

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

**SECTION 28 - ENHANCED CENTREX SERVICE<sup>1</sup>**

28.1 Applicability

This tariff applies to the Basic Enhanced Centrex Service provided by the Puerto Rico Telephone Company, hereinafter the Company, for its business customers. This service consists of Digital Switching Equipment on Digital Central Offices or Remote Switching Units connected to Centrex Station Lines on the customer premises. This service enables Centrex Stations to dial each other and to dial outgoing calls directly. Incoming calls from the public telephone network may be dialed directly to any Centrex Station. Incoming calls to the main listed number for the service are connected to the Attendant Console on a designated station and then completed to the desired party. Basic Enhanced Centrex Service is offered only to customers at Digital Central Office equipped for this type of service. The Enhanced Centrex Service charges consist of exchange access, intercommunication and access line. Exchange access cannot be provided without intercommunication.

28.2 Definition

28.2.1 Basic Centrex Service. A basic service available for business customers at designated Digital Central Offices which includes Switching Equipment and facilities to provide the following features: Direct Inward Dialing (DID), Direct Outward Dialing (DOD), Centrex Line to Centrex Line Dialing, Partial and Total Restricted Centrex Lines, Identification of Outward Long Distance Calls by Station Number for Billing purposes, Attendant Console and Enhanced features.

28.2.2 Centrex Access Line. A Centrex Access Line is a line connecting Centrex Control and Switching Equipment to a station.

28.2.3 Centrex Extension. Is a line connected to the same telephone number terminal as the Centrex Line with which it's associated.

28.2.4 Principal Location. When Attendant Positions are not furnished, the Principal Location is the building designated by the customer where the maximum number of Centrex Lines are terminated.

28.2.5 Secondary Location. Property of the customer that is non-continuous to the Principal Location but is continuous in itself and is served by Centrex Lines of the same Centrex System as a Principal Location.

28.2.6 Restricted Centrex Line. A Centrex Line which has Intra-System Dialing capability only with no access to or from the Local Exchange.

28.2.7 Speed Dialing. Enables the dialing of a selected telephone number using an abbreviated one or two digit code.

28.2.8 Individual Short List. Provides the capability of storing up to ten (10) numbers which may be activated with a one (1) digit abbreviated code.

<sup>1</sup>As of August 24, 2000, this service will not be available for new customers. Line additions shall be permitted to existing customers.

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

**SECTION 28 - ENHANCED CENTREX SERVICE (Cont.)**

28.2 Definition (Cont.)

- 28.2.9 Individual Long List. Provides the capability of storing from thirty (30) up to seventy (70) numbers which may be activated with a two (2) digit abbreviated code.
- 28.2.10 Long Group List. Provides the capability of storing groups from thirty (30) up to seventy (70) numbers that may be activated with a two (2) digit abbreviated code. It also permits a station to perform a control any changes.
- 28.2.11 Operator Conference per System. Enables the customer, through an operator console, establish a conference call of up to six (6) parties, including other stations.
- 28.2.12 Inclusion of a Third Party. Enables de addition of up to three (3) parties to a call.
- 28.2.13 Music-On-Hold. Provided automatic access to music when the call is placed on hold.
- 28.2.14 Paging. Provides the access to connect speakers at the customers premises to announce any special event.
- 28.2.15 Access to Dictation. It's a Bulletin Board type of recording that may be accessed through a special code for informative purposes.
- 28.2.16 Authorization Codes. Enables the customer, by using a particular code, to access the telephone network and originate different type of calls.
- 28.2.17 Accounting Code. Enables the customer to bill his clients for specific calls according to the duration of the call.
- 28.2.18 Multiple Directory Number Representation. Enables various digital telephones to have the same Directory Number with individual incoming and outgoing access per station.
- 28.2.19 Automatic Route Selection. The customer, through previous programming, may select alternate routes for the originating calls based on the most economic route. The system provides and audible tone that indicates that the most expensive route has been selected.
- 28.2.20 Virtual Groups Facilities. These are incoming or outgoing programming facilities that mimic Centrex trunk groups. This programming enables a call which has been originated from any Directory Number identified in the service group (i.e. Outwards WATS) gain access to route the call as an outgoing call.
- 28.2.21 Automatic Call Distribution (ACD). This system distributes the incoming calls in a systematic and balanced manner.

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

**SECTION 28 - ENHANCED CENTREX SERVICE (Cont.)**

28.2. Definition (Cont.)

28.2.22 Automatic Call Distribution Administrator Provides the customer with a detailed report on the originated and received calls.

