

ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES

14.1 General

14.1.1 Custom Calling Services I are furnished on individual lines, except foreign exchange lines, served from ESS central offices which are equipped for these Custom Calling Services.

14.1.2 Custom Calling Local Services (II) are a group of call management services which utilize the network's ability to transmit the identification of the calling number between the originating and terminating central offices; both within the Common Channel Signaling Network (CCS7).

14.1.3 These Services enable the customer to perform one or more functions by operating his telephone dial/key-pad and/or switch-hook.

14.2 Description

14.2.1 Custom Calling Services I

- (A) Call Waiting. Provides a tone signal to indicate to a customer already engaged in a telephone call that a second call is waiting. It also permits him to hold the first call, answer the second call and then alternate between both calls.
- (B) Call Forwarding. Permits the customer to direct all incoming calls so that they may be answered at another telephone.
- (C) Three Way Calling. Permits an existing call to be held and a second telephone call to be established and added to the connection.
- (D) Speed Calling. Permits the dialing of pre-selected frequently-called 7 or 10 digit telephone numbers by means of an abbreviated code. This feature is available in either an 8-number or 30-number capacity.

ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

14.2 Description (Cont.)

14.2.2 Custom Calling Local Services (II)

(A) Return Call. This service enables a Customer to place a call to a telephone number associated with the most recent call received; whether or not the call was answered or the number is known. After dialing the feature activation code the telephone number of the last call received is announced by a recording. The announcement will also indicate how to return the call to the announced number. The customer may decide not to return the call by simply hanging the phone. If the called line is busy, the central office monitors both lines for a maximum period of 30 minutes. When both lines become available, the customer is notified via a distinctive ringing. When the customer picks up the phone, the call will be automatically dialed. This service is available to residential and business customers on a monthly basis and on a per-activation basis. If the customer chooses the service on a monthly basis, unlimited use of this feature is provided with no additional charges per-activation.

(B) Repeat Call. This service, when activated, automatically redials the last number the customer attempted to call, whether the call was answered, not answered or the number is not known. If the called line is not busy the call will be placed. If the called line is busy the central office monitors both lines for a maximum period of 30 minutes. When both lines become available the customer is notified via a distinctive ringing. When the customer picks up the telephone the call will be automatically dialed. This service is available to residential and business customers on a monthly basis and on a per-activation basis. If the customer chooses the service on a monthly basis, unlimited use of this service is provided with no additional charges per-activation. The following types of calls will not be automatically dialed:

- (1) Calls to 800 Service numbers
- (2) Calls to 900 Service Numbers
- (3) Calls to numbers preceded by long distance companies access codes.
- (4) Calls to Operator Assistance Services.
- (5) Calls to the Emergencies Services 911 (Future).

This service is available to residential and business customers on a monthly-subscription basis and on a per-activation/occasion basis. If the customer elects to subscribe, unlimited use of this feature is provided with no additional per-activation charges.

ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

14.2 Description (Cont.)

14.2.2 Custom Calling Services II (Cont.)

- (C) Caller ID. This service allows a customer, who is equipped with a display device, to preview the telephone number of an incoming call before answering it. After the first ring the central office sends the telephone number of the calling party and the current date and time. If the calling party has designated his/hers telephone number as "PRIVATE" through the use of the "Identification Protection" service, or the call was originated outside the area of central offices capable to send the calling number information, the number will not be displayed.
- (D) Caller ID & Caller ID Plus Name¹. This service allows a customer, who is equipped with alphanumeric display device, to preview the telephone number of an incoming call and the Directory Name associated to the calling number, as well as the time and day of call. After the first ring the central office sends the information of the telephone number of the calling party plus the Directory Name. If the calling party has designated his/her telephone number as "PRIVATE" through the use of the "Identification Protection" service, or the call was originated outside the area of central offices capable of sending the calling number information, the number and name will not be displayed. A maximum of 15 characters is allowed for transmission of the calling party Directory name.
- (E) Identification Protection. Free per-call blocking will be provided to all customers. By dialing a special code each time a call is made the customer can prevent the disclosure of his/her telephone number to the called party subscribed to Caller ID Service. When the service is activated before the call is placed a private status message will be sent instead of the number.
- (F) Anonymous Call Rejection. This service, when activated, allows customers to reject calls from numbers designated as "PRIVATE" through the uses of the "Identification Protection" feature. Calls will be blocked and directed to a recorded announcement at the central office. The calling party will hear an announcement informing that the person he/she is trying to call does not wish to receive unidentified calls. Calls originating from central offices out of the Signaling #7 network will receive a normal treatment. When this service is deactivated, all calls, including unidentified calls, will have access to the customer's line.

