

ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

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SECTION 30 - INTEGRATED SERVICES DIGITAL NETWORK SERVICE (ISDN)

30.1 General

Integrated Services Digital Network (ISDN) provides the customer with the capability of transmitting voice, data, and/or video-conference simultaneously through a single access line¹ using ISDN-Ready telephones. The service can only be offered in central offices within the SS#7 Network.

30.2 General Rules

30.2.1 This service is subject to the availability of the equipment as well as outside plant facilities. The Company is under no obligation to provide transmission facilities in those areas where the existing facilities do not comply with the required parameters to offer the service.

30.2.2 Minimum Service Period

(A) The minimum service period is three (3) months.

(B) For service contracts of three (3) years, the charge for cancellation of contract prior to its termination date will be equal to the pending balance. This will be calculated as follows:

$$\begin{matrix} \textit{(Monthly Charge} & & \textit{(36 Months - Amount of} \\ \textit{for each PRI Access)} & \times & \textit{Months in Service)} \end{matrix}$$

(C) In the case of Municipal, State or Federal Agencies; as well as Public Instrumentalities or Corporations, which by regulation, administrative rule or internal policy are not permitted to contract for the above established terms, the contract term as established by the referred organism's regulation, administrative rule or internal polity will apply.

30.2.3 When the customer provides any equipment (i.e. telephones, terminal adapters NT1, etc.), said equipment must comply with ISDN-1 National Standard. The customer is also responsible for any programming of terminal equipment that may be necessary. The Company will not be responsible for any equipment acquired by the customer that does not comply with said specifications.

30.2.4 Service will be provided through regular business and residential access lines.

30.2.5 The customer is responsible for providing back-up/UPS in order to guarantee service in case of power failure.

¹Charges associated to the access line are in addition to charges for the ISDN service.

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ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

(S)

SECTION 30 - INTEGRATED SERVICES DIGITAL NETWORK SERVICE (ISDN) (Cont.)

30.2 General Rules (Cont.)

- 30.2.6 The Company will not be responsible for problems in the service provision due to situations such as change in central office equipment, operations or procedures involved in the service provision that may modify, alter or render the customers equipment or system obsolete, and that may affect the customers service. In this regard, the Company will notify such changes to the customer, as long as they can be determined in advance.
- 30.2.7 The copper pairs must be free of bobbins, multiplexing or any other element that may hinder the optimum quality of the local cable facilities.
- 30.2.8 Temporary suspension of the service will not be provided.
- 30.2.9 The customer must notify the Company of any programming, as well as the addition or removal of terminals from the Basic Rate Interface-BRI (2B+D) or Primary Rate Interface-PRI (23+B) Access. This is in order to maintain an adequate provision of Directory Numbers (DN), and control of calls on line and programmed features.
- 30.2.10 For intra-island long distance calls, PRTC's Tariff G will apply. Also, when a customer transfers a call, he will be responsible for any long distance charge associated with the portion from the point of origination of the transfer.
- 30.2.11 Some central offices may not provide all the options and features described in this tariff.
- 30.2.12 Termination charges, as established in this tariff, will apply if the customer requests total or partial disconnection of services prior to the expiration of the minimum service period.
- 30.2.13 Payment Conditions
 - (A) The charges established herein will commence from the date in which the Company notifies the customer that facilities have been completed and verified, and are available for his use. Said charges will continue until the date of cancellation or disconnection, as stated in these dispositions.
 - (B) The customer is solely responsible for the payment of charges for all services provided by the Company including, but not limited to, calls originating or completed as a result of the use of the service, charges levied against the Company by other companies, charges incurred by authorized users, long distance calls, 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.

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ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 30 - INTEGRATED SERVICES DIGITAL NETWORK SERVICE (ISDN) (Cont.)

30.2 General Rules (Cont.)

30.2.13 Payment Conditions (Cont.)

- (C) The billing cycle for all services will be monthly. The payment for said bill shall be payable conforming with Section 8, General Provisions, 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. (T)
 - (D) Section 8, General Provisions, 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)
- 30.2.14 The Company may require from the customer those deposits and/or sureties it deems convenient to safeguard its interests.
- 30.2.15 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 Section 8, General Provision, Presentation and Payment of Bills of this Tariff Book . (T)

30.2.16 Credits

- (A) The Company will provide credit for service interruptions only when said interruptions are continuous and exceed twenty four (24) hours.
- (B) 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.
- (C) Credit shall be requested within twenty (20) days from the date the invoice is sent. (T)
- (D) For the purpose of computing the applicable credit, any interruption shall be measured from the time it is notified to the Company. This shall not apply to service interruptions caused by negligence or intentionally by the customers or its authorized users.
- (E) Under no circumstances the credit will exceed the amount charged to the customer.

ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

(S)

SECTION 30 - INTEGRATED SERVICES DIGITAL NETWORK SERVICE (ISDN) (Cont.)

