

DEFINITION OF TERMS

Access Line

The serving central office line equipment and all outside plant facilities needed to connect the serving central office with the customer premises to provide exchange service. (Also see Central Office Line).

Additional Local Messages

The term refers to message rate telephone service, and designates the messages in excess of the number included in the minimum charge for the service.

Appointment Call

The term refers to Message Toll Service and refers to a call which is established at a definite time specified in advance by the calling party.

Authorized Protective Connecting Module

The term denotes a protective unit designed by the Telephone Company and manufactured under the control of Telephone Company quality assurance procedures, which unit is to be incorporated in a Conforming Answering Device.

Auxiliary Lines

Auxiliary lines are additional individual lines, furnished only to a customer receiving individual line service at the same location. Auxiliary lines are furnished at the same rate as the main line.

Base Rate

A scheduled rate for any form of exchange service or equipment available to applicants or customers located within the base rate area.

Base Rate Area

The base rate area is that territory determined by the Company from time to time, within the exchange service area, where urban grades of service are furnished at rates that do not vary with the distance from the normal serving central office.

Building

A single structure, occupied by one or more customers; or two or more such structures with abutting walls and an internal means of access between structures through normally used doors or open archways at or above ground level.

DEFINITION OF TERMS (cont'd)

Central Office

Central office is an operating unit by means of which intercommunication is provided for customers within a specified area. An essential characteristic of a central office is switching equipment having lines extending to the equipment on the customer's premises. More than one central office may be located in the same building.

Central Office Area

The area within which the central office lines are connected to the switching equipment established by the Telephone Company to serve that area.

Central Office Line

A circuit directly connecting the telecommunications facilities at a customer's premises with the central office. Service on such circuits is normally offered as:

- a. Individual or party line main telephone service.
- b. Multi-line business exchange service.
- c. Trunk service.

Centrex Control Switching Equipment

Switching equipment, located on the Telephone Company's premises, used to provide Centrex service furnished in accordance with Centrex service offerings.

Centrex C.O. Tie Line Termination

The Central Office Terminal furnished to provide tie line service on a Centrex C.O.

Changes in Class or Grade of Service

The term refers to the substitution of one type of exchange service for another after service has been established. Such a substitution is referred to as a "change in class or grade of service." See definitions – Classes of Service and Grades of Service.

Channel

The term "Channel" designates the electrical path provided by the Telephone Company between two or more stations or terminations. See also *Inter-Exchange Channels*, *Local Channels*, *Continuous Property and Inter-Office Channels*.

Channel Terminal

The facility required to terminate each end of an Inter-exchange channel, or an Inter-office Channel at the principal or serving central offices.

DEFINITION OF TERMS (cont'd)Class of Service

The term used in describing exchange service with respect to the character of use to be made of such service. The Company furnishes two classes of service, business and residence. For grades of service see – Grades of Service.

Coin Collector Service – Semi-Public

Semi-Public coin collector service consists of an individual line equipped with a coin collector telephone at business establishments. The service, which includes a listing, is available for the private use of the proprietor and for the transient public.

Collect Call^{/1/}

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A toll message, the charge for which is billed to the called station.

Collect, Inmate Call^{/1/}

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An originating call, from a telephone for use by inmates, at a correctional facility participating in an institutionally authorized telephone program, the charge for which is billed to the called station.

Communications Systems

The term denotes channels or other facilities which are capable, when not connected to exchange telecommunications service, of communications between customer-provided terminal equipment, OCC or patron-provided terminal equipment or Company stations.

Composite Data Service

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

Composite Data Service Vendor

The term denotes a customer that has been certificated by the Federal Communications Commission pursuant to Section 214 of the Communications Act of 1934, as amended, to acquire and operate facilities to perform data switching for others.

Concentrator Terminal

The Central Office Terminal furnished for the termination of a Telephone Answering Service patron's service on a concentrator located on Company premises.

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

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DEFINITION OF TERMS (cont'd)Conformance Number

The term denotes an identifying number assigned by the Telephone 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 Telephone Company in its Technical Reference for Conforming Answering Devices.

Conforming Answering Device

The term 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 term denotes the equipment to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Telephone company.

Connecting Company

A corporation, association, firm, or company operating one or more telephone central offices and with whom traffic is interchanged.