28.2.23 Uniform Call Distribution (UCD) This system distributes only incoming calls in a systematic and balanced manner.

28.3 Regulations

28.3.1 Basic Enhanced Centrex Service is subject to the availability of the equipment and outside plant facilities.

28.3.2 The minimum service period is thirty six (36) or sixty (60) months; according to the configurations indicated in Section 28.4.1. This will not apply in the following situations:

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(A) In the case of any contract for Enhanced Centrex Service in force at the moment of final approval of this tariff, in which case, the previously agreed upon terms, will continue to apply.

(B) In the case of Agencies, Municipal, state or federal, Public Instrumentalities or Corporations, by whose regulations, administrative rules or internal policy are not permitted to contract for the above established term. In such case, the contract term as established by the referred organism's regulation, administrative rule or internal policy will apply.

(C) In those cases where the customer increases or decreases the number of Centrex lines, and the requested change results in the application of a different rate than the one originally contracted, such change will be immediate and the charge for change in line configuration will be applied, according to Section 28.4.1. When the customer reduces the originally contracted amount of lines, the new rate will never be less than the charge that applies to the minimum amount of lines required from a customer during the minimum service period, according to Section 28.4.1 (G).

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28.3.3 The termination charges established in this tariff will apply if the customer requests total or partial disconnection of service prior to the expiration of the minimum service period.

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

**SECTION 28 - ENHANCED CENTREX SERVICE (Cont.)**

28.3 Regulations (Cont.)

28.3.4 Basic Features

(A) The Basic Enhanced Centrex Service will include the following features.

- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Class of Service Restriction
- Call Transfer
- Three Way Conference
- Consultation Hold
- Identified Outward Dialing (IOD)
- Station-to-Station Calling
- Station Line Hunting
- Touch Phone Calling (DTMF)
- Call Forwarding
  - Busy Line
  - Don't Answer
  - Variable
- Call Hold
- Call Waiting
- Call Pick-Up
- Camp on
- Distinctive Ringing
- Ring Again
- Station Call Park
- Executive Busy Override
- Last Number Redial
- Code Call Access
- Night Service

28.3.5 One Directory listing of a pilot number free of charge shall apply for each Basic Enhanced Centrex Group.

28.3.6 Payment Conditions

(A) The charges established in this tariff shall commence from the date on which the Company notifies the customer that the facilities have been completed and that they are available for use. Said charges shall continue to the date on which said services are cancelled or otherwise disconnected in conformity with the tariff dispositions.

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

**SECTION 28 - ENHANCED CENTREX SERVICE (Cont.)**

28.3 Regulations (Cont.)

28.3.6 Payment Conditions (Cont.)

- (B) The customer is solely responsible for the payment of the charge for all the services provided by the Company including but not limited to, calls originating or completed as a result of the use of Centrex Lines, charges levied against the Company by other companies, charges incurred by authorized users, long distance calls, use of the public telephone network, information service and other charges incurred and attributed to the monthly bill up to five (5) days after the Company receives notification to disconnect the facilities or discontinue the services provided.
  
- (C) The billing cycle for the charges shall be monthly. The payment for said bills shall be payable conforming with General Provisions, Section 8, Presentation and Payment of Bills of this Tariff Book. If said bill is not received by the customer within five (5) days after the usual remittance date, he shall notify the Company by the most rapid written means available. General Provisions, Section 8, Presentation and Payment of Bills of this Tariff Book shall apply to any amount not fully paid when due. Any amount for which payment has been required, shall be considered paid upon receipt, subject to collection, at the place the Company designates from time to time. (T)  
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- 28.3.7 The Company may require from the customer those deposits and/or sureties it deems convenient to safeguard its interests.
  
- 28.3.8 In case of default on payment of any invoice or violation of any of the terms and conditions contained in this Tariff, the Company may temporarily suspend service or terminate the service to the customer, in accordance with General Provisions, Section 8, Presentation and Payment of Bills of this Tariff Book. (T)  
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- 28.3.9 The Company will provide credit for service interruptions only when said interruptions are continuous and exceed twenty four (24) hours. The credit shall be in the form of an adjustment to the recurring charges and shall apply only to those interruptions duly notified by the customer. Credit shall be requested within fifteen (15) days from the date invoice is sent. For the purpose of computing the applicable credit, any interruption shall be measured from the time it is notified to the Company. This paragraph shall not apply to service interruptions caused by negligence or intentionally by the customers or its authorized users. Under no circumstance the credit will exceed the amount charged to the customer. The Company shall not be responsible for any act or omission not attributable to the Company's personnel or equipment including but not limited to interruptions, delay or failure to provide service due to acts of God, fire, war, civil disturbance, mutiny or other uprisings, action or inaction by Government Authorities, and other uses beyond the Company's control.

