

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 connected to, the conductors in the communications path of the telecommunications systems.

ADD-ON

A feature which permits a station user to add one other station to the conversation.

(DELETED)

AREA CALLING SERVICE

See "Exchange Service".

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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 Company quality assurance procedures, which unit is to be incorporated in a conforming answering device.

AUXILIARY LINE

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

BACK-UP LINE

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

BASE STATION OF REGISTRY

The base station from which a mobile unit receives its mobile telephone number.

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 PARTY¹

A billing arrangement by which a call may be charged to an authorized station line as determined by the Company other than the station line originating the call or the station line where the call is terminated. Calls through the Kentucky Relay Center may be billed only to a third number within Kentucky.

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

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BILLED NUMBER SCREENING

An arrangement which at the time of call origination screens billed to third party¹ and/or collect calls¹ to prevent these calls being charged to certain telephone numbers. (C)

BUILDING (SAME)

A structure under one roof, or two or more structures connected by enclosed passageways in which the standard interior wire or cables of the Company could be safely run and 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 structures are under one roof or if exterior or other special cables and wire facilities are required in the judgment of the Company, service will be furnished in accordance with A5.8. Pipe and conduit are not considered enclosed passageways. (T)

CALL

An attempted or completed communication.

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

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CANCELLATION CHARGE

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

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 Company owned switching unit providing local telephone exchange service to the subscribers connected thereto.

CENTRAL OFFICE LINE

See "Exchange Line".

CENTREX TYPE SERVICES

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

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COMPLEX SERVICE

Service terminating in a communications system such as Key, PBX, or Centrex type.

EFFECTIVE: October 1, 2006

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CHANNEL TERMINATION

The term "Channel Termination" denotes that portion of a channel required to terminate the interoffice or interexchange transmission system (consisting primarily of carrier multiplex equipment).

CIRCUIT

See "Exchange Line".

CLASS OF SERVICE

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

- a. Grade of Line: Individual line or 2-party line.
- b. Type of Rate: Flat, Usage Based Pricing.
- c. Character of Use: Business or residence.
- d. Dialing Method: Touch-Tone or Rotary.

(See also "Primary Class of Service")

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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 CALL¹

The procedure by which certain messages, upon request, may be reversed (charged to the called station) upon acceptance of the call at the called station.

COMMUNICATIONS SYSTEMS

Channels or other facilities which are capable, when not connected to exchange telecommunications services, of two-way communications between customer-provided terminal equipment or Company stations.

COMPANY

Whenever used in this *Guidebook*, the term "Company" or the name South Central Bell Telephone Company refers to BellSouth Telecommunications, *LLC d/b/a AT&T Kentucky or AT&T Southeast* unless the context clearly indicates otherwise.

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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, except for attempts defined as incomplete calls (e.g., Call Block and other similar services would be completed 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).

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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 the model of device is in conformance with the provisions set forth by the Company in its technical reference for conforming answering devices.

CONFORMING ANSWERING DEVICE

The term conforming answering device denotes a customer-provided 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.

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

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CONNECTING COMPANY

A Corporation, association, firm or individual, licensed and operating as a communications common carrier, 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 for construction of pole lines, circuits, facilities, etc.

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CROSS REFERENCE LISTING

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

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices, apparatus and their associated wiring, provided by a customer, which are used with the network control signaling unit or other station equipment furnished by the Company and not including customer-provided communications systems.

DATA ACCESS ARRANGEMENT

A protective connection 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 A15.2.1.

DEMARCATION POINT

The point of demarcation and/or interconnection between Company communications 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 Subpart F of Part 68 of the Federal Communications Commission's rules. "Premises" as used herein generally means a dwelling unit, other building or a legal unit of real property such as a lot on which a dwelling unit is located, as determined by the Company's reasonable and nondiscriminatory standard operating practices.

DIRECT ELECTRICAL CONNECTION

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

DIRECTORY ASSISTANCE CALL COMPLETION

Directory Assistance Call Completion is a service which will provide customers who obtain a telephone number from Directory Assistance the option of being connected to the number without having to hang up.

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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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 inside wiring.

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.

ELECTRONIC WHITE PAGES

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

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-1 SERVICE

A central office service provided by Number 1 Electronic Switching System (ESS) equipment and the associated facilities so arranged as to provide all the capabilities and features of the ESS central office to customers.