30.2 General Rules (Cont.)

30.2.16 Credits (Cont.)

- (F) Credit will not be given for:
 - (1) Interruptions due to customer, his agents' or contractors' negligence.
 - (2) Interruptions due to fault of terminal equipment provided by the customer.
 - (3) Any period in which the customer does not provide access to the Company's channels and/or equipment for the purpose of investigating and clarifying any problem.

30.2.17 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 of Government Authorities, and other uses beyond the Company's control.

30.2.18 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.

30.3 Description

30.3.1 2B+D Access (Basic Rate Interface-BRI)

- (A) It's a digital access (144 kbps) from the customers' premises to the Company's central office that transports one or more ISDN services. Up to two (2) accesses can be provided through the B Channels (64 kbps) and one (1) access through the D Channel (16 kbps, optional) simultaneously. The D Channel also transmits signaling between the customer and the network.
- (B) Two (2) Directory Numbers (DN) are assigned to each BRI Line. The customer must notify the Company the amount of terminals he will use with each BRI Line. He may connect a maximum of eight (8) terminals to the BRI Line.

30.3.2 23B+D Access (Primary Rate Interface-PRI)

- (A) It's a digital access (1.544 mbps) from the customers' premises to the Company's ISDN central office. Up to twenty three (23) accesses can be provided simultaneously through the B Channels (64 kbps). The D Channel will not be available to the customer, as it will be utilized exclusively for signaling between the terminal equipment and the ISDN central office.

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ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 30 - INTEGRATED SERVICES DIGITAL NETWORK SERVICE (ISDN) (Cont.)

30.3 Description (Cont.)

30.3.2 23B+D Access (Primary Rate Interface-PRI) (Cont.)

- (B) For each PRI a digital 1.544 mbps connection device will be provided for the interconnection of twenty three (23) 64 kbps digital inward and outward accesses (B Channels). These accesses may be configured as inward groups, outward groups, or bi-directional routing. Any subsequent change in configuration will be subject to the corresponding charges (See Section 30.5 of this Tariff).

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30.4 Features

30.4.1 Basic Group of Features (B Channels)

- (A) Analog Line Appearance. Allows analog lines to have a line appearance in the ISDN Terminal Equipment (TE) with circuit switched voice service. This capability is limited to analog lines that exist in the same switching entity that provides the BRI service. This capability may result in the loss of some features and/or functionality on the analog line.
- (B) Call Hold. Permits the customer to hold a call in progress by depressing a properly programmed button on the customer's telephone equipment.
- (C) Called Number Display. The called number is displayed on compatible customer premises equipment when an outgoing call is placed.
- (D) Caller Number and Name Display. The callers name and number, if not blocked, is displayed on the TE when a call is received.
- (E) Denied Origination. The user/terminal can only receive calls with this capability. Calls cannot be originated from this terminal.
- (F) Denied Termination. The user/terminal can only originate calls with this capability. Incoming calls are not offered to the terminal.
- (G) Multiple Call Appearances. Provides up to four (4) appearances of a station's own directory number or secondary directory number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access.
- (H) Clear Channel Capability for Data. This allows all 64 Kbps on each B Channel to be used for customer information over the BRI Line. All signaling and control functions are performed by the D Channel. (This feature depends on central office availability).

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ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

(S)

SECTION 30 - INTEGRATED SERVICES DIGITAL NETWORK SERVICE (ISDN) (Cont.)

30.4 Features (Cont.)

30.4.1 Basic Group of Features (B Channels) (Cont.)

- (I) Called Last Number Redial. By activating this feature in the TE the caller is able to redial the last number called (up to 24 digits) instead of pulsing all the digits.
- (J) Call Forward All Calls. Enables the terminal base to transfer all calls (up to 5 consecutive calls) to another terminal predefined by the customer.
- (K) 10 Port Conferencing for Flexible Calling. Enables a maximum of 10 individuals in conference.
- (L) Speed Calling. Enables the customer to originate calls from a previously designated list by pulsing a predetermined code. The list consists of a maximum of ten (10) stored numbers.
- (M) Ring Again. With this feature, if the originator encounters a busy station he will receive notice once it becomes available.
- (N) Make Set Busy. Enables the terminal to produce a busy signal to all incoming calls.

30.4.2 Additional Basic Features for Customers with Four (4) or More B Channels

- (A) Call Pickup. Enables a call ringing on any terminal of a call pickup group to be captured. This feature is only used for voice calls.
- (B). Call Park. Provides the capability of holding calls and retrieving them from any station from the ISDN group by using a pick-up code.
- (C) Group Intercom. Provides abbreviated dialing to members of a pre-designated group. There are three (3) variations: automatic, one (1) digit, and two (2) digits.

30.4.3 Additional Features

- (A) Additional Multiple Call Appearances-B Channels. Provides additional appearances of a station's directory number or secondary directory number on another instrument. These appearances may provide additional simultaneous access to the public network or may be limited to provide only one (1) additional access to the public network.
- (B) 30 Port Conferencing for Flexible Calling. Enables up to twenty (20) additional individuals to the basic ten (10) way conference.

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ADDITIONAL SERVICES TARIFF SCHEDULE (Cont.)

