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## **A1. DEFINITION OF TERMS**

### CONTENTS

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## A1. DEFINITION OF TERMS

### ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically or inductively connected to the communications path of the telecommunications systems.

### ADD-ON

A Centrex feature which permits a station user to add another station to the conversation on incoming central office trunk calls.

### AFFILIATED ENTITIES

Affiliated entities are those corporations, partnerships, proprietorships or other groups that hold stock in excess of fifty percent (50%) of the stock of the entity which claims to be affiliated.

### AGENT OR REPRESENTATIVE

One authorized to act on behalf of another, usually by legal contract.

### ALTERNATING CURRENT SUPPLY

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

### ANSWER SUPERVISION

This feature provides the capability of delivering "off hook" supervisory signals from the subscriber's serving central office to a line interface at the customer's premises. These supervisory signals indicate when the called party has answered an incoming call (gone "off hook").

### ATM

The term "ATM", referring to Asynchronous Transfer Mode, denotes one of the general class of packet switching technologies that relay traffic via an address contained within the packet (referred to in ATM as cells). ATM is a switching method in which information does not occur periodically with respect to some reference such as a frame pattern.

### AUTHORIZED PROTECTIVE CONNECTING MODULE

The term "Authorized Protective Connecting Module" denotes a protective unit designed by the Company and manufactured under the control of the Company quality assurance procedures, which unit is to be incorporated in a conforming answering device.

### AUXILIARY LINE

An additional individual access line used for one-way (inward to the subscriber) service.

### BACK-UP LINE

An optional service providing individual line business subscribers with an additional line for inward and outward calling with usage charges applying for originating and terminating calls.

### BARGE-IN OPERATION

A feature of the Public Announcement Service announcers, either single or multichannel, which allows a calling party access to an announcement regardless of whether or not such announcement is already in progress.

### BASIC TERMINATION CHARGE

See "Termination Charge"

### BELLSOUTH CHANNELIZED TRUNKS

Provides channelized DS1/1.544 Mbps circuits available for voice intraLATA communications services. Provides up to 24 DID, Outward Only or Combination/2-Way trunks.

### BILL TO THIRD PARTY<sup>1</sup>

The term "Bill to Third Party" denotes a billing arrangement by which a call can be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated.

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**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

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## A1. DEFINITION OF TERMS

### BUILDING (SAME)

The term "Same Building" only as it applies to other than Shared Tenant Services is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by enclosed passageways in which the wires or cable of the Company can be safely run provided the plant facility requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by enclosed passageways and the plant facility requirements for furnishing service are appreciably greater than would be required normally if all the structures were under one roof, the term "same building" applies individually to each of the separate structures. Pipes and conduit are not considered enclosed passageways.

### BUILDING (SINGLE)

In a Shared Tenant Service application, the term "Single Building" means one structure under one roof. Separate buildings superficially connected are not considered as one building.

### CALL

An attempted or completed communication.

### CALL FORWARDING

A Centrex or local exchange feature which permits the station user to have his incoming calls transferred automatically to any station in the Centrex or other access line.

### CALL FORWARDING - BUSY LINE

Centrex service optional feature which automatically routes incoming central office trunk calls to the attendant when called station is busy.

### CALLING AREA

See "Local Service Area"

### (DELETED)

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### CALL HOLD

A Centrex feature which permits any call in progress to be "held" by dialing a code, thus freeing the line for the purpose of originating another call.

### CALL PICKUP

A Centrex feature which enables a station user to answer incoming calls directed to other stations within his own pickup group by dialing a code.

### CALL TRANSFER-INDIVIDUAL

A Centrex feature which permits a station user to transfer a misdirected call or any call in progress without the assistance of the attendant. This feature is available on incoming central office calls only, unless specified as Call Transfer-Individual-All Calls. Call Transfer-Individual is not available at Centrex II satellite installations.

### CANCELLATION CHARGE

A charge applicable under certain conditions when an application for service and/or facilities is cancelled in whole or in part prior to the completion of the work involved.

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## A1. DEFINITION OF TERMS

### CAPTION LISTING

The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.

### CENTRAL OFFICE

A central office is a local operating unit by means of which telephonic intercommunication is provided for subscribers within a specified area under contracts for exchange service. An essential characteristic of a central office is switching equipment to which telephone stations are connected by means of circuits known as "Central Office Lines".

### CENTRAL OFFICE BLOCKING WITH OPERATOR SCREENING

A service provided to Hotel/Motel subscribers which provides central office blocking of selected calls and screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line.

### CENTRAL OFFICE CONNECTING FACILITY

A facility furnished to an Other Carrier by the Company between the terminal location of the Other Carrier and a point of connection on the Company premises. (T)

### CENTRAL OFFICE LINE

See "Exchange Access Line".

