

SECTION 2 - DEFINITIONS AND ABBREVIATIONS

30 Member Speed Calling: A service/feature associated with local exchange service which is defined in the tariff of the Affiliated LEC or Affiliated CLEC.

Access Advantage Plus®: A registered trademark of SBC Knowledge Ventures, Inc. Access Advantage Plus® is a service/feature associated with local exchange service which is defined in the tariff of the Affiliated LEC or Affiliated CLEC.

Access Line: A transmission line used to transmit voice and/or data calls from the Customer's Premises to a telephone company serving Wire Center or a Company-designated POP or from a telephone company serving Wire Center or a Company-designated POP to the Customer's Premises.

Affiliate: A company which has any of the following relationships with the Company; (1) directly or indirectly owns or controls it; (2) is directly or indirectly owned or controlled by it; or (3) is under common direct or indirect ownership with it.

Affiliated LEC: A LEC with which the Company has any of the following relationships: (1) owns or controls it; (2) is owned or controlled by it; or (3) is under common ownership with it.

Affiliated CLEC: A CLEC with which the Company has any of the following relationships: (1) owns or controls it; (2) is owned or controlled by it; or (3) is under common ownership with it.

Aggregation: The combining of a Customer's total usage across multiple BTN's into a group for the purpose of determining a common usage rate for call(s) associated with the individual BTN's.

Aggregation ID: Aggregation Identifier. Tags which BTN's are to be combined in a grouping.

Airline Mileage: The distance in mileage between two serving Wire Centers whose position is specified by industry standards.

Ameritech Centrex Service (ACS): A service provided by an Affiliate of the Company.

ANI: Automatic Number Identification. A process used to identify the calling station. For example, Customers such as call centers pay for caller's telephone numbers to be sent to them simultaneously with their incoming toll free service calls.

Applicant: Any entity or individual who applies for Service under this Tariff.

Area of Service: The specific area(s) from which toll free calls will be allowed on a given TFS Number as decided by the Customer subscribing to that TFS Number.

Authorization Level: An assigned level of calling privileges for VPN Service. Authorization Levels are assigned to private numbers when CSR features are utilized. If a caller encounters a call screening condition that restricts the caller from placing a particular call, the caller will be prompted to enter a VPN Authorization Code to override the restriction. If the Authorization Level assigned to the VPN Authorization Code is equal to or higher than the Authorization Level assigned to the private number, the call will be allowed to proceed. The caller is given three attempts to enter a valid VPN Authorization Code with the appropriate Authorization Level. If the Authorization Level is not sufficient, the call will be disconnected with an announcement after the third attempt.

Authorized User: A person, firm, corporation or other entity (including Customer) that 1) is authorized by the Customer to be connected to and utilize the Company's Services under the terms and regulations of this Tariff or 2) either is authorized by the Customer to act as the Customer in matters of ordering, changing or canceling Service or is placed in a position by the Customer, either through acts or omissions, to act as Customer in such matters. Such actions by an Authorized User shall be binding on Customer and shall subject Customer to any associated charges.

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Auto Redial®: Auto Redial® is a service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

BAN: Billing Account Number. A BAN is a 9-digit number that uniquely identifies a long distance account. A BAN is different from a BTN. A single Customer may have multiple BANs on a Hierarchical Billing account. A BAN may be designated by rank as a Child BAN, a Parent BAN or a Corporate BAN. Any rank BAN may also be an Invoice Point BAN. Unless specifically designated as such, a BAN is not an invoice point, except that all Corporate BANs are also Invoice Points.

Billing Hierarchy: A billing arrangement which allows Customer to set up a payment, rating, and discounting structure to assist with communication expense management by grouping communication expenses by region, business unit, organization, etc. The Customer is able to designate various invoice points throughout the hierarchy.

Blocking: A temporary condition that may be initiated so that the Customer cannot complete a telephone call.

BTN: Billed Telephone Number. May consist of one or more WTNs.

Business Customer: A Customer whose use of the Services is primarily or substantially for a business, professional, institutional, or occupational purpose.

