

EFFECTIVE: September 1, 2006

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 system.

ADD-ON

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

ALABAMA RELAY CENTER

The Alabama 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.

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.

(N)

(N)

AREA CALLING SERVICE

See "Exchange Service".

ATTENDANT CONTROL OF TRUNK GROUP ACCESS

An attendant can restrict dial access by all station lines to FX, WATS, and/or tie trunk groups by operating a key or dialing a code. When control is activated, calls to trunk groups so restricted will be routed to the attendant for subsequent completion or queuing.

ATTENDANT DSS WITH BUSY LAMP FIELD

The attendant at a console can place or complete calls to stations within the PBX by depressing a nonlocking pushbutton associated with the desired station line. A visual indication of the busy or idle condition of the station is provided via a lamp associated with each pushbutton.

ATTENDANT TRANSFER - ALL CALLS

Allows a station user, while participating in any two-party connection, to call (recall) an attendant, so that the attendant may transfer the call or provide other assistance as desired. A flash during any established call will return Recall Dial Tone and hold the other party. The station user then dials "0" to call the attendant.

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.

AUTOMATIC CALLBACK CALLING

Automatic Callback Calling allows a calling station user, upon encountering a busy telephone, to be automatically called back when both called and calling stations are idle. Both monitored stations or terminals associated with this feature may originate or receive other calls while this feature is executing.

A1. DEFINITION OF TERMS

AUXILIARY LINE

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

AUXILIARY STATION

A telephone station connected to the central office by means of an auxiliary line.

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

A schedule rate for any form of exchange service or equipment.

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.

(N)

(N)

A1. DEFINITION OF TERMS

BILL TO THIRD PARTY¹

Denotes a billing arrangement by which a 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. Calls through the Alabama Relay Center may be billed only to a third number within Alabama.

(C)

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.

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.

BUSY LAMP FIELD

Provides an attendant with visual indication of the busy or idle condition of station lines.

BUSY VERIFICATION OF STATION LINES

Allows the attendant to establish a "talking" connection to an apparently busy station line to determine if the station line is in working order. Prior to connection of the attendant to a busy line, a spurt of tone is applied to alert the talking parties of the attendant's presence and the spurt of tone is reapplied every 14-16 seconds thereafter. An idle line will be rung normally when busy verification is attempted.

CALL

An attempted or completed communication.

CALL FORWARDING - ALL CALLS

Allows calls directed to a station to be routed to another station (or to the attendant), designated during activation, regardless of the busy or idle state of the called station.

CALL FORWARDING - BUSY LINE

Centrex Type Services optional feature which automatically routes incoming DID calls to the attendant when the called station is busy.

CALL FORWARDING - BUSY LINE, DON'T ANSWER

Allows calls directed to a station to be routed to another station (or to the attendant), designated during activation, whenever the called station is either busy or does not answer within a prescribed period of time.

CALL HOLD

Allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call. Only one call per station line may be held at a time. The held call cannot be added to the other call.

CALL PICKUP

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

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.

(N)

A1. DEFINITION OF TERMS

CALL WAITING SERVICES

Allows a call to a busy station line to be held waiting while a burst of tone is directed towards the busy station user. The station user may connect to this waiting call by hanging up, whereby the station will be rung and will be connected to the call upon answer. Alternatively, the station user may flash and dial a code to hold the original call and answer the waiting call.

- a. Originating Call Waiting - Provides the station user with the ability to direct a unique tone signal towards any other station with which he wishes to talk if that station user is already on another call.
- b. Terminating Call Waiting - Allows a station user to have Call Waiting Service on any call attempting to terminate on his station when he is already busy on another call. The Distinctive Ringing feature may be used in conjunction with Terminating Call Waiting Service.

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.

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.

CCSA ACCESS

Provides access to a CCSA network for network inward dialing to the PBX, direct outward dialing to the network, and other features similar to those provided on the exchange network. CCSA trunks cannot tandem through the DIMENSION[®] PBX without attendant assistance.

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."

CENTREX CONTROL SWITCHING EQUIPMENT

Switching equipment, located on the Company's premises, used to provide Centrex Type Services furnished in accordance with Centrex Type Services provisions of the General *Exchange Guidebook* of the Company.