### CENTREX-CO SERVICE FROM A #5 CROSSBAR (Obsolete Service Offering)

- a. A service arrangement of dial switching equipment and facilities which permits completion of inward and outward local and long distance calls from stations associated with the system without intermediate handling by the attendant.
- b. Classification of Centrex-CO stations from a #5XBAR
  - (1) Centrex-CO from a #5XBAR Extension Station: An additional station connected on the same line as the main or interior station and subsidiary thereto.
  - (2) Interior Centrex-CO station line from a #5XBAR: A station line that cannot originate or receive calls outside the Centrex either directly or through the attendant.
  - (3) Main Centrex-CO station line from a #5XBAR: A station line arranged to originate or receive local and long distance calls either directly or through the attendant.
- c. Principal location: The premises of the customer at which the largest number of main Centrex stations are located within the serving central office area.

### CENTREX TYPE SERVICES

Central office based non-transport arrangements which permit abbreviated internal calling, and outward calling from station lines associated with Centrex Service, ESSX-1 Service, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service.

### CHANNEL TERMINAL

The term "Channel Terminal" denotes that portion of a service required to terminate within a central office, the interoffice or interexchange transmission system.

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## A1. DEFINITION OF TERMS

### CIRCUIT

See "Exchange Access Line"

### CLASS OF SERVICE

A description of telephone service furnished a subscriber in terms such as:

a. For Exchange Service:

- (1) Grade of Line: Individual Line
- (2) Type of Rate: Flat rate or message rate
- (3) Character of Use: Business or residence
- (4) Dialing Method: Touch-Tone or Rotary

b. For Long Distance Telecommunications Service:

- (1) Type of Call: Station-to-Station

(C)

c. For Wide Area Telecommunications Service:

- (1) Type of Service: Outward or 800 Service

### COIN REFUND AND REPAIR REFERRAL SERVICE

Coin Refund and Repair Referral Service (CRS) provides handling of refund requests and repair referrals generated by the end users of Independent Payphone Provider (IPP) public telephones.

### COLLECT CALL<sup>1</sup>

(C)

The term "Collect Call" denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station. A collect call may be billed to a third party number. In the case of a coin telephone the charges must be billed to a third party number, or the call may be reoriginated from the called station.

### COMMITMENT GUARANTEE

A plan establishing a credit that will be issued to a customer in the event that the Company misses a commitment in connection with installation or repair of service provided over the Company's facilities, unless an exception is applicable.

### COMMON BATTERY SERVICE

The type of telephone service in connection with which electrical energy for talking and signaling is supplied from a central point.

### COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable, when not connected to telecommunications services, of communications between terminal equipment.

The term "Communications Systems" when used in connection with communications systems provided by an Other Carrier (OC), denotes channels and other facilities furnished by the OC for private line services as such OC is authorized by the Federal Communications Commission or Public Service Commission to provide.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

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## A1. DEFINITION OF TERMS

### COMPANY

Wherever used in this *guidebook*, "Company" refers to the Southern Bell Telephone and Telegraph Company unless the context clearly indicates otherwise. (T)

### COMPLETED CALL

A completed call is a calling attempt by the subscriber that results in an off-hook condition at the receiving end. Such conditions shall include the following actions:

- (1) the called party responds by personally answering the call;
- (2) a customer controlled automatic answering device responds by answering the call;
- (3) a Company recording, under the control of the called party, responds to the calling attempt (e.g., Call Block and Anonymous Call Rejection would be completed calls), except for attempts defined as incomplete calls;
- (4) the calling attempt, when under the control of the called party, (e.g., Call Forwarding Busy Line, Call Forwarding Don't Answer, etc.) is forwarded to another telephone number that results in one of the conditions described in (1), (2), or (3) preceding.

### COMPLEX BUSINESS<sup>1</sup>

The term "Complex Business" as specified herein is defined as business line basic exchange service which terminates in a communications system. The term business key is synonymous with the term Complex Business.

### COMPOSITE DATA SERVICE

The term "Composite Data Service" denotes the combined use of terminal and customer-provided data switching equipment with the use of communications services of the Company by a Composite Data Service Vendor to perform data switching for others.

### COMPOSITE DATA SERVICE VENDOR

The term "Composite Data Service Vendor" denotes a customer that has been certificated by the Federal Communications Commission pursuant to Section 214 of the Communications Act of 1934, as amended, to acquire and operate facilities to perform data switching for others. A customer shall be classified as a Composite Data Service Vendor only with respect to use of those exchange services which are utilized for the provision of composite data service.

### CONFORMANCE NUMBER

The term "Conformance Number" denotes 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.

**Note 1:** In all sections of the General Exchange Guidebook, the Private Line Guidebook, and the Access Service Tariff, any references to the Business Line rates refer to the Complex Business individual line rates as provided in this Guidebook.

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## A1. DEFINITION OF TERMS

### CONFORMING ANSWERING DEVICE

The term "Conforming Answering Device" denotes 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 term "Connecting Arrangement" denotes the equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company, or of facilities of the Company with other facilities of the Company.

