

Obligations

Billing Information

End user customers will be billed on a separate bill for all leased multiline equipment, directory advertising, Internet and additional services remaining with PRTC. There will be 10 billing cycles (1, 4, 7, 10, 13, 16, 19, 22, 25, & 28 of each month) (Cycle 1 is for Government Accounts).

Billing System

PRTC will have one billing system. 4 digits code will be added to separate the services. The resellers will have a separate bill for each billing cycle. The end user's NNX determines that end user's billing cycle. There are 10 billing cycles, including government accounts.

Calling Cards (PRTC)

Whenever an end user with calling cards request to be changed to a Reseller, PRTC will cancel the calling card.

Credit Rules

Credit rules are defined in the applicable section of the interconnection agreement

FCC Access Charge or Subscriber Line Charge (Cargo Impuesto FCC)

The FCC Access Charge will be the current charge for Residential and Business. For Centrex, this charge will be for each of the loops provided between the end user's premises and the telephone company's central office.

Directory Advertising

Directory advertising is billed by the directory publishing company or by PRTC to end user monthly.

Advertising charges are for the life of the directory agreement. A transfer of calls will be provided on a disconnect or number change (unless disconnect is for non-payment of the bill).

If a customer (end user) goes out of business, the customer continues to be responsible and billed for the life of the directory agreement. The customer may continue to be billed monthly by PRTC or final billed.

Directory Delivery

Puerto Rico Telephone will manage all issues pertaining to directory delivery. A carrier is eligible to receive a local directory for each line.

If a carrier wants to order local directories, the rate charged will be according to tariff or contractual agreement.

Directory Listings

White pages - one free listing for each billing number. All other listings will be billed according to agreement specifications/or wholesale tariff rates.

Yellow pages - will be treated as paid directory advertising.

Obligations

The Reseller is responsible for providing accurate listing information.

Minimum Billing Period

The minimum billing period for basic residential and business service is 30 days. Other services will be based on agreement or wholesale tariff rates. The service and billing system will automatically bill this minimum charge.

Non Published Numbers

Non published numbers will be provided to the Resellers and CLECS if the request is noted in the letter of agency (LOA).

Repair & Maintenance

Resellers must call repair on behalf of their end users. If an end user calls PRTC repair, they will be told to call their network provider.

Repair charges are based on tariff or agreement rates. If the PRTC network caused the problem, there will be no charge to the Reseller.

Time and material are charged for after hour's calls for non-PRTC caused repair.

Reseller Changes

To change CLEC/Reseller, a LOA and PLOC are required. The new CLEC/Reseller is authorized by the end user to cancel existing arrangement. Account reconciliation will be performed by WBCC before an account is PLOC to a Reseller.

Restrictions

All lines will have access to both the local network and the long distance network of their choice. Restricted/ Blocking features are available

Signaling Type

We assume that a line is loop start, unless an accounting code of Ground or Wink is on the order.

Telephone Number

An end user that changes service providers while remaining connected to the same PRTC network port may retain the same telephone number following the change.

Temporary Disconnects / BAJA

The Reseller/CLEC can request temporary or permanent disconnection's of service for their customers through the Wholesale Service Department. The temporary disconnection will be requested in writing letter. Within the next ten (10) days, the Reseller/CLEC can request a reconnection of permanent disconnection (BAJA). If there is no notice the Reseller/CLEC, within the next ten (10) days, a permanent disconnection will be completed after the ten (10) days +1. Neither the Reseller/CLEC nor PRTC should request disconnection's of service for customers that have been changed to other Reseller/CLEC or PRTC.

Terminal Equipment for Residence & Business Single Line

Terminal equipment is defined as telephone sets, outlets, basic, key, PBX, modems, etc. Customers with single lines and two sets or less, either residence and business service will become the responsibility of the end user when a change to a Reseller occurs. PRTC will final bill all basic sets for single line residence and business. There will be no exceptions to this rule.

All single lines residence and business will be debited for a deposit per set. If a customer does not want the set, the end user will be credited for the set deposit. This set may be returned to the public office for a credit.

Inside wire will become the responsibility of the end user. Multiline customers with CPE will continue to be billed by PRTC on a different bill.

Terminal Interface

We will always assume that a line is two wire unless there is an accounting code that defines it as 4 wire.

Touch-one

A line is always assumed to be rotary unless an accounting code is used to indicate that a touch tone line is requested.