

PUERTO RICO TELECOMMUNICATIONS TARIFF
FOR
RESALE OF LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE
OF
HOLA COMMUNICATIONS, INC.

9155 South Dadeland Blvd.
Suite 1502
Miami, FL 33156

This Tariff contains the rates applicable to the furnishing of resold local exchange telecommunications services and is on file with the Puerto Rico Telecommunications Regulatory Board ("TRB").

CHECK SHEET

The various Sheets of this Tariff are effective as of the date shown at the bottom of the respective sheet(s). Revised sheets as named below contain all changes from the original filing that are in effect on the date listed.

Sheet Revisions

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EXPLANATION OF SYMBOLS

(C) To signify change in regulation

(D) To signify a deletion

~~(X)~~ (E) To signify discontinued rate or regulation

(I) To signify a rate increase

(L) To signify material relocated in the Tariff

(N) To signify a new rate or regulation

(R) To signify a rate reduction

(T) To signify a change in text but no change in rate or regulation

TARIFF FORMAT

A. Sheet Numbering - Sheet numbers appear in the upper left corner of the sheet. Sheets are numbered sequentially within each section. However, occasionally, when a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

B. Sheet Revision Numbers - Revision numbers appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the Board. For example, the 4th revised sheet cancels the 3rd revised sheet.

C. Paragraph Numbering Sequence - The levels of paragraph coding use a decimal system. Each level of code is subservient to its next higher level. For example: 1., 1.2., 1.2.1., etc.

D. Check Sheets - When a Tariff filing is made with the Board, an updated Check Sheet accompanies the Tariff filing. The Check Sheet lists the sheets contained in the Tariff with a cross reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some sheets). The Tariff user should refer to the latest Check Sheet to find if a particular sheet is the most current on file with the Board.

APPLICATION OF TARIFF

This Tariff governs Company services originating and terminating at points within the Commonwealth of Puerto Rico. Company services are available for business customers.

TECHNICAL TERMS AND ABBREVIATIONS

Account Code: A numerical code, one or more of which are available to a Customer to enable identification of individual users or groups of users on an account and to allocate costs of service accordingly.

Add: The addition of a vertical service to existing equipment and/or service at one location.

Board: Puerto Rico Telecommunications Regulatory Board.

Business Service: A service that conforms to one (1) or more of the following criteria:

- A. used primarily for a paid commercial, professional or institutional activity; or
- B. the service is situated in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay; or
- C. the service number is listed as the principal or only number for a business in any telecommunications directory; or
- D. the service is used to conduct promotions, solicitations or market research for which compensation or reimbursement is paid or provided. However, such use of service, without compensation or reimbursement, for a charitable or civic purpose will not constitute business use of service unless other criteria apply.

Called Station: The terminating point of a call (i.e., the called number).

Company: Hola Communications, Inc.

Change: Includes the rearrangement or reclassification of existing service at the same location.

Channel: A communications path between two or more points of termination.

Credit Card: A valid bank or financial organization card, representing an account to which the costs of products and services purchased by the cardholder may be charged for future payment. Such cards include those issued by VISA or MasterCard.

Customer: Any person that receives services under this Tariff.

Disconnect or Disconnection: The termination of a circuit connection between the originating station and the called station or the Company's operator.

TECHNICAL TERMS AND ABBREVIATIONS, Continued

Holidays: Holidays include New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November) and Christmas Day (December 25).

Hunting: Routes a call to an idle station line in a prearranged group when the called station is busy.

Kbps: Kilobits per second, denotes thousands of bits per second.

LATA: A Local Access and Transport Area ("LATA") is a geographic area established for the provision and administration of communications service. A LATA encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building.

PBX: A private branch exchange.

Premises: A building or buildings on contiguous property, not separated by a public highway or right-of-way.

Station: Each telephone on a line where no telephone associated with the line is provided on the same premises and in the same building; the first termination in station key equipment or a jack for use with a portable telephone.

Subscriber: A Customer.

Trunk: A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

1. UNDERTAKING OF COMPANY

1.1. Company's services are furnished for telecommunications originating and/or terminating in within the Commonwealth of Puerto Rico.

1.2. Company is a non-facilities-based provider of telecommunications to Customers for their direct transmission and reception of voice, data and other types of communications.