Business Essentials^K: A service mark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures Business EssentialsK is a service provided by an Affiliate of the Company.

Business Optional Calling Plan: Long distance Service offerings available to Business Applicants or Business Customers. Includes but is not limited to High Volume Calling Plans (HVCP), Virtual Private Line (VPN), and plans targeted to small businesses.

Business PreferredSM: A service mark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures Business PreferredK is a service provided by an Affiliate of the Company.

Business SolutionsSM: A service mark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures Business SolutionsSM is a service provided by an Affiliate of the Company.

Busy Call Forwarding: A service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

Busy Call Forwarding-Extended: A service/feature associated with local exchange service which is defined in the tariff of an Affiliate of the Company.

Cal. P.U.C.: California Public Utilities Commission of the State of California or any succeeding agency.

Call Again®: A trademark of Southern New England Telephone Company. Call Again® is a service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

Call Blocker®: A trademark of Southwestern Bell Telephone Company and Southern New England Telephone Company. Call BlockerJ is a service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

Blocking: A service provided by Southern New England Telephone Company. Call Blocking is a service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

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Call in One: A service provided by Pacific Bell Telephone Company. Call In One is a service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

Call Return: A service provided by Southwestern Bell Telephone Company. Call Return is a service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

Call Screen: A service provided by Pacific Bell Telephone Company. A service or feature associated with local exchange service which is defined in the tariff of the Company OR Affiliate of the Company

Call Screen Routing: A VPN feature which provides the capability to screen or route calls based on a number of parameters, such as ANI and switch/trunk groups.

Call Transfer Disconnect: A service or feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

Call Waiting: A service or feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company

Call Waiting ID: A service or feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company

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CallNotes® Plus: A registered trademark of Southwestern Bell Messaging Services, Inc. CallNotes® Plus is a service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

CAP: Competitive Access Provider.

CARE: Customer Account Record Exchange.

Carrier Common Line Charges: The charges the long distance companies pay to the local telephone companies for carrier common line access service which provides for the use of end user's telephone company provided common lines by subscribers for access to such end users to furnish interstate communications.

Casual Caller: A caller that has not affirmatively selected the Company as its choice of a long distance service provider in advance of placing a long distance call.

Centrex: A central office based switching service that provides the user with the ability to intercommunicate among stations at the user's premises while also providing station access to local exchange service dial tone and long distance service and many optional features and functions associated with sophisticated Customer Premises equipment.

Centrex with Classic Feature PackageSM: A service mark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures. Centrex with Classic Feature PackageSM is a service provided by an Affiliate of the Company.

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Circuit or Channel: A communications path between two or more points having a standard Bandwidth or Transimssion Speed selected by the Customer.

CLEC: Competitive Local Exchange Carrier. Any carrier or reseller offering local exchange telecommunications services other than the incumbent LEC.

CMR: Customized Menu Routing, also referred to as Combined Transport and Usage Billing. An arrangement consisting of routing, control, and announcement features which may be utilized by a TFS Customer.

Commission: The Public Utilities Commission of the State of California or any succeeding agency.

Company: SBC Long Distance, LLC d/b/a SBC Long Distance, d/b/a AT&T Long Distance.

Company-Provided: The switching, transmission, and other related telecommunications or computer equipment/facilities provided by the Company or by any combination of the Company, the LEC, or other authorized Third Party Vendors contracted by the Company.

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Corporate BAN: The highest level BAN on a hierarchy, is always an invoice BAN. VPN price plans will be attached at this level, which is the point of aggregation for the MAC and MMC.

Credit Card: Visa[®], MasterCard[®] or other Credit Cards issued by other companies the Company may accept.

CSR: Call Screen Routing.

CTS: Call Transfer Service. A feature of Enhanced Toll Free Service which allows an agent to hand off a caller to a second agent at a different destination.

CTUB: Combined Transport and Usage Billing.

Custom BizSaverSM: A service mark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures. Custom BizSaverSM is a service provided by an Affiliate of the Company.