Note: A company is a connecting company if it exchanges traffic at any point with this Company although it may compete at other points.

Continuous Property

The continuous plot of ground including any buildings thereon, occupied by a subscriber and which is not separated by public highways or property occupied by others: where a customer owns or leases properties on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., which properties otherwise would be continuous, such properties are considered continuous property provided poles or conduit are not required for the placing of wire facilities between the properties or: if required, are furnished and maintained by or at the expense of the subscriber.

The term "Continuous Property" within a building consists of a room or suite of adjacent rooms occupied by the subscriber.

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DEFINITION OF TERMS (cont'd)Cost

Whenever the word "cost" is used, it should be understood to mean the expense incurred in connection with providing service or equipment and includes labor, material, incidentals, supervision, etc.

Customer

In connection with Exchange Services, the term refers to any patron of the Telephone Company.

Customer Provided Terminal Equipment

The term denotes devices or apparatus and their associated wiring, provided by a customer or authorized user, which do not constitute customer-provided communications systems. (C)

Data Access Arrangement

The term denotes a protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Section 9 of this Part.

Data Switching

The term as used in connection with Composite Data Service denotes the switching of data (non-voice) messages by the interchange, controlling and routing of data messages between two or more stations, via communications facilities, wherein the information content of the message remains unaltered.

Deniable Charges

Charges for basic local service. Delinquency in payment of deniable charges may result in disconnection of basic local service.

Denial of Service

Denial of Service is the discontinuance of service by the Telephone Company for non-payment of bills or for violation of any of its rules and regulations.

Direct Electrical Connection

The term denotes a physical connection of the electrical conductors in the communications path.

Drop

When used in connection with exchange service, the term refers to the covered wire between the terminal pole and the building in which the telephone is located.

DEFINITION OF TERMS (cont'd)

Exchange

An Exchange consists of one or more central offices, usually located in the same city, town or village, and forming a system providing local service between the customers in said city, town or village, at standard rates established for the community which they serve.

Usually customers within a given exchange area are served from a central office located within that area. It sometimes happens that outside the limits of a given exchange there is a group of customers which, owing to their large number or to their distance from the nearest central office, justify the establishment of a separate exchange rate for them and it is not feasible at the time the rate is established to open a central office within the area covered by the rate. In such cases the separate exchange rate is established, but the customers' lines are extended to a central office in a neighboring exchange. When this occurs, the exchange thus created, is called a Potential (Theoretical) Exchange.

Exchange Line

See Access Line and Central Office Line

DEFINITION OF TERMS (cont'd)Exchange Service

The general telephone service rendered in accordance with individual Local Exchange Schedule provisions. Exchange service is a general term describing as a whole, the facilities provided for telephone communication within the local service area and connected to the local telephone system, together with the right to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the Local Exchange Schedule to and from all other stations connected to the local telephone system and also the privilege of initiating and receiving toll messages subject to the Toll Rate Schedule.

Flat Rate Access Line Service: A grade of exchange service furnished to a customer under the Guidebook provisions for which a stipulated charge is made for local service, regardless of the amount of use. (T)

Message Rate Access Line Service: A grade of non-coin box exchange service furnished in specified exchanges, under which local service is charged for on the basis of the number of local messages originated with a minimum charge. Where more than one message rate line is associated with a service and a local message allowance is provided, the local message allowance will be the sum of the allowances for those lines. The additional local messages in such cases will be the sum of the local messages in excess of that allowance.

Semi-Public Service: A grade of service available for combined private and public use, furnished to stations equipped with coin collecting devices, at a flat monthly rate.

Public Telephone Service: See Public Telephone

Urban Service: Grades of service provided within the base rate area.

One Party Service: A grade of exchange service which provides that only one main station shall be served by line facilities connecting such station with the central office.

Party Line Service: A grade of exchange service furnished which provides that two main stations may be served by the same central office line facilities.

Suburban Service: Urban grades of service provided outside the base rate area, with zone charges being applied in addition to the charges for the class and grade of service being furnished.

Exchange Service Area

That territory determined from time to time by the Company, in which local exchange service is furnished. Includes the base rate area of a city or town and generally includes certain territory adjacent thereto in which suburban service is furnished. Also see EXCHANGE.