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

**SECTION 28 - ENHANCED CENTREX SERVICE (Cont.)**

28.3 Regulations (Cont.)

28.3.10 Should the customer cancel orders prior to commencement of services requested, the Company may require from the customer payment of all expenses incurred by the Company up to the date of receipt of written notification of the cancellation.

28.4 Rates and Charges

28.4.1 Enhanced Centrex Lines

	Monthly Rent	Initial Order	NRC
From 6 to 16 lines	\$ 22.75	\$ 350.00	
From 17 to 39 lines	14.75	500.00	
From 40 to 200 lines	12.50	1,000.00	
201 lines or more	10.50	1,500.00	
Per Centrex line installed during initial installation.			\$ 12.50
First additional Centrex line to be added.			65.00
Following additional lines to be added.			37.50
Measured rate Local Exchange Access, per Centrex line.	3.50		
Charge for the change ascending or descending for the lines configurations:			
6/16 to 17/39 lines			150.00
17/39 to 40 or more lines			500.00
Descending change will apply to the sixty (60) month contract in the following configuration: 201 lines or more.			500.00

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- (A) For local access Interconnection Service is required. The actual rates will apply to all local calls; without units of allowance.
- (B) The actual rate will apply to all off-network calls.
- (C) No charges apply for calls within the same Centrex group.

\*Includes the \$2.25 monthly charge previously prescribed under Basic Services Tariff Schedule, Section E-8 – Local Tariff Service.

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

**SECTION 28 - ENHANCED CENTREX SERVICE (Cont.)**

28.4 Rates and Charges (Cont.)

28.4.1 Enhanced Centrex Lines (Cont.)

- (D) A minimum amount of Centrex Lines will be provided per customer, per Centrex switching office, as established in Section 28.4.1. (T)
- (E) The different configurations will apply only to the amount of lines activated by Central Office, except when Centrex groups require special circuit connection between themselves in order to have communication between the stations of the Centrex group in two (2) or more Central Offices. The total number of lines activated from the different Switching Offices will apply.
- (F) The end users Access Charge per Centrex Line shall apply as established in NECA Tariff.
- (G) A thirty six (36) or sixty (60) month minimum service period applies, as established in Section 28.3.2. It will apply to sixty percent (60%) of the Centrex Lines originally contracted in the service configurations. The result of applying sixty percent (60%) cannot be less than six (6) lines. (T)
- (H) Voice Grade circuits will be provided for Enhanced Centrex Lines terminating outside the switching office local service area. The corresponding rates will apply to these circuits.
- (I) The customer provide interior wiring may be connected to the Company's facilities only at the demarcation point (DP) established by the Company.

28.4.2 Enhanced Centrex Extension Lines

	Monthly Rent	NRC
Per Extension Line	\$ 1.50	
Per Order of Ten or more Centrex Extension Lines installed simultaneously at the same customer location.		\$ 175.00
Per Order, per a single Centrex Extension Line installed.		17.50
Per Centrex Extension Line installed.		7.50

- (A) Voice Grade Connecting Circuits will be provided for Centrex Extension Lines terminating at a different location than the associated Centrex Line. The corresponding tariff rates shall apply for these Connecting Circuits.

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

**SECTION 28 - ENHANCED CENTREX SERVICE (Cont.)**

28.4 Rates and Charges (Cont.)

28.4.3 Station Message Detail Recording (SMDR)

	Monthly Rent	NRC
Station Message Detail Recording (SMDR), per Centrex group.	\$ 195.00	\$ 250.00
Recording Ports provided in remote Centrex Switching, each.	60.00	25.00
Billing tapes to be provided. For one thousand (1,000) messages or fraction, per billing tape.	9.75	
Each tape	55.00	

28.4.4 Digital Centrex Network Arrangement (DCNA)

- (A) DCNA will be provided to enable a customer to establish communications channels between two (2) locations on a DCNA or between a DCNA and a Common Control Switching Arrangement. Off-network calling could be made available. The Basic DCNA will also include a uniform numbering plan and periodical network calling data.

	Monthly Charge	NRC
Digital Trunk Interface providing Digital connectivity at 1.544 Mbps will be made available at the Centrex Switching Offices for interconnection of up to twenty-four (24) Trunk Ports at the following rates per interconnection interface.	\$ 288.00	\$ 300.00
Analog Trunk Interface will be made available at the Centrex Switching Offices for interconnection of a Trunk Port at the following Rates per interconnection trunk.	30.00	25.00
Trunk Ports associated with a Digital Trunk Interface or an Analog Trunk Interface will be provided at Digital Centrex Switching Offices for the interconnection of Local Channels, Private Lines, Local Off-network Access Lines, Off-network Access Lines or WATS at the following rates, per trunk port.	13.00	
Service Connection Charge, Rearrangement or Additions		65.00

- (B) Interoffice T1 Channels or Voice Grade Channel will be provided in accordance with the applicable tariff.



