

EXPLANATION OF TERMS**Account**

A customer record relating to his service or equipment billed to a single telephone number. Service may be all on one premises or extending to another premises as long as it is part of his main telephone system and billed to the main telephone number.

Alternating Current Supply

Electrical energy which is used for the operation of bells and signal devices.

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Attendant Position

An attendant console which provides an answering point for CENTREX C.O. It is used for answering and distributing the incoming calls and for assisting certain station users.

Authorized Protective Connecting Module

A protective unit designed by the Company and manufactured under the control of Company quality assurance procedures, which unit is to be incorporated in a conforming answering device.

Authorized User

Anyone who is permitted by the customer to use the customer's service on a temporary basis as it otherwise would be impractical for such user to obtain Local Exchange Service at that location. Potential customers may not be an authorized user for the purpose of avoiding becoming a customer.

Base Rate

A schedule rate for any class of exchange service available within the base rate area.

Base Rate Area

Since density of development is a criteria in establishing both base rate area and city limits, it is obvious that the two boundaries will have a general relationship between them in many cases. However, they should not correspond unless the city limits follow a boundary that is easy to administer and the development is continuous.

Battery

See *Direct Current Supply*

Bill to Third Number^{1/}

The term "Bill to Third Number" denotes the procedure by which messages, upon request, may be billed to an authorized telephone number other than that of the originating or terminating service points.

Building

The term "same building" is to be interpreted to mean a structure under one roof, or two or more structures on the same premises which are connected by a covered passageway in which the wires or cables of the Company may be placed without exposure to outside electrical circuits or the weather. In no case can conduit be considered as a covered passageway. The term "same building" does not include those buildings connected by a covered public mall. (See Premises.)

^{1/} Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

EXPLANATION OF TERMS (cont'd)**Cancellation Charge**

See *Termination Charge*

Centrex

Centrex service provided by switching equipment which is located on the Company's premise.

Centrex Control Switching Equipment

The switching equipment, located on the Company's premises, used to provide Centrex service furnished in accordance with Centrex service provisions of Part 5, Section 4 or Section 5 of the Company.

Code Ringing

See *Ringing*

Collect Call^{1/}

The term "collect call" denotes the procedure by which messages, upon request, may be reversed, that is, charged to the called service point, provided the charges are accepted at the called service point. (N)

Common Control Switching Arrangement (CCSA)

A service arrangement at certain Company premises to interconnect private line telephone service channels of a switched service network provided to a customer. Use of the common control switching equipment on the Company premises is shared with other service offerings or customers.

Communications System

Channels and other facilities which are capable, when not connected to the Telecommunications Network, of two-way communications between terminal equipment.

Complex Service

Network service offerings limited to terminations in PBX, key or multifunction customer equipment and all private line service offerings regardless of termination type.

Conformance Number

An identifying number assigned by the Company to a particular model of conforming answering device incorporating an authorized protective connecting module when that model or device is in conformance with the provisions set forth by the Company in its technical reference for conforming answering devices.

Conforming Answering Device

A device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The conforming answering device may include remote interrogation and/or device function control. A conforming answering device must incorporate an authorized protective connecting module and must bear a valid conformance number.

Connecting Arrangement

The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company.

Connecting Company

A corporation, association, firm or individual, owning and operating one or more central offices and with whom traffic is interchanged.

Connecting Station

An exchange station of a connection company.

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)

EXPLANATION OF TERMS (cont'd)**Construction Charge**

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in this Guidebook.

Covered Public Mall

A covered public area, originally intended for, or formerly used as, a public street or alley running between two or more buildings.

Customer-Provided Test Equipment

Denotes test equipment located at the premises of the customer that is used by the customer for the detection and/or isolation of a communications service fault.

Data Access Arrangement

A protective connecting arrangement for use with network control signaling unit, or in lieu of the connecting arrangement, and arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Part 2, Section 9.