Exchange Station

A station connected directly or indirectly with a central office of the Telephone Company over its own lines.

Main Station: A station directly connected with a central office by an individual, party or rotary hunting line.

DEFINITION OF TERMS (cont'd)Extension Service

Extension Service as used in connection with Exchange Service, provides the user with the capability for originating calls from or receiving calls at locations in addition to the main station.

Subject to transmission requirements and the availability of facilities, Extension Service may be installed any place within the local exchange, provided it is accessible only to authorized users,* of the main line service (i.e., the subscriber, his family, employees or representatives, or persons residing in his household),and provided also that it will not result in the paralleling of flat and message rate service. Regulations covering the paralleling of service are provided elsewhere in this Part. Extension Service provided to off-premises locations or to different buildings on continuous property is subject to applicable charges.

The number of telephone sets with and without ringers, which may be installed in connection with any main station is limited to such as within the judgment of the Company will not interfere with the most efficient telephone service. (C)

Facilities

Physical plant provided in connection with service furnished by the Company.

Flat Rate Service

See Exchange Service

Foreign Central Office

A central office in the same exchange area but other than the office from which the customer is ordinarily provided telephone exchange service.

Foreign Central Office Terminal

The Central Office Terminal furnished to provide Foreign Central Office Service.

Foreign Exchange

Any other exchange than that in which the customer is located.

Foreign Exchange Terminal

The Central office Terminal furnished to provide Foreign Exchange Service.

Foreign Listing

The term refers to the listing of a customer in an exchange other than the local exchange in which his service is connected. (C)
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DEFINITION OF TERMS (cont'd)Grades of Service

The term used in describing exchange service with respect to the number of main stations which may be connected to a central office line. The Telephone Company furnishes both one-party and two-party service.

Hotel/Motel/Hospital Service

Service provided for the joint use of the management and guests/patients at commercial hotels/motels/hospitals, where the principal undertaking is that of serving the transient public or that of medical and surgical care of the physically sick and wounded. It is not the intention to provide this service at sanatoria, homes for convalescents or nursing homes.

Where hotels serve both transient and permanent guests, this service may be furnished at the option of the Telephone Company.

Direct central office business service at regular commercial rates may be installed in the administrative offices only of a hotel or hospital which is also using Hotel/Motel/Hospital Branch Exchange Service and in such places not accessible to guests, patients or the general public. Such service is restricted to the use of hotel/motel/hospital employees only.

Initial Period

The term refers to the minimum chargeable period for a particular service.

Inside Move

An inside move is a move from one location to another on the same premises, or which may be made by use of inside wiring.

Installation Charge

A nonrecurring charge, made under certain conditions for the installation of facilities or for the establishment of service, or both. This charge does not include the cost of maintaining the equipment or furnishing the service, except in specific cases designated in other parts of this Guidebook. Preferred term is Nonrecurring Charge.

Interexchange Channel

The term "Interexchange Channel" applies to that portion of a channel which interconnects the exchanges in which the stations are located.

Interface

The term denotes that point on the premises of the customer or authorized user at which provision is made for connection of other than Telephone Company provided facilities to facilities provided by the Telephone Company. (C)

DEFINITION OF TERMS (cont'd)

Inter-Office Channel

For intra-exchange service, that portion of a channel which interconnects the serving central offices in which the stations are located. When the channel is furnished for inter-exchange service between non-contiguous exchanges that portion which connects the principal central office of the exchange and the serving central office in which the station is located.

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Listing

A listing consists of a name, address, and telephone number of a listed residential or business customer.

Listing Information System

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

DEFINITION OF TERMS (cont'd)

Local Calling Area

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The area in which customers may call, at local exchange rates without the payment of message toll charges.

Local Channel

The dedicated facility furnished to connect the serving central office and the first termination of the service in each different building on non-continuous property.

Local Message

See Message

Local Service

A specific feature of Exchange Service, namely, the privilege of sending messages to stations within the local service area of the calling station, such messages not being subject to toll rates.

Local Service Area

The area within which telephone service is furnished under a specific schedule of exchange rates and without toll charges.

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/1/ Formerly appeared on Sheet 10.

