

A1. DEFINITIONS 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 system.

ADD-ON

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

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").

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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 individual 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 RATE

The rate for primary classes of exchange service.

BASE RATE AREA

A specific section of an exchange area within which primary classes of service are available.

BASE STATION OF REGISTRY

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

BASIC LOCAL CALLING AREA

The traditional flat rate calling area as described in A3.6.

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

Denotes a billing arrangement by which an Expanded Local Calling Area call or Long Distance call may 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.

BILLED NUMBER SCREENING

An arrangement which, at the time of call origination, screens billed to third party and/or collect calls to prevent these calls being charged to certain telephone numbers.

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

EFFECTIVE: April 1, 2006

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BUILDING (SAME)

The term "same building" 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 cables 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.

CALL

An attempted or completed communication.

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EFFECTIVE: April 1, 2006

A1. DEFINITIONS OF TERMS

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CALLING AREA

See "Local Service Area."

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.

CENTRAL OFFICE

A switching unit providing telephone service to the subscribers connected thereto.

CENTRAL OFFICE CONNECTING FACILITY

Denotes a facility furnished to an Other Common Carrier by the Company (in accordance with the Company's facilities for Other Common Carrier's Tariffs) between the terminal location of the Other Common Carrier and a point of connection on the Company premises.

CENTRAL OFFICE LINE

See "Exchange Line."

EFFECTIVE: April 1, 2006

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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® service, Digital ESSX® service, MultiServ® service, MultiServ® PLUS service, and BellSouth® Centrex service.

CHANNEL TERMINAL

The term "Channel Terminal" 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".

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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 (See also "Primary Class of Service")

(2) Type of Rate:

Flat, usage based pricing rates.

(3) Character of Use:

Business or residence

(4) Dialing Method:

Touch-Tone or Rotary

b. For Long Distance Service:

(1) Type of Call:

Station-to-station

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c. For Wide Area Telephone Service:

(1) Type of Rate:

Full time or measured time

COLLECT CALL¹

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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 telecommunications services, of two-way communications between customer-provided terminal equipment of Company stations.

COMPANY

Wherever used in this Guidebook or its headings, "Company" and "South Central Bell" refer to BellSouth Telecommunications, Inc. unless the context clearly indicates otherwise.

COMPANY STATION

See "Station".

COMPANION PAYMENT PLAN

An optional payment plan which is adjunct to the Two-Tier Payment Plan. This payment plan contains only one monthly rate element. The monthly rate applies for as long as the customer retains service.

COMPETITIVE LOCAL EXCHANGE CARRIER (CLEC)

The term "Competitive Local Exchange Carrier or CLEC" denotes a telecommunications service provider, other than the Company, authorized by the Louisiana Public Service Commission to provide local exchange service within the Company's operating area in Louisiana and as further defined in the Louisiana Public Service Commission's Local Competition Rules, as amended (most recently in Docket R-31839).

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;

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

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COMPLETED CALL (Cont'd)

- (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) preceding.

A1. DEFINITIONS OF TERMS

COMPOSITE DATA SERVICE

The term "Composite Data Service" denotes the combined use of terminal and customer-provided data switching equipment with the use of communication 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 certified by the Louisiana Public Service Commission and/or 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 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 customerprovided facilities with the facilities of the Company.

CONNECTING COMPANY

A corporation, associated, firm or individual, licensed and operating as a communications common carrier, owning and operating a toll line and/or one or more central offices provided local exchange telephone service to the public and with whom the Company interexchanges traffic.

CONSTRUCTION CHARGE

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

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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 OF RECORD

Entity responsible for placing an application for service; requesting additions, rearrangements, maintenance or discontinuance of service; and for payment in full of charges incurred such as toll, directory assistance, etc.

CUSTOMER PROVIDED PUBLIC INMATE CALLING SERVICE (CPPICS)

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

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 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 A15.3.2.

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 or 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.