### CONNECTING COMPANY

A corporation, association, firm or individual owning and operating a toll line and/or one or more central offices providing local exchange telephone service to the public and with whom the Company interchanges traffic.

### CONSTRUCTION CHARGE

A separate charge authorized in the *guidebook* for construction of pole lines, circuits, facilities, etc.

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### CONSULTATION HOLD

A Centrex feature which permits a station user to hold an existing call while originating a new call for the purpose of consultation. After consultation the initial call can be restored. This feature is available on incoming calls only, unless specified as Consultation Hold - All Calls.

### CONTIGUOUS

1. Wire centers having a common boundary, i.e., touching along a boundary in accordance with the following guidelines:
  - a. common boundary of habitable land with or without a road crossing the boundary;
  - b. separated by a river, lake or swampland with a road connecting the two directly.
2. For purposes of this definition, the following circumstances do not qualify as contiguous:
  - a. separated by a river, lake or swampland with a road connecting the two indirectly, i.e., the road passes through another exchange;
  - b. separated by a river, lake or swampland with no road connecting the two directly;
  - c. common boundary at a point; the corners of two or more wire centers touch.

### CONTRACT PERIOD

The length of time for which a subscriber is obligated to retain service, facilities and equipment.

### COST

Whenever the word "cost" is used in this *guidebook*, it is intended to cover the cost of labor, material and incidentals, plus a charge for supervision.

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## A1. DEFINITION OF TERMS

### CROSS REFERENCE LISTING

The listing of a generally accepted name of a subscriber followed by a reference to another listing.

### CUSTOMER NETWORK MANAGEMENT (CNM) - ADMINISTRATIVE MANAGEMENT SERVICE

Customer Network Management (CNM) - Administrative Management Service provides customers a single point of access to other Company Network Management products, and provides the customer greater control and additional information about the network services they purchase from the Company.

### CUSTOMER PREMISES

Customer Premises is the discrete real property owned, leased or controlled by a customer for the customer's own business or residential purposes.

### CUSTOMER PREMISES EQUIPMENT (CPE)

CPE includes terminal equipment located on the customer's premises, and in inventory, such as telephone sets, teletypewriters, data terminal equipment, private branch exchange equipment, key system equipment, mobile telephone equipment, dialers and other supplemental equipment. CPE does not include terminal equipment used for official Company business; subscriber multiplexing terminal equipment, subscriber pair gain equipment, transmit earth stations, when provided as an integral part of the network facilities; or telecommunications devices for the deaf (TDD). (T)

### CUT-OFF SWITCH OR KEY

An item of terminal equipment that enables a Payphone Service Provider (PSP) instrument to be easily connected or disconnected from the exchange network. A cut-off switch or key does not have the capability of switching a given PSP instrument from one PSP access line or PSP trunk to another. Cut-off switches or keys used with PSP instruments may be used only in confinement facilities and only at the request of the administration of the confinement facility.

### CUT-THROUGH OPERATION

Control of the progress in establishing a call over a private line facility from location to location is under the control of the user, i.e. digits are dialed to each intervening and/or the terminating switching system(s) upon receipt of dial tone (or time delay period) until the call is completed.

### DATA ACCESS ARRANGEMENT

The term "Data Access Arrangement" denotes a protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Section A15. (T)

### DATA SWITCHING

The term "Data Switching" as used in connection with composite data service denotes the switching of data (nonvoice) messages by the interchange, controlling and routing of data messages between two or more stations, via communications facilities, wherein the information content of the message remains unaltered.



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## A1. DEFINITION OF TERMS

### DEMARICATION POINT

Demarcation Point is the point of physical interconnection (connecting block, terminal strip, jack, protector or remote isolation device) between the telephone network and the customer's premises wiring. This point is part of the telephone network, provided and maintained by the Company. The location of this point is:

- a. Single Line/Single Customer Building - Either at the point of physical entry to the building or a junction point as close as practicable to the point of entry.
- b. Single Line/Multi Customer Building - The multiunit premises owner shall determine whether there shall be a single demarcation point location for all customers or separate such locations for each customer. Provided, however, that where there are multiple demarcation points within the multiunit premises, a demarcation point for a customer shall not be further inside the customer's premises than a point 30 cm (12 in) from where the wiring enters the customer's premises, or as close thereto as practicable.
- c. Multi Line Systems - At a point within the same room and within 25 feet of the FCC registered terminal equipment

### DIRECT CURRENT SUPPLY

Electrical energy for talking and signaling purposes, other than ringing.

### DIRECT ELECTRICAL CONNECTION

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

### DIRECTORY ASSISTANCE/DIRECTORY ASSISTANCE CALL COMPLETION

Directory Assistance/Directory Assistance Call Completion (DA/DACC) is a service which provides the customer a Local Exchange Subscriber telephone number and Local Call Completion to the number provided, if requested, given a listed name and address. This service is for use by Mobile Service Providers (MSPs) and is provisioned via a dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Service Office (MTSO) and the Company location where DA/DACC is provided.

