

**ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)**

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**SECTION 23 - ENHANCED 800 SERVICE**

23.1 General

23.1.1 Applicability

- (A) This tariff applies to the Enhanced 800 Services which is provided for the termination of calls directly dialed from stations in Puerto Rico to stations associated with an 800 number. Calls are routed through the long distance network. The called party subscribes and pays for the calls.
- (B) Enhanced 800 Service permits inward calling, without charge to the caller, to a telephone number associated with the subscriber's existing local exchange service. The Enhanced 800 Service allows inward calling, local or intra-island long distance, without charges to the originating party. This service, suitable for customers with multi-locations, is offered in substitution of the existing 800 Service which required a dedicated access line.

23.1.2 Regulations

- (A) The terms and conditions established on section I-1 apply to this service, unless otherwise specified.
- (B) Calls termination is available on multi-line hunt arrangements, PBX Trunks, DID Trunks, and Centrex Stations.
- (C) This service is furnish upon the condition that the customer subscribe to a sufficient number of lines to adequately handle this or any other service provided by the Company. The Company, without incurring in any liability, may terminate or refuse to furnish 800 service to any customer who fails to comply with said condition. After ten (10) days have elapsed following the written notification to the customer, the Company may terminate the service for such cause.
- (D) A minimum service contract period of one month applies to this service.
- (E) Person to Person, Reversed Charges, Conference Calls and any other calls requiring operator assistance are not allowed.
- (F) No credit is allowed for interruptions of service of less than 24 hours.
- (G) When the enhanced 800 Service is interrupted for twenty four (24) hours or more, and reported to the Company or detected by the Company, and not due to the negligence or willful act of the customer, a credit is applied to the monthly subscription charges.
- (H) The credit will be at a rate of 1/30 of any applicable monthly charges for any period of twenty four (24) hours or more on which the interruption continues.

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**ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)**

(S)

**SECTION 23 - ENHANCED 800 SERVICE (Cont.)**

23.1 General (Cont.)

23.1.2 Regulations (Cont.)

- (I) The Company will not be liable for service failures due to causes out of its control.
- (J) The Company will not be liable for service failures due to omissions, mistakes or delays; including but not limited to information provided by the customer.
- (K) When this service replaces the 800 service provided under Section 22, the customer must obtain a different 800 number.
- (L) Temporary suspension of this service is not allowed.

23.1.3 Application of Usage Charges

- (A) Rates applicable are based on the time of day, day of week as follows:
  - (1) Day Rate (8 AM to 5 PM, Monday through Friday)
  - (2) Evening Rate (5 PM to 9 PM, Monday through Friday)
  - (3) Night Rate (9 PM to 8 AM, Monday through Friday)
  - (4) Saturdays, Sundays and the following holidays: New Year, Three King Day, Martin Luther King Day, Good Friday, Independence Day, Constitution Day, Labor Day, Thanksgiving, Christmas, night rates will apply.
- (B) Chargeable time begins when a connection is established between the calling and called station, and ends when the calling station "hangs-up" thereby releasing the network connection. If the called station "hangs-up" but the calling station does not, chargeable time ends when the network connection is released automatically by the network.
- (C) When the connection is established in one rate period and ends in another, the rate in effect for each rate period applies to the duration of the connection in each rate period.

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**ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)**

(S)

**SECTION 23 - ENHANCED 800 SERVICE (Cont.)**

23.1 General (Cont.)

23.1.4 Minimum Average Time Requirement

- (A) Usage is subject to an average of one minute per completed call in each rate period for each billing period. When the average duration per call in any rate period during each billing cycle is less than one minute, billing will be based on an average duration of one minute per call.

23.1.5 Method of Determining Usage Charges

- (A) Determine the total number of complete calls on each rate period.
- (B) Determine the equivalent hours used by multiplying the total number of calls completed for each time of day rate period by the Minimum Average Time Requirement for each time of day rate period (rounded to the nearest tenth of an hour) for each 800 number, then dividing by 60 minutes.
- (C) Determine the total actual hours used by each time of day rate period for each 800 number (rounded to the nearest tenth of an hour).
- (D) The total chargeable usage hours for each time of day rate period for each 800 number will be whichever is the greater of the equivalent hours determined in 2 or the actual hours determined in 3 preceding.
- (E) Multiply the hourly rate determined by the appropriate time of day rate period by the number of hours used in each rate period.
- (F) Calculate the total usage charge for each time of day rate periods by totaling the charges determined in (5) preceding.
- (G) Calculate the total usage charges for all rate periods by adding the total usage charges for each time of day rate period as determined in (6) preceding.

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**ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)**

(S)

**SECTION 23 - ENHANCED 800 SERVICE (Cont.)**

23.1 General (Cont.)

23.1.6 Optional Services

(A) Call Detail Report

This option, available where facilities permit, provides the customer with a call detail report, detailing calls by originating number, date, time and duration of each call.

(B) Call Handling

This option allows customers to have calls placed to his/her 800 number routed differently based on customers specified instructions. Calls can be routed to two or more locations and to two or more telephone numbers based on originating area (NXX or group of NXXS), time of day, day of week, day of the year, and allocated to two or more telephone number based on call distribution percentages.

23.1.7 800 Number Administration

The 800 number administration will be performed through these entities:

(A) Service Management System (SMS/800)

The entity designated by the FCC Order (FCC Tariff No. 1) as the support mechanism for the national Data Base. This entity is responsible for the provision of 800 numbers at the Data Base.

(B) Responsible Organizations (RESPORG)

The entities appointed by the customers or their agents that undertake the responsibility of administering the 800 numbers by means of the authorized access to the "SMS/800".

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**ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)**

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**SECTION 23 - ENHANCED 800 SERVICE (Cont.)**

23.1 General (Cont.)

23.1.8 Rates and Charges

The following rates and charges apply to Enhanced 800 Service. These rates and charges are in addition to any other applicable local exchange service rates.

	Monthly Charge	NRC
<u>Charge per 800 Number</u>	\$ 21.50	
<p>This charge applies when, at the customer's request, the Company will act as the "Responsible Organization" (RESPORG) for establishing the 800 number in the Data Base and making any subsequent changes.</p> <p>The Company will act as "RESPORG" only on those cases where the customer uses the 800 number for intra-island service only.</p>		
<u>Charge per 800 Number</u>	20.50	
<p>This charge applies when the Company is not acting as the "Responsible Organization" for establishing the 800 number in the Data Base (SMS) and making changes.</p>		
<u>Service Order Charge</u>		\$ 45.00
<p>Does not apply to customers changing from the service provided on a dedicated access line. This charge applies for changes associated with the 800 number.</p>		
Itemized Call Detail Report. Per each customer specified report or \$0.05 per record, that which is higher.		10.00
Call Handling Option. Per telephone number. In addition to the original number.	14.00	
Call Handling Option. Per telephone number. Applies to changes associated with the call handling option.		45.00
Hourly Usage Charges, per 800 Number	See Section 22	

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