

## **Request for supplementary services**

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### **Request for supplementary services:**

They allow you to enjoy additional services on your phone line. They are available only to subscribers of digital exchanges.

**CALLS IDENTIFIER:** It is the service that facilitates you to know the telephone number of where they call you.

**CALL WAITING IDENTIFIER:** Allows you to identify the other call waiting to be answered.

**SHORT NUMBER (NB):** Allows you to program a two-digit code on your phone to quickly dial a frequently used telephone number.

**CALL WAITING:** While on a phone call, you will hear a tone announcing a call waiting.

**ELECTRONIC PADLOCK:** It allows to restrict the outgoing calls by means of a personal code of four digits selected by you; in this way you avoid making long distance calls without your consent.

**CALL TRANSFER:** Calls are transferred to another phone number previously selected in the activation of the service modalities: automatic, busy and not answered.

**TRIPARTITE CONFERENCE:** It allows to initiate a simultaneous telephone conversation between three people.

**DIRECT LINE:** Just by going off-hook the phone establishes direct communication with a previously selected number.

Temporary Hotline mode allows you to reach the default number 5 seconds after going off-hook. If you wish to dial any other number, you must do so within 5 seconds. ALL RATES, except for the CALLER ID and SHORT NUMBER, are in the currency of payment of the telephone service.

### **Procedures for Contracting and Activating the mobile phone service**

There are basically two types of services: Permanent and Temporary, which can be contracted both by Natural Persons, under the Prepaid modality, and by Legal Persons, under the Postpaid modality.

#### **Hiring Natural People (Prepaid)**

It allows the client to make their advance payments by means of top-up cards or direct top-ups. Contract without monthly income or payment of

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invoices, the client only pays for the services he uses and which are not free of cost.

Each natural person can maintain contracted and active in unison, only three (3) services, regardless of the type. Responding to the company for the use of the services and also being the one designated to submit any request for modification to them. This guarantees that the parents or guardians can contract services for the minors or the mentally dependent in their care, without limiting the possibility of having their own service, and without requiring third parties to do so.

### Requirements to contract:

- Be 18 years of age.
- Have capacity within the limit established by policy (up to 3 active services).
- Possess mental faculties that allow you to assume the commitment derived from contracting a service.
- Not having contracted services with the company, or having them, that do not exceed the number of two active lines.
- Documents to present:
  - If you are a Cuban resident: Identity Card or Military Card.
  - If you are a Cuban resident abroad: Passport issued by the Republic of Cuba.
  - If you are a permanent or temporary resident foreigner in Cuba: Updated resident card or the
- Diplomatic Card issued by the Minrex.
- If you are a visiting foreigner: Passport from your country of origin.

### Permanent Contract

Service designed with no defined limit. Activation for this service consists of a package worth 40.00 CUC, which includes a single initial activation fee of 30.00 CUC and also an initial balance as an essential requirement of 10.00 CUC.

Its validity is established by the life cycle that it acquired from the last effective recharge, which amounts to 330 active days, plus 30 additional calendar days in which it passes to a suspended status; This cycle does not vary, regardless of its amount. If when suspending

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you still had credit, it is not lost, it is retained until you recharge again; During this period it is not possible to generate traffic, unless you issue reverse charge calls (\* 99). In addition, you can receive all traffic that does not generate a cost, even if it does not have a balance. The client is the maximum responsible for ensuring its life cycle, if the recharge is not carried out before the end of this stage, the subscription will cause cancellation, losing the balance, which is not refunded or transferred to another client.

### **Temporal agreement**

Designed for tourists. Pay daily rent according to the current rate and must also be born with an initial recharge for the minimum amount established. The hiring has to be for a period of more than 3 calendar days and can last up to 12 months. If the service does not exceed the maximum term established, it can be extended, as long as the client goes to an ETECSA commercial office before the final contracted date; otherwise it causes loss, losing the balance that it had. If you need to maintain a service of this type, you must request the hiring of another service, not being able to keep the same number.

The activation for the temporary service is paid Daily Rent of 3.00 CUC, it will depend on the number of days you want to keep the service active; It is also an essential requirement to make a minimum initial recharge of 10.00 CUC.

The temporary service does not have a life cycle for recharging, its validity depends on the daily rental days contracted, it does not receive the additional 30 days of grace. The cancellation becomes effective at the end of the last contracted day and the balance that it had is not reimbursed to the client.

### **Service contracting from abroad**

Likewise, a service order may be issued for the payment from abroad of one (1) or up to three (3) services in favor of a person in Cuba, as long as it meets the requirements established by the company.

The document to reflect on the distributor's portal for the purchase of the service will be:

In the case of a natural person born in Cuba, regardless of the citizenship they possess, it will be the CI number that was granted to them at the time of their birth registration (11-digit number). Only those in whose case your passport issued by the Republic of Cuba do not reflect it are excepted.

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For foreigners the passport issued by their country of origin (PE).

The beneficiary has up to 30 calendar days to appear at one of ETECSA's commercial offices with the secret number received from the person who paid for the service and their identity document. Both elements must coincide with what is reflected in the system, only in this way will the hiring proceed at no additional cost. If it exceeds the established term, it loses the right to contract and the money paid is not refunded.

**The official sites contracted with ETECSA for payment from abroad are:**

- [www.ding.com](http://www.ding.com)
- [www.recargasacuba.com](http://www.recargasacuba.com)
- [www.csgworld.com](http://www.csgworld.com)
- [moviles.compra-dtudo.com](http://moviles.compra-dtudo.com)
- [www.globaldsd.com](http://www.globaldsd.com)
- [www.transferto.com](http://www.transferto.com)
- [www.bossrevolution.com](http://www.bossrevolution.com)
- [cubacel.etopuponline.com](http://cubacel.etopuponline.com)

A foreigner can contract services with our company as defined, or can, if its operator has an agreement with ETECSA, access the Roaming in service that allows Clients of other cellular operators in the world, to enjoy voice and other services. services that they have contracted when they are in Cuba, without having to change their telephone number. The rates are those applied by your home cellular operator.