

User Information

The following section contains items of information for Resellers & CLECs to use for communication purposes to their end users.

□ Holidays

The following is a list of PRTC holidays. If the Holiday falls on a weekend day the holiday will usually be celebrated on the following Monday or the national day that is determined.

NEW YEARS DAY	JANUARY 1
KINGS DAY	JANUARY 6 (MONDAY)
VIP DAY - DE HOSTOS	JANUARY 13 (MONDAY)
MARTIN LUTHER KING DAY	JANUARY 20 (MONDAY)
GEORGE WASHINGTON DAY	FEBRUARY 17 (MONDAY)
ABRAHAM LINCOLN DAY	FEBRUARY 22 (MONDAY)
HOLY OR GOOD FRIDAY	FRIDAY BEFORE EASTER
VIP DAY - DE DIEGO	APRIL (MONDAY)
MEMORIAL DAY	MAY (MONDAY)
INDEPENDENCE DAY	JULY 4
VIP DAY - RIVERA	JULY 21 (MONDAY)
CONSTITUTION DAY - PR	JULY 25
VIP DAY - BARBOSA	JULY 27
LABOR DAY	SEPT (ST MONDAY)
COLUMBUS DAY -PR	OCTOBER 12
VETERANS DAY	NOVEMBER 11
COLUMBUS DAY - PR	NOVEMBER 19
THANKSGIVING	NOVEMBER (LAST THURSDAY)
CHRISTMAS	DECEMBER 25
CHRISTMAS FLOATER	MOVABLE

User Information

NNX UNDER NPA -787 AREA

25X	26X	27X	28X	29X	
Rio Piedras II	Juana Diaz	Vega Alta	San Sebastian	Ponce I	0
Bayamon Norte I	Levittown	Arroyo-Patillas	Rio Piedras I		1
Aguada	Camuy-Hatillo	Guaynabo	Rio Piedras II	Trujillo Alto	2
Isla Verde	Cayey	Caparra	Trujillo Alto	Trujillo Alto	3
Cabo Rojo	San German	Rio Piedras II	Ponce I	Rio Piedras I	4
Cabo Rojo	Mayaguez	Catano	Humacao		5
Canovanas	Yabucoa	Carolina	Caguas	Rio Piedras II	6
Carolina	Yauco	Caparra	Guaynabo		7
Caguas	Santurce Este	Dorado	Bayamon Norte I		8
Ponce I	Bayamon Norte II	Bayamon Sur	Santurce Oeste		9

70X	71X	72X	73X	74X	
		Guaynabo	Bayamon Sur	Bayamon Norte I	0
Carolina		Santurce Oeste	Guaynabo	Vieques	1
	Gurabo	Santurce Oeste	Aguas Buenas	Culebra	2
Caguas	Juncos	Santurce Oeste	Las Piedras	Caguas	3
Caguas	Cidra	Santurce Oeste	Juncos	Caguas	4
	San Lorenzo	Santurce Oeste	Aibonito	Caguas	5
Caparra	Las Piedras	Santurce Este	San Lorenzo	Caguas	6
Caparra		Santurce Este	Gurabo	Caguas	7
Guaynabo	PRTC Card	Santurce Este	Cayey	Trujillo Alto	8
	PRTC Card	Santurce Oeste	Cidra	Caparra	9

75X	76X	77X	78X	79X	
PRTC Carolina	Trujillo Alto		Bayamon Norte I	Guaynabo	0
PRTC Rio Piedras II	Trujillo Alto	PRTC Rio Piedras I	PRTC Caparra	Isla Verde	1
PRTC Carolina	PRTC Carolina	PRTC Rio Piedras II	PRTC Caparra	PRTC Caparra	2
PRTC Rio Piedras II	PRTC Rio Piedras II	PRTC Rio Piedras II	PRTC Caparra	PRTC Caparra	3
PRTC Rio Piedras I	PRTC Rio Piedras II	PRTC Caparra	Levittown	Bayamon Norte I (Toa Baja)	4
Trujillo Alto	PRTC Rio Piedras I	PRTC Caparra	Bayamon Norte II	Levittown	5
PRTC Rio Piedras I	PRTC Rio Piedras I	PRTC Carolina	Bayamon Norte II	Dorado	6
PRTC Carolina	PRTC Rio Piedras I	PRTC Rio Piedras I	Bayamon Norte II	Bayamon Sur	7
PRTC Rio Piedras I	PRTC Carolina	Bayamon Norte II	Cataño	Bayamon Norte I	8
PRTC Rio Piedras II	PRTC Carolina	Bayamon Norte I	Guaynabo	Bayamon Sur	9

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80X	81X	82X	83X	84X	
		Camuy-Hatillo	Isabela	Ponce II	0
Fajardo	Serv. Representative	Guanica	Mayaguez	Ponce I	1
Corozal	Ponce I	Florida	Mayaguez	Ponce II	2
Coamo	Ponce II	Rincon	Mayaguez	Ponce I	3
Sabana Grande	Utua	Salinas	Mayaguez	Ponce I	4
Mayaguez	Arecibo	Coamo	Guayanilla	Santa Isabel	5
Mayaguez	Arecibo	Añasco	Peñuelas	Barceloneta	6
Vega Baja	Arecibo	Las Marias	Juana Diaz	Villalba	7
Lajas	Moca	Jayuya	Maricao	Ponce II	8
Rio Grande	Aguadilla-Ramey	Adjuntas	Arroyo-Patillas	Hormigueros	9