Data Switching

When used in connection with composite data service denotes the switching of data (non-voice) messages by the interchange, controlling and routing of data messages via communications facilities, wherein the information content of the message remains unaltered.

Demarcation Point (also referred to as Network Interface, Network Interface Device and Demarc).

The point of demarcation and/or interconnection between a telecommunication provider's facilities and terminal equipment, protective apparatus or wiring at a subscriber's premises. Company installed facilities at or constituting the demarcation point shall consist of wire or a jack conforming to Sub-part F of Part 68 of the Federal Communication Commission's rules.

Direct Current Supply

Electrical energy for talking and signaling purposes, other than ringing, except in the case of intercommunicating systems, when direct current may be used for ringing the telephone bells.

Direct Electrical Connection

A physical connection of the electrical conductors in the communications path.

Directory Listing

The publication in the Company's directory of information relative to the customer's telephone numbers, by which users are enabled to ascertain the telephone number of a desired telephone.

Equipment Space

An area or areas, agreed upon by the subscriber and the Company, located on or within a structure that is specifically designated for the purpose of terminating regulated Company provided services and facilities. The necessary security, lighting, commercial power and environmental controls are provided within this area.

Exchange

A telephone system which provides for service within a specified area known as the "Exchange Area." An exchange is termed "Potential Exchange" when the customers are served by a central office located in another exchange area.

EXPLANATION OF TERMS (cont'd)**Exchange Access Arrangement**

An Exchange Access Arrangement (EAA) is a telephone facility which permits access to and from both the customer's premises and the telephone exchange network point. A telephone exchange network point is also known as a serving central office.

Exchange Access Line

Company-provided and maintained central office equipment and Company facilities including the Network Interface, which provides access to and from the telecommunications network for message long distance and local calling.

Exchange Telephone

A telephone receiving exchange service.

Extended Area Service

A local exchange service that is provided between two or more contiguous exchange areas.

Flat Rate Service

Exchange service furnished for a specified sum without regard to the amount of use.

Foreign Exchange Service

Exchange service furnished by means of a circuit connecting a customer's station with a serving office outside of the exchange area in which the station is located.

Foreign Serving Office Service

Exchange service furnished by means of a circuit connecting a customer's station with a serving office of the same exchange but outside of the serving office area in which the station is located.

Grandfathered Communications Systems

The term "Grandfathered Communications Systems" denotes communications systems (including their equipment, premises wiring and protective circuitry if any) connected at the customer's premises, in accordance with any telephone company's tariffs, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such systems are connected to the telecommunications network prior to January 1, 1980 and are of a type of system which was directly connected (i.e. without telephone company provided connecting arrangements) to the telecommunications network as of June 1, 1978.

Grandfathered Connection of Communications Systems

The term "Grandfathered Connections of Communications Systems" denotes connections via telephone company provided connecting arrangements of customer-provided communications systems (including their equipment and premises wiring) at the customer's premises, in accordance with any telephone company's tariffs, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such connections to the telecommunications network are made via telephone company provided connecting arrangements prior to January 1, 1980 and such connecting arrangements are of a type of connecting arrangement connected to the telecommunications network as of June 1, 1978.

EXPLANATION OF TERMS (cont'd)**Grandfathered Connections of Terminal Equipment**

The term "Grandfathered Connections of Terminal Equipment" denotes connections via telephone company provided connecting arrangements of customer-provided terminal equipment connected at the customer's premises, in accordance with any telephone company's tariffs, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such connections to the telecommunications network were made via telephone company provided connecting arrangements prior to July 1, 1979 and such connecting arrangements are the same type of connecting arrangement connected to the telecommunications network as of October 17, 1977.

Grandfathered Terminal Equipment

The term "Grandfathered Terminal Equipment" denotes terminal equipment (including protective circuitry if any) connected at the customer's premises, in accordance with any telephone company's tariffs, and that is considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such terminal equipment was connected to the telecommunications network prior to July 1, 1979 and is of a type of terminal equipment which was directly connected (i.e. without telephone company provided connecting arrangements) to the telecommunications network as of October 17, 1977.