1.3. Company resells access, switching, transport and termination services provided by telecommunications carriers.

1.4. The Company's services are provided on a monthly basis unless otherwise indicated, and are available twenty-four (24) hours per day, seven (7) days per week.

1.5. Request for service under this Tariff will authorize the Company to conduct a credit search on the Customer. The Company reserves the right to refuse service on the basis of credit history, and to refuse further service due to late payment or nonpayment by the Customer.

2. LIMITATIONS

2.1. Service is offered subject to availability of the necessary facilities and/or service and subject to the provisions of this Tariff.

2.2. The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

2.3. The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, telephone number, process or code. All rights, titles and interests remain, at all times, solely with the Company.

2.4. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

2.5. The Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this Tariff are being complied with in the installation, operation or maintenance of the Customer's or the Company's facilities or equipment.

2.6. The Company reserves the right to refuse an application for service by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

3. USE

3.1. Service may be used for the transmission of communications by the Customer for any lawful purpose for which it is technically suited.

3.2. Service may not be used for any unlawful purpose or for any purpose for which any payment or other compensation is received by the Customer. This provision does not prohibit an arrangement between the Customer, authorized user or joint user to share the cost of service.

3.3. The name(s) of the Customer(s) desiring to use the service must be set forth in the application for service.

3.4. The Company strictly prohibits use of the Company's services without payment or an avoidance of payment by the Customer by fraudulent means or devices including providing falsified calling card numbers or invalid calling card numbers to the Company, providing falsified or invalid credit card numbers to the Company or in any way misrepresenting the identity of the Customer.

3.5. Recording of telephone conversations of service provided by the Company under this Tariff is prohibited except as authorized by applicable federal, state and local laws.

3.6. Service will not be used to call another person so frequently or at such times of day or in any other manner so as to annoy, abuse, threaten or harass the called party.

3.7. Service will not be used in any manner that interferes with other persons in the use of their service, prevents other persons from using their service or otherwise impairs the quality of service to other Customers.

4. LIABILITIES OF THE COMPANY

4.1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the Customer, commences upon activation of service and in no event exceeds an amount equivalent to the proportionate monthly charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays, errors, or defects in transmission occur. For the purpose of computing such amount a month is considered to have thirty (30) days. In no event will the Company be responsible for consequential damages for lost profits suffered by a Customer or end user as the result of interrupted or unsatisfactory service.

4.2. The Company shall be indemnified and held harmless by the Customer against:

- A. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information or other content transmitted over company's facilities; and
- B. Claims for patent infringement arising from combining or connecting company's facilities with apparatus and systems of the Customer; and
- C. All other claims arising out of any act or omission of the Customer in connection with any service provided by Company including but not limited to orders for blocking, and cancellation.

4.3. The Company is not liable for any defacement of, or damage to, the equipment or premises of a Customer resulting from the furnishing of services when such defacement or damage is not the result of the Company's negligence.

4.4. The Company shall not be liable for, and the Customer indemnifies and holds harmless from, any and all loss claims, demands, suits, or other action or liability whatsoever, whether suffered, instituted or asserted by the Customer or by any other party or person, for any personal injury to, death of any person or persons, and for any loss, damage, defacement or destruction of the premises of the Customer or any other property, whether owned by the Customer or by others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of equipment or wiring provided by Company where such installation, operation, failure to operate, maintenance, condition, location or use is not the direct result of Company's negligence.

4. LIABILITIES OF THE COMPANY, Continued

4.5. No agents or employees of connecting, concurring or other participating carriers or companies shall be deemed agents or employees of the Company without written authorization.

4.6. The Company is not liable for any failure of performance hereunder due to causes beyond its control, including, but not limited to, unavoidable interruption in the working of its circuits or those of another common carrier; acts of nature: storms, fire, flood, or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or any other governmental entity having jurisdiction over the company or of any department, agency, Commission, bureau, corporation, or other instrumentality or any one or more of such instrumentality or any one of more of such governmental entities, or of any civil or military authority; national emergencies, insurrections, riots, rebellions, wars, strikes, lockouts, work stoppages, or other labor difficulties; or notwithstanding anything in this Tariff to the contrary, the unlawful acts of the Company's agents and employees, if committed beyond the scope of their employment.