SECTION 30 - INTEGRATED SERVICES DIGITAL NETWORK SERVICE (ISDN) (Cont.)

30.5 Rates and Charges¹

	Monthly Rent	NRC	
Access and Basic Group of Features (BRI)	\$ 35.00		
Programming in Central Office and Service Order Charge		\$ 120.00	
Programming in Central Office of Equipment different from the one provided by PRTC, and not compatible		80.00	
Reprogramming of Features, per Feature and per Service Order		15.00	
Access and Basic Group of Features (PRI)	802.25		(C)*
Access and Basic Group of Features (PRI) Contracted for Three (3) Years or more	602.25		(C)*
Programming in Central Office and Service Order Charge		940.00	
Reprogramming of Access or Features, and Service Order, Each B Channel		15.00	
Additional Feature: Additional Multiple Call Appearances, each	2.00	15.00	
Reprogramming of Additional Multiple Call Appearances, each		15.00	
Additional Feature: 30 Port Conferencing for Flexible Calling	3.00	15.00	
Additional Feature: Secondary Telephone Number, Charge per Number	2.00	15.00	
Additional Feature: Secondary Telephone Number, Charge per Group of Forty (40) Numbers	34.80	50.00	
Additional Feature: Secondary Telephone Number, Charge per Group of Twenty (20) Numbers	17.40	50.00	

¹In addition to Intra-Island long distance rates and charges for service units.

*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

SECTION 30 – INTEGRATED SERVICES DIGITAL NETWORK SERVICE (ISDN) (Cont.)

30.6 ISDN-PRI Optional Plan^{1 & 2}

30.6.1 ISDN-PRI optional plan is a service that provides customers with one (1) or more ISDN-PRI(s) arrangement(s) with a combination of the following services:

- (A) ISDN – Primary Rate Interface (ISDN-PRI)
- (B) A monthly allowance of 10,000 message units for local calls per ISDN-PRI(s) arrangement(s).

30.6.2 ISDN-PRI optional plan is available to business customers presubscribed to the Company for intraisland and interstate services in any long distance optional calling plan. (T)

30.6.3 ISDN-PRI optional plan is available to business customer, which connects all lines within the same physical location to the ISDN-PRI(s) arrangement(s).

30.6.4 The following types of calls do not qualify for inclusion in the monthly allowance: operator handled, inmate payphones, directory assistance (411) and Infovoz. For operator assisted calls the rate per minute and surcharge include under Section G-1, 20.7.1 Option A and Section G-1, 20.12 of this Tariff Book, respectively, will apply. Directory assistance calls will be charged according to Section E-14 of this Tariff Book. For the other services corresponding charges will apply.

30.6.5 If the monthly allowance of 10,000 message units times the ISDN-PRI's arrangements for local calls is exceeded, additional message units will be charged in accordance with Section 30.7 (D).

30.6.6 If the monthly allowance of 10,000 message units is not reached, unused minutes will not be refundable or transferred to the next month.

30.7 Rates and Charges²

30.7.1 All rates and charges as specified in preceding sections apply to ISDN-PRI optional plan, except for:

- (A) Access and Basic Group of Features (PRI) Contracted for a Three (3) Years or More.
- (B) Programming in Central Office and Service Order Charge for existing ISDN-PRI arrangements transferred to the ISDN-PRI optional plan.

¹ Subscription to Internet Dedicated Access service is also required and related charges would apply in addition to the charges included in this Section.

² Effective January 2, 2008, this plan is not available for new subscriptions.

ADDITIONAL SERVICES TARIFF SCHEDULE

SECTION 30 – INTEGRATED SERVICES DIGITAL NETWORK SERVICE (ISDN) (Cont.)

(N)

30.7 Rates and Charges² (Cont.)

	<u>Monthly Rent</u>	<u>CNR</u>
(C) ISDN-PRI with a monthly allowance of 10,000 message units for local calls, per arrangement	\$ 1,200.00	
(D) Additional units in excess of the monthly allowance times the ISDN-PRI arrangements		\$ 0.13

30.8 Promotional Offering

30.8.1 The ISDN-PRI promotional offering is available to new customers who subscribe to the ISDN-PRI service for a one (1) or three (3) year term during the period from November 27, 2006 and February 24, 2007.

30.8.2 Promotional offering will not be available for ISDN-PRI Optional Plan with monthly allowance of 10,000 message units for local calls per ISDN-PRI(s) arrangement(s).

30.8.3 To customers who subscribe to the ISDN-PRI promotional offering the applicable monthly rent will not be billed for the three (3) initial months period starting at the date of programming in central office.

30.8.4 If the order is delayed due to Company reasons, the promotional offering will be extended to those affected customers until the service is activated.

30.8.5 Once passed the period of three (3) months, the billing of the service was applied to the customer, according to the selected service and the contract.

30.8.6 If the customer chooses to disconnect the service prior to the completion of the term, discontinuance charges equal to the portion of the remaining term by the applicable tariff shall apply.

30.8.7 In addition, all terms and conditions of this section are also applicable.

(N)

² Effective January 2, 2008, this plan is not available for new subscriptions.