



### **Points of Demarcation**

The location where the protector exists or the nearest MDF or Internal distribution frame (IDF) nearest the PRTC network. End user is responsible for all maintenance of all equipment and wiring unless specified with a maintenance agreement. There may be different Demarcation Points: Protector, House cable, Jack or Inside wire, switch, or any other point where PRTC and the customer agree.

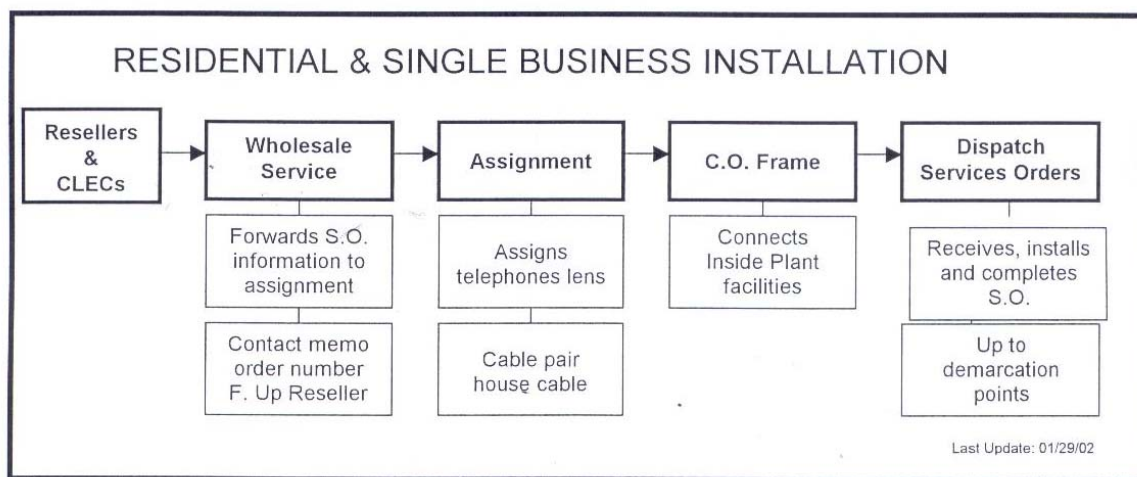
### **Highlights**

The following diagrams denote the points of demarcation that PRTC has established at which competitors can interconnect to the PRTC network.

WSD Account Manager can provide additional details as to what is required and can assist in dealing with situations which may not be covered by these diagrams.

### **Residence and Single Line Business Installation Flow Chart**

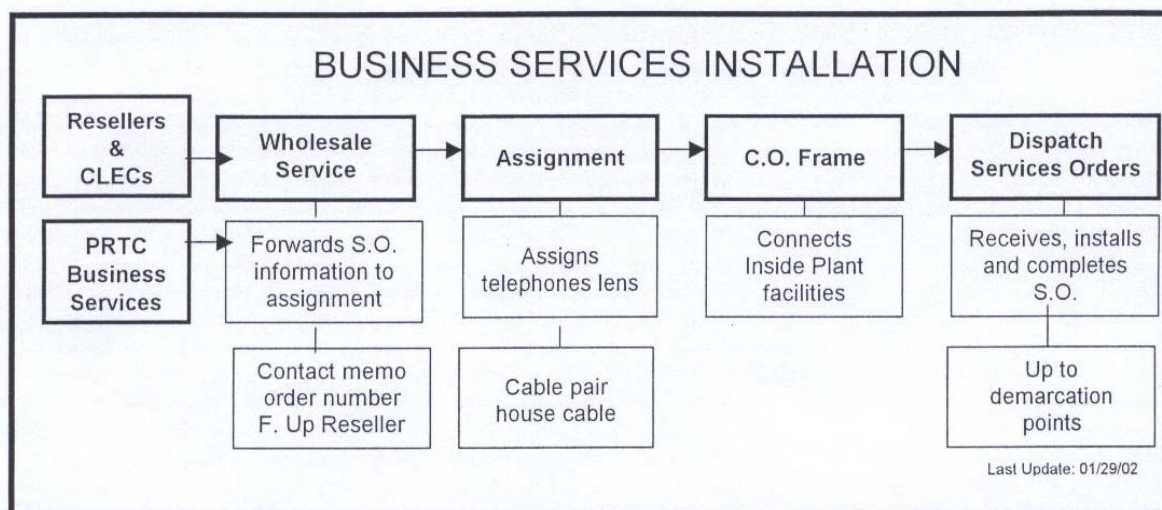
The following chart depicts the flow of an order for service for Residence and Single Line Business received from Resellers. It is important to note that the point of contact for Resellers for processing of all orders or inquiries is the WSD.



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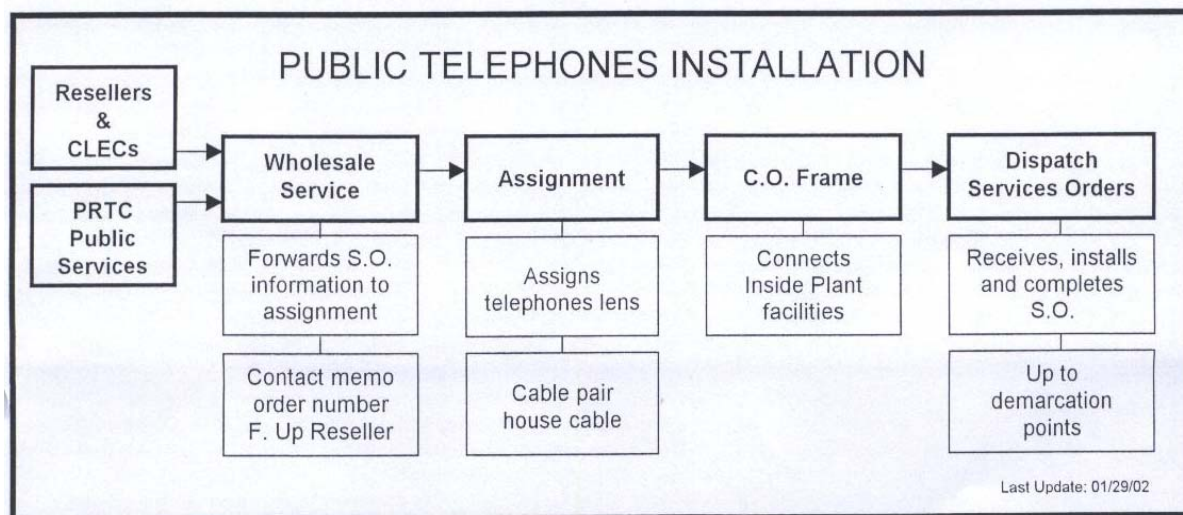
**Business Services Installation Flow Chart**

The following flow chart depicts the flow of an order for service for multi-line business received from Resellers. It is important to note that the point of contact for Resellers for the processing of all orders or inquiries is the WSD.



