

**PUERTO RICO**  
**INTEREXCHANGE TELECOMMUNICATIONS TARIFF**  
**OF**  
**NETWORK OPERATOR SERVICES, INC.**

This tariff contains the rules, regulations, service descriptions and rates applicable to the furnishing of intra-island long distance telecommunications services, including the provision of operator services, provided by Network Operator Services, Inc., with principal offices located at 119 West Tyler, Suite 260, Longview, Texas, 75601. This tariff applies to services furnished within the Commonwealth of Puerto Rico. This tariff is on file with the Regulatory Board of Telecommunications in Puerto Rico and copies may be inspected during normal business hours at the Company's principal place of business.

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**CHECK SHEET**

All pages in this tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<u>PAGE</u>	<u>REVISION</u>	
1	Original	
2	First Revised*	(T)
3	Original	
4	Original	
5	Original	
6	Original	
7	Original	
8	Original	
9	Original	
10	Original	
11	Original	
12	Original	
13	Original	
14	Original	
15	Original	
16	Original*	(N)
17	Original*	(N)

\* Signifies new or revised page (N)

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**SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- (C) - To signify a CHANGE in regulation
- (D) - To signify a DELETION or DISCONTINUANCE
- (I) - To signify a rate INCREASE
- (M) - To signify material MOVED to or from another location
- (N) - To signify a NEW rate or regulation
- (R) - To signify a rate REDUCTION
- (T) - To signify a change in TEXT or Regulation But No Change In Rate or regulation

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**TARIFF FORMAT**

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new page are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Board. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc. the Board follows in their tariff approval process, the most current page number on file with the Board is not always the tariff page in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Pages - When a tariff filing is made with the Board, an updated check sheet accompanies the tariff filing. The check sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages 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 the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular page is the most current on file with the Board.

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**APPLICATION OF TARIFF**

This tariff contains the descriptions, rules, regulations, rates, and charges applicable to the furnishing of intra-island long distance telecommunications services, including the provision of operator services, provided by Network Operator Services, Inc., within and throughout the Commonwealth of Puerto Rico.

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**SECTION 1 – EXPLANATION OF TERMS AND ABBREVIATIONS**

ACCESS LINE - An arrangement which connects the customer's location to Network Operator Services, Inc. switching center.

AUTHORIZATION CODE - A numerical code which enables a customer to access the carrier.

CALLED STATION - Denotes the terminating point of a call (i.e., the called telephone number).

CALLING CARD - A card assigned by local telephone companies which enables users to bill telephone calls to their local telco account.

COLLECT CALL - A payment arrangement whereby the called station accepts billing for the call placed through Network Operator Services, Inc.

COMMERCIAL BANK CARD - A credit card issued by a bank to which telephone calls may be charged. (i.e. Visa, Mastercard, American Express)

COMPANY OR CARRIER - Network Operator Services, Inc.

CUSTOMER - Denotes any individual, partnership, association, corporation, or any other entity who subscribes to the services offered in this tariff.

DIRECT DIAL (1+) CALLS - Calls placed without the assistance of an operator.

LATA - (Local Access Transport Area) A geographic area established as required by the Modified Final Judgment in the government's antitrust suit against the Bell System for the provision and administration of communication services.

OPERATOR ASSISTED CALLS - Calls which require the assistance of an operator for completion. For example, collect calls.

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**SECTION 1 – EXPLANATION OF TERMS AND ABBREVIATIONS (Cont.d)**

PERSON TO PERSON CALL - A service arrangement whereby the caller specifies to the operator a particular person, department, mobile station, extension, or office to be reached.

SERVICE CHARGE - A charge added to the basic mileage rate for a telephone call for the assistance of an operator or the usage of a calling card.

THIRD PARTY BILLING - A payment arrangement which allows the end user to assign billing to a telephone number which is different from the calling or called telephone number.

TRAVEL CARD - A card assigned by Network which allows Network's customers to bill telephone calls to their Network account.

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## SECTION 2. RULES AND REGULATIONS

### 2.1 Service Offerings

Network Operator Services, Inc. ("NOS") provides 24 - hour long distance services, including operator assisted services. NOS handles direct dial (1+) calls, collect calls, person to person calls, calling card calls, Network travel card calls, commercial bank card calls (when available at a particular location), and calls billed to a third number.

### 2.2 Undertaking of the Company

Network Operator Services, Inc. provides long distance service (direct dial, inbound "800," and travel card calling) directly to residence and business customers.

Network Operator Services, Inc. also provides operator assistance for pay telephones, hotels and motels, hospitals, airports, colleges, etc. Services are provided to subscribed customers for all operator assisted traffic on their phones.

### 2.3 Timing of Calls

Network Operator Services, Inc. begins charges on a call when a connection is made. The minimum charge is for one minute, and charges are calculated on a per minute basis or in six second increments.

### 2.4 Incompleted Calls

Calls which are not completed (busy numbers, no answer, etc.) are not billed.

### 2.5 Credits and Refunds

If a credit is requested on a call due to trouble on the line (such as a bad connection, disconnection, wrong number dialed, etc.), and the credit is requested immediately through the operator, it is usually issued immediately. All other credit requests are handled through NOS' business office.