EFFECTIVE: October 1, 2006

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EXCHANGE

The entire telephone plant and facilities used in providing telephone service to subscribers located in an Exchange Service Area. The term "exchange" may also be used in reference to an Exchange Service Area.

EXCHANGE ACCESS LINE

All of the Company's Central Office equipment and outside plant facilities that are needed to connect the serving central office to and including the Company provided Standard Network Interface or equivalent.

EXCHANGE LINE

Any line (circuit) directly or indirectly connecting station equipment with a central office. Exchange lines are subdivided as follows:

a. Central Office Line:

A circuit extending from a central office to the location of an individual line, party line, or PBX.

b. Main Station Line:

The circuit portion of a main station; the main station line extends from the main service location to the central office for *Centrex Type Services*.

c. Extension Station Line:

The circuit portion of an extension station; the extension station line extends from the extension service location to the main service location or a central connecting point of the main service.

d. Extension Line:

A circuit with characteristics similar to an extension station line.

e. PBX Station Line:

The circuit portion of a PBX station; the PBX station line extends from the PBX station service location to the PBX switchboard or dial switching equipment.

g. Key Station Line:

The circuit portion of a key station; the key station line extends from the key station serving location to the key system common equipment location.

h. Tie Line:

A circuit connecting PBX and/or *Centrex Type Services* Systems.

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A1. DEFINITION OF TERMS

EXCHANGE SERVICE

Telecommunications service provided to subscribers within a specified geographical area for local calling and access to toll services. Exchange service is provided on either an Area Calling Service, flat, measured¹ or message¹ rate basis, for individual or party line service, PBX trunks, Centrex Type Services access facilities, or other exchange access facilities. (T)

a. Flat

(1) Flat Rate Service:

A classification of exchange service for which a stipulated charge is made, regardless of the amount of use for calls to the Limited Local Calling Area.

b. Usage Based Pricing

(1) Measured Rate Service:

A classification of exchange service for which usage charges apply for outward completed local calls in addition to a stipulated monthly charge. Some measured service rates include a monthly allowance for dialed sent paid local calls. Usage charges are based on the following elements; number of calls, duration, time of day, day of week and distance between originating and terminating wire centers.

(2) Message Rate Service:

A classification of non-coin box exchange service which includes an individual line with an allowance for a certain number of completed outward local calls for a stipulated monthly charge. A charge per message applies for all outward completed local calls in excess of the allowance.

(3) Area Calling Service

A classification of exchange service on which usage charges apply for outward completed calls within the Full Local Calling Area, in addition to a stipulated monthly charge. Usage charges are based on number of calls, duration, time of day, day of week, and distance between originating and terminating wire centers.

c. Individual and Party Line

(1) Individual Line Service:

A classification of exchange service which provides that only one main station shall be served by the line connecting such station with the central office or other switching unit.

(2) Party Line Service:

A classification of exchange service which provides that two main stations may be served by the same central office line. This service is also referred to as two-party line service. Effective July 10, 1993, this service is not offered for new installations or transfers of service to a new location.

d. 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 and which provides the same local calling area.

e. 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, or from a sub-exchange area which provides a different local calling area from that provided by the normal serving sub-exchange area.

f. Touch-Tone Calling Service:

A classification of exchange service furnished from certain specified central offices whereby calls are originated through the use of pushbutton in lieu of a rotary dial.

Note 1: Business only.

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EFFECTIVE: October 1, 2006

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Exchange Service Area (ESA)

The territory within which subscribers having the same class of Local Telephone Service are furnished that service at common base rates applicable within that area. The term "Exchange" may also be used in reference to an Exchange Service Area. (T)

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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.

EXTENSION RINGER

An additional ringer on the same premises and on the same line generally operated in connection with the ringer at the station location. Extension ringers are of two types:

a. Extension Bell (ordinary type):

An additional bell of the type used on standard telephone instruments, connected with the same line as the first bell, but mounted separately and generally installed at some distance from the station set.

b. Extension Gong (loud ringing type):

A loud sounding bell, connected in the same manner as the ordinary type of extension bell, for use in noisy or other locations where the common type of bell would not be heard.

FLAT RATE SERVICE

See "Exchange Service".

FOREIGN BASE STATION

Any base station other than the Base Station of Registry.