DEPOSIT

A deposit may be provided by a customer in the form of cash, surety bond, or bank letter of credit to be held by the Company to assure payment of an account.

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 call completion to the number provided. 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 Switching Office (MTSO) and the Company location where DA/DACC is provided.

EFFECTIVE: April 1, 2006

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DIRECTORY ASSISTANCE CALL COMPLETION

Directory Assistance Call Completion (DACC) is a service which provides call completion to a local exchange subscriber telephone number provided via Directory Assistance.

DIRECTORY LISTING

The publication in the Company's directory 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.

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.

b. 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.

A1. DEFINITIONS OF TERMS

DIRECTORY LISTING (Cont'd)

- c. Indented Listing:
- d. Stylist* Service Listing:

A directory listing consisting of upper case alpha and/or numeric characters in lieu of standard numeric characters.

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.

END USER

The ultimate user of BellSouth or CLEC local exchange services.

END USER CUSTOMER LOCATION

The physical location of the premises where an end user makes use of local exchange services.

EXCHANGE

The entire telephone plant and facilities used in providing telephone service to subscribers located in an exchange service area.

EXCHANGE LINE

Any line (circuit) directly or indirectly connecting an exchange station 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 main station service or Centrex Type Services main station service.

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.

c. Extension Service Line:

The circuit portion of an extension service; the extension service 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 service 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.

f. Tie Line:

A circuit connecting PBX or Centrex Type Services systems.

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.

A1. DEFINITIONS OF TERMS

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*. (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 Basic 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. Measured services 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 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) Local Optional Service Option B:

A classification of exchange service which includes an individual line and a usage package. Usage charges apply for outward completed local calling and are based on number of calls, duration, time of day, day of week, and distance between originating and terminating wire centers.

c. Individual 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.

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.

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.

f. Touch-Tone Calling Service:

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

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EXCHANGE STATION

See "Station".

EXPANDED LOCAL CALLING AREA

The local calling area outside the Basic Local Calling Area that includes all exchanges containing any wire center within forty miles of the subscriber's serving wire center or within the same parish as the subscriber's serving wire center.

EXPANDED LOCAL CALLING AREA SERVICE

The furnishing of facilities within the Expanded Local Calling Area for subscriber's communications on an individual message basis between wire centers.

1. Station-to-Station Call

The Expanded Local Calling Area service where the person originating the call either dials the telephone number, or gives to the Company operator 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.

Three 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 handicapped and unable to dial the call because of the handicap, or
 - reestablishes a call which has been interrupted after the called number has been reached;
- (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 A1.1.a.(1)
- (4) not originated from a public or semipublic coin telephone.

b. **(DELETED)**

c. "Operator" is that Station-to-Station service other than "Dial". Operator Station-to-Station includes Station-to-Station calls originating at public or semipublic coin telephones and also includes Special Billing Numbering Plan calls.

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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 and 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.

EXTRA EXCHANGE LINE MILEAGE

See "Mileage and Zone Charge"

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 Charge"

FOREIGN CENTRAL OFFICE SERVICE

See "Exchange Service"

FOREIGN EXCHANGE LISTING

See "Directory Listing"

FOREIGN EXCHANGE MILEAGE

See "Mileage and Zone Charge"

FOREIGN EXCHANGE SERVICE

See "Exchange Service"

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.

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GPR (Ground Potential Rise)

A hazardous voltage appearing on the power station grounding apparatus when certain failures occur in the power distribution system.

HOME NUMBER PLAN AREA (HNPA)

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

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.

INMATE CALLING SERVICE (ICS)

A Coin Telephone Service provided by the Company for the exclusive use of inmates served within the confines of a penal, correctional or mental institution.

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.

(DELETED)**INTERIOR STATION**

See "Private Branch Exchange Service (PBX Service)".

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.

A1. DEFINITIONS OF TERMS

JACK AND PLUG EQUIPMENT

See "Portable Telephone".