Hotel/Motel

An establishment whose primary business is offering lodging to the transient general public on a day-to-day basis.

Individual Line Service

A classification of exchange service which provides for a maximum of one main station on a line.

Installation Charge

An initial and non-recurring charge made under certain conditions covering the cost or portion of the cost of the work of connecting and furnishing telephone service. (See Construction Charge and Service Connection, Moves and Changes.)

Interface

See *Network Interface*

Jack

A fixed socket, provided by the Company, to accomplish the direct electrical connection between telephone facilities by means of cords ending in plugs.

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Jurisdiction

A geographic area meeting each of the following conditions:

- Presided over by the same regulatory body;
- Within the boundary of a single state;
- An area in which AT&T Arkansas is authorized to provide service.

EXPLANATION OF TERMS (cont'd)LATA

Local Access and Transport Area (LATA) denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company exchanges which are grouped to serve common social economic and miscellaneous purposes.

Listing

See *Directory Listing*

Local Exchange Service

See Part 2, Section 2 for definition.

Locality Rate

A rate quoted as a single item but made up of base rate, plus an average or commuted mileage or construction charge, applied uniformly to all customers to the same class of service within a defined part of the schedule area, not a part of the base rate area of the schedule under which service is rendered.

Local Message

See *Message*

Local Service Area

The area within which service is furnished between stations without charge other than the regular exchange service charge.

Long Distance Message Telecommunications Service

The furnishing of facilities for telephone communication between telephones in different local service areas within the same LATA in accordance with the regulations and system of charges specified in Part 9. The long distance message telecommunications service charges specified in that part/section of the guidebook are in payment for all message telecommunication service furnished between the calling and called telephones.

Measured Service

A class of service for which a charge is made in part on the basis of network access and in part on the basis of four local usage pricing elements; number of local messages, the duration of the message, the distance of the message within the local area, and the time of day the message was placed.

Message

A telephone conversation of any prescribed length between two telephone stations. Messages may be classified as follows:

Local Message: A communication between telephone stations located within the area defined as the local service area of the station from which the message originates.

Long Distance Mesage: A communication between two telephone stations within a LATA.

Message Rate Service

A class of exchange service, not including coin box service, for which charge is made in part on the basis of Network Access and in part on the basis of the number of outgoing local messages.

EXPLANATION OF TERMS (cont'd)**Multi-Line**

An individual flat rate business or residence exchange service furnished by means of two or more exchange lines terminating in apparatus which facilitates pick-up by associated stations.

Multi-Line rate exceptions are as follows:

- Multi-Line rates do not apply where the PBX trunk rate applies or on Package PBX or Centrex Service.
- Multi-Line rates do not apply to Announcement Lines.
- Multi-Line rates do not apply to Secretarial Answering Lines terminated at a Telephone Answering and Secretarial Service. Extensions terminated at a Telephone Answering and Secretarial Service are not considered when determining whether Multi-Line rates apply.
- Functions performed by data sets are not considered when determining whether Multi-Line rates apply.

Multi-Line Hunt Group

Rotary (hunting) service provided in Electronic Switching System (ESS) offices where a standard seven digit number is assigned only to the first line in a customer's number group. Subsequent lines are designated by using two, three, or four digit numbers dependent upon the type of ESS office. The Company reserves the right to determine when Multi-line Hunt Group numbers are assigned.

EXPLANATION OF TERMS (cont'd)

Network

See *Telecommunications Network*

Network Access Line

See *Exchange Access Line*

Network Access Terminal

A special arrangement at a PBX or an instrument on the customer's premises to provide access to a private line Switched Service Network for incoming and/or outgoing calls.