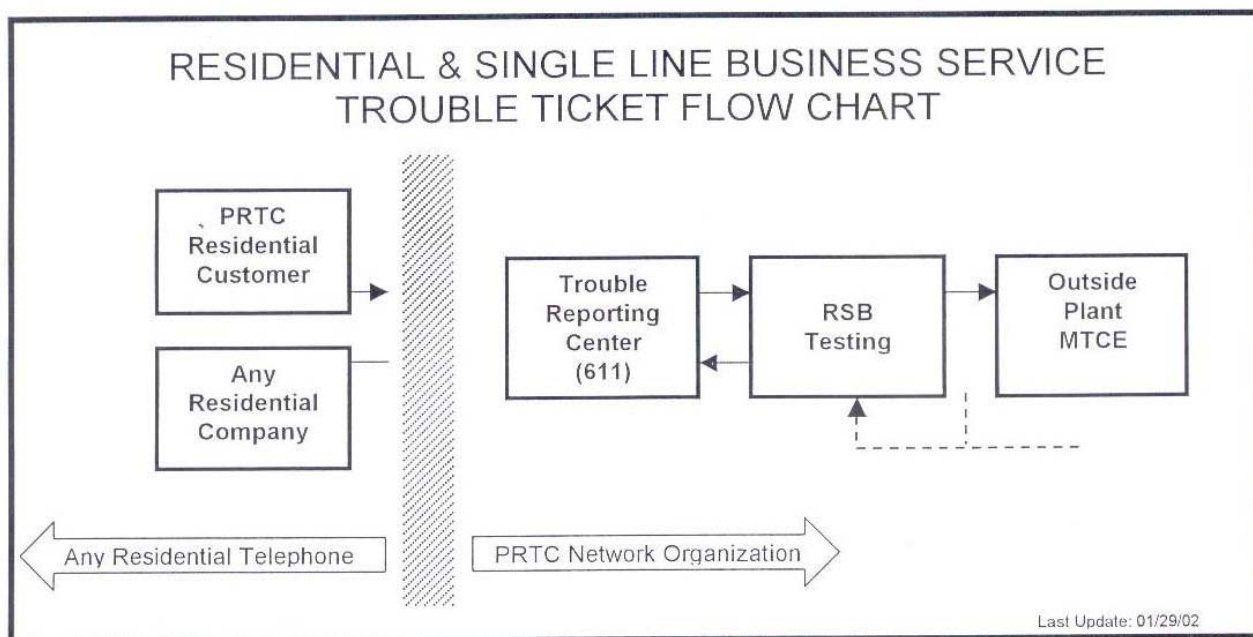
**Public Telephone Installation Flow Chart**

The following flow chart depicts the flow of an order for service for multi-line business received from Resellers. It is important to note that the point of contact for Resellers for the processing of all orders or inquiries is the WSD.



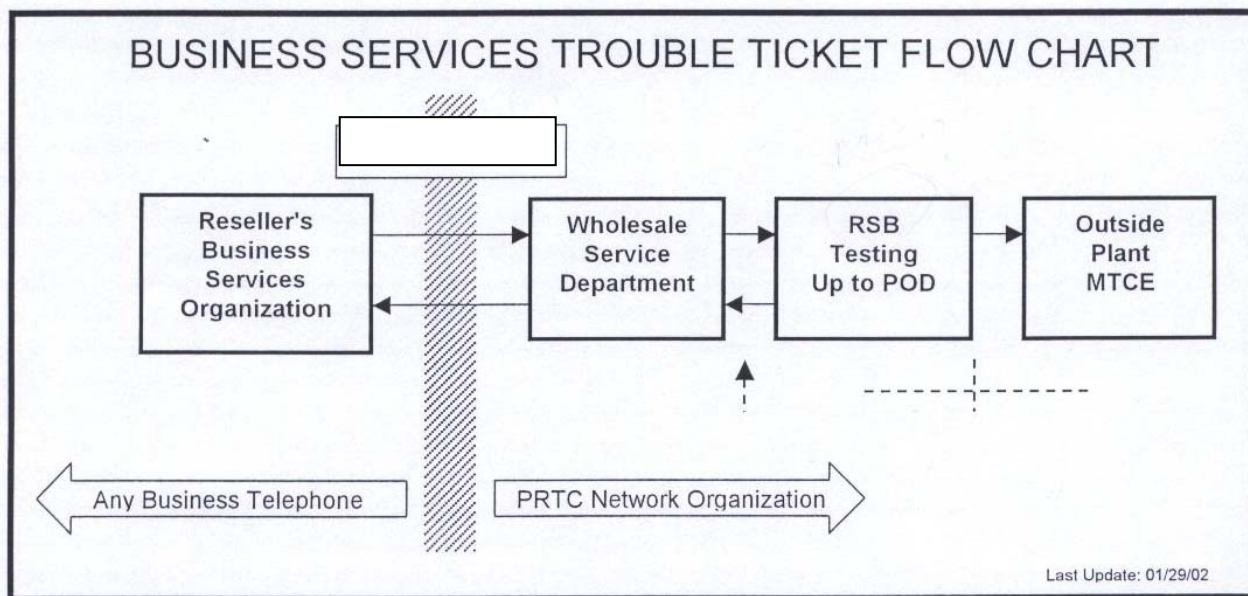
### **Residential and Single Line Business and Repair**

- A. Resellers' Customers of Residential and Single Line Business will call their corresponding Resellers to report any trouble in their telephone service.
- B. The Reseller will call 787-774-6565 to report his customer complaints. The Reseller is the only one authorized to call 787- 774-6565 or 787-949-2272 to report trouble tickets of their customers.
- C. The Reseller has the responsibility of assuring that the trouble ticket reported by his customer is for the "Network Side" of the loop before calling 611.
- D. The repair of the trouble ticket reported will be made as established in the table "Parameters of Service Objectives" included in under Service Installation Intervals (17-11).
- E. To obtain status of trouble tickets corresponding to their customers the Resellers will access Repair System Screen.
- F. The Reseller is responsible for informing its customers of this procedure.