85X	86X	87X	88X	89X	
Humacao	Fajardo	Toa Alta	Arecibo	Ramey	0
Cabo Rojo	Maunabo	Ciales	Santana	Aguadilla	1
Humacao	Morovis	Isabela	Aguadilla	San Germán	2
Aguirre	Fajardo	Sabana Grande	Vega Alta	Yabucoa	3
Manatí	Guayama	Naguabo	Manatí	Utua	4
Vega Baja	Roosevelt Roads	Comerio	PRTC Ceiba	Quebradillas	5
Yauco	Guayama	Canóvanas	Canóvanas	San Sebastian	6
Barranquitas	Orocovis	Moca	Rio Grande	Lares	7
Vega Baja	Aguada	Arecibo	Rio Grande	Camuy-Hatillo	8
Corozal	Naranjito	Arecibo	Luquillo	Lajas	9

97X	98X	99X			
Barceloneta	PRTC Billing				0
	PRTC Billing	Aibonito			1
	Santurce Este				2
					3
	Ponce II				4
		Bayamon Norte I			5
	Mayaguez				6
Santurce Oeste		Ramey			7
					8
					9

NNX SWITCH TYPE & BILLING CYCLE 787 AREA

	25X	26X	27X	28X	29X	
0	DMS100 C4	SIEMENS C25	DMS100 C22	DMS100 C28	DMS100 C 28	
1	DMS100 C7	DMS100 C10	DMS100 C25	DMS100 C13		
2	DMS100 C28	DMS100 C13	SIEMENS C4	DMS100 C22	DMS100 C28	
3	DMS100 C4	SIEMENS C19	DMS100 C10	DMS100 C19	DMS100 C4	
4	DMS100 C28	DMS100 C16	DMS100 C13	DMS100 C19	DMS100 C16	
5	DMS100 C28	DMS100 C16	DMS100 C19	DMS100 C22		
6	DMS100 C10	DMS100 C10	DMS100 C19	SIEMENS C4	DMS100 C16	
7	DMS100 C19	DMS100 C25	DMS100 C13	SIEMENS C4		
8	SIEMENS C4	DMS100 C25	SIEMENS C7	DMS100 C19		
9	DMS100 C19	DMS100 C25	ATT-5ESS C13	DMS100 C28		

	70X	71X	72X	73X	74X	
0			SIEMENS C4	ATT-5ESS C7	DMS100 C19	
1	DMS100 C28		DMS100 C10	SIEMENS C7	SIEMENS C4	
2		SIEMENS C7	DMS100 C7	SIEMENS C7	SIEMENS C7	
3	SIEMENS C25	SIEMENS C19	DMS100 C16	SIEMENS C19	SIEMENS C4	
4	SIEMENS C4	SIEMENS C4	DMS100 C10	SIEMENS C19	SIEMENS C7	
5		SIEMENS C19	DMS100 C7	SIEMENS C19	SIEMENS C4	
6	DMS100 C25	SIEMENS C4	DMS100 C25	SIEMENS C19	SIEMENS C7	
7	DMS100 C16		DMS100 C22	SIEMENS C7	SIEMENS C19	
8	SIEMENS C19		DMS100 C4	SIEMENS C7	DMS100 C7	

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9			DMS100 C10	SIEMENS C4	DMS100 C7	
	75X	76X	77X	78X	79X	
0	DMS100 C13	DMS100 C7		DMS100 C13	SIEMENS C19	
1	DMS100 C16	DMS100 C19	DMS100 C7	DMS100 C4	DMS100 C4	
2	DMS100 C22	DMS100 C25	DMS100 C25	DMS100 C13	DMS100 C7	
3	DMS100 C16	DMS100 C25	DMS100 C16	DMS100 C4	DMS100 C7	
4	DMS100 C4	DMS100 C28	DMS100 C7	DMS100 C13	DMS100 C19	
5	DMS100 C28	DMS100 C7	DMS100 C7	DMS100 C19	DMS100 C10	
6	DMS100 C10	DMS100 C4	DMS100 C19	DMS100 C19	SIEMENS C22	
7	DMS100 C7	DMS100 C7	DMS100 C16	DMS100 C25	ATT 5ESS C22	
8	DMS100 C10	DMS100 C16	DMS100 C13	DMS100 C19	DMS100 C22	
9	DMS100 C16	DMS100 C4	DMS100 C22	SIEMENS C7	ATT 5ESS C7	

