

Overview

This section provides Resellers with an overview and understanding of the steps involved in becoming a Reseller in PRTC. Establishing Reseller operations involves a series of steps and actions, some of which can be undertaken concurrently, but all of which must be completed before a Reseller can commence operations in PRTC. Many entities other than PRTC are involved in the process such as the National Exchange Carrier Association (i.e., NECA), Puerto Rico Telecommunications Regulatory Board (PRTRB) and Telcordia.

This section describes the general process of establishing a relationship with PRTC as well as other steps that may be involved in commencing the Reseller's business. Please note that this is only a general description. Reseller's business management, regulatory, and legal personnel will need to develop, in more detail, the steps (i.e., products, methods, processes, systems, etc.) needed for a Reseller to begin business operations.

Reseller Requirements

This section provides the Reseller with Regulatory Commissions and Industry Standard Codes. Prior to commencing business with PRTC, a Reseller must comply with a series of industry, regulatory, and legal requirements. These may include, but are not limited to:

- Obtaining necessary industry codes
- PRTRB Certification authorizing the Reseller to conduct business in PR.
- Compliance with all applicable laws and regulations

In these cases, a Reseller must contact the appropriate government or industry organizations directly to ensure that these requirements are fulfilled.

◆ *Certification*

Certification is the process by which the Puerto Rico Telecommunications Regulatory Board (PRTRB) authorizes a Reseller to conduct business in Puerto Rico. Gaining certification requires Resellers to provide detailed information and complete an application procedure with PRTRB. As a matter of course, all Resellers should consult with legal counsel to assure compliance with applicable laws and regulations in order to do business with PRTC. Resellers must also contact all appropriate industry authorities to obtain required industry standard codes, which identify the Reseller in the PRTC network. WSD will be unable to provide service to any company not certified. Proof of certification should be provided with the Master Account Application Form (MAAF) to WSD before processing any service order.

There are a number of industry standard codes that are required to become a Reseller in PRTC. These include:

- ◆ *Operating Company Number (OCN)*
- ◆ *Carrier Name Abbreviation (ACNA)*
- ◆ *Revenue Accounting Office Code (RAO)*

Code	Assigned by
Operating Company Number (OCN)	National Exchange Carrier Association (NECA)
Carrier Name Abbreviation (ACNA)	Telcordia Technologies (Formerly known as Bellcore)
Revenue Accounting Office Code	Telcordia Technologies

♦ *Master Account Application Form (MAAF)*

PRTC MASTER ACCOUNT APPLICATION RESELLER		
Date _____		
Account Information		

____ Reseller	____ Facilities Based Carrier Monthly Bill _____	Estimated Average
Company Name _____		
Local Address _____		
City _____	State _____	ZIP _____
Corporate Address _____		
City _____	State _____	ZIP _____
Billing Address _____		
City _____	State _____	ZIP _____
Credit Information		

Previous PRTCC Service		
Telephone # _____ Last Date of Service _____		
____ Yes ____ No		
Telephone # _____ Last Date of Service _____		
Current PRTC Service		
____ Yes ____ No		Telephone # _____
		Telephone # _____
Ownership		
____ Individual ____ Partnership		
Name _____	Tel # _____	
Name _____	Tel # _____	
Name _____	Tel # _____	
Corporation _____		
President _____	Tel # _____	
Vice-President _____	Tel # _____	
Secretary _____	Tel# _____	

The following information has been obtained directly from the organizations shown below and is provided for the Reseller's convenience. For assistance in obtaining this information, please contact your WSD Inter-company Relation Officer cannot be processed without an OCN. PRTC is not responsible for the accuracy of this information. Resellers should confirm the following information with the appropriate entities.

The process and contacts to obtain the OCN, ACNA code and the RAO codes is described below.

Operating Company Number (OCN)

The Reseller obtains an Operating Company Number (OCN) from NECA. The OCNs are used throughout the industry to facilitate the exchange of information. The codes are required for the Reseller to do business with companies from whom it buys (or leases) numbers, dial tone, facilities, etc.

The OCN will consist of a four-character (alpha numeric) company number that is provided by NECA. More than one of these codes may be assigned to a company depending upon company operations. To verify whether the Reseller already has a NECA code, it should contact NECA directly. If the Reseller does not have a company code, it should forward a completed copy of the current NECA Company Code Request Form to NECA.