### **Business PBX's and Special Facilities Repair**

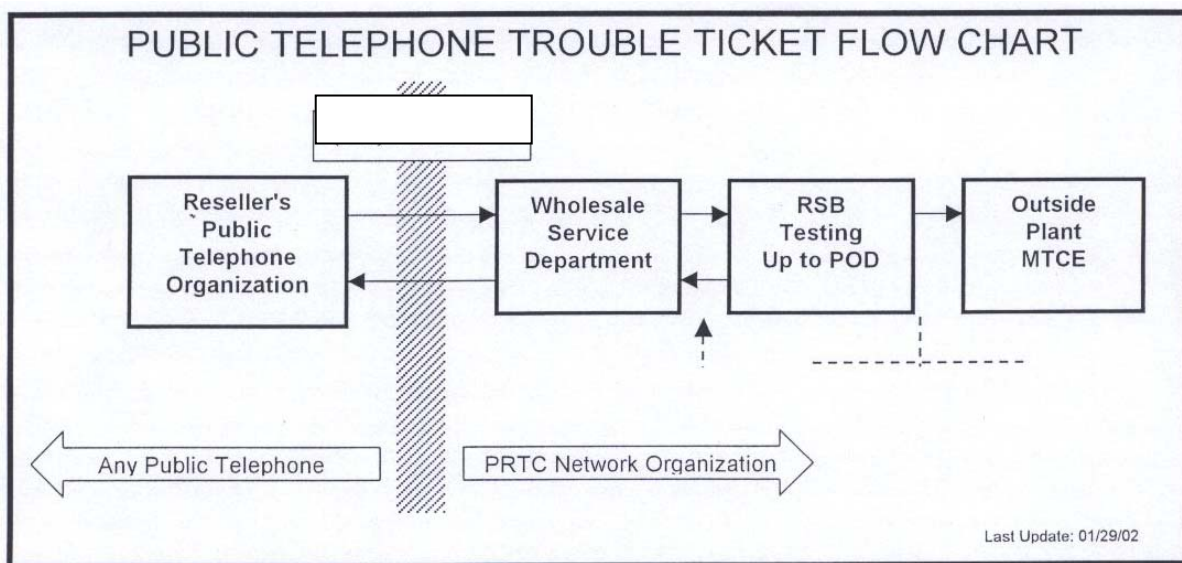
- A. Resellers' costumers of PBX and Special Facilities customers will call their Reseller to report any trouble in their telephone service.
- B. The Reseller will call the Wholesale Service Department through telephone number 787-774- 6565 or 787-949-2272, to report any service complaint of their customers. The Reseller is the only one authorized to all the WSD to report trouble tickets.
- C. The Reseller has the responsibility of assuring that the trouble ticket reported by his customer is for the network side of the loop before calling WSD.
- D. The repair of the trouble ticket reported will be made as established in the table "Parameters of Service Objectives" included in Service Installation Intervals (17-11).
- E. To obtain status of trouble tickets corresponding to their customers the Reseller will call WSD through telephone number 787- 774-6565 or 787-949-2272.
- F. The Reseller is responsible for informing its customers of this procedure.
- G. For Special Services Orders status and Trouble Tickets status contact 787-959-2272.





### **Public Telephone Access Line Repair**

- A. Resellers' of Public Telephones Facilities customers will call their Reseller to report any trouble in their telephone service.
- B. The Reseller will call the Network Sales and Administration through telephone number 787-949-2272, to report any service complaint of their customers. The Reseller is the only one authorized to call the WSD to report trouble tickets.
- C. The Reseller has the responsibility of assuring that the trouble ticket reported by his customer is for the network side of the loop before calling WSD.
- D. The repair of the trouble ticket reported will be made as established in the table "Parameters of Service Objectives included in Section II.
- E. To obtain status of trouble tickets corresponding to their customers the Reseller will call WSD through telephone number 787-949-2272.
- F. The Reseller is responsible for informing its customers of this procedure.



### **Service Installation Intervals**

The following Installation Intervals are provided as guidelines for new market participants to follow when ordering service from PRTC. As indicated under the section headed "Performance Reviews", such intervals may be modified as PRTC and other market participants gain experience in working in this new environment.

## **Puerto Rico Telephone** **Parameters of Service Objectives** **(Installation Service)**

<u>Description</u>	<u>Timeframe Objective</u>	<u>Conditions</u>
Installation for Single Telephone Line & Unbundled Network Elements (Residence, Single Line Business, and Public Telephone Service)	60% Installed within 10 Business Days 80% Installed within 20 Business Days	Monday to Friday Access to all facility locations. No premium overtime**. Special requests will be negotiated between PRTC and the customer. Requires the availability of customer interface and coordination.
Installation-for 2-5 telephone Lines & Unbundled Network Elements (Residence, Single Line Business, and Public Telephone Service)	60% Installed within 10 Business Days 80% Installed within 20 Business Days	Monday to Friday Access to all facility locations. No premium overtime**. Special requests will be negotiated between PRTC and the customer. Requires the availability of customer interface and coordination. Also pending facilities availability.
Installation-for 6 or more telephone Lines & Unbundled Network Elements (Residence, Single Line Business, and Public Telephone Service)	To be negotiated	Needs to be negotiated between PRTC and the customer (Interconnector/Reseller)
Telephone Number Portability--For 1-5 telephone Lines & Unbundled Network Elements (Residence, Single Line Business, and Public Telefonee Service)	No less than 90% Telephone numbers transferred within one hour of facility transfer	No premium overtime**. Special requests will be negotiated between PRTC and the customer.
Installation-For Special Services (Includes DID service, ring down, FX, Exterior Extensions, T-1, 56kb, SW56kb, ISDN, 4 wire data and package switching	60% Installed within 30 Business Days 75% Installed within 45 Business Days 90% Installed within 60 Business Days	Monday to Friday Access to all facility locations. No premium overtime**. Special requests will be negotiated between PRTC and the customer. Requires the availability of customer interface and coordination

\*Excludes unusual circumstances affecting PRTC's ability to provide normal Installation Service (such as, major storms, hurricanes, floods, fires, work stoppages, etc.) \*\*Premium overtime includes specifically scheduled overtime required for job completion beyond the normal work day..

### **Repair Service Intervals**

The following Repair Intervals are provided as guidelines for new market participants to follow when requesting repair service from PRTC. As indicated under the section headed "Performance Reviews", such intervals may be modified as PRTC and other market participants gain experience in working in this new environment.