4.7. The Company shall not be liable for damages or adjustments, refunds, or cancellation of charges unless the Customer has notified the Company, in writing, of any dispute concerning charges, or the basis of any claim for damages, after the invoice is rendered by the company for the call giving rise to such dispute or claim, unless ordered by the Commission pursuant to Puerto Rico law. Any such notice must set forth sufficient facts to provide the Company with a reasonable basis upon which to evaluate the Customer's claim or demands.

4.8. The Company shall not be liable for any damages, including usage charges, that the Customer may incur as a result of the unauthorized use of its communications equipment. The unauthorized use of the Customer's communications equipment includes, but is not limited to, the placement of calls from the Customer's premises and the placement of calls through Customer-controlled or Customer-provisioned equipment that are transmitted or carried over the Company's network services without the authorization of the Customer. The Customer shall be fully liable for all such charges.

4.9. The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps, including obtaining, installing and maintaining all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as the Customer's agent, to the Company's network.

4. LIABILITIES OF THE COMPANY, Continued

4.10. With respect to Emergency Number 911 Service:

A. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer, or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service; or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

B. Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency 911 Service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Emergency 911 Service, and which arises out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

4.11. In the absence of gross negligence or willful misconduct, no liability for damages arising from errors, mistakes in or omissions of directory listings, or errors, mistakes or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, will attach to the Company.

4.12. The Company's liability arising from errors or omissions in directory listings will be limited to the amount of actual impairment to the Customer's service and in no event will exceed one-half (1/2) the amount of the fixed monthly charges applicable to exchange service affected during the period covered by the directory in which the error or omission occurs.

4.13. As part of providing any private listing or semi-private listing services, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by dialing a number which includes the number of the party called. The Company will try to prevent the disclosure of unpublished listings, but will not be liable in any manner should such a number be divulged.

4. LIABILITIES OF THE COMPANY, Continued

4.14. When a Customer with a non-published telephone number places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service, upon request of such governmental authority. By subscribing to service under this Tariff, the Customer agrees to the release of such information under the above provision.

4.15. The Company will use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of, and compliance by the Customer with, the regulations contained in this Tariff. The Company does not guarantee availability by any such date and will not be liable for any delays in commencing service to any Customer.

5. EQUIPMENT AND FACILITIES

5.1. The Company will not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. Where Customer-provisioned equipment is connected to the facilities furnished under this Tariff, the responsibility of the Company will be limited to the furnishing of facilities offered pursuant to this Tariff. Beyond this responsibility, the Company will not be responsible for:

- A. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
- B. the reception of signals by Customer-provided equipment; or
- C. network control signaling when performed by Customer-provided network control signaling equipment.

5.2. At the request of the Customer, installation or maintenance may be performed outside of the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material or other costs incurred by or charged by the Company will apply. If installation or maintenance is started during regular business hours, but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays and/or night hours, additional charges may apply.

6. CUSTOMER RESPONSIBILITIES

6.1. The Customer is responsible for the payment of all charges for services furnished to the Customer and for all additional charges for calls the Customer elects to continue making. This includes charges incurred by the Customer both for toll and monthly recurring charges for the full period of time after the Customer cancels the service until the other provider transfers the service. If the Customer, however, requests in writing that the service be cut immediately, the Customer is only responsible for the next 7 business days after the order is received. This is to ensure that the Customer does not lose service during a transfer from one provider to another.

6.2. The Customer is responsible for compliance with applicable regulations set forth in this Tariff.

6.3. The Customer is responsible for establishing its identity as often as necessary during the course of the call or when seeking credits from the Company.

6.4 The Customer is responsible for all service requests in writing via fax or mail including but not limited to requests to block, cancel services, make any change to existing services or order new services.

7. INTERRUPTION OF SERVICE

7.1. Credit allowance for interruptions of service which are not due to Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications equipment provided by the Customer, are subject to the general liability provisions set forth in Section 4, herein. It shall be the obligation of the Customer to notify the Company of any interruptions of service. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission of the Customer, and is not within the Customer's control

7.2. For purposes of credit computation for service, every month shall be considered to have 720 hours. No credit shall be allowed for an interruption of a continuous duration of less than two hours.