NECA can also be contacted as follows:

National Exchange Carrier Association Headquarters
80 South Jefferson Road
Whippany, NJ 07981
Phone: (800) 228-8597
(973) 884-8000
Fax: (973) 884-8508
(973) 884-8469

Access Carrier Name Abbreviation (ACNA)

Three to four character codes used to identify a telecommunications carrier. To obtain this code, the CLEC must contact Telcordia Technologies at:

Telcordia Technologies Customer Support
45 Knightsbridge Road - PY5 5A235
Piscataway, NJ 08854
Toll Free number: (877) 699-5577
Fax: (732) 336-2778

Revenue Accounting Office Code (RAO)

Three-position alphanumeric codes assigned by Telcordia Technologies that are used in the telecommunications industry for exchanging messages between companies. Only one code is assigned to a company even if it has more than one function (Ex. Reseller & Carrier). To obtain a RAO code, each company must have a valid Company Code (OCN) assigned by the National Exchange Carrier Association (NECA).

All RAO codes are administered by the Telcordia Technologies RAO Administrator **(732-699-2628)**. To obtain this code, the Reseller may contact the Administrator or Telcordia Technologies at:

Telcordia Technologies Customer Support
45 Knightsbridge Road - PY5 5A235
Piscataway, NJ 08854
Toll Free number: (877) 699-5577
Fax: (732) 336-2778

Reseller Roles and Responsibilities

A Reseller assumes a series of roles and responsibilities to enable resale effectively. These include the following:

- Resells PRTC products and services as an independent company
- Provides customer service to end users and is the end users only point of contact in connection with the PRTC services resold by Reseller
- Provides end user provisioning and maintenance contact
- Provides billing to end users
- Acts as the service provider to end users
- Uses own logo and brand
- Handles all marketing/sales support for end users
- Establishes end user pricing

PRTC Roles and Responsibilities

PRTC's responsibilities are as follow:

- Provides telecommunications products and services to Resellers
- Provides customer service to Resellers through dedicated operations centers
- Develops and implements support systems to handle Resale orders and service
- Provides Resellers with direct access to appropriate PRTC Operations Support Systems (OSS)
- Sets up and handles Reseller's account with PRTC
- Handles exceptions/special requests
- Provides training and support to access the PRTC OSS

Reseller Checklist

To further define a Reseller's roles and responsibilities, the following matrix highlights some of the Reseller's key activities. The impetus for these activities may be regulatory, business requirements, and/or customer needs. This checklist is not meant to be all-inclusive, but rather to serve as a starting point for an organization to identify some of the steps involved in becoming a local exchange Reseller.

Process	Steps
Getting Ready	<ul style="list-style-type: none">• Obtain licensing certificate from state commission
	<ul style="list-style-type: none">• Review applicable tariffs
	<ul style="list-style-type: none">• File local service tariff with state commission
	<ul style="list-style-type: none">• Send a formal request to PRTC to initiate a resale agreement if negotiating under the Federal Telecommunications Act
	<ul style="list-style-type: none">• Develop forecasts for expected demand by product and geography
	<ul style="list-style-type: none">• Secure appropriate industry codes (e.g. OCN) as required
	<ul style="list-style-type: none">• Secure an Exchange Carrier Code
	<ul style="list-style-type: none">• Contact Resale Services for assignment of a WSD Account Representative
	<ul style="list-style-type: none">• Make available financial information for credit verification
	<ul style="list-style-type: none">• Make sure agreement is signed. Access to PRTC systems will not be given to the Reseller unless the agreement is signed and the deposit is paid.
	<ul style="list-style-type: none">• Obtains ID's to access PRTC's OSS

Becoming a PRT Reseller

Getting Started	<ul style="list-style-type: none"> • Provide tax certificates if required
	<ul style="list-style-type: none"> • Pay deposits if required
	<ul style="list-style-type: none"> • Select electronic interface (GUI, EXTRA and/or application-to-application)
	<ul style="list-style-type: none"> • Manage all connectivity requirements. This includes petitioning the 56K needed to establish communication with operating systems
	<ul style="list-style-type: none"> • Assign a single point of contact as the primary contact for all PRTC resale issues with additional contacts for billing and technical issues
	<ul style="list-style-type: none"> • Determine employees that will have access to OSS and request passwords. Form is included in Handbook.
	<ul style="list-style-type: none"> • Determine participants for PRTC Reseller training
Getting Going	<ul style="list-style-type: none"> • Obtain required authorization from end users
	<ul style="list-style-type: none"> • Utilize electronic order processing and trouble administration
	<ul style="list-style-type: none"> • Provide feedback to the Account Representative
	<ul style="list-style-type: none"> • Participate in PRTC workshops and conferences

Negotiating Directly with PRTC

In order to negotiate a resale agreement directly with PRTC, a Reseller must undertake a series of steps. An overview of this process is described below.