Network Control Signaling

The transmission of signals used in the telecommunications system which performs functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

Network Interface

See *Demarcation Point for explanation*

Non-Lead Numbers

Any number in the customer's number group that is not the first number.

Non-Published Exchange Service

An exchange service, the listing of which, at the customer's request, is omitted from the alphabetical list of names of customers. Non-published telephone numbers are not divulged except in situations where the (C) Company is served with valid legal process or is in receipt of lawful demand of law enforcement agency.

EXPLANATION OF TERMS (cont'd)**Obsolete**

A classification indicating the restricted availability of a service offering. The extent of the restriction is denoted by annotations as follows:

Existing Locations:

- Can add to existing system.
- Can supersede.
- Cannot outside move.

Existing Installations:

- Cannot add to existing system.
- Can supersede.
- Cannot outside move.

Existing Customers:

- Can add to existing system.
- Can outside move.
- Cannot supersede.

Existing Customers At Existing Locations:

- Can add to.
- Cannot outside move.
- Cannot supersede.

Existing Installations At Existing Locations:

- Cannot add to.
- Cannot outside move.
- Can supersede.

Existing Installations At Existing Locations For Existing Customers:

- Cannot add to.
- Cannot outside move.
- Cannot supersede.

Existing Service Arrangements:

- Can outside move.
- Can supersede.
- Cannot add to.

Existing Systems:

- Can outside move.
- Can supersede.
- Can add to.

Obsolete Switching Systems

Refers to Centrex C.U. or Communications Service Package Systems served by No. 101 ESS Switching Systems located on customer premises which were installed prior to January 1, 1984 and continue to be maintained by AT&T Arkansas.

EXPLANATION OF TERMS (cont'd)**Other Common Carrier**

The term "Other Common Carrier" denotes Specialized Common Carriers, Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing telecommunications services as such Carriers may be authorized by the Federal Communications Commission and the Arkansas Public Service Commission to.

Party Line Service

A classification of exchange service which permits the connection of two or more main stations on the same central office circuit.

Pay Telephone

The equipment placed by a Payphone Service Provider to facilitate the provisioning of pay telephone service to the end user. Such service is utilized by the use of coins or alternative billing mechanisms.

Pooled Access

The connection of communications systems or terminal equipment with the exchange access line on a random, nonmutually exclusive basis.

Potential Customer

All persons, firms or corporations without Local Exchange Service located within the Company's local exchange area.

Potential Exchange

See *Exchange*

Premises

All portions of the same building occupied by the same customer, provided that:

- The portions are not separated from each other by intervening offices, rooms or suites not occupied by the customers
- The portions on different floor is directly above the portion occupied on the lower floor

All of the buildings occupied by the same customer, provided that:

- All of the buildings are located on the same plot of ground and are not intersected by a public highway^{/1/}

Primary Calling Area

See *Local Service Area*

Registered

The term "Registered" denotes equipment which complies with and has been approved within the Registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

/1/ A public highway is considered to mean a vehicular thoroughfare which is governmentally owned.

EXPLANATION OF TERMS (cont'd)**Ringing**

The term "ringing" refers to the method of signaling a customer's station and may be considered in three classes.

Code Ringing: A method of signaling on party lines whereby the bells at all stations are operated when any one station is signaled, the signals for the respective stations being distinguished by a code made up of a combination of short and long rings.

Selective Ringing: A system of signaling on party lines which permits each station to be signaled without operating the bells at the other stations on the line.

Semi-Selective Ringing: A system of ringing on party lines whereby the bells of only a portion of the stations are operated when one station is signaled.

Rotary Dial Telephone Service

That service which utilizes rotary dial pulse equipment (as opposed to TOUCH-TONE equipment) to originate calls.

Rural Line Service

A type of party line service furnished the customers in certain sections outside the base rate area, the facilities being owned and maintained by the Company, except that in some cases the customer may be required to bear a part of the excessive construction cost or the cost of a portion of the line between the main telephone line and his premises.

