

ACCESS SERVICES

8. Digital Subscriber Line Access Services

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Digital Subscriber Line Access Services provide transmission services over local exchange service copper facilities that can be used for simultaneous voice and data communications. Service is provided, where available, between customer's designated premises and ADSL Service Connection Point.

8.1 Asymmetric Digital Subscriber Line Access Services

8.1.1 General Description

- (A) Asymmetric Digital Subscriber Line (ADSL) Access Service enables data traffic generated by Customer-provided modem to be transported to a DSL Access Connection Point. From there, the traffic is transported to the End User's Internet Service Provider (ISP) via Telephone Company's Frame Relay or Special Access services.
- (B) Customer for the purpose of this section means either the end user or ISP who request the service.
- (C) Rates and regulations for ADSL Access Service are in addition to any other rates and regulations that may apply for the associated local exchange service.
- (D) When two or more Customers request the Telephone Company to provide ADSL Access Service, and designate the same end user premises served by the same exchange line facility as a end user designated location, ADSL Access Service will be provided to the Customer that provides the Company with a written letter of authorization from the end user selecting the Customer as the end user's service provider. The Telephone Company will honor the most current letter of authorization executed by the end user.

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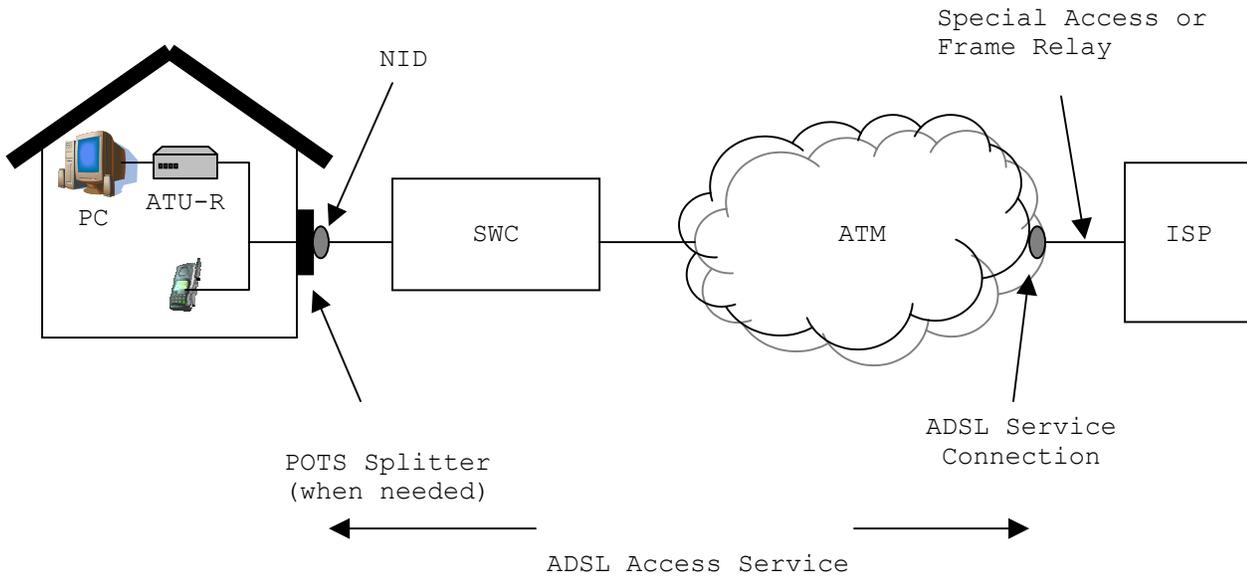
8. Digital Subscriber Line Access Services

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8.1 Asymmetric Digital Subscriber Line Access Services (Cont'd)

8.1.2 Service Description

(A) The following diagram depicts a generic view of the components of the ADSL Access Service and the manner in which the components are combined to provide the service.



Legend

- ATU-R ADSL Terminal Unit Remote
- NID Network Interface Device
- SWC Service Wire Center
- ATM Asynchronous Transfer Mode

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8. Digital Subscriber Line Access Services

8.1 Asymmetric Digital Subscriber Line Access Services (Cont'd)

8.1.2 Service Description (Cont'd)

(B) Six (6) types of ADSL Access Service are available based on the upstream and downstream speed combinations chosen by the Customer.

- 1. 128/64 - provides maximum speeds of 128 Kilobits per Second (Kbps) downstream and 64 Kbps upstream. (N)
- 2. 256/128 - provides maximum speeds of 256 Kilobits per Second (Kbps) downstream and 128 Kbps upstream. (T)
- 3. 512/128 - provides maximum speeds of 512 Kbps downstream and 128 Kbps upstream. (T)
- 4. 512/256 - provides maximum speeds of 512 Kbps downstream and 256 Kbps upstream. (D), (T)
- 5. 768/384 - provides maximum speeds of 768 Kbps downstream and 384 Kbps upstream. (D), (T)
- 6. 1024/512 - provides maximum speeds of 1024 Kbps downstream and 512 Kbps upstream. (T)

(C) The data speeds listed above are maximum speeds. Actual speeds may be lower due to the impact of loop distance, modem technology and other factors. Therefore, performance levels cannot be guaranteed. This includes data speeds, throughput, and packet loss.

Certain regulations previously found on this page now appear on 1st Revised Page 8-4.