¹This service will be available from June 2, 2000.

ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

14.2 Description (Cont.)

14.2.2 Custom Calling Services II (Cont.)

- (G) Distinctive Ringing. This service, when activated, allows a customer to identify incoming calls from a list of up to 12 telephone numbers by a distinctive ringing pattern of his/her telephone. If the customer also subscribe to Call Waiting, and a call is received from one of the numbers included in the list while the line is in use, he/she will be alerted by a distinctive tone. The customer may add, delete or change the telephone numbers on the list by direct keyboard input. The customer may also add numbers to the list by dialing a code to include the number of the last call received. Calls from numbers not include on the list will produce a normal ringing. This feature can be deactivated at the customers discretion.

ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

14.2 Description (Cont.)

14.2.2 Custom Calling Services II (Cont.)

- (H) Selective Call Forwarding. This service, when activated, allows the customer to selectively transfer to another telephone number, calls from a list of up to 12 telephone numbers. The customer may add, delete or change the telephone numbers on the list by direct keyboard input. The customer may also add numbers to the list by dialing a code to include the number of the last call received. Calls will be forwarded only if the calling number is obtained and found on the list of calls to be forwarded. Calls from telephone numbers not identified and not included in the list will receive a normal treatment. This service can be deactivated at the customer discretion.

- (I) Selective Incoming Call Restriction. This service, when activated, allows the customer to selectively reject incoming calls from numbers on a list of up to 12 telephone numbers. The customer may add, delete or change the telephone numbers on the list by direct keyboard input. The customer may also add numbers to the list by dialing a code to include the number of the last call received. The calling party, who's number is included on the list, will hear an announcement informing that the called party does not wish to receive calls at this time. Calls from telephone numbers not identified and not included in the list will receive a normal treatment. This service can be deactivated at the customers discretion.

- (J) Selective Call Acceptance. This service, when activated, allows the customer to selectively accept incoming calls from numbers on a list of up to 12 telephone numbers. The customer may add, delete or change the telephone numbers on the list by direct keyboard input. The customer may also add numbers to the list by dialing a code to include the number o the last call received. Calls from telephone numbers not included in the list will not have access to the customer's line and will be directed to a recorded announcement. This service can be deactivated at the customer discretion. In some central office switches, the customer, depending on his/her selection at activation time, can route the calls from numbers not included in the list to a recorded announcement or forward the calls to an alternate telephone number. The customer will be responsible for the payment of the forwarded calls.

ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

14.2 Description (Cont.)

14.2.2 Custom Calling Services II (Cont.)

- (K) Call Trace. This service allows the customer, after dialing the activation code, to automatically initiate the identification of the telephone number generating the last call received; and permits the creation of an activation record without legal authorization and without the Telephone Company's assistance. The information will be registered at the customer's serving central office and will be made available only to an authorized law enforcement agency when required by the customer, and after a police complaint has been filed and/or a valid juridical or administrative order exist. The activation will be considered complete when the calling number is properly registered at the central office. After the activation is completed the customer will hear a recorded announcement informing that the activation was successful. In order to receive guidelines for the corresponding action to follow, the customer must contact the Company (Security) during normal business hours by means of a telephone call or by means of a written communication. In those cases where the customer considers the call to be an emergency, that is where danger to personal safety or life is involved, he/she must contact the police directly. This service will be available only within the area of central offices capable of sending the calling number information to the customer's serving central office. This service will be available to residential and business customers on a monthly per-line basis and on a per-activation basis. If the customer chooses to subscribe on a monthly basis, unlimited use of this feature is provided with no additional charges per-activation. Where Company facilities permit, the service will be available on a per-activation (usage) basis, not requiring the subscription. Customers with access to this type of service can prevent activation from their telephone line by requesting the restriction, which will be free of charges the first time. If the customer later request access to this service, a five dollar (\$5.00) connection charge will be applied. The charge will not apply when the service connection is coincident with other work(s) done in the same line and the work(s) is(are) subject to connection or move charges, as it is established on page F-14-15.

ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

14.2 Description (Cont.)

14.2.3 Optional Custom Calling Services (Cont.)

(C) Remote Call Forwarding Service Unlimited PR

This Service allows customers to automatically forward an incoming call to a intraisland remote telephone number by renting a telephone number at the central office. The customer will be billed for a fixed monthly fee for all calls transferred to the designated number within PR, interstate long distance calls will be blocked in this tariff. This feature is activated or deactivated by an office data modification order to the central office. This service will be offered subject to the availability of facilities and when technically feasible. This option will be fixed, where the Company schedules the service and the customer does not have the flexibility to activate or deactivate it, or change the specifications. The customer is responsible for the payment of the applicable tariff. The interstate access charge is not applicable to this service.

(D) Remote Call Forwarding Service Unlimited PR/US

This Service allows customers to automatically forward an interstate incoming call remote telephone number by renting a telephone number at the central office. The customer will be billed for a fixed monthly fee for all calls transferred to the designated number within United States; interstate long distance calls will be enable for this. This feature is activated or deactivated by an office data modification order to the central office. This service will be offered subject to the availability of facilities and when technically feasible. This option will be fixed, where the Company schedules the service and the customer does not have the flexibility to activate or deactivate it, or change the specifications. The customer is responsible for the payment of the applicable tariff. The interstate access charge is not applicable to this service.

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ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

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14.3 Terms and Conditions

- 14.3.1 Transmission may not be satisfactory in all Three Way Calling and Call Forwarding connections. The facilities and equipment for this service are in the central office. The service is furnished subject to the availability of facilities.
- 14.3.2 Only one service connection charge applies to the connection of one or more Custom Calling Service features on one line at the same time and on the same service of the customer.
- 14.3.3 No service connection charge applies to the connection of one or more Custom Calling Service features when the work is ordered for completion coincident with other work in connection with the same service of the customer, when such other work is subject to service connection or move charges.
- 14.3.4 When a customer with a Custom Calling Service requests one or more additional features to accomplish a combination of features as specified in Section 14.4.1, the monthly rate is increased to conform with the rate specified, and the service connection charge applies as specified herein.

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ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

14.3 Terms and Conditions (Cont.)

14.3.5 A call received by a customer with any call forwarding service is billed according to the applicable charges of that call. The transferred call from the customer's phone is treated as a separate call, and is also subject to the applicable charges. These charges can include the tariff rate for a station-to-station call between his Custom Calling Service equipped telephone and the telephone at which the call is answered; as well as any applicable long distance charge. These charges apply to each completed call, except in the cases of calls for the PR Unlimited Remote Call Transfer Service and the PR / US Unlimited Remote Call Transfer Service

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14.3.6 The Three Way Calling customer is responsible for the rates and charges that apply for the calls between the customer's telephone and each of the other telephones in the connection.

14.3.7 Rearrangements and Changes. For moves and changes of telephone equipped for Custom Calling Services, the approved charge for moves and changes will apply.

14.3.8 The Company may exempt the service connection charge to those customers that subscribe to Custom Calling Service during the promotional period elected from time to time by the Company.

14.3.9 Custom Calling Local Services II are offered subject to the availability of facilities and when technically feasible.

14.3.10 These services are available to all residential and business customers on main lines with tel-touch or rotary telephone sets.

14.3.11 These services are available to customers with technically compatible terminal equipment.

14.3.12 The minimum service period is one month. For the Remote Service of Transfer of Unlimited Calls PR and the Remote Service of Transfer of Unlimited Calls PR / US there will be available contracts to 3 months and 6 months. Voluntary or involuntary cancellation of any of the services before the expiration of the contract will entail a penalty for early cancellation according to the terms and conditions of the service contract.

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14.3.13 Identification Protection (per-call calling number delivery blocking) is provided free of charges.