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)

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 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, FlexServ 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 universal service funding.

LISTING

See "Directory Listing".

LOCAL ACCESS AND TRANSPORT AREA (LATA)

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

LOCAL CALLING AREA

See "Basic Local Calling Area and Expanded Local Calling Area"

LOCAL CHANNEL

The term "Local Channel" denotes that portion of a channel for extension line service as described in Section A13.2.

LOCAL MESSAGE

See "Message".

LOCAL OPTIONAL SERVICE

A service which provides local calling to the Expanded Local Calling Area as defined in this *Guidebook* on a usage sensitive basis. (T)

LOCAL OPTIONAL SERVICE OPTION B

See "Exchange Service"

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.

LOCALITY RATE AREA

The area, as outlined on the Locality Rate Area Map, in which primary classes of service are offered at exception rates as specified in A3.2.1.

A1. DEFINITIONS OF TERMS

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES (MTS)

The furnishing of facilities for subscriber's communications on an individual message basis between rate centers.

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 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.

Three 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 handicapped and unable to dial the call because of the handicap, or
 - reestablishes a call which has been interrupted after the called number has been reached;
- (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 A1.A.1.a., or may record the originating telephone number where no automatic recording equipment is available; and
- (4) not originated from a public or semipublic coin telephone.

b. **(DELETED)**

c. "Operator" is that Station-to-Station service other than "Dial". Operator Station-to-Station includes Station-to-Station calls originating at public or semipublic coin telephones and also includes Special Billing Numbering Plan calls.

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A1. DEFINITIONS OF TERMS

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MAIN STATION

See "Station".

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.

MESSAGE RATE SERVICE (MEASURED SERVICE)

See "Exchange Service"

MESSENGER SERVICE

See "Long Distance Message Telecommunications Service"

MILEAGE AND ZONE CHARGE

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. Extra Exchange Line Mileage or Zone Charge:

A charge applying in addition to the base rate for service when a subscriber's main station or PBX is outside the base rate area but is located within the exchange area.

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 zone 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 zone 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.

A1. DEFINITIONS OF TERMS

MONTH

The work "month" as used in this Guidebook, is to be defined as a 30-day period.

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 CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

NETWORK INTERFACE

Network Interface is a standard jack provided by the Company as a part of exchange access, WATS, or Private Line Services for the connection of customer terminal equipment and premises wiring 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 directory, but is maintained on directory assistance records and will be furnished upon the request of a calling party.

NON-PUBLISHED (PRIVATE) LISTING

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

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A1. DEFINITIONS OF TERMS

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.

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 sharing and resale 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 contiguous in the absence of the thoroughfares.

A1. DEFINITIONS OF TERMS

PRIMARY CLASS OF SERVICE

Any of those classes of exchange service which the Company undertakes to furnish at any point within the base rate area at a rate common to all applicants for the same class. Primary classes of service may be furnished at points outside a base rate area at base rates plus zone or extra exchange line mileage.

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.

PRIVATE TELEPHONE NUMBER

See "Non-Published Number" 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.

REFERENCE LISTING

See "Cross Reference" Listing

RESALE

An activity wherein a Reseller subscribes to the telecommunications services of the Company and then offers those communications services to the public within their certified service area.

RESALE SERVICE

All retail telecommunications services available for resale from the Company's General Exchange Guidebook, General Subscriber Services Tariff and Private Line Guidebook.

RESALE SERVICE AREA

The area, as defined in the Louisiana Public Service Commission approved certificate of operation, within which a Reseller may offer resold local exchange telecommunications services.

RESELLER

A CLEC who has obtained appropriate certification from the Louisiana Public Service Commission and offers resold Company local exchange services within a resale service area.

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 and Zone Charge"

REAL TIME RATED CALL - OPERATOR STATION

- a. Calls originated and paid for at public or semi-public telephones.
- b. Calls for which the Company furnished time and/or charges.