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### DISKETTE ANALYZER BILL (DAB) SERVICE

Provides monthly telephone bills on floppy diskettes. Allows customers to sort and summarize bill detail based upon criteria of their choosing.

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## A1. DEFINITION OF TERMS

### DORMITORY COMMUNICATIONS SERVICE

See Section A13.

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### DROP WIRE

Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the standard network interfaces.

### DUAL SERVICE

A service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center during the time of a customer move.

### DUPLICATE BILL CHARGE

Charge for providing duplicate copies of customer bills upon customer request.

### EARNING ACCOUNT

The account under which the customer's service is established and provisioned.

### ELECTRONIC WHITE PAGES

Switching equipment facilities, computer hardware and software components utilized for the provision of Electronic White Pages Access service.

### EMBEDDED CUSTOMER PREMISES EQUIPMENT (CPE)

Embedded CPE consists of all CPE reflected on the books of the Company on December 31, 1982, reduced only by subsequent sale or other approved method of depletion.

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### ENHANCED SERVICE

The term "enhanced service" shall refer to services, offered by using common carrier transmission facilities, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information; provide the subscriber additional, different or restructured information; or involve subscriber interaction with stored information.

### ENHANCED SERVICE PROVIDER (ESP)

The term "Enhanced Service Provider" (ESP) denotes a customer that provides enhanced services that may use the Company's transmission facilities. A customer shall be classified as an enhanced service provider only with respect to those basic services which are utilized for provision of enhanced service.

### ESSX SERVICE

See Section A12.

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### EXCHANGE

A central office or group of central offices, together with the subscriber's stations and lines connected thereto, forming a local system which furnishes means of telephonic intercommunication without toll charges between subscribers within a specified area, usually a single city, town or village.

When an exchange includes only one central office, it is termed a single office exchange, but when it includes more than one central office, the exchange is termed a multi-office exchange.

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**Note 1:** When any Network Interface other than a miniature-modular type is used in the provision of a Network Interface, the current charge for such Network Interface will apply.

## A1. DEFINITION OF TERMS

### EXCHANGE ACCESS LINE

The serving central office line equipment and all Company plant facilities up to and including the Company-provided Network Interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the use offering selected by the customer. Exchange Access Lines are subdivided as follows:

- a. Central Office Line: A circuit extending from a central office to the location of an individual access line, a PBX, Centrex Type Services system, an Automatic Call Distributor, a Horizon® Communications System, or such similar equipment.
- b. Exchange Access: The circuit portion of an exchange access line which extends from the service location to the central office.
- c. PBX Station Line: The circuit portion of a PBX station. It consists of all facilities from the PBX common equipment to the telephone jack or outlet of a PBX station location on a customer's premises.
- d. Centrex Type Services Main Station Line: The circuit portion of a Centrex Type Services main station. It consists of all facilities, including intercommunication and outside plant facilities from the Centrex Type Services system dial switching equipment to the Network Interface of the Centrex Type Services main station line.
- e. Centrex Type Services Extension Station Line: The Centrex Type Services extension station consists of additional usage of traffic sensitive equipment.
- f. Tie Line: A circuit connecting PBX, Centrex Type Services, Automatic Call Distributor Systems, and/or other switching arrangements.
- g. Trunk Line: A circuit extending from a central office and terminated in Private Branch Exchange (PBX) switching equipment, Automatic Call Distributors, a common group of switched lines (pooled) connected to Horizon® Systems and to other services.

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### EXCHANGE SERVICE AREA

The territory, including the base rate, suburban and rural areas served by an exchange, within which local telephone service is furnished at the exchange rates applicable within that area.

### EXCHANGE SERVICE

The general telephone service rendered in accordance with **guidebook** provisions. Exchange service is a general term describing as a whole the facilities provided for local intercommunication, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this **Guidebook**.

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- a. Flat, and Message, and Measured Rate
  - (1) Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.
  - (2) Message Rate Service: A classification of non-coin box exchange service which is charged for on the basis of amount of use.
  - (3) Measured Rate Service: A classification of exchange service which is charged on the basis of local usage, as determined by the number of calls, the duration of the calls, the distance of the calls and the time of day the calls are placed.
- b. Individual Line
 

Individual Line Service: A classification of exchange service which provides that only one Exchange Access Line shall be served by the line connecting such Access Line with the central office or other switching unit.
- c. Foreign Central Office Service: A classification of exchange service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.
- d. Foreign Exchange Service: A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.

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Material appearing on this page previously appeared on page(s) 9 of this section.

M1 Material appearing on this page previously appeared on page(s) 11 of this section.