FOREIGN CENTRAL OFFICE MILEAGE

See "Mileage and Zone Charges".

FOREIGN CENTRAL OFFICE SERVICE

See "Exchange Service".

FOREIGN EXCHANGE LISTING

See "Listing".

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FOREIGN EXCHANGE MILEAGE

See "Mileage and Zone Charges".

FOREIGN EXCHANGE SERVICE

See "Exchange Service".

FULL LOCAL CALLING AREA

See "Local Service Area".

FURTHER ISOLATION

The work function performed by a Company employee on the customer's premises beyond the Company specified demarcation point to determine the specific wire or set which is causing a customer's service difficulty.

GEOGRAPHIC ZONING

The zoning of local exchange service subscribers located in the Outside Base Rate Area into geographic sections defined by exchange service area or other maps contained in Local Exchange Tariff 1B. Subscribers having the same class of service and located within the same zone are charged a common Base Rate Area charge in addition to the base rate for local exchange service.

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.

EFFECTIVE: October 1, 2006

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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".

INITIAL SERVICE PERIOD

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

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A1. DEFINITION OF TERMS

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.

INTEREXCHANGE CHANNEL

The term "Interexchange Channel" when associated with Foreign Exchange Service denotes a channel which connects the primary wire center in the local exchange to the primary wire center in the Foreign Exchange. Interexchange Channel Mileage is measured between the two exchange Rate Centers.

INTERFACE

The term "Interface" denotes that point on the premises of the customer at which provision is made for connection of other than Company provided facilities to facilities provided by the Company.

INTEROFFICE CHANNEL

The term "Interoffice Channel" denotes that portion of a channel which interconnects local channels which serve customers located in different central office areas (wire center serving areas). When associated with Foreign Exchange Service the term denotes the channel which interconnects a primary wire center to a different wire center.

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. (T)

KENTUCKY RELAY CENTER

The Kentucky Relay Center permits hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communications take place by relaying conversations (voice to TDD and TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Messages are rated from the rate center of the calling party to the rate center of the called party.

LIFELINE

A low income assistance program, available to qualified residential subscribers, which reduces monthly charges for local service through credits supported by universal service funding.

LINE

See "Exchange Line".

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 two-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, FlexServ service, or LightGate service. (T)

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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 and TWX users are enabled to ascertain the call number of a desired station. (C)

- a. Caption Listing: (M)
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.
- b. Cross Reference Listing: (M)
The listing of a generally accepted name of a subscriber followed by a reference to another listing.
- c. Foreign Exchange Listing: (M)
The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served.
- d. Indented Listings: (M)
Indented listings are used where a subscriber has more than one listing for service under the same name at one or more locations.
- e. Stylist Service: (M)
A listing consisting of upper case alpha and/or numeric characters in lieu of standard numeric characters.

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 service by other local providers. (N)

LOCAL ACCESS AND TRANSPORT AREA (LATA)

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.

LOCAL CALLING AREA

See "Local Service Area".

LOCAL CHANNEL

That portion of a channel for extension line required for connecting a PBX system, Telephone Answering equipment or station to a wire center or to an interoffice channel.

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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 or other related charges.

LOCAL SERVICE AREA (LIMITED LOCAL CALLING AREA AND FULL LOCAL CALLING AREA)

The areas within which local telephone service is furnished to 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 SERVICES (MTS)

The furnishing of facilities for subscribers' communications on an individual message basis between rate centers of exchanges not within each other's local calling area.

1. Station-to-Station Call

The Long Distance MTS service where the person originating the call either dials the telephone number, or gives to the Company operator or gives to the communications assistant at the Kentucky Relay Center the telephone number, or gives the name and address under which the telephone number is listed, and does not specify a particular person to be reached, nor a particular 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.

Four classes of Station-to-Station service are offered as follows.

a. "Dial" is that Station-to-Station service in which a call is:

- (1) dialed by the customer, except when an operator
 - reaches the called telephone number where facilities are not available for dial completion, or
 - places a call for a calling party who is identified as being unable to dial the call because of a disability, or
 - reestablishes a call which has been interrupted after the called number has been reached, or
 - assists in the completion of calls between hearing and speech impaired customers who use Telecommunications Devices for the Deaf (TDD) and users of ordinary telephones.
- (2) billed to the originating number;
- (3) completed without the assistance of a Company operator, except that an operator may establish the call under one of the conditions listed in (1) preceding or may record the originating telephone number where no automatic recording equipment is available; and
- (4) not originated from a pay telephone.

b. "Operator" is that Station-to-Station service other than "Dial". Operator Station-to-Station includes Station-to-Station calls which originate at a pay telephone.