	80X	81X	82X	83X	84X	
0			DMS100 C13	DMS100 C28	SIEMENS C19	
1	DMS100 C22		DMS100 C25	DMS100 C16	DMS100 C19	
2	DMS100 C22	DMS100 C10	DMS100 C4	DMS100 C16	SIEMENS C10	
3	DMS100 C25	SIEMENS C10	DMS100 C28	DMS100 C16	DMS100 C10	
4	DMS100 C25	SIEMENS C25	DMS100 C25	DMS100 C16	DMS100 C10	
5	DMS100 C16	DMS100 C13	SIEMENS C25	DMS100 C25	DMS100 C25	
6	DMS100 C16	DMS100 C13	DMS100 C28	DMS100 C25	DMS100 C4	
7	DMS100 C22	DMS100 C13	DMS100 C28	SIEMENS C25	SIEMENS C25	
8	DMS100 C28	DMS100 C28	DMS100 C25	DMS100 C28	SIEMENS C19	
9	DMS100 C10	DMS100 C28	DMS100 C25	DMS100 C25	DMS100 28	

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	85X	86X	87X	88X	89X	
0	DMS100 C22	DMS100 C22	SIEMENS C22	DMS100 C13	DMS100 C28	
1	DMS100 C28	DMS100 C10	DMS100 C4	DMS100 C13	DMS100 C28	
2	DMS100 C22	SIEMENS C4	DMS100 C28	DMS100 C28	DMS100 C16	
3	DMS100 C25	DMS100 C22	DMS100 C28	DMS100 C22	DMS100 C10	
4	SIEMENS C4	DMS100 C25	DMS100 C10	SIEMENS C4	SIEMENS C13	
5	DMS100 C16	DMS100 C10	SIEMENS C22	DMS100 C10	DMS100 C13	
6	DMS100 C25	DMS100 C25	DMS100 C10	DMS100 C10	DMS100 C28	
7	SIEMENS C22	SIEMENS C22	DMS100 C28	DMS100 C10	DMS100 C28	
8	DMS100 C22	DMS100 C28	DMS100 C13	DMS100 C10	DMS100 C13	
9	SIEMENS C22	SIEMENS C22	DMS100 C13	DMS100 C10	DMS100 C28	

	97X	98X	99X			
0	DMS100 C16	C4				
1		C4	SIEMENS C19			
2		DMS100 C13				
3						
4		SIEMENS C28				
5			DMS100 C25			
6		DMS100 C4				
7	DMS100 C13		DMS100 C13			
8						
9						

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

Definition:

Customer proprietary network information (CPNI) is (1) information that relates to the quantity, technical configuration, type, destination, and amount of use of a telecommunications service subscribed to by any customer of a telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the customer-carrier relationship; and (2) information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier. Customer proprietary network information does not include subscriber list information.

Use of customer proprietary network information without customer approval

A telecommunications carrier may use, disclose, or permit access to CPNI to protect the rights or property of the carrier, or to protect users of those services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services.

Notice and approval required for use of customer proprietary network information.

A telecommunications carrier must obtain customer approval to use, disclose, or permit access to CPNI to market to a customer service to which the customer does not already subscribe to from that carrier.

PROVISIONING OF BILLING NAME AND ADDRESS

Highlights

Billing Name and Address (BNA) Service is the provision by the telephone service provider, LEC and/or LSP, to an intra-LATA long distance service provider, to an interstate service provider, an operator services provider or an enhanced service provider, of the complete billing name, street address, city or town, state and zip code for a telephone number of calling card account number assigned by the telephone service provider.

Note: The provision of BNA is requirement set forth by the FCC under Docket number 91-115.

Requirements

- ❑ BNA service is provided only for the purposes of allowing these LEC customers to bill their end users for telephone services provided by the customer, order entry and customer service information, fraud prevention, identification of end users who have moved to a new address, any purpose associated with equal access requirements, and information associated with LEC Calling Card, collect calls and third party calls.
- ❑ BNA information may not be resold or used for any other purpose including, but not limited to, marketing or merchandising activities.
- ❑ BNA information must be supplied by the LSP regarding information associated with listed/published telephone numbers that have been resold.
- ❑ In the case of resold non-published or unlisted telephone numbers, BNA information will be provided by the LSP only if affirmative authorization, in writing, has been obtained from such end users. This authorization must be obtained when the end user orders that his/her telephone be unlisted. If the end user does not authorize the provision of BNA, then the line ***must be blocked*** at the Line Information Data Base, LIDB, so that a "denial" is generated every time a third party, collect or calling card call is charged to this number.
- ❑ A standard format for the receipt of BNA request and the provision of BNA information will be established by the LSP. The response will be on paper and sent via first class mail to the requesting customer. Electronic medias may be utilized, if available.
- ❑ PRTC will provide BNA information regarding its end users and end users of any LSP with a billing and collection contract with us, as per its own procedures and in compliance with PRTC's Tariff FCC Number 1.

Traffic Studies

PRTC will collect and process data to analyze the customers use of its facilities based on traffic with the end user previous authorization.

Our studies are for PBX's and main lines.

The design and output of the studies will be discussed between PRTC and the resellers or end users.

Upon request from the reseller, PRTC will submit a quotation of the cost of this traffic studies.