7.3. The Subscriber shall be credited for an interruption of twenty-four (24) hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues. Credit formula:

$$\text{Credit} = (A/720) \times B \text{ where } A = \text{outage time in hours and} \\ B = \text{total monthly charge for affected utility}$$

8. RESTORATION OF SERVICE

8.1. The use and restoration of service in emergencies shall be in accordance with part 64, Subpart D of the Federal Communications Commission's Rules and Regulations on file with the Commission, which specifies the priority system for such activities.

8.2. When a Customer's service has been disconnected in accordance with this Tariff and the service has been terminated through the completion of a Company service order, service will be restored only upon the basis of application for new service.

9. MINIMUM SERVICE PERIOD

Unless otherwise specified for a particular service, the minimum service period is one month (30 days).

10. PAYMENTS AND BILLING

10.1. Charges for service are applied on a recurring basis. Service is provided and billed on a monthly (30 day) basis. Service continues to be provided until new provider transitions the service on to theirs or the Customer requests discontinuance of service immediately on not less than thirty (30) days notice.

10.2. The Customer is responsible for the payment of all charges for services furnished to the Customer. Charges are based on actual usage, and usage charges are billed monthly in arrears while all monthly fixed recurring charges are billed in advance.

10.3. If the Customer should not pay, question or dispute an invoice or charge thereof as provided by Section 10.7 below, the same will be deemed correct, and The Company may proceed to suspend or terminate any service which the Company is currently providing the Customer.

10.4. If payment is not received on undisputed charges within thirty days of the invoice date customer may be subject to a 1.5 % monthly late payment charge for the unpaid balance. Any undisputed balance will be sent to a collection agency or an attorney within 90 days after the date the invoice was sent. Customer will be responsible for the total cost of collections effort including but not limited to collections agency's fees, and attorney's fees.

10.5. The Customer will be responsible for a \$25 reconnection fee per line if the service is canceled for non-payment, as well as any additional fees charged by the carrier to the Company for disconnection or reconnection.

10.6. The Company may offer an early payment discount between .05% and 1.5% intermittently.

10.7. Billing Disputes

10.7.1 From the date the invoice is sent, the Customer has fifteen (15) days to object or question such invoice or charge. The Customer may file such complaint, objection, or dispute by mail to the address that follows or personally at the Company's offices located 9155 South Dadeland Blvd., Suite 1502, Miami, FL 33156 during the Company's regular business hours.

10. PAYMENTS AND BILLING, Continued

10.7.2 Any amount invoiced to the Customer, as to which there is no controversy, shall be immediately paid. If the Company does not receive such objection in the manner provided in this tariff within fifteen (15) days after a bill is rendered, the account shall be deemed correct and binding upon the Customer.

10.7.3 If the Customer shall file such complaint, objection or dispute (hereinafter collectively referred to as the "Complaint"), the Company's Customer Service Representative will review the Complaint and issue a report within thirty (30) days from receipt of the Complaint.

10.7.4 The Customer will then have (10) days from the date of the notification of an adverse decision by the Customer Service Representative, to appeal the same to The Company's Manager of Customer Service. If no appeal is filed from the decision of the Customer Service Representative, and/or the invoice should remain unpaid after the expiration of said ten (10) day period, the Company may proceed to discontinue or terminate the services currently provided to the Customer.

10.7.5 If the Customer elects to appeal to The Company's Manager of Customer Service, the same shall be reviewed within ten (10) days and a Final Decree shall be rendered. If the invoice should remain unpaid after the expiration of twenty (20) day period from the notice of an adverse Final Decree, the Company may proceed to suspend or terminate any service that it is currently providing the Customer.

10.7.6 The Customer may appeal any adverse Final Decree within thirty (30) days from the date such decree is notified, to the Board located at 235 Ave. Arterial Hostos, Suite 1001, San Juan, PR 00918-1453. Such appeal must be filed in writing, signed by the Customer, and contain

- the Customer's name and address;
- notification that the Customer is appealing an adverse Final Decree from the Company;
- an account of all relevant facts;
- a brief description of the Final Decree;
- any applicable legal citation (if known);
- the remedy being requested; and
- any other matter which the Customer deems appropriate.