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## A1. DEFINITION OF TERMS

### EXTENDED AREA SERVICE

A type of telephone service furnished under guidebook provisions whereby subscribers of a given exchange may complete calls to and, where provided by the guidebook, receive messages from one or more exchanges without the application of long distance message telecommunications charges.

### FLAT RATE SERVICE

See "Exchange Service"

### FOREIGN CENTRAL OFFICE MILEAGE

See "Mileage Charge"

### FOREIGN CENTRAL OFFICE SERVICE

See "Exchange Service"

### FOREIGN EXCHANGE LISTING

See "Listing"

### FOREIGN EXCHANGE MILEAGE

See "Mileage and Zone Charge"

### FOREIGN EXCHANGE SERVICE

See "Exchange Service"

### FULLY PARTITIONED

A description of a shared switching system which does not permit or provide local service access sharing or resale or intercom calling between unaffiliated entities.

### HOME NUMBER PLAN AREA (HNPA)

The Number Plan Area (NPA) where an end user is located.

### HOST OFFICE

The term "Host Office" denotes an electronic switching system which provides call processing capabilities for one or more Remote Modules or Remote Systems.

### INCOMPLETE CALL ATTEMPT

Calls that are not completed due to insufficient answering capability. Call attempts are considered incomplete if the calling party receives a busy signal, a ring with no answer, or a recorded message stating network difficulty in completing the call, number changed, number invalid, number not in service, or number not assigned.

### INDENTED LISTING

Indented listings are used where a subscriber has more than one listing for service under the same name at one or more locations.

### INITIAL CHARGE

See "Installation Charge"

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## A1. DEFINITION OF TERMS

### INITIAL SERVICE PERIOD

The minimum period of time for which service, facilities and equipment are provided.

### INSTALLATION CHARGE

A nonrecurring charge applying to the provision of certain items of equipment or facilities as distinguished from the service connection charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "initial" charge.

### INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

Integrated Services Digital Network (ISDN) is a network architecture supporting Digital Telecommunications services which are user selectable through a common access at a standard interface.

### INTRASYSTEM WIRING

Intrasytem wiring includes all cable and wiring and its associated components (e.g., connecting blocks, terminal boxes, conduit between buildings, support structure, etc.) which connect a system's station components to one another or to the common equipment of a PBX, key or similar system.

### JOINT USER SERVICE

A classification of exchange service furnished to a joint user, in connection with subscribers' exchange service. A joint user is a person, firm or corporation sharing the subscribers' exchange service in accordance with guidebook provisions, but who would not otherwise be entitled to the use of the service.

### LATA

See "Local Access and Transport Area"

### LIFELINE

A low-income assistance program, available to qualified residential subscribers, which reduces monthly charges for local service through credits supported by federal and Company funds.

### LINE

See "Exchange Access Line"

### LINE CONCENTRATOR

An item of registered terminal equipment that enables two or more PSP instruments to obtain access, through manual or automatic switching, to the same PSP trunk but denies connection to the same trunk at the same time. Such equipment may be used only in confinement facilities and only with the express written consent of the administration of the confinement facility.

### LINK

The term "Link" refers to the use of a single local channel and/or an interoffice/interexchange channel as one segment (partial channel) of a 2 point or multipoint arrangement when at least one other segment of the service arrangement is served by MegaLink service, MegaLink Light service, MegaLink Plus service, MegaLink channel service or LightGate service.

### LINK-UP

A low-income assistance program, available to qualified residential subscribers, which reduces charges for connection of service through credits supported by federal funds.

### LISTING

The publication in the Company's directory (*where available*) and/or information records of information relative to a subscriber's telephone number, by which telephone users are enabled to ascertain the call number of a desired station.

- a. Caption Listing: The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business. (M)
- b. Cross Reference Listing: The listing of a generally accepted name of a subscriber followed by a reference to another listing. (M)
- c. Foreign Exchange Listing: The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served. (M)
- d. Indented Listing: Indented listings are used where a subscriber has more than one listing for services under the same name at one or more locations. (M)
- e. Stylist Service: A directory listing consisting of upper case alpha and/or numeric characters in lieu of standard numeric characters. (M)

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## A1. DEFINITION OF TERMS

### LISTING INFORMATION SYSTEM

A database that contains the listed names, addresses and telephone numbers of AT&T residential and business customers and, where available, listings of residential and business customers served by other local providers.

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### LOCAL ACCESS AND TRANSPORT AREA

A geographic area established for the Administration of Communications Service. It encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

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### LOCAL CALLING AREA

See "Local Service Area"

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### LOCAL MESSAGE

See "Message"

### LOCAL SERVICE

A type of localized calling whereby a subscriber can complete calls from his station to other stations within a specified area without the payment of long distance charges.

### LOCAL SERVICE AREA

The area within which telephone service is furnished subscribers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.

### LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

The furnishing of facilities for subscribers' telephone communications on an individual message basis between two or more points which are located in the same Local Access and Transport Area (LATA).

a. (DELETED)

b. Station-to-Station Call

A service whereby the person originating the call either dials the telephone number desired or gives to the company operator the telephone number of the desired telephone, Miscellaneous Common Carrier connecting circuit, Centrex Type Services, PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which such number is listed and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX or Centrex Type Services attendant.

### MASS CALLING EVENT

An activity that a subscriber engages in that creates or results in a heavy influx of calls into a given network. For example, if a subscriber operating a radio or television station conducts a call-in promotion, it can create a mass calling situation that locks up the network so that other subscribers can not complete their calls through that network. The Company will work with the subscriber in advance of such promotions and mass calling activities to reroute their calls to other facilities to prevent overloading the network that provides the subscriber's service. The Company will not be liable for the blockage of any traffic in any way related to the mass calling event. The Company does not guarantee the completion of mass calling traffic on its network.

### MEASURED SERVICE

See "Exchange Service"

### MESSAGE

A communication between two telephone stations. Messages may be classified as follows:

a. Local Message: A message between telephone stations within the same local service area.

b. Long Distance Message: A message between telephone stations in different exchange areas for which a long distance message charge is made.

### MESSAGE RATE SERVICE

See "Exchange Service"

## A1. DEFINITION OF TERMS

### MILEAGE CHARGE

A charge applying for the use of part or all of a line furnished by the Company. (M)

- a. Airline Measurement: The shortest distance between two points. (M)
- b. Extension Line Mileage: The measurement applying to that portion of an extension line, in excess of the length provided without additional charge, for the use of which a circuit charge is made in accordance with *guidebook* provisions. (T)
- c. Foreign Central Office Mileage: The measurement applying to a line within the exchange connecting a subscriber's main station, PBX or Centrex Type Services system with a central office other than that from which he would normally be served, for the use of which a separate circuit charge is made in addition to the base rate.
- d. Foreign Exchange Mileage: The measurement applying to a line connecting a subscriber's main station, PBX or Centrex Type Services system with a central office of an exchange other than that from which the subscriber would normally be served, for the use of which a separate charge is made in addition to the base rate.
- e. Route Measurement: The actual length of a circuit between two points.
- f. Tie Line Mileage: The measurement upon which the rate for tie lines is based in accordance with *guidebook* provisions. (T)

### MISCELLANEOUS COMMON CARRIERS

Miscellaneous Common Carriers, as defined in Part 22 of the Federal Communications Commission Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

### MISCELLANEOUS EQUIPMENT

Equipment furnished at additional charges associated with the various classes of subscriber service.

### MOBILE TELEPHONE SERVICE

A communication service through a land radiotelephone base station.

### MODIFICATION OF FINAL JUDGEMENT

As used herein, the term Modification of Final Judgement ("MFJ") refers to the federal court decree which required the divestiture and reorganization of the Bell System, and includes the Plan of Reorganization ("POR") approved by the court.

### NETWORK CONTROL SIGNALING

The term "Network Control Signaling" denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (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 CONTROL SIGNALING UNIT

The terminal equipment furnished for the provision of network control signaling.

### NETWORK INTERFACE

- a. The Network Interface is a standard Registration Program Jack or equivalent provided by the Company as a part of exchange access, WATS, or Private Line Services.<sup>1</sup>
  - b. The Network Interface will be located inside the subscriber premises. (M1)
  - c. All premises services will connect to the telecommunications network through the Network Interface. (M1)
- Denotes a portable plug-ended device, without active elements, consisting of a multiwinding transformer and manual line switches designed to bridge two or more, but not to exceed five, of the lines appearing on four-button and six-button key telephone stations equipped with both hold and illumination features. (M1)

**Note 1:** When any Network Interface other than a miniature-modular type is used in the provision of a Network Interface, the current charge for such Network Interface will apply.

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## A1. DEFINITION OF TERMS

### NON-LISTED (SEMIPRIVATE) TELEPHONE LISTING

A non-listed listing is not in the alphabetical section of the Company's *Listing Information System*, but is maintained on directory assistance records and will be furnished upon request of a calling party. (T)

### NON-PUBLISHED (PRIVATE) TELEPHONE LISTING

A non-published listing is not listed in either the alphabetical section of the Company's *Listing Information System* or directory assistance records and will not be furnished upon request of a calling party. (T)

### OUTGOING ONLY SERVICE

Outgoing Only Service provides outgoing only access to the network for residence and business customers desiring to have a line that cannot receive calls.

### PATRON

The term "Patron" as used in connection with composite data service, denotes a subscriber to the data switching services of a Composite Data Service Vendor.

### PAYPHONE SERVICE PROVIDER

The subscriber to a PSP access line or PSP trunk who offers telephone service to the public by means of a coin, coinless, or key-operated PSP instrument.

### PAYPHONE SERVICE PROVIDER ACCESS LINE

The exchange access facility furnished by the access line provider which is used to connect PSP instruments to the network when a line concentrator is not utilized.