(C)

A1. DEFINITIONS OF TERMS

(DELETED)

(DELETED)

A1. DEFINITIONS OF TERMS

SECRETARIAL LINES

Extension service 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 attendant to answer incoming calls on such lines.

SEMIPRIVATE TELEPHONE NUMBER

See "Non-Listed" Telephone Number.

SERVICE CONNECTION CHARGE

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

SERVICE EXPEDITING CHARGE

When a customer requests that service be provided in advance of normal service intervals, and the Company is able to comply, a Service Expediting Charge applies.

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) so 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 location on the premises.

SERVICE STATION

See "Station."

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 local exchange service to be resold subject to terms and conditions specified in Section A127.

(M)

A1. DEFINITIONS OF TERMS

STATION

A unit of service, complete with all instrumentalities (e.g., telephone set, connecting block, inside wiring, protection apparatus, drop or block wiring) and lines (circuits), so arranged as to permit sending and receiving messages through the exchange and long distance network. Also denotes 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.

(M)

a. Company Station:

(T)

(1) Company Station:

A station for which the central office equipment, lines and station equipment are owned and maintained by the Company and provided as a part of the Company's service offering. This term also denotes the network control signaling unit or other equipment provided by the Company at the customer's premises which enables the customer to establish the communications connections and to effect communications through such connections.

(M)

(DELETED)

b. Exchange and Toll Stations and Toll Terminals:

(D)

(1) Exchange Station:

A Company or service station furnished for exchange service and directly or indirectly connected with a central office.

(2) Toll Station:

A Company station installed for the convenience of the public or of a subscriber in a locality where the Company does not generally furnish exchange service and from which established long distance message rates are charged for all messages sent over the Company's lines.

(3) Toll Terminal:

A toll terminal is a Company station to which long distance service only is furnished; a toll terminal is furnished only where the subscriber retains one or more exchange stations.

c. Main and Extension Stations:

(1) Main Station:

A Company station, directly connected by means of an individual line or party line with a central office.

(2) Extension Station:

An additional station connected on the same line as the main station and subsidiary thereto.

(3) PBX:

See "Private Branch Exchange Service (PBX Service)"

STATION LINE

See "Exchange Line"

STATION-TO-STATION CALL

See "Expanded Local Calling Area Service" or "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, terms and conditions of its guidebook.

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.

A1. DEFINITIONS OF TERMS

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 SERVICE PROVIDER (TSP)

The term "Telecommunications Service Provider or TSP" denotes any person or entity offering and/or providing telecommunications service for compensation or monetary gain.

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this *Guidebook*.

(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.

TIE LINE

See "Exchange Line".

TOLL MESSAGE (LONG DISTANCE MESSAGE)

See "Message".

TOLL SERVICE

See "Long Distance Message Telecommunications Service".

TOLL TRUNK

A special access trunk extending from a customer's premises to a premises of the Company for the purpose of completing toll calls originated at the customer's location. These facilities may be arranged to:

- a. Route all long distance calls to a Company operator for completion.
- b. Route all Dial Station-to-Station calls directly to the long distance network and route all other long distance calls to a Company operator for completion.

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, a charge may be applicable. Customers will not be charged for dispatch work performed in connection with a service difficulty or trouble report when it is determined that the trouble originated from a source other than from the customer's side of the demarcation point.

A1. DEFINITIONS OF TERMS

USOC (UNIFORM SERVICE ORDER CODE)

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

VRMS (VOLTS ROOT-MEAN-SQUARE)

The effective value of AC voltage.

WATS

See "Wide Area Telephone Service".

WIDE AREA TELEPHONE SERVICE

The furnishing of facilities for dial type telephone communication between 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 building where outside plant (cables and wires) located in a specific geographical area are terminated and where these facilities are normally cross-connected to central office equipment at that location.

EFFECTIVE: April 1, 2006

A1. DEFINITIONS OF TERMS

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.
(DELETED)