It is the Customer's obligation to inform the Company that such an appeal has been filed, and also to provide the Company with a copy of the same and all documentation which has been submitted by the Customer as a part thereof.

10. PAYMENTS AND BILLING, Continued

10.8. Other Disputes

10.8.1. Any other dispute which the Customer may have, regarding or arising under the service Agreement, and any service which the Company is currently providing the Customer, must be made in writing or personally at the Company's offices.

10.8.2 The Company will notify the Customer of the result of the investigation within (15) fifteen days. If the Customer should not agree with the Company's findings, the Customer may then, within thirty (30) days from the date of the notice of the Company's decision, file a petition for review before the Board.

10.8.3 The petition for review must be filed in writing, signed by the Customer, and contain

- the Customer's name and address;
- notification that the Customer is requesting review of the Company's adverse Final Decree;
- an account of all relevant facts;
- a brief description of the Final Decree;
- any applicable legal citation (if known);
- the remedy being requested; and
- any other matter which the Customer deems appropriate.

It is the Customer's obligation to inform the Company that such petition has been filed, and also to provide the Company with a copy of the same and all documentation which has been submitted by the Customer as a part thereof.

11. CANCELATION BY COMPANY

11.1 Company reserves the right to immediately discontinue furnishing the service to Customers without incurring liability:

- A. In the event of a condition determined to be hazardous to the Customer, to other Customers of the Company, to the Company's equipment, the public or to employees of the Company; or
- B. By reason of any order or decision of a court or any other governmental authority which prohibits the Company from furnishing such service; or
- C. If the Company deems such refusal necessary to protect itself or third parties against fraud or to otherwise protect its personnel, agents, facilities or services without notice; or
- D. For unlawful use of the service or use of the service for unlawful purpose; or
- E. If the Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past, current or planned use of Company's services.

11.2 Company may discontinue service according to the following conditions upon five (5) days written notice:

- A. For violation of Company's filed Tariffs; or
- B. For the non-payment of any proper charge as provided by Company's Tariff; or
- C. For Customer's breach of the contract for service between the Company and Customer; or
- D. When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

11.3 The discontinuance of service(s) by the Company pursuant to this section does not relieve the Customer of any obligations to pay the Company for charges due and owing for service(s) furnished up to the time of discontinuance. The remedies available to the Company set forth herein shall not be exclusive and the Company shall at all times be entitled to all the rights available to it under law or equity.

11.4 The Company may refuse to permit collect calling, calling card, third number billing which determines to be fraudulent and/or may limit the use of these billing options or services.

12 ADVANCED PAYMENTS AND DEPOSITS

The Company requires an advanced payment for all monthly recurring charges and a deposit equal to one month's charges. Deposit may be two times long distance and local service charges. For local service the standard deposit is \$50 per access line. In special cases deposit may be made in the form of a financial guarantee bond. Company reserves the right to adjust the advanced payments and deposits, as necessary.

13. INTERCONNECTION

13.1. The Customer shall secure all licenses, permits, rights-of-way and other arrangements necessary for interconnection with the Company. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service, and the signals emitted into the Company's network are of the proper mode, bandwidth, power, data speed and signal level for the intended use by the Customer. If the Customer or its agent fails to properly maintain and operate its equipment and/or system of that of its agent, the Company may, upon written request, require the use of protective equipment at the Customer's expense.

13.2. Service furnished by Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers shall be provided at the Customer's expense.

13.3. Interconnection between the facilities or services of other carriers shall be under the applicable terms and conditions of the other carriers' tariffs. The Customer is responsible for taking all necessary legal steps for interconnecting Customer-provided terminal equipment or communications equipment with Company's facilities. The Customer shall secure all licenses, permits, rights-of-way and other such arrangements necessary for interconnection.

1. SERVICE ORDERING CHARGES

Service order charges apply on a per-order basis to various Customer requests for ordering, connecting, installing, changing or moving of telecommunications services.