Customer: A person or legal entity which subscribes to the Company's Services and thereby assumes responsibility for the payment of charges and compliance with the Company's Tariff.

Customer Commitment Date: The date in which the Company receives a firm commitment from a Customer for the provision of one of the Company's Data Service offerings.

Customer Premises/Customer's Premises: Location(s) designated by a Customer where Service is originated/terminated.

DACC: Directory Assistance Call Completion.

Data Services: Communication Services which are designed to allow the transfer of formatted information between points. Data Services include but are not limited to Private Line Service, Frame Relay Service, and ATM Service.

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Dedicated Access: Where Customer's Premises has a non-switched connection to the POP selected by the Company for origination and or termination of calls. When the Dedicated Access is used for overlaid Switched Services, the Dedicated Access is referred to as a DVA line.

Delayed Call Forwarding: A service or feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

Direct-Dialed: A call placed by the caller without operator assistance (either live or automated)

DS1: Digital Signal level One. Composed of twenty-four 64 Kbps Channels with a throughput capacity of 1.544 Mbps. also called T-1.

DS3: Digital Signal level Three. Composed of 28 DS1 Channels and operating at 44.736 Mbps. also called T-3.

DSL: Digital Subscriber Line. A service provided by an Affiliate of the Company.

DTMF: Dual Tone Multi Frequency. A term describing push button or Touchtone dialing. When one pushes a button on a push button paid, it makes a tone of one high frequency and one low frequency, therefore, named Dual Tone Multi Frequency.

DTMF Cut-Through: The capacity of a voice response system to receive DTMF tones while the voice synthesizer is delivering information.

DVA: Dedicated Voice Access.

EABX: Electronic Automatic Branch eXchange.

End User: The person or legal entity which uses the Service provided by the Company.

Enterprise Billing: A feature of Toll Free Service which enables a Customer to have all or a portion of a toll free call billed to the termination point (telephone line) to which a toll free call is routed.

Equal Access: Enables the Customer to place long distance calls without the need to first dial a special code.

Exemption Certificate: A written notification provided by the Customer certifying that its dedicated facility should be exempted from the monthly Special Access Surcharge because (a) the facility terminates in a device not capable of interconnecting Service with the local exchange network or (b) the facility is associated with a Switched Access Service that is subject to Carrier Common Line Charges.

F.C.C.: Federal Communications Commission or any succeeding agency.

FX: Foreign Exchange Service. Provides local telephone service from a central office message switch which is outside (foreign to) the subscriber's exchange area.

Flat Rate: Charging a rate per minute irrespective of the distance the call is carried or the time-of-day or day-of-week the call is placed.

Group A Large Package: Features associated with the provision of local exchange service which include (1) Call Waiting ID; (2) Three-way Calling; (3) Call Forwarding; (4) Call Waiting or Talking Call WaitingSM; (5) Selective Call Forwarding, Select Call ForwardingTM or Priority Call ForwardingTM; (6) Priority Call, Priority Call RingingTM or Priority RingingTM; (7) Speed Call 8 or Speed Calling 8TM; (8) Call Screen, Call Screening, Call BlockerTM or Call Blocking; (9) Repeat DialingTM or Call AgainTM; (10) Auto RedialJ or Missed Call DialingTM; (11) Call Return or Auto Callback; and (12) PRIVACY MANAGERTM.

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FX: Foreign Exchange Service. Provides local telephone service from a central office message switch which is outside (foreign to) the subscriber's exchange area.

Flat Rate: Charging a rate per minute irrespective of the distance the call is carried or the time-of-day or day-of-week the call is placed.

Group A Large Package: Features associated with the provision of local exchange service which include (1) Call Waiting ID; (2) Three-way Calling; (3) Call Forwarding; (4) Call Waiting or Talking Call WaitingSM; (5) Selective Call Forwarding, Select Call ForwardingTM or Priority Call ForwardingTM; (6) Priority Call, Priority Call RingingTM or Priority RingingTM; (7) Speed Call 8 or Speed Calling 8TM; (8) Call Screen, Call Screening, Call BlockerTM or Call Blocking; (9) Repeat DialingTM or Call AgainTM; (10) Auto Redial[®] or Missed Call DialingTM; (11) Call Return or Auto Callback; and (12) PRIVACY MANAGERTM.