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**SECTION 2. RULES AND REGULATIONS (Cont'd.)****2.6 Calculation of Distance**

Where the charges for service are specified based upon distance, the following rules apply:

The airline mileage between two cities can be calculated by using the Vertical (V) and Horizontal (H) coordinates of the servicing wire centers associated with the Company's POP locations. The method for calculating the airline mileage is obtained by reference to AT&T's Tariff F.C.C. No. 10 in accordance with the following formula:

$$\text{the square root of: } \frac{(V1-V2)^2 + (H1-H2)^2}{10}$$

Where V1 and H1 correspond to the V&H coordinates of City 1 and V2 and H2 correspond to the V&H coordinates of City 2.

**2.7 Billing of Services**

Long distance calls, including direct dial and operator assisted calls, that are handled by NOS will be billed to the user's LEC (local exchange carrier) telephone bill unless the end user has a direct billing arrangement with NOS. The Company will submit call records directly to the LEC. All calls will be processed at the NOS' tariffed rates. A toll-free number (800-530-4898) appears on all Customer bills.

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**SECTION 2. RULES AND REGULATIONS (Cont'd.)****2.8 Suspension of Service**

2.8.1 The Customer shall have fifteen (15) calendar days, counted from the date a bill is sent, to pay or dispute charges arising-out of the bill. Government customers, either state or federal, shall have thirty (30) calendar days to pay or dispute the charges. The Customer shall report a billing dispute by telephone, in writing (by mail), or in person, at the Company's offices. If the Customer reports a dispute in person, the Customer must request that the written document presenting the dispute be signed or stamped by the Company. It shall be the Company's responsibility to carry out an investigation with respect to a disputed bill. The Company may suspend any service for a customer who does not make a payment or fails to dispute the bill within the time previously indicated. The Customer shall pay all charges that are part of the bill that are not in dispute, if any. The Company shall not initiate an investigation pertaining to a disputed bill, nor shall it accept a complaint with respect to the same until the Customer has paid all charges that are not in dispute. The complaint shall not be accepted until the Customer has paid the amount of the bill that is not in dispute. In this first contact phase between the Company's customer service representative and the Customer, the Company shall have thirty (30) calendar days to notify the Customer, in writing, of the result of the investigation. The notice shall advise the Customer of its rights to make a written appeal, as well as the appropriate time to present it.

2.8.2 If the result of the investigation is adverse to the Customer, the Customer shall have ten (10) calendar days to appeal the customer service representative's decision before the Company. The appeal shall be presented in writing. The ten (10) day period shall begin from the time the notification of the decision is sent to the Customer. The Company shall assign a higher ranking representative or, in the absence of such, a Customer service representative other than the one who first investigated the initial complaint to attend to the appeal. If an appeal is not presented or payment is not made within the allotted time, the Company may continue with its internal procedures for disconnecting service for nonpayment.

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**SECTION 2. RULES AND REGULATIONS (Cont'd.)****2.8 Suspension of Service (Cont'd.)**

- 2.8.3 The Company shall have ten (10) calendar days to review the appeal, and to notify the Customer in writing of its decision. The notice shall advise the Customer of the Customer's rights to present a written petition for review of the decision to the Board, and the time to present it. The Company shall also notify the Customer of the Board's review procedures as laid out in the following clause. If the appeal is adverse to the Customer, the Customer shall pay the outstanding balance within twenty (20) days from the date the decision was notified. The Company may, at its own discretion, establish a payment plan for the outstanding balance. If the Customer does not comply with the payment arrangements, the Company may suspend, disconnect and cancel service.
- 2.8.4 If the Customer is not satisfied with the result of the appeal, the Customer may take the dispute to the Board, for its review, within thirty (30) days from the notice concerning results of the appeal. The Board shall only address cases at the review level. If a petition for review is not presented to the Board, and payment is not made on the balance in question, the Company may continue with its internal procedures for disconnecting service for nonpayment.
- 2.8.5 A petition for review before the Board shall be in writing, and it shall contain the following information: the Customers' name and address, the name of the Company, pertinent facts, a summary of the Company's decision, applicable legal authorities (if known by the Customer), and the remedy sought. The petition may be handwritten or typed. The Customer must sign the petition and send a copy to the company in question. The petition may be sent by mail or delivered in person to the Board during normal business hours. The Board's address is as follows: Avenida Arterial Hostos #235, Capital Center Building, Torre Norte, Suite 901, Hato Rey, Puerto Rico. The petition shall only comply with the aforementioned procedural requirements. The Customer shall not be obligated to comply with Article 5.4(a) of the *General Rules of Practice and Procedure* (promulgated by the Board) in order to submit a petition for review.

