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This version of the PRTC CLEC / Resale Handbook Series supersedes and replaces in its entirety all prior versions of the CLEC / Resale Handbooks.

NOTE: Please note that because of the time intervals involved in preparing and publishing this Handbook, some of the information contained may not be entirely current at the time of publication. New or updated information will be incorporated in subsequent updates to this Series. Updates will be posted in PRTC's Wholesales Services website. You will be responsible for internal distribution.

Confidentiality Legend

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Purpose

Both the CLEC and Resale Handbook Series are designed to provide CLECs/Resellers (also referred to as Wholesale Customers) with an understanding of how to do business with PRTC. They are intended to facilitate CLECs' and Resellers' (also referred to as Wholesale Customers) the ability to operate in Puerto Rico, assist them in entering the local market for telecommunications products and services. This Volume focuses on providing information to CLEC/Reseller on ways in which PRTC makes its Operations Support Systems (OSS) accessible for performing the business transactions needed by CLEC/Reseller.

Welcome to PRTC.

PRTC is engaged in the provision of telecommunications products and services in Puerto Rico. Our mission is to provide efficient and economic communications solutions to Puerto Rico consumers that exceed their expectations.

The Wholesale Services Department (WSD) was established to accelerate decision making and enhance PRTC's ability to serve IXCs, CLECs, Access Customers and Resellers. WSD is your primary interface with PRTC, responsible for the management of the full array of services available to you.

Various services offered by PRTC are subject to the jurisdiction of local and federal regulators. PRTC's intrastate services are under the jurisdiction of the Puerto Rico Telecommunications Regulatory Board (PRTRB). Matters related to interstate services offered by PRTC are regulated by the Federal Communications Commission (FCC).

Protection of Customer Proprietary Information

The Puerto Rico Telephone acknowledges the right of its users, Resellers' and CLECs', to privacy and confidentiality in all their dealings with our company. PRTC further acknowledges the right of each of these customers to control the dissemination of proprietary information.

Any form of dissemination of proprietary information will be in accordance with all applicable FCC regulations, federal and local law requirements.

The information that PRTC shares with Resellers' and CLECs' during its business dealings must be treated as proprietary and confidential. As such, it may not be shared with third parties without written approval from PRTC.

Account Team

Your Wholesale Service Department (WSD) Account Team is an experienced group of professionals dedicated to providing you with PRTC service. This team acts as your advocate within PRTC. Your team will be comprised of the following members:

Inter-company Relations Officer

Your primary contact and liaison with PRTC.

Wholesale Service Officer

Your contact for the fulfillment and implementation of the Interconnection / Reseller agreement

Wholesale Service Coordinator

Handles service orders and is your primary point of contact for the ordering and provisioning of service.

Carrier Account Specialist

Handles billing claims and inquiries.