SECTION 2 - DEFINITIONS AND ABBREVIATIONS

Group B Large Package: Features associated with the provision of local exchange service which include (1) The Message Center™, Voice Mail Plus™, CallNotes® Plus, Universal CallNotes® or Call in One and (2) Inline®, Pacific Bell WirePro®, or Inside Wire Plus™, LINE-BACKER®LINE-BACKER® w/Phone Package, LINE-BACKER®Basic or LINE-BACKER® w/Phone.

Group C Large Package: Features associated with the provision of local exchange service which include Auto Redial™ or Missed Call Dialing™, Call Screen™, Call Screening, Call Blocker™ or Call Blocking™, Call Forwarding (includes Busy Line, Delay, Don't Answer, and Busy Line/Don't Answer), CallNotes®, The Message Center™, Voice Mail Plus™ or CallNotes® Plus, Voice Mail 98, Call Return™, Auto Callback, AutoCall Block, Call Waiting, Talking Call WaitingSM, Call Waiting ID, Call Waiting ID Options, Caller ID, Inline®, Pacific Bell WirePro™ or Inside Wire Plus™, LINE-BACKER®, LINE-BACKER® w/Phone Package, LINE-BACKER®Basic, LINE-BACKER® w/Phone, Inline Plus, Personalized Ring/Multi Ring 1 or 2, Priority Call, Priority Call Ringing™ or Priority Ringing™, Remote Access to Call Forwarding, Selective Call Forwarding, Select Call Forwarding™ or Priority Call Forwarding™, Speed Call 8 or Speed Calling 8™, Three-Way Calling-subscription, Internet Caller ID, PRIVACY MANAGER®, Talking Call WaitingSM, Speed Call 30, Repeat Dialing™ or Call Again™, VoiceMail (standard), SpeedCall 30, The Message Center Call-In-One, The Message Center (Deluxe Mailbox), Universal CallNotes® / Universal CallNotes® Plus, METRO PLAN, Unified Communications Premier, Unified Communications Lite, and Phone-ProtectSM.

Group D Package: Features associated with local exchange service which include Auto Redial^J, Busy Call Forwarding, Call Forwarding, Call Return, Call Transfer Disconnect, Call Screen, Call Waiting, Delayed Call Forwarding, Call Waiting ID, Priority Call, Priority Ringing™, PRIVACY MANAGER®, Remote Access to Call Forwarding, Repeat Dial, Select Call Forwarding™, 30 Member Speed Calling, Speed Calling 8™, and Three Way Calling.

Group 2 Toll Free Access Numbers: 800-877-0000, 877-722-2141, 800-221-2212 and other Toll Free Numbers determined by the Company to be billed as a Group 2 Toll Free Number.

Hierarchical Billing: Denotes the Company's flexible, Customer-defined, structured invoicing.

High Volume Calling Plans (HVCP): Long distance Service offering available to Business Customers that typically have more than twenty (20) lines, multiple locations, and multiple BTN's. Allow BTN's for Aggregation for Total Revenue Commitment.

ICB: Individual Case Basis. A Service provided involving a nonstandard arrangement. The nature of such Service requirements makes it difficult or impossible to establish general Tariff provisions for such circumstances.

Inline®: A registered trademark of Southwestern Bell Telephone, L.P.

Inside Wire Plus™: A trademark of Southern New England Telephone Company.

Instant OfficeSM: A service mark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures. Instant OfficeSM is a service provided by an Affiliate of the Company.

InterLATA: Any call or transmission that originates in one LATA and terminates in a different LATA.

International: Involving two or more nations.

IntraLATA: Any call or transmission that originates in one LATA and terminates within the same LATA.

SECTION 2 - DEFINITIONS AND ABBREVIATIONS

Invoice Branch: The Invoice Point BAN and all Child BANs that belong structurally to that invoice.