2. Person-to-Person Call

The Long Distance MTS service where the person originating the call specifies to the Company operator a particular person to be reached, a particular station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX, or Centrex Type Services attendant. When the person originating such a call agrees to talk to anyone other than the one specified, the classification of the call remains Person-to-Person.

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LONG DURATION CALLS

Calls which last a duration of a minimum of two successive midnights. Long Duration Calls which are billed on a usage basis, will be subject to billing which additionally bills the call as a new call for each 24 hour period or fraction thereof, past the second midnight recorded.

MAIN STATION

See "Station".

MEASURED RATE SERVICE (*Business*)

See "Exchange Service".

(C)

MESSAGE

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

a. Local Message:

A message between stations within the same local service area.

b. Long Distance Message:

A message between stations in different exchange areas for which a long distance message charge is made.

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MESSAGE RATE SERVICE (Business)

See "Exchange Service".

MILEAGE AND ZONE CHARGES

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

a. Airline Measurement:

The shortest distance between two points.

b. (DELETED)

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, plus locality charges if any apply.

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, plus locality charges if any apply.

e. Route Measurement:

The actual length of a circuit between two points.

MISCELLANEOUS COMMON CARRIERS

Miscellaneous Common Carriers, as defined in Part 21 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.

MOBILE TELEPHONE SERVICE

A communication service through a land radiotelephone base station.

NETWORK CONTROL SIGNALING

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 reorder 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

Network Interface is a FCC approved standard registration program jack provided by the Company as a part of exchange access, WATS, or Private Line Services for the connection of customer inside wire and/or equipment to the telephone network. The Network Interface will be located at the demarcation point.

NON-LISTED (SEMIPRIVATE) 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 the request of a calling party. (T)

NON-PUBLISHED (PRIVATE) 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)

NONSENSE-PAID CALL¹

A call that is billed collect, third number or other Company-approved identification number. See "Sent-Paid Call".

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NORMAL SERVING

A term applied to the exchange area, central office area and/or other serving unit from which service would normally be furnished under general provisions of the Company's tariffs *and/or guidebooks*, and the Company's administration thereof, e.g., the normal serving exchange for exchange service is that exchange in which a subscriber's premises is physically located.

PAYPHONE SERVICE PROVIDER

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

PAYPHONE SERVICE PROVIDER INMATE CALLING SERVICE (PSPICS)

Coin telephone access line service provided by the Company to payphone service providers for the exclusive use of inmates served within the confines of a penal, correctional or mental institution.

PARTY LINE SERVICE

See "Exchange Service".

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.

In connection with inside moves, the term "same premises" is to be interpreted to mean the building or portion of a building occupied as a unit by the subscriber in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare, a corridor, or space occupied by others.

In connection with resale and sharing of Basic Local Exchange Service, "premises" is interpreted to mean the resale area as defined by layout maps, if required, and may be intersected by public thoroughfares provided that the property segments created would be continuous in the absence of the thoroughfares.

PRIMARY CLASS OF SERVICE

Any of those classes of exchange service which the Company undertakes to furnish at a rate common to all applicants for the same class.

PRIMARY SUBSCRIBER

This term has the same connotation as "subscriber" and is used in those cases where it is desirable to stress the distinction between the main subscriber to telephone service and others who may have joint use of the service or who may qualify for additional listings.

PRIMARY WIRE CENTER

The building in which a foreign exchange channel is terminated.

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PRIVATE LINE GUIDEBOOK

Wherever used in this guidebook, "PLST" refers to the Private Line Guidebook.

PRIVATE TELEPHONE NUMBER

See "Non-Published" Telephone Number.

PUBLIC ANNOUNCEMENT SERVICE

An announcement service utilizing Company facilities and/or service transmitting public announcements.

- a. For usage by the general public and
- b. Is publicly advertised and/or contains commercial messages and/or advertisements and
- c. Furnished by an electronic or electro-mechanical device.