(T)

A1. DEFINITION OF TERMS

CENTREX TYPE SERVICES

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

CIRCUIT

See "Exchange Line"

A1. DEFINITION OF TERMS

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 rate or usage priced rates
- (3) Character of Use: Business or residence
- (4) Dialing Method: Touch-Tone or rotary

b. For Long Distance Service:

Type of Call: Station-to-station

c. For Wide Area Telecommunications Service²:

Type of Rate: Full time or measured time

(C)

CLERGYMAN

Clergymen are entitled to a concession from regular residence rates under the conditions specified in A3.18. A clergyman, for the purpose of this Guidebook provision, is considered to be a regular ordained minister who is actively engaged in the work of a specific church or group of churches. In those cases where churches have two ministers, one being an assistant or associate to the regular minister, such assistant or associate minister is entitled to a concession, provided he is ordained and devotes full time to the church, or if devoting only part time does not have any other means of livelihood. The preceding definition also includes bishops and other clergymen employed by groups of churches in ministerial activity, but does not include those engaged in evangelistic or other church activity in which they are not actively engaged as clergymen in the work of a specific church or group of churches. This definition does not include superannuated ministers or army chaplains.

CLASSROOM COMMUNICATION SERVICE

Local telephone lines for in-classroom use.

COIN REFUND AND REPAIR REFERRAL SERVICE (CRS)

Coin Refund and Repair Referral Service (CRS) provides handling of refund requests and repair referrals generated by the end users of Payphone Service Provider (PSP) 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 telecommunications services, of two-way communications between customer-provided terminal equipment or Company stations.

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.

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.

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.

Note 2: Effective December 31, 2021, Wide Area Telecommunications Service is withdrawn for residential customers.

(N)

A1. DEFINITION OF TERMS

COMPANY STATION

See "Station."

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) preceding.

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 customer-provided facilities with the facilities of the Company. (T)

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 in the *Guidebook* for construction of pole lines, circuits, facilities, etc. (T)

CONSULTATION HOLD

A PBX or Centrex Type Services 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.

A1. DEFINITION OF TERMS

CREDIT CARD

(M)

The term "credit card" denotes a billing arrangement by which a call may be charged to an authorized Company Credit Card number, an Interexchange credit card number or a commercial bank credit card number.

(M)

CROSS REFERENCE LISTING

(M)

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

(M)

A1. DEFINITION OF TERMS

CUSTOMER CONTROLLED STATION RESTRICTION

Permits the customer to change the calling arrangement of selected station lines to four different restrictions as follows.

a. Outgoing Call Restriction:

Calls dialed, other than intercommunication calls, will be routed to a tone.

b. Incoming Call Restriction:

Calls from outside the ESSX-1 system direct dialed to selected station lines will be routed to the attendant or to an announcement. Calls to the attendant and intercommunication calls are not restricted.

c. Station to Station Call Restriction:

All calls dialed to selected station lines, other than attendant calls, will be routed to an announcement.

d. Total Restriction:

All calls dialed to or dialed from selected station lines will be routed to the attendant or to an announcement. Outgoing call attempts will receive a tone.

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-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. (T)

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 A15.2.

DEMARICATION 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.

DIAL ACCESS TO ATTENDANT

Allows station users within the switching system or via dial repeating tie trunks to reach the attendant by dialing a code, usually but not necessarily, a single digit "0".

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.

DIRECT OUTWARD DIALING (DOD)

Allows a PBX station user to gain access to the exchange network without the assistance of the attendant by dialing an access code and receiving a second dial tone.

A1. DEFINITION OF TERMS

DIRECTORY ASSISTANCE CALL COMPLETION

Directory Assistance Call Completion (DACC) 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 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.

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. Cross Reference Listing:

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

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.

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.

(DELETED)

(D)

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 SYSTEM

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.

EXCHANGE

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

A1. DEFINITION OF TERMS

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 or party line main station service or a PBX or Centrex *Type Services*. (T)

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 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.

f. (DELETED) (D)

g. Tie Line:

A circuit connecting PBX systems and/or Centrex *Type Services*. (T)

A1. DEFINITION 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.

a. Flat and Message Rate (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) Measured Rate Service (Measured Rate):

A classification of non-coin box exchange service which is charged for on the basis of amount of use.