Invoice Point BAN: Any BAN which is designated to receive a separate invoice. An Invoice Point BAN may be superordinate, subordinate or both.

ISDN: Integrated Services Digital Network. Integrates voice, data, and video communications services via standard interfaces.

Joint User: A corporation, association, partnership, or individual that is permitted to use a Customer's Service by mutual agreement between the Customer and the Joint User in accordance with the terms and conditions of this Tariff.

Just CallSM: A service mark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures.

LATA: Local Access Transport Area. A geographically defined regulatory boundary established by the Modification of Final Judgement.

LEC: Local Exchange Carrier.

LIDB: Line Information Data Base. A data base that contains all valid telephone and calling card numbers in a region and the necessary information to perform billing validation.

LINE-BACKER®: A registered trademark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures.

Local Access: The service between a subscriber's premise and a Company-designated POP.

Local Access Provider: An entity providing Local Access.

Local Usage SaverSM: A service mark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures. Local Usage SaverSM is a service provided by an Affiliate of the Company.

MAC: Minimum Annual Commitment.

Mbps: Megabits per second. Million Bits per second.

METRO PLAN: A service provided by an Affiliate of the Company.

Missed Call DialingTM: A trademark of Southern New England Telephone Company.

MMC: Minimum Monthly Commitment.

Modification of Final Judgment: The judicial opinion United States vs. American Telephone & Telegraph Company, 552 F. Supp. 131 (D.C. 1982). See United States v. Western Electric Co., 552 F. Supp. 131 (D.D.C. 1982), affd sub nom. Maryland v. United States, 460 U.S. 1001 (1983).

MOU: Minutes of Use.

MRC: Monthly Recurring Charge.

MTM: Month-to-Month.

MTS: Message Telecommunications Service.

North American Dialing Plan: The method of dialing in the public network of North America (i.e. 1+NPA-NXX-XXXX).

NPA: Numbering Plan Area. More commonly referred to as an area code.

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SECTION 2 - DEFINITIONS AND ABBREVIATIONS

NXX: The first three digits of a Customer's telephone number. N is a number between 2 and 9. X is a number between 0 and 9.

Off-Net: A location where the Company's primary Third Party Vendor does not have facilities.

On-Net: A location where the Company's primary Third Party Vendor has facilities.

Operator Toll Assistance Services: Enable callers to place calls from their presubscribed telephone line or when away from their established primary Service location with the ability to bill the call with alternate billing options. Calls may be fully automated or may require the assistance of an operator. Operator Toll Assistance Services are also known as alternate billed services.

Out of Term: Rates and charges which apply to Customers with an out of term agreement, or which are applied when a term plan agreement has ended and no new term plan agreement has been signed.

OTC: One Time Charge.

PABX: Private Automatic Branch eXchange.

Pacific Bell Instant OfficeSM: A service mark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures. Pacific Bell Instant OfficeSM is a service provided by an Affiliate of the Company.

Pacific Bell WirePro®: A trademark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures.

Parent BAN: Any level BAN within a billing hierarchy which is superordinate to another BAN. "Parent" denotes the superordinate relationship to one or more specific Child BAN(s) which are usually part of an individual Invoice Point BAN, e.g. an Invoice Point BAN is the parent BAN of its next level Child BAN(s).

PB: Pacific Bell Telephone Company.

PBX: Private Branch Exchange.

Person-to-Person: Any operator-handled call whereby the person originating a call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

Phone-ProtectSM: Phone-ProtectSM is A service mark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures.

PIC: Primary Interexchange Carrier.

PIN: Personal Identification Number. A unique number assigned to each calling card for the purpose of accessing Service.

Plexar I®: A registered trademark of Southwestern Bell Telephone, L.P. Plexar I® is a service provided by an Affiliate of the Company.

POP: Point-of-Presence. A physical place at which the local telephone company terminates subscriber Circuits for long distance dial-up or leased-line communications or a Company-designated location where a facility is maintained for the purpose of providing access to the Company's Service.