TR 58

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8. Digital Subscriber Line Access Services

8.1 Asymmetric Digital Subscriber Line Access Services (Cont'd)

8.1.3 Terms and Conditions

- (A) The Telephone Company will provision and maintain ADSL Access Service from the ADSL Connection Point to the Network Interface Device (NID) at the End User's designated premises. The Telephone Company will advise Customer of any additional equipment necessary to support ADSL Access Service. Customer is responsible for obtaining the additional equipment, including any required splitters or filter and a compatible DSL modem.
- (B) Customer will provide the Telephone Company with the necessary information (e.g. end user name and address, circuit information, serving area, etc.) to provision ADSL Access Service.
- (C) Access from ADSL Connection Point will be provided via Telephone Company's data network interface services. These services may include Frame Relay and Special Access services. A minimum connection speed of DS1 or higher is required for data network interface services. The rates and charges for these data network interface services are in addition to the rates and charges for the ADSL Access Service.
- (D) ADSL Access Service will be provided subject to the availability and limitations of the wire centers and outside plant facilities and is only available where technical capabilities permit. Actual data transmission rates depend on a number of factors, including, but not limited to the distance from the Customer to the serving wire center (maximum distance 18,000 feet), the type of copper facility (wire gauge) and the physical plant.

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Certain regulations currently appearing on this page formerly appeared on Original Page 8-3.

Certain regulations previously found on this page now appear on 1st Revised Page 8-5.

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8. Digital Subscriber Line Access Services

8.1 Asymmetric Digital Subscriber Line Access Services (Cont'd)

8.1.3 Terms and Conditions (Cont'd)

(E) PRTC will not provide ADSL Access Service if it has reasonably determined that it is not technically feasible to provide over existing facilities or it will cause interference problems with the Telephone Company's network or other facilities or with the network facilities of any other party.

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(F) Line conditioning may be necessary if the existing unaltered local exchange facility will not accommodate ADSL Access Service; including, but not limited to, removal of load coils, bridged taps, and/or repeaters or other devices.

(G) If PRTC has reason to believe that permitting the commencement or continuation of ADSL Access Service adversely affects or would adversely affect the ability of PRTC or another carrier to provide, complete, or maintain the level of or quality of its services to its Customers, PRTC may refuse to provide ADSL Access Service or may discontinue providing such service.

(M)

(H) During network maintenance and software update periods, it may be necessary to temporarily place the ADSL central office equipment out of service. PRTC reserves the right to temporarily interrupt ADSL Access Service during such periods and at other times such as those considered by PRTC to be an emergency; however, PRTC will make good faith efforts to avoid and minimize such temporary interruptions.

Certain regulations currently appearing on this page formerly appeared on Original Page 8-4.

Certain regulations previously found on this page now appear on 1st Revised Page 8-6.

ACCESS SERVICES

8. Digital Subscriber Line Access Services

8.1 Asymmetric Digital Subscriber Line Access Services (Cont'd)

8.1.3 Terms and Conditions (Cont'd)

(I) The Telephone Company will obtain the appropriate authorization to allow Telephone Company's employees to enter the end user's designated premises at any reasonable hour for the purpose of installing, inspecting, or repairing ADSL arrangement, or, upon termination of ADSL Access Service, removing Telephone Company's equipment. Customer will present evidence of such authorization to the Telephone Company upon request.

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(J) If Customer is not the end user of the service, then Customer who purchases ADSL Access Service assumes the following obligations:

(1) Customer will submit orders to the Telephone Company in a format and manner designated by the Company.

(2) Customer will provision all Customer premises equipment to its end users.

(3) Customer will deal directly with its end user and will be solely liable with respect to all matters relating to the service, including marketing, ordering, installation, maintenance, repair, billing and collection.

(4) Customer will not direct its end user to contact Telephone Company regarding any aspect of the service.

(M)

Certain regulations currently appearing on this page formerly appeared on Original Page 8-5.

TR 56

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Director - Tariffs Department  
1515 Roosevelt Avenue  
Guaynabo, Puerto Rico 00968

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8. Digital Subscriber Line Access Services

8.1 Asymmetric Digital Subscriber Line Access Services (Cont'd)

8.1.1 Rate Regulations

This section contains the regulations governing the rates and charges that apply for ADSL Access Service. Regulations governing the rates and charges for the Special Access and Frame Relay Access Services are as specified in Section 7 preceding, and Section 16, following. The rates for ADSL Access Service will be billed to the subscriber of the local exchange service.

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(A) Minimum Period - The minimum period for which ADSL Access Service is provided to a Customer and for which charges are applicable is one year. This minimum period does not apply to existing customers prior to the effective date of this tariff.

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(B) Monthly Rate - A monthly Recurring Charge (MRC) applies for each ADSL Access Service arrangement.

(C) Service Order Charge - A single Nonrecurring Charge (NRC) applies for the initial service order associated with each ADSL Access Service arrangement.

(D) Service Activation - A single NRC applies for the initial service activation associated with each ADSL Access Service arrangement.

(E) ISP Change - A single NRC applies for activities associated with a change in ISP per each ADSL Access Service arrangement changed.

(F) Speed Change-Upward - There is no charge applied for activities associated with an upward change in speed from one service type to another service type.

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Certain regulations currently appearing on this page formerly appeared on Original Page 8-6.

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8. Digital Subscriber Line Access Services

8.1 Asymmetric Digital Subscriber Line Access Services (Cont'd)

8.1.4 Rate Regulations (Cont'd)

- (G) Speed Change-Downward - A single NRC applies for activities associated with a downward change in speed from one service type to another with each ADSL Access Service arrangement changed. (M)
- (H) Discontinuance of service - If the customer chooses to disconnect the service prior to the expiration of the minimum period, a discontinuance charge will apply equal to 30% to the remaining portion of the minimum period. (N)

Certain regulations currently appearing on this page formerly appeared on Original Page 8-6.