1.1. Connection Charges

Establishment of signal power per business line..... \$30.00

1.2. Non-recurring Business Service and Equipment Charges

Business--Other charges, per request.....\$34.71

Business--Establish service or moving to another premises, per request.....\$41.54

Business--Per central office line connection or trunk.....\$51.48

1.3. Temporary Suspension of Service

Each time service is suspended prior to termination the following charge applies.....\$35.00

1.4. Restoration of Service

A charge applies each time a service is reconnected after suspension or termination

for nonpayment prior to cancellation of service.....\$23.19

1.5. PIC Charge

IntraLATA PIC, Per Line, Per Request..... \$5.00

R InterLATA PIC, Per Line, Per Request..... \$5.00

2. BASIC BUSINESS LINE SERVICE

2.1. There are two types of business lines offered:

Business Main Station Regular Line Service provides a Customer with one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time. Business Main Station Regular Lines are provided for connection of Customer provided single-line terminal equipment such as station sets or facsimile machines.

Business Main Line Service provides lines for key systems in business with multiline needs. Business Main Line Service provides a Customer with one or more analog, voice grade telephonic communications channels that can be used to place or receive one call at a time. Business Main Lines are provided for connection of Customer provided key systems.

2. BASIC BUSINESS LINE SERVICE, Continued

2.2. Fixed Monthly Recurring Charges

Unlimited one (1) party, per month, per line capacity of central office

	<u>Capacity</u>	<u>Service Cost</u>
Basic Business, per line Rate 1	40,000+	\$23.05
Basic Business, per line Rate 2	10,001-40,000	\$22.35
Basic Business, per line Rate 3	5,001-10,000	\$21.90
Basic Business, per line Rate 4	1,001-5,000	\$25.25
Basic Business, per line Rate 5	201-1,000	\$21.60
Basic Business, per line Rate 6	200	\$19.30

Unlimited one (1) party, by ex

	<u>Capacity</u>	<u>Service Cost</u>
Business Main, per line Rate 1	40,000+	\$36.65
Business Main, per line Rate 2	10,001-40,000	\$35.65
Business Main, per line Rate 3	5,001-10,000	\$35.00
Business Main, per line Rate 4	1,001-5,000	\$38.25
Business Main, per line Rate 5	201-1,000	\$34.60
Business Main, per line Rate 6	200	\$32.90

These scales are taken directly from PRTC's tariff based on their central office capacity. The company will offer a discount price listed below using the same scale as PRTC.

2.3. Non-Recurring Charge

Outside Move/Install

Basic Business per line \$120.00

Business Main, per line \$130.00

2. BASIC BUSINESS LINE SERVICE, Continued

2.4. Measured Service

Measured service is any call originated and terminated within the same metropolitan area. One unit is charged for each central office that must be used to process the call.

Per Unit.....\$0.13

2.5. Measured Service Call Allowance

Each Business Line (Both types), (PBX and Excluding Additional Trunks)

Local usage allowance (# of Units): 85

2.6. Trunk Lines

Business trunks are designed to handle high-traffic volumes associated with connection to Customer-provided PBX equipment.

	<u>Line CO Capacity</u>	<u>Principal</u>	<u>Additional Service Line</u>
Business, per trunk Rate 1	40,000+	\$48.65	\$28.60
Business, per trunk Rate 2	10,001-40,000	\$39.65	\$27.60
Business, per trunk Rate 3	5,001-10,000	\$39.00	\$26.95
Business, per trunk Rate 4	1,001-5,000	\$43.90	\$43.90
Business, per trunk Rate 5	201-1,000	\$39.90	\$39.90
Business, per trunk Rate 6	0-200	\$37.25	\$37.25

2.7. Non-Recurring Charge

Outside move business main, per line	\$130.00
Outside move additional Trunk	\$65.00

2.8. Discounts

Based on volume and time commitments a discount of up to 15% on monthly charges and measured service may be applied subject to Board approval.

3. CUSTOM CALL FEATURES

Custom Calling Service features are available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service or from all serving offices. Transmission levels may not be sufficient in all cases.

3.1. Description

A. Call Waiting/Cancel Call Waiting: Call Waiting (CW) provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a CW Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

B. Call Forwarding: Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding - Enhanced Gives the user the option to add features such as Line Termination, Speed Calling Individual, Speed Calling Group, Conference Arrangement Attendant Assisted, Conference Arrangement Station Controlled.

C. Speed Calling: This feature allows a user to dial selected numbers using one (1) or two (2) digits. Up to eight (8) numbers (single digit, or thirty (30) numbers with two (2) digits) can be selected.