Postalized: Charging a Flat Rate per minute irrespective of the distance the call is carried. Stems from the fact that the United States Post Office also charges a Flat Rate irrespective of how far it carries the mail (within the country).

SECTION 2 - DEFINITIONS AND ABBREVIATIONS

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SECTION 2 - DEFINITIONS AND ABBREVIATIONS

POTS Number: Plain Old Telephone Service Number. The 10-digit telephone number associated with basic local exchange service.

Power OfficeSM: A service mark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures. Power OfficeSM is a service provided by an Affiliate of the Company.

PRI: Primary Rate Interface. The ISDN equivalent of a DS1 Circuit. The Primary Rate Interface consists of twenty-four 64 Kbps Channels.

PRIVACY MANAGERTM: A registered trademark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures. A service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

Private Line: Discrete communication Bandwidth dedicated for a Customer's exclusive use. A Private Line is provisioned on facilities that may be shared and accomplished through a variety of technologies and media.

Private Line Service: Full duplex transmission/transport service between two points. Private Line Service(s) are defined by Bandwidth, signaling, media, etc.

Priority Call: A service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

Priority Call ForwardingTM: A trademark of Southern New England Telephone Company. Priority Call ForwardingTM is a service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

Priority Call RingingTM: A trademark of Southern New England Telephone Company. Priority Call RingingTM is a service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

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PRIVACY MANAGER[®]: A registered trademark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures. A service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

PSTN: Public Switched Telephone Network. The worldwide voice telephone network with access to all those with telephone and access privileges.

Rate Center: A specified geographical location used for determining mileage measurements.

Remote Access to Call Forwarding: A service or feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

Repeat DialingTM: A trademark of Pacific Bell Telephone Company. Repeat DialingTM is defined in the tariff of the Affiliated LEC.

Residential Customer: A Customer whose use of the Service is primarily or substantially of a social or domestic nature; and business use, if any, is incidental.

Resp Org: Responsible Organization. The entity designated to manage and administer a Customer's SMS/800 records.

SECTION 2 - DEFINITIONS AND ABBREVIATIONS

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SECTION 2 - DEFINITIONS AND ABBREVIATIONS

SBC Online OfficeSM: A trademark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures.

Select Call Forwarding: A service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

Service: Any or all services provided pursuant to this Tariff.

Service Acceptance Date: The date service is first established on the Business Optional Calling Plan Customer agrees to.

Service Order: The standard Company order form(s), in effect from time-to-time, or Customer's forms accepted in writing by an authorized representative of the Company for Service which shall enable the Company to provide Service.

SimpleLinkSM: A service mark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures. SimpleLinkSM is a service/feature associated with local exchange service which is defined in the tariff of the Company or Affiliate of the Company.

Simple Solutions[®]: A registered trademark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures. Simple Solutions[®] is a service/feature associated with local exchange service which is defined in the tariff of the Company or Affiliate of the Company.

Simply TalkSM 5 Cents: A service mark of AT&T Knowledge Ventures, L.P., d/b/a AT&T Knowledge Ventures.

Small Business Optional Calling Plans: These plans are targeted to Business Customers with less than twenty (20) lines. Small Business Optional Calling Plans are available to Business Customers with a single BTN that do not have more than one location. Customers subscribing to Small Business Optional Calling Plans may receive a single bill from the Company for SBC local and long distance services.

SMS/800: 800 Service Management System. The main operations support system used to create and update toll free records that are then downloaded to the SMS/SCPs for processing toll free service calls. This system is used by Resp Orgs to manage and administer SMS/800 records.

SMS/800 Help Desk: The organization that administers the SMS/800 system for the centralized management of toll free numbers.

SMS/SCP: Service Management System/Service Control Point. The real time data base system in the exchange carrier's network that contains routing instructions downloaded from the SMS/800.

Special Access Surcharge: A charge imposed by the Local Exchange Companies in accordance with Section 69.115 of the F.C.C. Rules and Regulations.