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**SECTION 2. RULES AND REGULATIONS (Cont'd.)****2.8 Suspension of Service (Cont'd.)**

- 2.8.6 The Customer must pay the balance on the bill that is not in dispute, if any, when presenting an objection with respect to the bill, during the first phase of the procedure. The Customer shall also pay any charges not objected to that are incurred charges not objected to while the dispute is being resolved.
- 2.8.7 During the objection and appeal phases, the Company may not suspend service. The Company may suspend service if the customer objects to paying part of the bill and does not make payments on the portion of the balance not in dispute, at the time the complaint is made.
- 2.8.8 If a customer does not pay or exhausts the remedies available to him/her under the procedure established in these regulations, the Company may suspend the service twenty (20) days after the transmittal of a notification of suspension. The service may not be suspended on those days on which the Company does not open its offices to the public on the following day. The service may not be suspended on a Friday, Saturday, Sunday, holiday, nor on a business day before a holiday.
- 2.8.9 The Company must deliver these Regulations (relating to Billing disputes and suspension of service) to each new customer. Moreover, all invoices forwarded by the Company to its customers must contain a warning stating that they will have a fifteen (15) day period to pay or dispute it, under the assurance that their service will not be affected. The Company must also advise the Customer that the Company has a procedure to receive objections regarding billing and that the Customer may obtain written information and personal orientation by a visit or a telephone call to the Company. In case the Customer visits the company to file an objection to the invoice, the Company shall deliver a written document that includes the description of the whole procedure regarding the suspension of service.

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**SECTION 2. RULES AND REGULATIONS (Cont'd.)****2.9 Customer Complaints**

- 2.9.1 The Customer shall file a complaint by telephone, in writing or in person at the company's offices. If the Customer files a complaint in person, the Customer must request that complaint document be signed and stamped by the Company. It shall be the Company's responsibility to carry out an investigation regarding the Customer's complaint.
- 2.9.2 The Company shall have a registry with all the complaints filed by all customers by telephone, mail or in person. The registry shall have the name of the Customer, the date when the complaint was filed, type of complaint and the remedy sought.
- 2.9.3 The Company shall have fifteen (15) calendar days to notify its customer, in writing, of the result of the investigation and the Company's decision regarding the complaint. The notice shall advise the Customer of its right to make a written request for review before the Board, as well as the time to present such a review. The Company shall inform the Customer about the Board's review procedures in the manner indicated in the following subsection.
- 2.9.4 If the Customer is not satisfied with the result of the Company's investigation he may take the dispute to the Board, for its review, within thirty (30) days of the Company's notification concerning the results of its investigation. A petition for review before the Board shall be in writing, and it shall contain the following information: the Customers' name and address, the name of the Company, pertinent facts, a summary of the Company's decision, applicable legal authorities (if known by the Customer), and the remedy sought. The petition may be handwritten or typed. The Customer must sign the petition and send a copy to the Company in question. The petition for review may be sent by mail or hand delivered to the Board during normal business hours. The Board's address is as follows: Avenida Arterial Hostos #235, Capital Center Building,, Torre Norte, Suite 901, Hato Rey, Puerto Rico. The petition for review shall only comply with the aforementioned requirements before mentioned. The Customer shall not be obligated to comply with the provisions of Article 5.4(a) of the *General Rules of Practice and Procedure* in order to submit a petition for review.

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**SECTION 3 – SERVICE DESCRIPTIONS AND RATES**

<u>SERVICE</u>	<u>RATE</u>
3.1 <u>Direct Dial (1+)</u>	
Per Minute – All Mileage Bands:	\$0.19
3.2 <u>Operator Services</u>	
Per Minute – All Mileage Bands:	\$0.65
Operator Charges	
Automated Calling Card	\$1.75
Operator Assisted Calling Card Collect Third Party Billed Credit Card	\$2.75
Person-to-Person	\$4.00
Directory Assistance	\$1.25
Operator Dialed Surcharge	\$1.00
Property Location Surcharge**	\$1.00

\*\* Not Assessed on Local Calls.

Minimum Call Length is three (3) minutes.

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**SECTION 3 – SERVICE DESCRIPTIONS AND RATES**

<u>SERVICE</u>	<u>RATE</u>	
3.3 <u>Operator Services II</u>		(N)
Per Minute – All Mileage Bands:	\$0.75	
Operator Charges		
Automated Calling Card	\$1.75	
Operator Assisted		
Calling Card	\$2.75	
Collect	\$2.75	
Third Party Billed	\$2.75	
Credit Card	\$2.75	
Person-to-Person	\$4.00	
Directory Assistance	\$2.00	
Operator Dialed Surcharge	\$1.00	
Property Location Surcharge	\$0.00 - \$3.00	
Calls are billed in 3 or 5 minute minimums with 1 or 3 minute increments.		(N)

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**SECTION 3 – SERVICE DESCRIPTIONS AND RATES**

<u>SERVICE</u>	<u>RATE</u>	
3.4 <u>Operator Services III</u>		(N)
Per Minute – All Mileage Bands:	\$0.75	
Operator Charges		
Automated Calling Card	\$4.25	
Operator Assisted		
Calling Card	\$4.25	
Collect	\$4.25	
Third Party Billed	\$4.25	
Credit Card	\$4.25	
Person-to-Person	\$6.25	
Directory Assistance	\$2.00	
Operator Dialed Surcharge	\$1.00	
Property Location Surcharge	\$0.00 – \$3.00	
Calls are billed in 3 or 5 minute minimums with 1 or 3 minute increments.		(N)

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