14.3.14 The Anonymous Call Rejection feature is free of charges to customers subscribing to the Caller I.D. feature.

ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

14.3 Terms and Conditions (Cont.)

14.3.15 The Company, on a permanent basis, free of charges, and upon request, will make available the blocking of the delivery of the calling number to the following entities and its employees and volunteer Personnel:

- (A) Federal, state and municipal law enforcement agencies (i.e. Police)
- (B) Non-profit public or private social welfare entities, domestic violence intervention agencies, alcoholic anonymous (AA), etc.

These services are available for lines over which the official business of the agency is conducted, including those at the residences of employees or volunteers where the head of the agency has certified to the Company a need for blocking, based upon health and safety concerns.

14.3.16 The "Call Trace" service (per-activation) will be charged based on a charge per each successful activation initiated by the customer; when the number has been properly registered at the central office.

14.3.17 The customer shall be responsible for verifying the compatibility of their terminal equipment with the Caller I.D. services.

14.3.18 When a customer subscribed to the Caller I.D. service requests that the service be rearranged in order to establish the compatibility of the service with his/hers terminal equipment, a \$5.00, connection charge will be apply.

14.3.19 In some cases, Caller I.D. service may not indicate the correct incoming party number due to technical limitations. (T)

14.3.20 Calls completed with recorded announcements of the central office associated with the Anonymous Call Rejection, Selective Incoming Call Restriction and Selective Call Acceptance services are subject to the local and long distance message charges, as indicated in other sections of this tariff. (M)

14.3.21 When the Return Call and Repeat Call services are provided based on a charge per-activation, the per-activation charge will apply whether the call was completed or not. (M)

ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

14.4 Rates and Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities and services furnished.

14.4.1 Custom Calling Services I. These charges apply to each equipped line, including all stations of the line.

	Monthly Rent	NRC	
Call Waiting	\$ 2.00	\$ 5.00	(E)
Call Forwarding	2.00	5.00	
Three Way Calling	2.00	5.00	
Speed Calling, 8 Number Capacity	2.40	5.00	
Speed Calling, 30 Number Capacity	4.80	5.00	
Combination of Call Waiting, Call Forwarding and Three Way Calling, on the same line	4.00	5.00	(A)
Combination of Call Waiting, Call Forwarding, Three Way Calling and Speed Calling 8 Number Capacity, on the same line	5.40	5.00	
Combination of Call Waiting, Call Forwarding, Three Way Calling and Speed Calling 30 Number Capacity, on the same line	7.20	5.00	(E)

ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

14.4 Rates and Charges (Cont.)

14.4.2 Custom Calling Local Services (II).

The following rates and charges apply per line and are in addition to any other applicable charges.

	Monthly Rent		NRC	
	Business	Residential	Connection ³	Activation
Return Call, Unlimited Use	\$ 4.00	\$ 3.00	\$ 5.00	N/A
Return Call, Per Activation	N/A	N/A	5.00	0.75
Repeat Call, Unlimited Use	3.50	2.50	5.00	N/A
Repeat Call, Per Activation	N/A	N/A	5.00	0.75
Caller I.D.	7.75 ¹	5.50 ¹	5.00	N/A
Caller I.D. & Caller I.D. Plus Name ²	8.50 ¹	6.25 ¹	5.00	N/A
Identification Protection	No charge			
Anonymous Call Rejection	4.00	4.00	5.00	N/A
Distinctive Ringing	2.50	1.75	5.00	N/A
Selective Call Forwarding	2.50	1.75	5.00	N/A
Selective Incoming Call Restriction	3.00	2.00	5.00	N/A
Selective Call Acceptance	2.50	1.75	5.00	N/A
Call Trace, Unlimited Use	7.00	7.00	5.00	N/A
Call Trace, Per Activation	N/A	N/A	5.00	1.00

¹Includes the Anonymous Call Rejection feature.

²The connection charge of \$5.00 will be waived for those customers presently subscribed to Caller I.D. who wish to subscribe to Caller I.D. plus Name.

³The connection charge of \$5.00 will not apply. Promotion ends on August 13, 2003.