Speed Calling 8TM: A trademark of Pacific Bell Telephone Company.

State: State of California.

Station-to-Station: Any operator handled call where the person originating the call does not specify a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

Switched Access: A transmission line that is switched through the LEC or CLEC to reach the long distance network. Switched access arrangements are only available from the subscriber's local telephone company.

Switched Services(s): Any Services that are not Data Service as defined herein which use message switches to share inter-switch transport.

SECTION 2 - DEFINITIONS AND ABBREVIATIONS

T1 Integrated Access: A service provided by an Affiliate of the Company.

Talking Call WaitingSM: A service mark of AT&T Intellectual Property. Talking Call WaitingSM is a service provided by an Affiliate of the Company. C

TFS: AT&T Long Distance Toll FreeSM Service also known as AT&T TFS C

The Business Plan: A service provided by an Affiliate of the Company.

The Message CenterTM: A trademark of Pacific Bell Telephone Company.

The Works[®]: A registered trademark of Southwestern Bell Telephone Company. The Works[®] is service provided by an Affiliate of the Company.

Third Party Vendor: A company, entity or individual, other than the Company, designated by the Company that provides the facilities and/or the equipment required to provide Service(s).

Three Way Calling: A service or feature associated with local exchange service which is defined in the tariff of the Company or Affiliate of the Company.

Toll Free Access Number: A telephone number established for the purpose of accessing one of the Company's calling card platforms where the caller does not incur a charge for placing the call to the access number. The area code for a toll free access number is 800, 877, or 888 or other area code assignments (8XX) as appropriate.

Toll Free Number: A telephone number associated with a Customer's Toll Free Service that is used by the calling party without charge to the calling party. The area code for a toll free number is 800, 877, or 888 or other area code assignments as appropriate.

AT&T Long Distance Toll FreeSM Service: A reverse-billed Service that permits calls to be completed without charge to the calling party. C

Total Revenue Commitment: The dollar commitment the Customer makes to the Company under the Customer's term plan agreement for the total length of the term plan. The Total Revenue Commitment is calculated by totaling the following dollar amounts as applicable (a) for a Business Optional Calling Plan with a MAC, the MAC times the number of years of the term plan agreement; (b) for a Business Optional Calling Plan with a MMC, the MMC times the number of months of the term plan agreement; and (c) for a Business Optional Calling Plan with a MRC, the MRC times the number of months of the term plan agreement.

Transmission Speed: Denotes the line or Channel speed in Bits per second.

Unified Communications Lite: A feature associated with email, voicemail, and fax that is provided by an SBC affiliate.

Unified Communications Premier: A feature associated with email, voicemail, and fax that is provided by an Affiliate of the Company.

Under-Utilization Fee (UUF): A one-time charge applicable when the Customer fails to meet revenue commitments of the Customer's Term Plan Agreement.

V&H: Vertical and Horizontal geographic coordinates.

SECTION 2 - DEFINITIONS AND ABBREVIATIONS

VIP: Volume Incentive Plan.

Virtual On-Net: Stations that access and terminate within the VPN network through Switched Access.

Voice Grade Equivalent: Includes Centrex, Plexar®, Local ISDN BRI and Local ISDN PRI.

Voice Mail Plus®: A trademark of Southern New England Telephone Company.

VPN: SBC Long Distance Virtual Private Network. A Service that provides the functionality and capabilities of a private network through the use of shared transmission facilities.

VPN Authorization Code: A code used to override CSR restrictions imposed on the VPN Service.

VPN On-Net: A feature that enables the Customer or user to dial from one VPN member station to another within the Customer's VPN service.

VPN Off-Net: A feature that enables the Customer or user to dial from a VPN member station to a number outside of the Customer's VPN network. VPN Off-Net calling may be initiated from a switched, dedicated, or remote access location.

VRA: The authentication code and PIN used when making a VPN remote access call.

VRA Number: VPN Remote Access Toll Free Number.

WATS: Wide Area Telecommunications Service.

Wire Center: A specified geographical location used for determining mileage measurements.

WTN: Working Telephone Number.