IMPORTANT: The Reseller should consult with its attorney regarding legal and regulatory requirements to do business in PR.

Step 1	<p><u>Formal Request</u></p> <p>The Reseller forwards a written request to PRTC asking to begin negotiations under the Telecommunications Act of 1996. The letter is sent to:</p> <p style="text-align: center;"><i>Puerto Rico Telephone Co. Wholesale Service Department PO Box 360998 San Juan, Puerto Rico 00936-0998 Telephone: 787-775-7601</i></p> <p>The date the letter is received by PRTC is considered to be the request date.</p>
Step 2	<p><u>Acknowledgment of Request</u></p> <p>Upon receipt of the Reseller's request, a letter will be sent to the Reseller:</p> <p>Confirming receipt of the request letter</p> <ul style="list-style-type: none"> ◆ <i>Requesting completion of an information checklist to identify basic Reseller information that will accompany the letter</i> ◆ <i>Requesting a copy of the Reseller's Certificate of Registration as a foreign corporation and/or Articles of Incorporation as currently on file in PR</i> ◆ <i>Providing information to the Reseller about the negotiation process</i> ◆ <i>Where applicable, providing the Reseller with a model Resale agreement for comments</i>
Step 3	<p><u>Negotiations</u></p> <p>After sending an acknowledgment to the Reseller, PRTC will proceed, upon request by the Reseller, with negotiation of the terms and conditions of a resale agreement.</p>
Step 4	<p><u>Resale Agreement</u></p> <p>The desired output of the negotiation process is a mutually agreed upon resale agreement outlining specific terms, conditions, and discounts. Within a window of 135 to 160 days after a Reseller's request for negotiation is received by PRTC, either party</p>

Becoming a PRT Reseller

	may request PRTRB to arbitrate issues that have not been resolved by the parties. The Resale Agreement will always prevail over the Reseller Handbook.
Step 5	<u>Coordinating Meeting</u> A meeting will be schedule with representatives from PRTC and the Reseller. The purpose will be to go over the specific steps or concerns that will help the customer to start doing business.

As provided by Section 251(c)(4) of the Telecommunications Act of 1996, PRTC must offer for resale at wholesale rates any telecommunications' service that PRTC provides at retail rates to subscribers who are not telecommunications' carriers.

Preparing to Become a PRTC Reseller

After selecting a business arrangement for Resale, the Reseller should schedule time to undertake training, planning, and preparation activities that will assist the Reseller in entering the local market. In addition, Resellers need to supply specific information to PRTC and complete the following steps in the process.

Information to Provide to PRTC/Steps to Complete

In order to complete the following steps in the process of becoming a PRTC Reseller, the Reseller must obtain the necessary industry codes and certification.

◆ **Providing Information to PRTC**

Information provided by the Reseller helps the PRTC team identify and understand the requirements of the Reseller's business, including product needs, operational expectations, time frames, and other requirements. To begin reselling services in PRTC, the Reseller must provide certain general, contact, billing, tax exemption, and credit information by completing the Reseller Checklist, Tax Exemption Forms, and a credit application.

◆ **Tax Information**

A Reseller is responsible for all federal, state, and/or local sales, use, excise, etc. or similar taxes, fees or surcharges. If a Reseller desires to claim a tax exemption on a purchase, the purchasing party shall furnish the providing party a proper tax exemption certificate as authorized or required by statute or regulation by the jurisdiction providing said tax exemption. Failure to provide the tax exemption certificate in a timely manner will result in no exemption being available to the purchasing party.

◆ **Credit Policy**

Before a new account can be established, WSD must be provided with information to determine deposit and/or advance payment requirements. The Master Account Application Form (MAAF) should be prepared and submitted to WSD. PRTC may require a Reseller to provide proof of satisfactory credit or pay a deposit and/or advance payment prior to processing service requests. Refer to your contract for specific requirements and obligations.

An assurance of payment is required to become a Reseller. For the assurance of payment refer to the specific contract agreement. Each year following the execution of this agreement, the amount of the assurance of payment shall be adjusted so that it is equal to two months charges for the last two months of each period.

Should Reseller fail to pay PRTC in accordance with the terms of the agreement, the assurance of payment amount shall be paid immediately to PRTC and shall be applied to any outstanding balance owed to PRTC by the Reseller.

Payment to PRTC under such assurance of payment shall not relieve Reseller from the obligation to maintain an assurance of payment in force in the amounts required hereunder so long as it continues to receive services from PRTC or from the obligation to pay for service in accordance with the terms of the agreement.