(3) Area Calling Service

A classification of exchange service which includes an individual line and a usage package. In addition, 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.

b. Individual Line (T)

(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.

(DELETED) (D)

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.

e. 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.

A1. DEFINITION OF TERMS

EXCHANGE SERVICE AREA

The territory within which local telephone service is furnished at the exchange rates applicable within that area.

EXCHANGE STATION

See "Station"

EXECUTIVE OVERRIDE

Allows the station user to bridge onto busy station connections. Before the connection is established, a burst of tone will be applied to advise the talking parties of the bridge.

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. (T)

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.

EXTENSION STATION

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

FLAT RATE SERVICE

See "Exchange Service"

FLEXIBLE INCOMING CALL RESTRICTION

Permits the customer to route incoming calls for preselected stations to the attendant, to an announcement, or to a designated station. This feature may be activated by the attendant or by a control key.

FLEXIBLE NUMBERING OF STATIONS

Allows station numbers to be assigned to lines at the time of installation in accordance with a customer-desired numbering plan and to be reassigned while in service to permit personnel moves without requiring number changes.

FOREIGN CENTRAL OFFICE MILEAGE

See "Mileage Charges"

FOREIGN CENTRAL OFFICE SERVICE

See "Exchange Service"

FOREIGN EXCHANGE (FX) ACCESS

Provides access to Foreign Exchange line terminations.

A1. DEFINITION OF TERMS

FOREIGN EXCHANGE LISTING

See "Directory Listing."

FOREIGN EXCHANGE MILEAGE

See "Mileage Charges".

FOREIGN EXCHANGE SERVICE

See "Exchange Service."

FULLY RESTRICTED STATION

Denies selected station lines the ability to place or receive any but station-to-station calls. Restricted calls are routed to intercept tone.

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.

GPR (Ground Potential Rise)

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

HEADSET

The term "Headset" denotes a hands free multi-wire device containing acoustic-to-electric (transmitter) and electric-to-acoustic (receiver) transducers, normally worn on the head of the user for close talking, which provides for the transmission of human speech.

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.

INCOMING CALL IDENTIFICATION (ICI) INDICATOR LAMPS

Allows an attendant at a switched-loop console position to visually identify the type of service or trunk group associated with a call directed to that position. The visual indication can be provided via indicator lamps or via the alphanumeric display feature. When provided via indicator lamps, up to six incoming call indicators can be provided on the console.

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. (N)

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.

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.

A1. DEFINITION OF TERMS

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.

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.

INTERIOR STATION

See "Private Branch Exchange Service (PBX Service)"

INWARD RESTRICTION

Prevents selected station lines from receiving incoming exchange network calls (and optionally CCSA). Such calls are routed to the attendant or to intercept tone, depending on the option selected.

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.

(D)

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.

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 "Local Service Area"

A1. DEFINITION OF TERMS

- LOCAL MESSAGE (M)
 - See "Message." (M)
- LOCAL SERVICE (M)
 - 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. (M)
- LOCAL SERVICE AREA (M)
 - 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. (M)

A1. DEFINITION OF TERMS

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

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

1. Station-to-Station Call:

(T)

The Long Distance MTS service where the person originating the call either dials the telephone number desired, gives to the Company operator or gives to the communications assistant at the Alabama Relay Center the telephone number of the desired station, 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, ESSX-1 or Centrex Type Services attendant.

Two classes of Station-to-Station service are offered as follows:

(T)

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, 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 a., preceding 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. "Operator" is that Station-to-Station service other than "Dial". Operator Station-to-Station includes Station-to-Station calls which originate at a public or semi-public coin telephone.

(T)(M)

Page 13.1 is hereby deleted in its entirety and removed from this Guidebook.

(N)

A1. DEFINITION OF TERMS

- LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (Cont'd) (N)
- 3. Station-to-Station Call: (Cont'd)
 - b. **(DELETED)** (D)

A1. DEFINITION OF TERMS

(M)

LOUDSPEAKER PAGING ACCESS

Allows the attendant direct access and the station user dial access to paging equipment. Up to six paging zones may be provided, each requiring a separate access code and console key. A seventh dial code and key may be provided if required for all zone paging.