### PAYPHONE SERVICE PROVIDER INSTRUMENT

A coin, coinless, or key-operated telephone or facsimile device, other than a voiceless-facsimile device, capable of originating and receiving voice telephone calls.

### PAYPHONE SERVICE PROVIDER TRUNK

The exchange access facility furnished by the access line provider which is required in lieu of a PSP access line when the PSP utilizes a line concentrator between the PSP instrument and the exchange network as allowed in confinement facilities.

### PAY TELEPHONE SERVICE

The provision of coin, coinless or key-operated telephone service utilizing a PSP instruments.

### (DELETED)

(D)

### PREMISES (SAME)

The term "Same Premises" shall be interpreted to mean: (a) the building or buildings, together with the surrounding land occupied or used in the conduct of one establishment or business, or as a residence, and not intersected by a public thoroughfare or by property occupied by others; or (b) the portion of the building occupied by the subscriber, either in the conduct of his business or as a residence, and not intersected by a public corridor or by space occupied by others; or (c) the building or portion of a building occupied by the subscriber in the conduct of his business and as a residence provided both the business and the residence bear the same street address; or (d) the continuous property operated as a single farm whether or not intersected by a public thoroughfare.

### PRIMARY INSTRUMENT

Primary Instrument includes both wall mounted and desk set types of rotary dial and Touch-Tone telephone instruments or such other instrument approved by the Company.

### PRIVATE TELEPHONE NUMBER

See "Non-Published Telephone Number".



EFFECTIVE: November 1, 2011

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## A1. DEFINITION OF TERMS

### REFERENCE LISTING

See "Cross Reference Listing"

### REMOTE MODULES AND/OR REMOTE SYSTEMS

The term "Remote Modules and/or Remote Systems" (RM or RS) denotes small end offices which obtain their call processing capability from a Host Office. When an RM or RS has its own NXX, the RM or RS will be considered the central office or wire center for rating purposes. When an RM or RS shares the NXX of the Host Office, the Host Office will be considered the central office or wire center for rating purposes.

### RETIREMENT COMPLEX

A retirement complex is an establishment made available for the use of retired citizens by a religious or other nongovernment institution, operating on a nonprofit basis, to provide dwelling accommodations, including dining, restricted medical and nursing care, and other services as a part of the basic charge for tenancy. Arrangements whereby tenants, as a condition for tenancy, must purchase and own rights to certain physical property of the complex are not considered as qualifying such tenants for access to PBX trunks offered to retirement complexes for the joint use of management and tenants.

### RINGMASTER SERVICE

This service will allow a subscriber to have up to three telephone numbers associated with a single line. A distinctive ringing pattern is provided for each additional telephone number to facilitate identification of incoming calls.

### ROUTE MEASUREMENT

See "Mileage Charge"

### SECRETARIAL LINES

Bridged lines or individual access lines of patrons of a telephone answering bureau which terminate in telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls on such lines.

### SEMIPRIVATE TELEPHONE NUMBER

See "Non-Listed Telephone Number"

### SSERVICE CONNECTION CHARGE

A nonrecurring charge applying to the establishment of basic telephone service for a subscriber and certain subsequent additions to that service.

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## A1. DEFINITION OF TERMS

### SERVICE LINE

A two-way business individual line, a dial PBX access line, a Centrex Type Services main access line, or an extension of any of the before mentioned, which is required for testing of certain services provided by the Company and which is to be billed at the existing *guidebook* rate. (T)

### SHARED TENANT SERVICES OR STS

The sharing or resale of a common group of local exchange service access lines through a common switching or billing arrangement to commercial tenants in a single building.

### SHARED TENANT SERVICES PROVIDER

One who has been granted a certificate of public convenience and necessity by the Florida Public Service Commission to provide Shared Tenant Services in accordance with Chapter 86-270 Laws of Florida (or Section 364.339 Florida Statutes (Supp. 1986).

### SIMPLE BUSINESS<sup>1</sup>

The term Simple Business as specified herein is defined as business line Basic Exchange Service which does not terminate in a communications system. The term Business Non-Key is synonymous with the term Simple Business.

### SPEED CALLING

A private branch exchange, Centrex or local exchange feature which permits the station dialer to reach other stations by abbreviated dialing.

### STANDARD NETWORK INTERFACE

See Network Interface

(M)

**Note 1:** In all sections of the General Exchange Guidebook, the Private Line Guidebook and the Access Service Tariff, any references to the Business Line rates refer to the Complex Business Individual Line rates as provided in this Guidebook.