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ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

14.4 Rates and Charges (Cont.)

14.4.2 Custom Calling Local Services II (Cont.)

Residential customers may combine specialized services on the A and B feature groups following; except combination of groups that will not be available are described below: These charges will apply per line equipped. A \$5.00 connection charge applies.

<u>Group A</u>	<u>Group B</u>
Return Call	Distinctive Ringing
Repeat Call	Selective Call Forwarding
	Selective Call Restriction
	Selective Call Acceptance

	Monthly Rent	
Two Services: Two Group A	\$ 3.90	
Two Services: Two Group B	2.75	
Services: One Group A, One Group B	3.30	
Three Services: Two Group A, One Group B	4.95	
Three Services: One Group A, Two Group B	4.40 ¹	(N)
Three Services: Three Group B	3.85 ²	(N)
Four Services: Two Group A, Two Group B	5.95	
Four Services: One Group A, Three Group B	5.45 ³	(N)
		(E)
Five Services: Two Group A, Three Group B	6.65	
Five Services: One Group A, Four Group B	6.20	
Six Services: All Group A, All Group B	7.80	

The following combination of groups that will not be available:

<u>Group A</u>	<u>Group B</u>
Repeat Call ¹	Selective Call Forwarding Selective Call Acceptance
	Distinctive Ringing ² Selective Call Forwarding Selective Call Acceptance

(N)
(N)

(N)

(N)

(N)

(E)

(N)

(N)

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ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

14.4 Rates and Charges (Cont.)

14.4.2 Custom Calling Local Services II (Cont.)

The following combination groups that will not be available...(Cont.)

<u>Group A</u>	<u>Group B</u>
	Distinctive Ringing ²
	Selective Call Restriction
	Selective Call Acceptance
Repeat Call ³	Selective Call Forwarding
	Selective Call Restriction
	Selective Call Acceptance

14.4.3 Custom Calling Services I, II (Cont.)

(A) Residential customers will have available the Custom Calling Services I and II listed in Sections 14.4.1 and 14.4.2 above, except for the following:

- (1) Speed Calling, 30 Number Capacity
- (2) Return Call, Per Activation
- (3) Repeat Call, Per Activation
- (4) Call Trace, Per Activation

(B) A connection nonrecurring charge (NRC) will apply when the customer subscribes to this service.

(C) These charges will apply per line equipped:

	<u>Monthly Charge</u>	<u>CNR</u>
Custom Calling Features I & II	\$ 7.99	\$ 5.00

(D) Promotional Offer

(N)

 (N)

 (M)

 (M)

 (E)

 (E)

ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 14 - CUSTOM CALLING I, II (CLASS) AND OPTIONAL SERVICES (Cont.)

14.4 Rates and Charges (Cont.)

14.4.4 Optional Plans¹

To subscribe to these Optional Plans the customer must be subscribed to "Centimiento" Plus long distance calling plan.

	Monthly Rent
Three-Way Calling, Tel-Touch Service, Call Waiting, Return Call.	\$ 3.49
Three-Way Calling, Tel-Touch Service, Call Waiting, Caller ID, Return Call, Call Forwarding, Anonymous Call Rejection.	8.49
Call Forwarding, Tel Touch Service ²	1.24
Caller ID-Caller ID Plus Name, Anonymous Call Rejection, Call Waiting ²	5.00

14.4.5 Optional Services

(1) The following rates and charges will apply to the Enhanced Call Forwarding feature and are in addition to any other applicable charges.

	Monthly Rent	NRC
Remote Call Forwarding, per Directory Number	\$ 12.80	\$ 50.00
Rearrangement		50.00

(2) Fixed and Customer Activated Call Forwarding Services

	Monthly Rent per Service			NRC
	1-1,000	1,001-10,000	10,000+	
Fixed Call Forward Busy Line and Fixed Call Forward Don't Answer	\$ 3.00	\$ 2.00	\$ 1.00	\$ 5.00
Customer Activated Call Forward Busy Line	1.50	1.00	0.50	5.00
Customer Activated Call Forward Don't Answer	1.50	1.00	0.50	5.00

¹No connection charge applies

²Subscription to Voice Mail and Internet services are also required

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