### **Puerto Rico Telephone Parameters of Service Objectives (Repair Service)**

Trouble Reports Cleared-For Residence, Single Line Business, and Public Telephone Service	60% Cleared within 24 work hours 75% Cleared within 36 work hours 90% Cleared within 48 work hours	Monday to Friday Access to all facility locations. No premium overtime**. Special requests will be negotiated between PRTC and the customer
Trouble Reports Cleared-For Special Services (Includes DID service, ring down, FX, Exterior Extensions, T-1, 56kb, SW56kb, ISDN, 4wire data and package switching)	60% Cleared within 16 work hours 75% Cleared within 24 work hours 90% Cleared within 48 work hours	Monday to Friday Access to all facility locations. No premium overtime**. Special requests will be negotiated between PRTC and the customer. Requires the availability of customer interface and coordination.

\*Excludes unusual circumstances affecting PRTC's ability to provide normal Repair Service (such as, major storms, hurricanes, floods, fires, work stoppages, etc.)

\*\*Premium overtime includes specifically scheduled overtime, beyond PRTC's normal operating procedures.

\*\*\*A normal work day consists of eight (8) work hours..



### **Performance Standards**

A set of performance criteria established between PRTC and other carriers to insure the quality of service to Puerto Rico user community. There are two types of standards: Interval and Percent.

- ◆ These standards are based on the calendar month.
- ◆ The “Specified Activity” are those key elements established as part of the Performance Standards. Specified activities are listed below:

Total Number of Service Order Completed within:

$$\% \text{ Achieved} = \frac{\text{Applicable Performance Interval Date}}{\text{Total Number of Service Orders Received}} \times 100.$$

The formula below will be used to determine INP efficiency.

### **INP Provisioning:**

Total Number of INP Service Order Completed within:

$$\text{Objective 95\% total Number of INP Service Orders Received } \underline{\text{One (1) Hour of Service Activation}} \times 100.$$

### **Out of Service Repairs:**

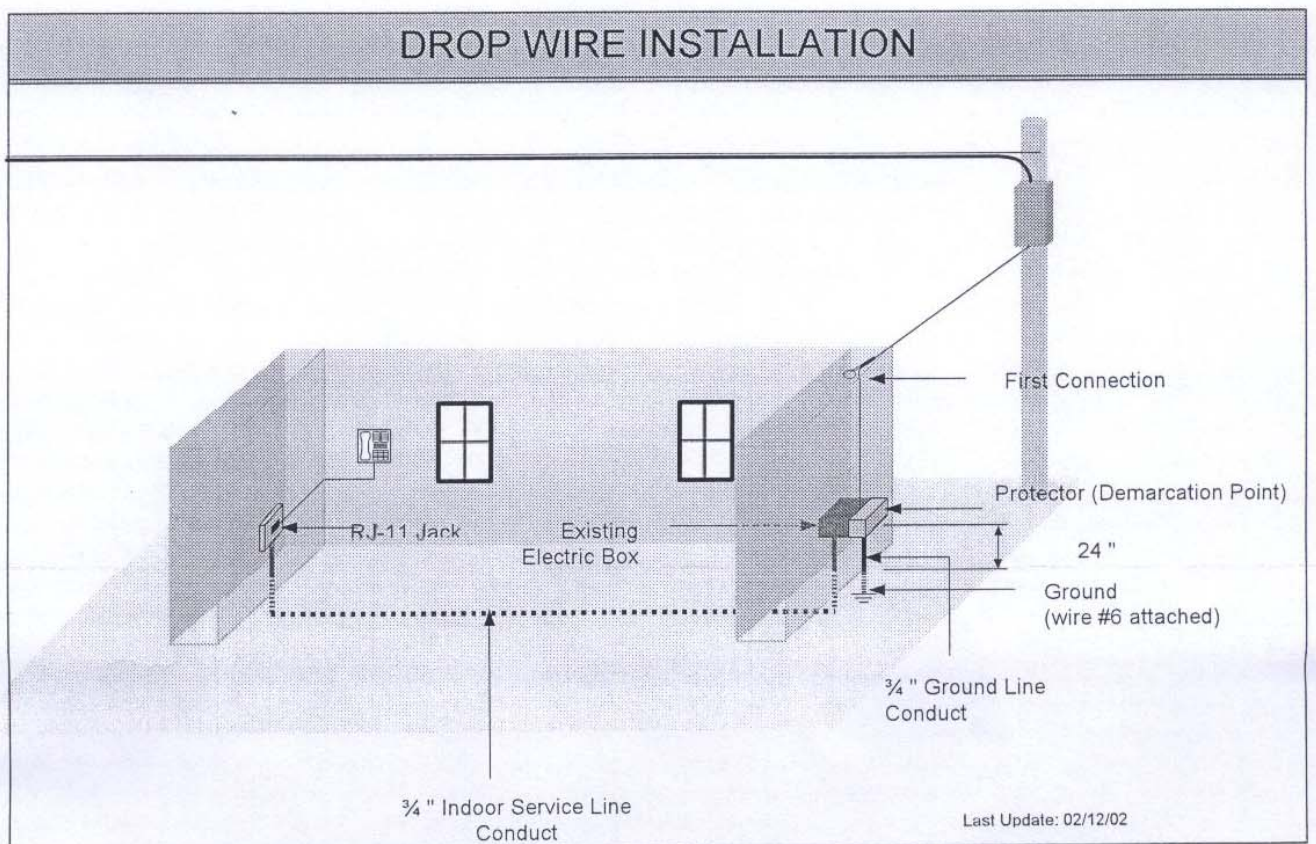
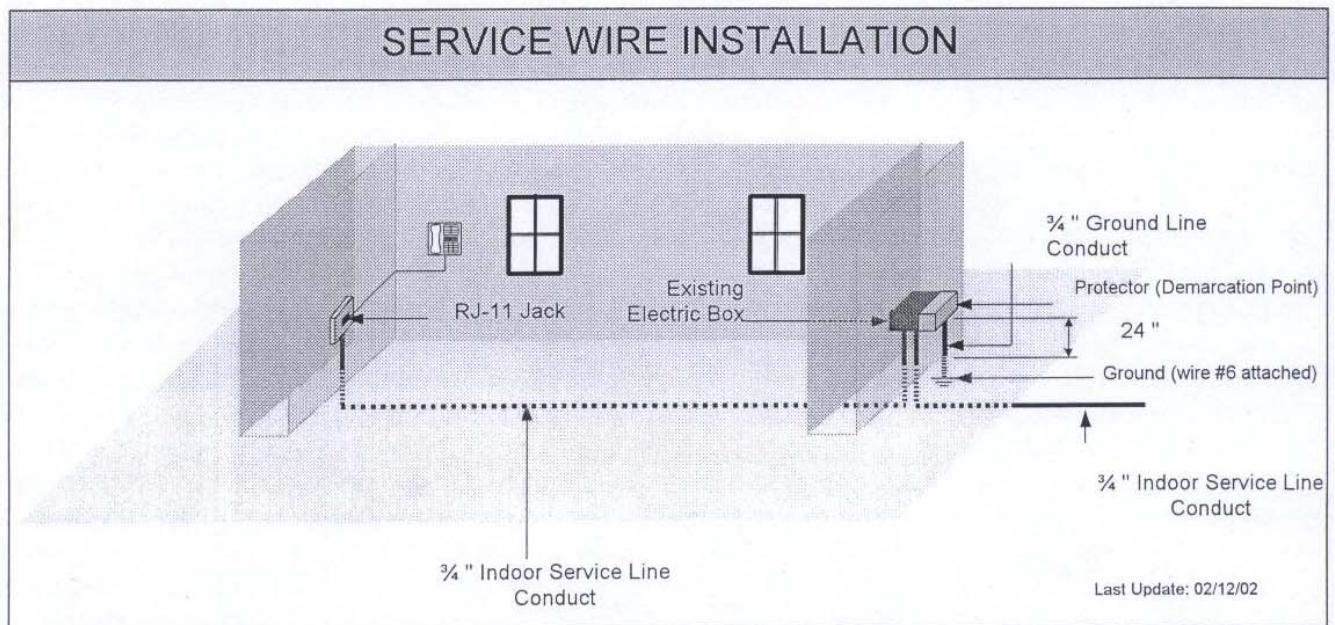
Total Number of Out of Service Repairs and Restored:

$$\% \text{ Achieved Total Number of INP Service Orders Received } \underline{\text{Within Performance Interval Date}} \times 100.$$

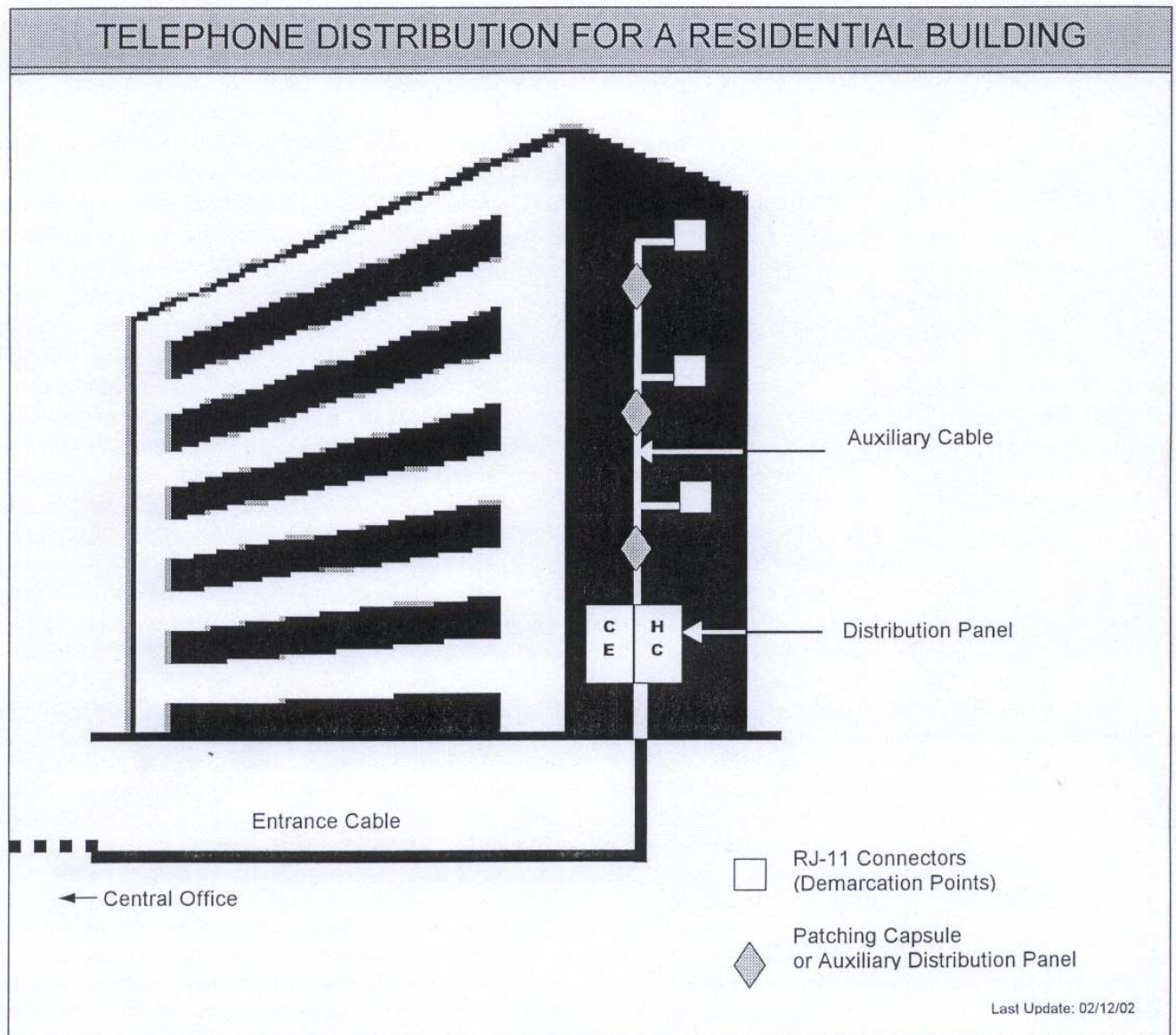
Performance Standards are important indicators on the quality of service provided the customer community. As a result, PRTC will establish a new position with the title Performance Coordinator. It will be the role of Performance Coordinator to monitor PRTC's installation and repair services to ensure objectives established are being achieved or exceeded.

The Performance Coordinator shall prepare a monthly summary of service results showing the objective and results achieved. In the first 10 days following the calendar quarter, e.g., January through March, the Performance Coordinator will publish the quarterly results showing monthly performance. The Quarterly Results Summary (QRS) will also show trend lines indicating performance improvement or degradation.