Schedule Area

An area within which a given exchange rate schedule is available, with mileage charges when applicable.

Season Rate

A rate for exchange service during all or any portion of a specified season period, or during a definite part of the calendar year. (See Short Term Rate.)

Selective Ringing

See *Ringing*

Series Completion

Telephone numbers assigned in a rotary (hunting) number group where each number assigned is a standard seven digit number. The Company reserves the right to determine when series completion numbers are assigned.

Service Connection, Moves and Changes

Refers to charges made to customers for the purpose of reimbursing the Company for the cost or portion of the cost involved in connecting, moving, changing and disconnecting telephone facilities.

Service Point

When used in connection with communication channels or systems denotes the point on the customer's premises where channels provided by or furnished to the customer are terminated in switching equipment used, in the normal mode of operation, for communications with stations or terminal equipment located on the premises.

Service Station Line

Telephone facilities provided by the customer in isolated and sparsely developed areas where it is not practicable for the Company to make such facilities available.

EXPLANATION OF TERMS (cont'd)**Service Terminating Arrangement**

Company-provided equipment which terminates WATS or exchange telephone service at a customer's premises. The Service Terminating Arrangement provides a clearly delineated interface which facilitates the design, isolation, and testing of WATS or exchange telephone service. Where a protective connecting arrangement is required, the Service Terminating Arrangement is provided as a part of the protective connecting arrangement.

Serving Office

The office in the service area from which a customer would normally be served for local exchange telephone service. Where the serving office is not located in the service area, a theoretical location has been established by the Company for billing purposes.

Serving Office Area

The specific area normally served by a serving office. A serving office may be served in several ways, namely:

- By a single unit serving office with one telephone number prefix.
- By a multi-unit serving office with multi-telephone number prefix.
- By a theoretical serving office with switching equipment located in another exchange or serving office area.

Standard Service

Network service offerings which terminate in a single line jack and utilize simple (usually quad or 2-pair) wire at a customer's premises not associated with any type of system, such as PBX, key or multifunction customer equipment.

Station

The network control signaling unit, data set or other equipment at the customer's premises which enables the customer to establish the communications connections to effect communications through such connections; also denotes a termination of an individual exchange line or PBX trunk provided in accordance with the provisions of this guidebook, in switching equipment located in an exchange foreign to the exchange in which the customer is located.

Supplemental Contract

A contract for service, equipment or facilities in addition to that provided for under the original contract.

Switched Circuit Automatic Network (SCAN)

A service arrangement at certain Company premises to interconnect Private Line Telephone Service Channels of a switched service network provided to certain agencies of the Federal Government. The common control switching on the Company premises is provided on a four-wire basis. Such service may be arranged for cryptographic transmission.

Switched Service Network (SSN)

A private line network that uses SCAN and/or CCSA type common control switching.

Telecommunications Network

All facilities of the Company that are used to provide its services.

Telephone Company (or the Company)

The Southwestern Bell Telephone Company.

EXPLANATION OF TERMS (cont'd)**Telephone Facility**

All physical units utilized in providing telephone service, primarily including central office equipment, outside plant (wire, cable, conduit, poles), and equipment and wire located at customer premises.

Telephone Number

A designation assigned to a subscriber's station for convenience in operating. Telephone numbers may include the name of a central office, which is termed the "Central Office Designation."

Termination Charge

A charge made to a subscriber if the contract is terminated prior to the expiration of the contract period.

Theoretical Central Office District

See Central Office District

Theoretical Exchange

See Exchange

Toll Service

(Message Toll Telephone Service) Message toll telephone service is that of furnishing facilities for telephone communication between telephones in different local service areas in accordance with the regulations and system of charges specified in Part 9. The toll service charges specified in Part 9 are in payment for all service furnished between the calling and called telephones.

Toll Terminal

A Company station to which only Long Distance Message Telecommunications Service is furnished.