## A1. DEFINITION OF TERMS

### STATION

A unit of service, complete with instrument, either customer or Company provided and lines (circuits), so arranged as to permit sending and receiving messages through the exchange and long distance network. Instruments and lines when furnished by the Company, are charged for separately, unless otherwise specified in the **Guidebook**. (M)(T)

- a. Main and Extension Stations (See Centrex Type Services) (M)
  - (1) Main Station: A station, directly connected by means of an individual line with a central office. (M)
  - (2) Extension Station: An additional station connected on the same circuit as the main station and subsidiary thereto. (M)
- b. A termination of an individual exchange line or PBX trunk, provided in accordance with the provisions of this **guidebook**, in Company switching equipment located in an exchange foreign to the exchange in which the customer is located. (T)
- c. Exchange Station: A station which is used for exchange service and is directly or indirectly connected with a central office.
- d. The term "Station" used in connection with WATS: (T)
  - (1) Denotes the network central signaling unit and any other equipment which is arranged for WATS and provided at a customer's premises in accordance with this **Guidebook**, or
  - (2) Denotes the point at a customer's premises, at which customer-provided terminal equipment or communications system is connected to Company facilities furnished for WATS, or
  - (3) Denotes the point of connection of WATS to switching equipment (as specified in Section A19.) such switching equipment is located in a Company Central Office.
  - (4) Denotes the points of connection of Outward WATS to an Other Common Carrier channel (utilizing WATS Central Office Connecting Facilities) at a Company WATS serving central office.

The term "Main Station" denotes the first WATS station or the first two stations arranged for inward service, as provided by Section A19., furnished for use with a WATS access line. The term "Extension Station" denotes any other WATS station furnished for use with the same WATS access line with a main station.

### STATION LINE

See "Exchange Access Line".

### STATION TERMINAL

The term "Station Terminal" generally denotes the local loop and interoffice facilities required for terminating and connecting the interexchange channel to a station. An exception to this is the Type 2006 Station Terminal which does not include local loop facilities.

### STATION-TO-STATION CALL

See "Long Distance Message Telecommunications Service"

### SUBSCRIBER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions of its **guidebook**. (T)

### SUPPLEMENTAL CONTRACT

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

### SUSPENSION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of **guidebook terms and conditions** by the subscriber, for temporarily discontinuing service without terminating the service agreement or removing the telephone equipment from the subscriber's premises. (T)

### SYNCHRONOUS OPERATION

A feature of the Public Announcement Service announcers, either single or multichannel, which allows a calling party access to an announcement only at the beginning of such announcement.

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## A1. DEFINITION OF TERMS

### TELECOMMUNICATIONS SERVICE

The services offered by the Company in the General *Exchange Guidebook*.

(T)

### TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

A structured coding scheme that prescribes the order in which National Security Emergency Preparedness (NSEP) telecommunications services are installed or restored. The TSP System was developed to support the requirements of the U.S. Government and applies only to NSEP telecommunications services to which the Company is able to apply priority treatment. It requires and authorizes priority action by the Company.

### TELEPHONE NUMBER

A designation assigned to a telephone service for convenience in operating.

### TERMINATION CHARGE

A charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item. The basic termination charge is an amount established for an individual item of service or equipment from which the termination charge is computed.

### THREE-WAY CALLING

A Centrex Type Services or local exchange feature which permits a station user to add another station to an existing call.

### TIE LINE

See "Exchange Access Line"

### TIE LINE MILEAGE

See "Mileage Charge"

### TOLL ACCESS LINE

Toll access lines as applied to Selective Class of Call Screening are the facilities by which a subscriber may originate calls which are subject to screening over the message toll network.

### TOLL MESSAGE (LONG DISTANCE MESSAGE)

See "Message"

### VARIABLE DIGIT OUT-PULSING

Permits the dialing of different numbers of digits, on separate calls, to complete a call over the private line facility to a distant location.

### TOLL SERVICE

See "Long Distance Message Telecommunications Service"

### UNAFFILIATED ENTITY

An Unaffiliated Entity is any entity which holds less than fifty percent (50%) of the stock of the other entity in question.

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## A1. DEFINITION OF TERMS

### USOC (UNIFORM SERVICE ORDER CODE)

A Company assigned code used on internal records for service identification purposes.

### WATS

See "Wide Area Telecommunications Service"

### WEATHER ANNOUNCEMENT SERVICE

An announcement service providing the means for telephone access by the general public to a brief announcement of current and forecasted weather conditions. The service is furnished by an electronic or electromechanical device and may be publicly advertised. The announcements may contain advertising messages.

### WIDE AREA TELECOMMUNICATIONS SERVICE

The furnishing of facilities for dial type telephone communication between a wide area service access line and other exchange and toll station telephones in the area prescribed in the *guidebook*. (T)

### WIRE CENTER

A "Wire Center" is a Company facility that houses Company equipment necessary for the provision of switched and non-switched telephone service to customers in a defined geographical area. The facility is identified with V&H coordinates and is assigned one or more NXX's for use in providing switched services to customers located in the specified geographical area. The Company equipment located at a Wire Center may consist of switching equipment or non-switched equipment working with a distant host switch as well as equipment used to terminate dedicated non-switched services.