D. Three-Way Calling: The Three-Way Calling feature allows a Customer to add a third party to an existing two-way call and form a three-way call. The call must have been originated from outside the station group and terminate to a station within the station group.

3. CUSTOM CALL FEATURES, Continued

3.1. Description, Continued

E. Touch Tone: Service will be provisioned rotary unless touch tone service is requested. Touch tone allows quicker dialing access to many features unavailable to rotary users.

F. Caller Identification: This service identifies the number that is calling.

G. Group Hunting: This feature allows the user to set a group of lines as ring down lines that a call will automatically ring to if the preceding line is busy. Different variations include circular hunting that sends the next call to the top when the last is busy, and straight line hunting that stops at the bottom of a group.

H. Directory Charge: Each customer will be assessed a charge for a directory book

3. CUSTOM CALL FEATURES, Continued

3.2 Rates

<u>Service</u>	<u>\$/Month</u>	<u>Outside Move/Install</u>
Optional Feature Ln. Termination	2.25	0
Optional Feature Speed Calling Individ 8	2.40	0
Optional Feature Speed Calling Individ 30	4.80	0
Optional Feature Speed Calling Group Lo	6.75	0
Conference Arrangement, Attendant Conf	5.75	0
Conference Arrangement, Meet me Confer	1.75	0
Conference Arrangement, Station Contro	1.75	0
Music on Hold	30.00	0
Paging Access	30.00	0
Bonus Evening Plan Roa	9.50	0
Call Waiting For Business	1.50	0
Call Forwarding for Business	1.50	0
Three Way Calling For Business	1.50	0
Speed Calling 8 Number Capacity Business	2.40	0
Speed Calling 30 Number Capacity Business	4.80	0
Combination Of 3-Way Call, Call Forward	3.60	0
Combination of 3-Way ,Call Forward	3.60	0
Comb. Call-Wait ,3-Way, Call Forwarding 8 Bus	5.40	0
Comb. Call-Wait, 3-Way, Call Forward 30 Bus	7.20	0
Tel Touch Key System	3.75	0
Tel-Touch Service For PBX Trunk,	3.75	0
Tel Touch BML	2.50	0
Caller ID Services For Business	7.50	0
Business Repeat Calling	3.50	0
Business Return Call	3.50	0
Business Customer Originated Trace	7.00	0
Business Caller I.D.	7.50	0
Business Anonymous Call Reject	3.75	0
Selective Call Acceptance-Bus	2.50	0
Caller ID For Bus Serv Under DDN	7.50	0

3. CUSTOM CALL FEATURES, Continued

3.2 Rates, Continued

<u>Service</u>	<u>\$/Month</u>	<u>OutsideMove/Install</u>
Distinctive Ringing- Business Service	2.50	0
Selective Call Forwarding-Bus.	2.50	0
Selective In call Restrict-Business	2.50	0
2 Party Line Service Additional Charge	4.00	0
Group Hunting Feature For PBX Trunk LI-10.00	10.00	30
Group Hunting Feature for Residence Line	10.00	30
Group Hunting BML	10.00	30
Remote Call Forwarding Service	12.80	50

4. DIRECTORY ASSISTANCE

4.1. Rates

Per call in excess of ten (3) call allowance, per line/trunk,

DA	\$0.34
DACC	\$0.30
Operator Call Completion Service, per call	\$0.34
Automated Operator, per call	\$0.48

5. BLOCKING FEATURES AND RESTRICTIONS

5.1. Rates

The following are different areas of the World that can be restricted from making outgoing calls:

<u>Service</u>	<u>Rate/Month</u>	<u>Outside Move</u>
Business Line Per Each Restriction	3.75	10
PBX Trunk Per Each Restriction	5.50	10
Inter Intra Caribe Call-Each Business Lin	3.75	0
Inter Intra Caribe Call-Each PABX line	5.50	0
Long Distance Intra Island Calls-Bus	3.75	0
Interstate Calls-Each Business Line	3.75	0
International Calls-Each Business Line	3.75	0
Long Distance Intra Island Calls-PBX	5.50	0
Interstate Calls-Each PBX Trunk	5.50	0
International Calls-Each PBX Trunk	5.50	0
Rest. International Call	5.00	0
Free Block for 976	0	5

6. PAYPHONE ACCESS LINE SERVICE

6.1. Description

The service provides, subject to availability, access lines for the interconnection of the Customer's payphones.

