anytime to an alternative Internet access service offered by TSTT and for which the charges are higher than the Customer's existing HIGH SPEED INTERNET SERVICE package:

- (a) No termination fees are applicable.
- (b) The total time period from the commencement of the existing Subscription Term shall be used to calculate any period-related discount applicable to the new arrangement; Upon expiry of a Customer's existing HIGH SPEED INTERNET SERVICE Subscription Term, if the Customer enters into a new term agreement with TSTT for Internet access services, and this Agreement is terminated accordingly to be superseded by the new agreement, the combined total term of this Agreement and the new agreement shall be used to determine any discounts available to the Customer under the new agreement.

- 3) All rates and amounts in Tables 1, 2, 3 and 4 are inclusive of Value Added Tax (VAT), which shall be payable in addition by the Customer against TSTT's duly presented VAT invoices.

TABLE 3 – POT RATES

TYPE OF CUSTOMER	SERVICES OFFERED	MONTHLY RENTAL	INSTALL CHARGES (includes wiring)
Residential	POTS (Voice)	\$35.65	\$339.25
Business	POTS (Voice)	\$203.55	\$419.75

Please note that any necessary re-wiring to be done at the Customer's premises will be covered by the normal \$258.75 charge currently in use.

TABLE 4 – TSTT HIGH SPEED INTERNET EARLY TERMINATION FEES

TERM	TERMINATION TERMS
Month-to-Month	The Customer provides TSTT not less than 30 days' written notice that he/she does not wish to continue his/her subscription. Payment of any and all outstanding rentals and charges become immediately due
1 Year	The Customer provides TSTT not less than 30 days' written notice that he/she does not wish to continue his/her subscription. If the Customer terminates a 1-year subscription term before the expiration of the 12-month period, the Customer is required to repay TSTT an amount equal to the actual months passed since the Initial Service Date of the Subscription Term multiplied by the Monthly Value of the discount received for the Customer's Subscription Term, as well as a pro-rated amount for the purchase price of the ADSL modem/router. Payment of any and all outstanding rentals and charges become immediately due.
2 Year	The Customer provides TSTT not less than 30 days' written notice that he/she does not wish to continue his/her subscription. If the Customer terminates a 2-year subscription term before the expiration of the 24-month period, the Customer is required to repay TSTT an amount equal to the actual months passed since the Initial Service Date of the Subscription Term multiplied by the Monthly Value of the discount received for the Customer's Subscription Term, as well as a pro-rated amount for the purchase price of the ADSL modem/router. Payment of any and all outstanding rentals and charges become immediately due.
3 Year	The Customer provides TSTT not less than 30 days' written notice that he/she does not wish to continue his/her subscription. If the Customer terminates a 3-year subscription term before the expiration of the 36-month period, the Customer is required to repay TSTT an amount equal to the actual months passed since the Initial Service Date of the Subscription Term multiplied by the Monthly Value of the discount received for the Customer's Subscription Term, as well as a pro-rated amount for the purchase price of the ADSL modem/router. Payment of any and all outstanding rentals and charges become immediately due.

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