- a. Basic - Provides paging as described preceding.
- b. Deluxe - In addition to the preceding, Deluxe paging access allows the paged party to be connected to the paging party by dialing a discrete code from any station within the PBX. When connected, the two parties are disconnected from the paging trunk releasing it for re-use.

MAIN STATION

See "Station"

MANUAL TERMINATING LINE SERVICE

Provides station lines which require all terminating calls be completed by the attendant. All non-attendant handled call attempts are given group intercept treatment.

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 CHARGES

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

- a. Air-line Measurement:
The shortest distance between two points.
- b. Extension Line Mileage:
The measurement applying on an extension line, for the use of which a circuit charge is made in accordance with guidebook provisions.

A1. DEFINITION OF TERMS

MILEAGE CHARGES (Cont'd)

d. Foreign Central Office Mileage:

The measurement applying to a line within the exchange connecting a subscriber's main station, PBX, or Centrex Type Services 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.

e. Foreign Exchange Mileage:

The measurement applying to a line connecting a subscriber's main station, PBX, or Centrex Type Services 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.

f. Route Measurement:

The actual length of a circuit between two points.

g. 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 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.

MISCELLANEOUS EQUIPMENT

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

MISCELLANEOUS TRUNK RESTRICTION

Denies preselected station lines (and dial repeating trunks) dial access to preselected miscellaneous trunk groups that may include FX, WATS, CCSA, Tie Trunk, and auxiliary trunks. Restricted call attempts are given intercept tone.

MOBILE TELEPHONE SERVICE

A communication service through a land radiotelephone base station.

MULTI-LINE HUNT GROUP

Multi-Line Hunt Group is an arrangement of a group of lines (software defined) that allows the individual lines to be grouped together to share common translation data and to provide a search for an idle line to which calls can be completed.

MULTI-PARTY LINE SERVICE

See "Exchange Service."

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 (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 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 Company network. The Network Interface will be located at the demarcation point.

NETWORK CONTROL SIGNALING UNIT

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

A1. DEFINITION OF TERMS

NIGHT STATION SERVICE

- a. Fixed Service - Provides arrangements to route calls, normally directed to the attendant, to preselected station lines within the PBX system when regular attendant positions are not manned. In addition, calls to specific non-DID exchange network trunks can be arranged to route to specific station lines.
- b. Full Service - Provides arrangements to route calls, normally directed to the attendant, to preselected station lines within the system when the regular attendant positions are set to night service. In addition, calls to specific non-DID exchange network trunks can be arranged to route to specific station lines. The routings can be assigned on a flexible basis by the attendant and remain in effect night-to-night until changed. Trunk Answer From Any Station answering capability is provided for night calls not assigned to or that cannot be answered by night stations. When in night service, all stations have Three-way Conference Transfer capability for transferring calls to other stations and Call Waiting Service (if equipped) for night calls.

NONLISTED TELEPHONE NUMBER

A telephone number associated with an exchange station which at the request of the subscriber has the listing omitted from the telephone directory but is on records available to the general public upon request.

NON-POWERED CONFERENCING EQUIPMENT

The term "Non-Powered Conferencing Equipment" denotes a portable plug-ended device, without active elements, consisting of a multi-winding transformer and manual line switches designed to bridge two or more, but not exceed five, of the lines appearing on four-button and six-button key telephone stations equipped with both hold and illumination features.

NONPUBLISHED TELEPHONE NUMBER

A telephone number associated with an exchange station which at the request of the subscriber has the listing omitted from the telephone directory and is not shown on records available to the general public.

ORIGINATING RESTRICTION

A station line with this restriction cannot be used to originate calls at any time. Terminating calls, however, will complete normally to this station line.

OUTWARD RESTRICTION

Preselected station lines within the PBX are denied the ability to access the exchange network without the assistance of the attendant. Restricted calls are routed to intercept tone.

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.

(DELETED)

(D)

PORTABLE TELEPHONE

A telephone instrument equipped with a plug-ended cord for use with a jack terminated circuit.