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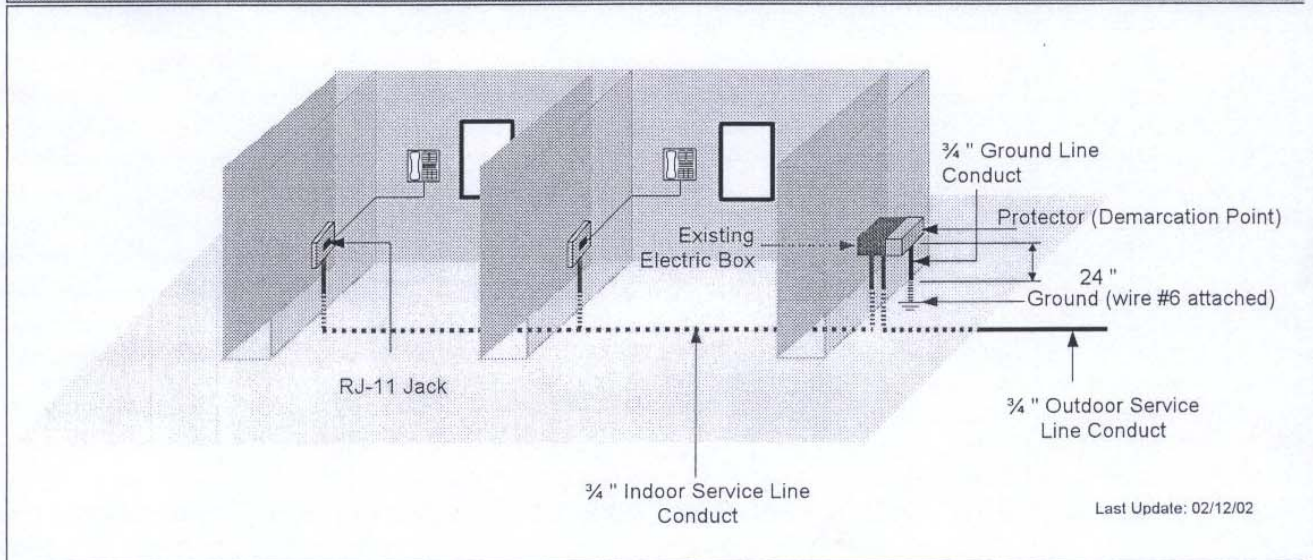
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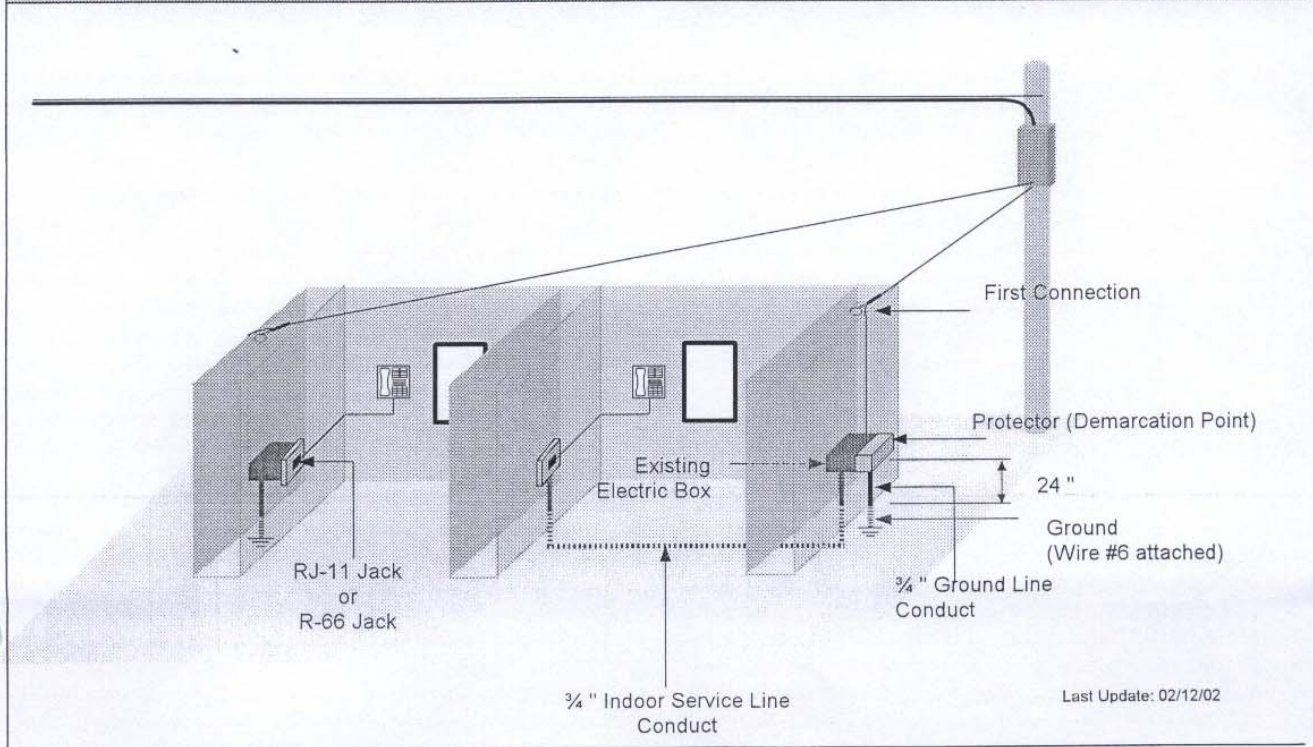