QUEUEING

An option available with Uniform Call Distribution (Centrex Type Services) which permits calls in excess of lines in a UCD group to be held in the central office and distributed in their order of arrival to lines in the UCD group as the lines become available.

REFERENCE LISTING

See "Listing".

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REMOTE CALL FORWARDING (RCF)

A local exchange service that utilizes a telephone number and ESS central office facility in the RCF local calling area to forward automatically all incoming calls dialed to the RCF telephone number to another telephone number.

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.

A1. DEFINITION OF TERMS

RINGMASTER SERVICE

(T)

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 and Zone Charges".

RURAL LINE SERVICE

See "Exchange Service".

A1. DEFINITION OF TERMS

SECRETARIAL LINES

Extension station lines or main station 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 to answer incoming calls on such lines.

SELECTIVE CLASS OF CALL SCREENING SERVICE

The restriction of outgoing toll calls from station users to certain types of calls, such as those which are charged to the called telephone number¹ or a third number¹, said restriction being accomplished by means of Company operator identification.

SEMIPRIVATE TELEPHONE NUMBER

See "Non-Listed" Telephone Number.

SENT-PAID CALL

A call that is either paid at or billed to the originating station line. See "Nonsent-Paid Call".

SERVICE CHARGE

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

SERVICE LINE

An exchange line associated with multiple data station installations to provide monitoring and testing of both customer and Company data equipment. The service line may be connected to a PBX, Centrex Type Services, or individual line (main or extension station) as long as direct station access is provided.

SERVICE POINTS

When used in connection with customer-provided communication channels denotes the points on the customer's premises where such channels or facilities are terminated in switching equipment used for communications with stations or customer-provided terminal equipment located on the premises.

SERVING CENTRAL OFFICE

The building that contains the central office that serves a station location.

SHARED TENANT SERVICE

Shared Tenant Service is a shared service arrangement which allows Business Basic Flat Local Exchange Service to be resold subject to *terms and conditions* specified in Section A27. (T)

SINGLE ENDED TERMINAL DEVICE

The term "Single Ended Terminal Device" denotes a terminal device which terminates only one line at a given time (e.g., headset).

SMARTLINE SERVICE

A standard Dial Tone First (DTF) coin line for Payphone Service Provider telephones.

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

A1. DEFINITION OF TERMS

STATION

A station is comprised of two elements, a station line and station equipment.

STATION LINE

See "Exchange Line".

STATION-TO-STATION CALL

See "Long Distance Message Telecommunications Service (MTS)".

SUBEXCHANGE AREA

A central office area or other defined territory within and no larger than an exchange area.

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)

SUSPENSION OF SERVICE

An arrangement made at the request of the subscriber, for temporarily discontinuing service without terminating the service agreement or removing the telephone equipment from the subscriber's premises.

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.

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this General *Exchange Guidebook* and/or other Company *service publications*. (T)

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.

A1. DEFINITION OF TERMS

TIE LINE

See "Exchange Line".

TOLL MESSAGE (LONG DISTANCE MESSAGE)

See "Message".

TOLL SERVICE

See "Long Distance Message Telecommunications Service".

TOUCH-TONE SERVICE

See "Exchange Service".

TRANSIENT MOBILE UNIT

A mobile unit communicating through a Foreign Base Station.

TROUBLE DETERMINATION

Trouble Determination is defined as dispatch work performed in connection with a service difficulty or trouble report when it is determined that the trouble originated from the customer's side of the demarcation point.

(DELETED)

(D)

WATS

See "Wide Area Telephone Service".

WIDE AREA TELEPHONE 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.

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.

WIRE CENTER SERVING AREA

The term "Wire Center Serving Area" denotes, in most cases, that area of the exchange served by a single wire center. In certain highly concentrated exchanges where wire centers are in close proximity, more than one wire center may be included in the wire center serving area.

WORKING SERVICE POINT

As used in this Guidebook, denotes an outlet (a Company-provided standard miniature modular jack or equivalent) on the Company facilities through which terminal equipment may be connected to the telecommunications network.

ZONING (OUTSIDE BASE RATE AREA)

The partitioning of Outside Base Rate Area local exchange service subscribers into defined areas based upon either distance from the Base Rate Area boundary (Band Zoning) or geographic factors as shown by filed Tariff maps (Geographic Zoning) for the purpose of applying common Outside Base Rate Area charges to all subscribers within a zone having the same class of service.