POWER FAILURE TRANSFER

Provides service to and/or from the exchange network (non-FX and WATS) for a limited number of prearranged stations during a power failure at a PBX customer location.

EFFECTIVE: September 1, 2006

A1. DEFINITION OF TERMS

PREMISES (SAME)

- 1. The term "same premises" shall be interpreted to mean (M)
 - a. the building or buildings, together with the surrounding land occupied or *used* in the conduct of *ones* establishment or business, or as a residence; and not intersected by a public thoroughfare or by property occupied by others; (T)(M)
 - 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; (M)
 - 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 (M)

EFFECTIVE: September 1, 2006

A1. DEFINITION OF TERMS

PREMISES (SAME) (Cont'd)

(T)

1. The term "same premises" shall be interpreted to mean (Cont'd)
 - d. the continuous property operated as a single farm whether or not intersected by a public thoroughfare.
2. 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.
3. 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 contiguous in the absence of the thoroughfares.

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.

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.

(DELETED)

(D)

PRIVATE BRANCH EXCHANGE SERVICE (PBX SERVICE)

1. A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance message telephone network to other subscribers.
2. Lines (circuits), equipment and facilities ordinarily furnished in connection with PBX service include the following:
 - a. PBX Station:
A station connected with a PBX switchboard or PBX dial switching equipment.
 - b. PBX Extension Station:
A telephone set which is bridged to the same line as the PBX station.
 - c. PBX Interior Station:
A PBX station that cannot originate or receive local or long distance calls either directly or through the PBX attendant.
 - d. PBX Trunk:
A central office line (circuit) connecting a PBX system with a central office.
 - e. Tie Line:
See "Exchange Line."

PRIVATE TELEPHONE NUMBER

See "Nonpublished" Telephone Numbers.

A1. DEFINITION OF TERMS

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

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.

RINGING

There are three methods of signaling stations on party or multi-party line circuits:

- a. Selective Ringing:

The method of signaling stations on a party line circuit, which permits a particular station to be signaled without ringing the bells of the other stations on the circuit.

- b. Semi-Selective Ringing:

The method of signaling stations on a party line circuit whereby the bells of only a portion of the stations on a circuit are rung when one of the stations is signaled, signals of the respective stations being distinguished by a code made up of various combinations of short and long rings.

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 Charges"

(DELETED)

(D)

(DELETED)

(D)

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 attendant to answer incoming calls on such lines.

(M)

(M)

A1. DEFINITION OF TERMS

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 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. (T)

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.

SHARED TENANT SERVICE

Shared Tenant Service is a shared service arrangement which allows business basic measured 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).

STATION

A unit of service, complete with all instrumentalities (e.g., connecting block, 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.

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.

a. 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.

b. Exchange Station:

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

A1. DEFINITION OF TERMS

STATION (Cont'd)

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.

d. PBX Stations:

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

STATION HUNTING

Routes a call to an idle station line in a prearranged group when the called station line is busy.

- a. Terminal - The hunt always starts with the called station line and ends with the last station line in the prearranged group completing the call to the first idle station line encountered. Unless the first station line is called, only a portion of the group is tested.
- b. Circular Hunting - The hunt starts with the called station line and always proceeds in a prearranged order to test all lines in the group once, completing the call to the first idle station line.

STATION LINE

See "Exchange Line."

STATION-TO-STATION CALL

See "Long Distance Message Telecommunications Service."

STRAIGHTFORWARD OUTWARD COMPLETION

Allows the attendant to place an outgoing call, for a station user who reached the attendant via dial "O" or intercept, without requiring the station user to hang up.

SUBSCRIBER

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

SUPPORTING STRUCTURES

Equipment required to contain or support cable facilities, including underground conduit; pole lines comprised of strand, guys, anchors, poles, and crossarms; floor duct; trenching and back filling; and other items of miscellaneous hardware normally associated therewith.

This equipment would be utilized in conjunction with aerial cable, underground cable, buried cable, aerial wire, and house cable.

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)

SWITCHED LOOP OPERATION

An attendant position arrangement whereby each call requiring attendant assistance is automatically switched to one of a limited number of idle loops (call access points) on an idle attendant position.