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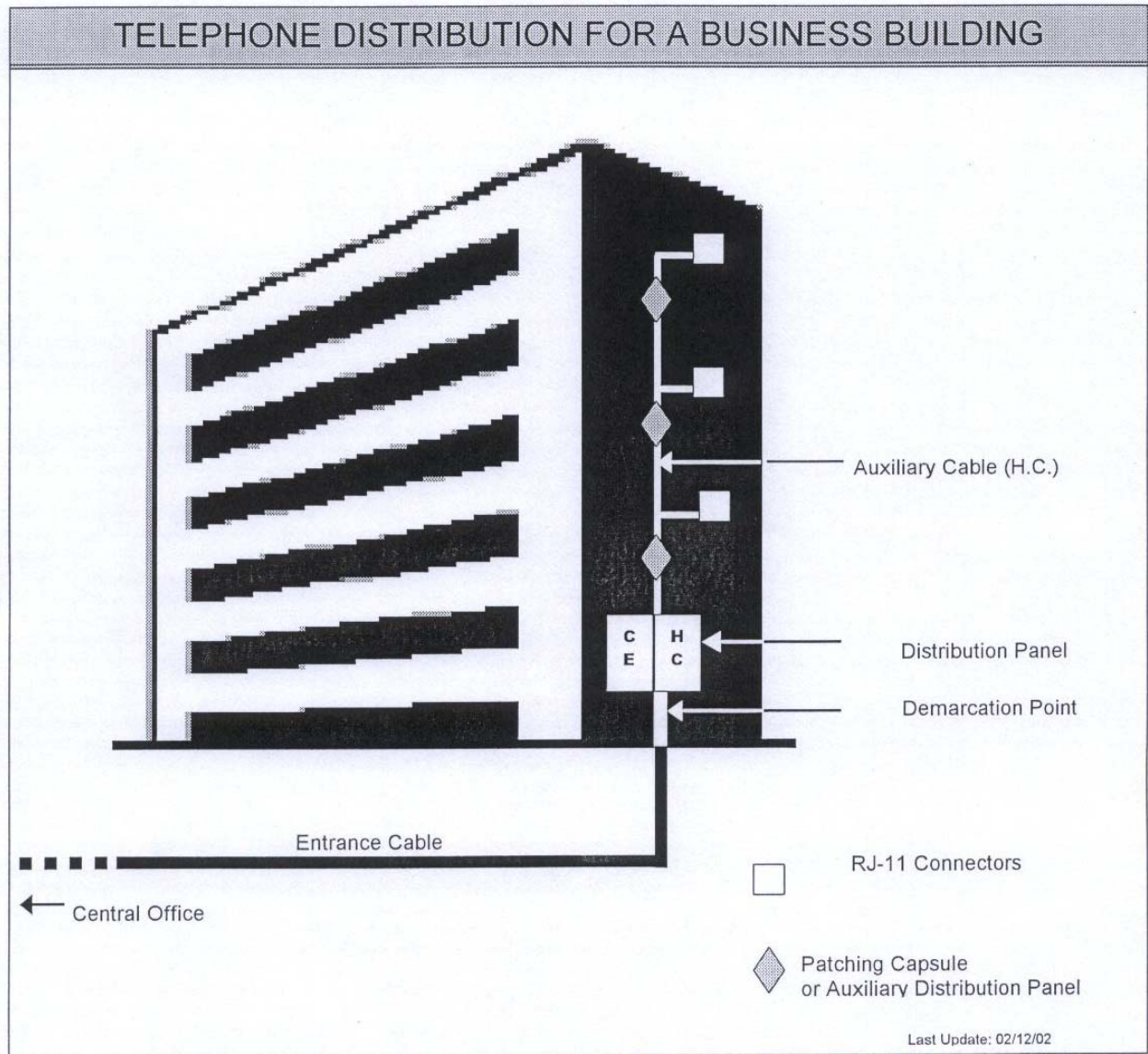
## SERVICE WIRE INSTALLATION FOR SINGLE BUSINESS BUILDING