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

**SECTION 28 - ENHANCED CENTREX SERVICE (Cont.)**

28.4 Rates and Charges (Cont.)

28.4.5 Centrex Attendant Console

	Monthly Rent	NRC
Attendant Console installed at the Principal Location.	\$ 239.00	\$ 1,200.00
Each Attendant Console requiring three (3) Line Equipment Numbers (LEN's).	117.00	225.00
Optional Feature: Priority Console Alerting.	55.00	
Optional Feature: Dynamic Attendant Console Measurements.	270.00	

28.4.6 Maintenance and Administration Position (MAP)

	Monthly Rent	NRC
Each Maintenance and Administration Position access line.	\$ 280.00	\$ 500.00

28.4.7 Automatic Call Distribution (ACD)

	Monthly Rent	NRC
Equipment to be provided per ACD Centrex Group.	\$ 335.00	\$ 150.00
Per ACD dedicated Access Line: Agent Position.	18.25	37.50
Per ACD dedicated Access Line: Supervisor Position.	20.75	37.50
Per ACD dedicated Access Line: Local Exchange Access Measured Rate.	3.50	
Per ACD Directory Number: Interconnection system for Agent Position.	3.50	
Per ACD Directory Number: Interconnection system for Supervisor Position.	3.50	
Per Administrative Reporting Access Port.	28.50	37.50

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\*Includes the \$2.25 monthly charge previously prescribed under Basic Services Tariff Schedule, Section E-8 – Local Tariff Service.

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

**SECTION 28 - ENHANCED CENTREX SERVICE (Cont.)**

28.4 Rates and Charges (Cont.)

28.4.8 Uniform Call Distribution (UCD)

	Monthly Rent	NRC
Charge per Programming	\$ 100.00	
Non Recurring Charge		\$ 125.00
Monthly Charge per option, per Centrex line	5.00	

28.4.9 Optional Features

	Monthly Charge	NRC
Centrex Line Termination for use of Meridian Digital Centrex Business Set and Associated Features.	\$ 2.25	
Speed Calling: Individual Short List	2.40	
Speed Calling: Individual Long List	4.80	
Speed Calling: Group Long List	6.75	
Conference Arrangements, Attendant Conference, per System	5.75	
Conference Arrangements, Meet-Me Conference, per Centrex Line	1.75	
Station Controlled Conference, per Centrex Line	1.75	
For Dedicated Access Lines, per each: Music on Hold, Paging Access, Dictation Access	30.00	\$ 37.50
Service Connection charge for each Standard or Optional Feature to be added per Centrex Line, Attendant Position or Centrex Group, as long as such addition is not ordered simultaneously with the installation of the Centrex Line, Attendant Position or Centrex Group.		15.00
Change in Telephone Number for Primary or Supplementary Group		15.00
Change of Centrex Feature		15.00
Change of Centrex Line Number		15.00
Inside Move of an Attendant Console		600.00
Move of Basic Instrument		As per Section 10-Non-Recurring Charges for Basic Services
Authorization and Accounting Codes, per option, per one hundred (100) codes	23.25	100.00
Change and/or additions per option, for one hundred (100) codes		100.00

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

**SECTION 28 - ENHANCED CENTREX SERVICE (Cont.)**

28.4 Rates and Charges (Cont.)

28.4.9 Optional Features (Cont.)

	Monthly Charge	NRC
Multiple Appearance of Directory Numbers and Additional Directory Numbers in Digital Telephones: in multiple arrangement of Multiple Representation.	\$ 6.75	
Multiple Appearance of Directory Numbers and Additional Directory Numbers in Digital Telephones: in simple arrangement of Multiple Representation.	6.75	
Additional Directory Number	6.75	
Automatic Route Selection, per Access Code	35.65	\$ 125.00
Change and/or addition: from one (1) to fifteen (15) changes or additions.		15.00
Virtual Group Facilities: with ten (10) or less accesses, first number (7 digits) with access	24.00	
Virtual Group Facilities: with ten (10) or less accesses, additional access	14.00	
Virtual Group Facility: with eleven (11) or more accesses, first number (7 digits) with access	18.00	
Virtual Group Facility: with eleven (11) or more accesses, additional access	8.25	
Add or reduce the existing accesses in the Virtual Group		15.00
Installation charge per Virtual Group		125.00
Automatic Call Distribution (ACD), each recording of thirty (30) seconds or less	19.25	35.00
Automatic Call Distribution (ACD), each recording of thirty (31) to sixty (60) seconds	38.50	35.00
Change in recording		35.00
Interconnection Port	328.00	250.00
Telemessage Services		

R-2

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