A1. DEFINITION OF TERMS

TANDEM TIE TRUNK SWITCHING

A service arrangement that allows tie trunk to tie trunk connections through the switching system or the attendant position.

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*.

(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.

TERMINATION RESTRICTION

Station lines with this restriction cannot receive calls at any time. Calls can be originated normally from this station line.

THREE-WAY CONFERENCE TRANSFER

A station user can, by flashing while on any two-party call, effect a three-way conference and transfer. After flashing, the station user dials the third party for private consultation while the second party is held in a waiting state. By flashing a second time, a three-way conference is effected. Subsequently, a transfer is accomplished when the original party goes on-hook. Where two trunks are involved in a conference and disconnect supervision cannot be guaranteed, all conferees are released from the connection when the controlling station goes on-hook. In addition the controlling station can drop the third party by flashing.

THROUGH DIALING

At the discretion of the attendant, station users can complete dialing after the attendant selects the trunk facility on attendant-handled outgoing calls.

TIE LINE

See "Exchange Line."

TIE LINE MILEAGE

See "Mileage Charges".

TIE TRUNK ACCESS

Provides for termination of Tie Trunk Access Line.

EFFECTIVE: September 1, 2006

A1. DEFINITION OF TERMS¹

(T)

TOLL MESSAGE (LONG DISTANCE MESSAGE)

See "Message"

TOLL SERVICE

See "Long Distance Message Telecommunications Service"

(DELETED)

(D)

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.

Note 1: Changes on this page effective December 10, 1993 will be implemented on February 4, 1994.

(N)

A1. DEFINITION OF TERMS

TRUNK ANSWERING ANY STATION

Incoming calls, normally directed to the attendant, activate a common alerting signal on the customer's premises when the attendant positions are in night service and night stations are not assigned or are all busy. These calls may then be answered by any station user in the system who dials a special code from any nonrestricted station.

TRUNK GROUP BUSY INDICATION ON ATTENDANT POSITION

Provides the attendant with a visual indication when all trunks in a group are busy.

TRUNK GROUP WARNING INDICATION ON ATTENDANT POSITION

Provides the attendant with a visual indication when a present number of trunks in a group are busy.

TRUNK TO TRUNK CONNECTIONS

This feature allows an incoming or outgoing trunk call to be extended to another outgoing trunk. Trunk to trunk connections can be effected among the following types of trunks: C.O., FX, WATS, CCSA Network, and Tie Trunks.

All combinations of these trunk connections can be effected by the attendant. In addition, Tie Trunk to CCSA Network (cut through) and Tie Trunk to C.O. (or FX or WATS) may be dialed directly by a station user. Disconnect supervision can be automatic in some cases, but in others the attendant must monitor the connection and manually disconnect after use.

TRUNK VERIFICATION BY CUSTOMER

Provides the attendant access to individual trunks of a group to verify supervision and transmission.

TWO-TIER PAYMENT PLAN

An optional payment plan available for certain selected services in which the monthly charges are divided into two pricing elements. The first element, called Tier A, is applicable for a specified period of time, selected by the customer from the options in the guidebook and is not subject to Company-initiated changes. The second elements, called Tier B, is applicable for as long as the customer keeps the service and is subject to Company-initiated rate changes.

(DELETED)

(D)

USOC (Uniform Service Order Code)

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

VACANT CODE RECORDING

A central office standard prerecorded voice announcement received by callers when a restricted or invalid code is dialed.

VINTAGE PRICING

A form of guidebook pricing under which rates for all or parts of existing installations are held at present rate levels and a new guidebook based on the then current conditions is filed.

VRMS (Volts Root-Mean-Square)

The effective value of AC voltage.

WATS

See "Wide Area Telecommunications Service"

A1. DEFINITION OF TERMS

WATS ACCESS

Provides for termination of WATS access line.

WIDE AREA TELECOMMUNICATIONS SERVICE¹

(C)

The furnishing of facilities for dial type telephone communications between a wide area service access line and other exchange 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.

Note 1: Effective December 31, 2021, Wide Area Telecommunications Service is withdrawn for residential customers.

(N)