## DROP WIRE INSTALLATION FOR SINGLE BUSINESS BUILDING

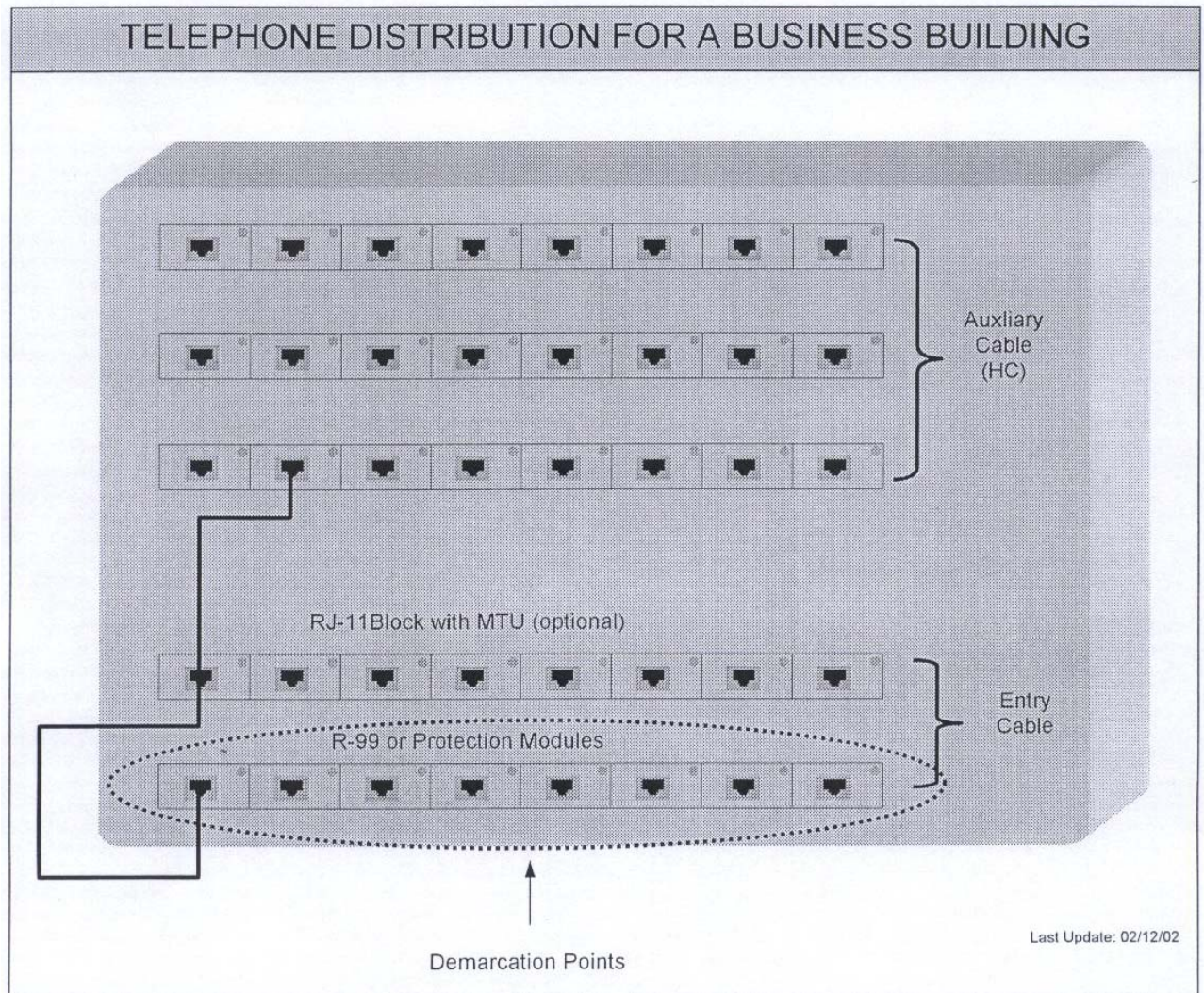


Installation & Repair Guidelines





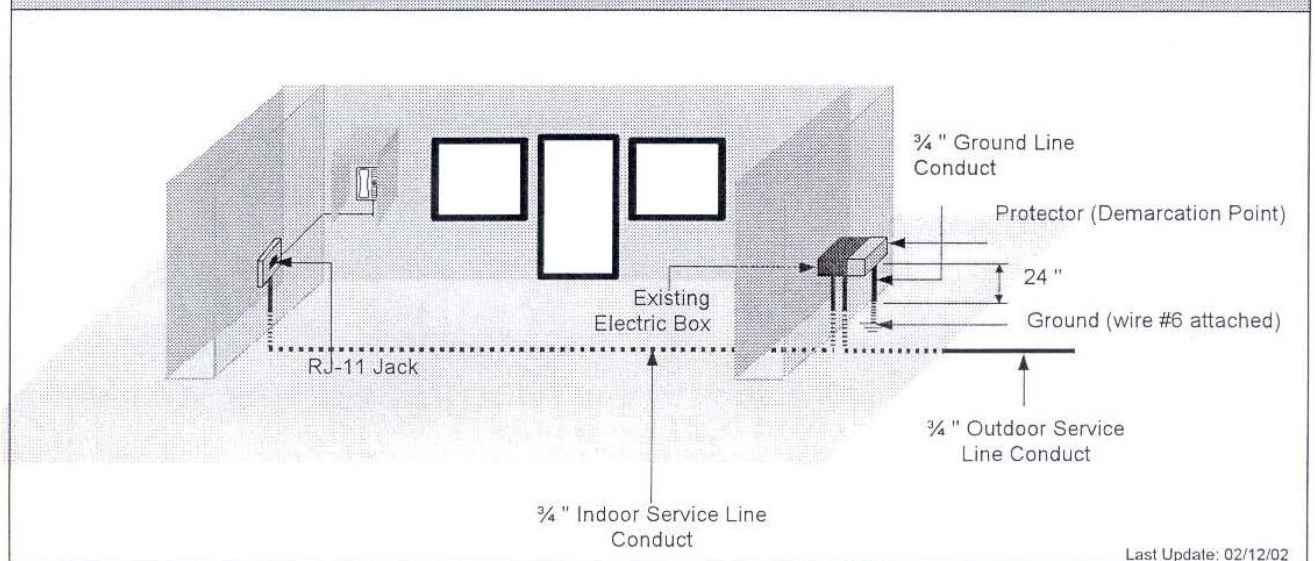
Installation & Repair Guidelines



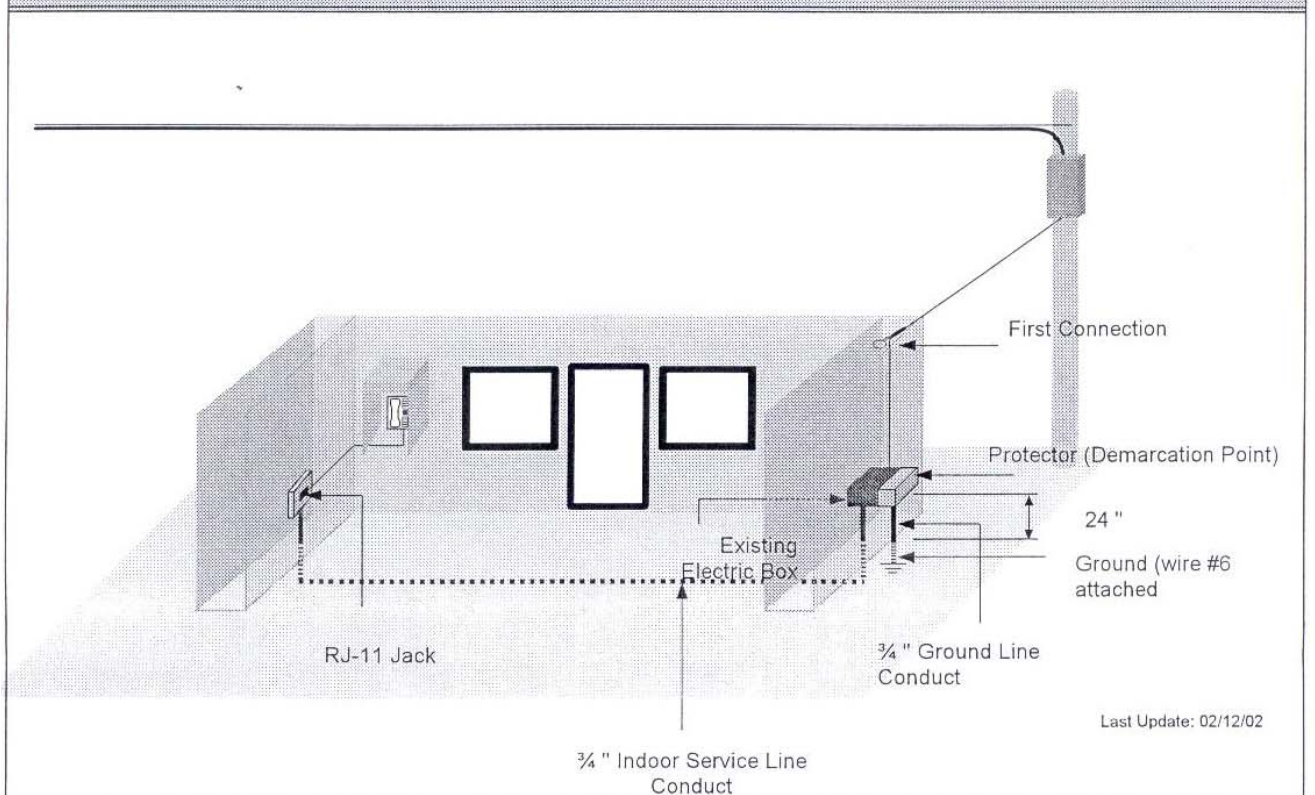


Installation & Repair Guidelines

## SERVICE WIRE INSTALLATION FOR PAYPHONE IN A BUILDING



## DROP WIRE INSTALLATION FOR PAYPHONE IN A BUILDING





Installation & Repair Guidelines