6.2. Rates

<u>Service</u>	<u>Rate/Month</u>	<u>Non-Recurring Charge</u>
Normal Access Line	31.40	0
Service Order per line	0	52.22
Central Office charge per line	0	77.78
Deny Terminating ("DTM")	0.31	10.00
Billed Number Screening	0	10.00

6.3. Measured Service

Intra-office local call per unit.....	\$0.01130
Inter-office local call per unit.....	\$0.03210

6.4. Discounts

Based on volume and time commitments a discount of up to 15% on monthly charges and measured service may be applied subject to Board approval.

7. MISCELLANEOUS SERVICES

7.1. Rates

<u>Service</u>	<u>Rate/Month</u>	<u>Outside Move/Install</u>
Axesa Directory, per book	5.00	0
Accounting Codes service charge	5.00	0
800 service billing service charge	4.00	0
Billing Service Charge per invoice	3.99	0
Billing on Floppy Disk per Disk	25.00	0
TRPI-Intelligent Access Line Dumb Coin	39.80	150
TRPI-Intelligent Add Access Line Dum C	39.80	75
Reseller-Intelligent Access Line Dum c	39.80	150
Reseller-Intelligent Add Access Line D	39.80	75
Reseller Normal Access Line-Intellig	36.80	150
Reseller-Normal Add Access Line-Intel	36.80	75
Acs Ln, Agnt Post, Jck Prn Lc Acd No M	16.00	0
Acs Ln, Supr Post, Jck Prn Lc Acd No M	18.50	0
Measured Rate Local Exchange Access Line	3.50	0
Maintenance and Administration Position.	280.00	12.5
CCPR Intra Island 1st. Inward Access L	36.80	0
Standard Miniature Jack -	30.00	0
Commercial 1 en Linea Ilimitado (CCPR)	24.85	500
Comercial 1 en Linea Adicional (CCPR)	24.85	0
Comercial 1 en Linea Ilimitado (CCPR)	27.75	0
Comercial 1 en Linea Adicional (CCPR)	24.10	0
Enhanced Call Forwarding Service	12.8	0
TPRI-Normal Access Line-Intelligent Co	36.8	0
TPRI-Normal Add Access Line-Intelligent Co	36.8	0

8. CHARGES ASSOCIATED WITH PREMISES VISIT

Charges for work performed by the Company on a Customer's premises are based on the following schedules:

Premises Work

Monday-Saturday, 8:00 a.m. -5:00 p.m.	Initial 60 Minutes or fraction:	\$35.00
	Each Additional 15 Minutes	\$8.75
Sunday and Holidays		
Monday-Saturday, 5:01 p.m.-7:59 a.m.	Each Man-hour:	\$70.00

9. TAXES AND SURCHARGES

The Customer is responsible for payment of all federal, state and local taxes, franchise, excise and other fees applicable to the Services, including, but not limited to: sales, use, excise, franchise, access, 911 services and handicapped services.

9.1. North American Numbering Plan Association Charge

Per Line \$0.19

9.2. Federal Universal Service Fund Charges

Schools, Libraries and Rural Health Care (SL and RHC) Contribution Factor = 1.1% on all interstate, intrastate and international traffic and other charges

High Cost/Low Income Fund Contribution Factor = 2.887% on all interstate and international traffic

9.3. FCC Common Carrier Line Charge: Business: \$6.00 (or as applicable)

9.4. 911 Emergency Service Business: \$1.00

10. DISCOUNTS

For purposes of packaging services, the Company offers discounts from the rates set forth in this Tariff on an individual case basis, subject to Board approval. The amount, type and duration of any discounts may vary by Customer. Based on volume and time commitments a discount of up to 15% may be applied. In no event are rates charged to any Customer higher than the rates set forth in this Tariff.

11. INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a Service offered under this Tariff. Rates quoted in response to such competitive requests may be different than those specified for such Services in this Tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis. Copies of any such agreements will be forwarded to the Board and are subject to Board approval.