DEFINITION OF TERMS (cont'd)

Message

A communication of a prescribed length of time between two or more stations. Messages may be classified as follows:

Local Telephone Message: A message between telephone stations within the same local service area. In exchanges where facilities are furnished under the Guidebook to permit recording of messages, message charges may apply. (T)

Toll Telephone Message: A message between telephone stations in different exchange areas for which a toll charge is made.

Message Rate Service

See Exchange Service

Message Telecommunication Service

Message Telecommunication Service is that of furnishing facilities and establishing connections for telephone communication between stations in different Exchange Areas at message charges, the amount of which depends upon the type of message, duration of message, the time of day or week, and the distance between the calling and called points.

Messenger Charges

A charge made in connection with Message Toll Telephone Service for sending a messenger to call a person to a telephone.

Movable Premises Telephone

The term refers to the provision of telephone service to premises of a movable nature, such as railroad cars, boats, airplanes, automobiles, and automobile trailers.

Move

See Inside Move and Outside Move

Multifunction System

A hybrid system, designated as a Multifunction System in the FCC Registration Program, that can be arranged through the common equipment to perform the functions of both a Key Telephone System and a Switching System as defined elsewhere in this Section.

Multi-Line Business Exchange Service

Exchange service providing multiple lines to business customers using key, multi-function or switching systems.

DEFINITION OF TERMS (cont'd)Network Control Signaling

The term denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

Network Control Signaling Unit

The term denotes the terminal equipment used for the provision of network control signaling.

Night Service

The term refers to an arrangement to provide incoming service to certain PBX stations during hours when the switchboard is not attended. It consists of listing a number in the Company's Listing Information System specially reserved for night use; or the listing of such a number, which may not be in the sequence group, and the bridging of that number to a number in the sequence group; or bridging the special number only without listing it. (C)

Night Service Listing

The listing used in connection with Night Service when such arrangements are made for PBX Service. (C)

Nondeniable Charges

Charges for toll service and unregulated telecommunications services. Delinquency in payment for nondeniable charges shall not result in disconnection of basic local service.

Nonrecurring Charge

A charge that may be applied with the initial establishment of service as well as with subsequent additions, moves or changes.

Off-Premises Stations

An off-premises station is a termination of Exchange Service (including a PBX station) which is located on premises other than that on which the main line station or PBX switching system is located.

Other Common Carrier (OCC)

The term "Other Common Carrier" denotes a Specialized Common Carrier, a Domestic or International Public Record Carrier or Domestic Satellite Carrier when not engaged in the business of providing public switched network services.

DEFINITION OF TERMS (cont'd)

Other Telephone Company

The term "Other Telephone Company" denotes another company engaged in the business of providing public message telecommunications services within a specified service area.

Outside Move

A move from one location to another when the two locations are on different premises or when the move must be made by the use of outside wiring. Not distinguished from a new installation.

Payphone Set Use Charge

The Payphone Set Use Charge applies to completed non-sent paid calls originated from a payphone. It's applied in accordance with FCC Docket 96-128 in order to recover the costs of per call compensation to Payphone Service Providers. Non-sent paid is defined as a call which is placed without advance deposit of currency at the payphone. The Payphone Set Use Charge will apply in addition to applicable Operator Service Charges specified in Part 11, Section 1.

Paralleling Service

The term refers to the unauthorized arrangement of furnishing both message rate and flat rate service on the same premises.

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Physical Premises Location

A physical premises location consists of all space occupied at the same address, same building or the same commonly owned or commonly managed geographically contiguous property.

Premises

The term "premises" refers to continuous property (except railroad right-of-way, etc.) occupied by the customer or authorized user, either under lease or ownership.

Primary Listing

The listing regularly furnished in the Company's Listing Information System without additional charge. See Listing.

Principal Central Office

This term refers to Private Line Services and Channels.

The term "Principal Central Office" refers to the central office in a single office exchange or to that office (usually the toll office) of a multi-office exchange which is designated as such for the purpose of measuring Inter-office and Inter-exchange Channel mileages.

DEFINITION OF TERMS (cont'd)

Private Listing Service Number

A telephone number which at the request of the customer does not appear in the Company's Listing Information System available to the general public nor other listing services.

Private Right of Way

The term denotes a facility route granted on or over private property.

Public Telephone

A Public Telephone is a station installed on the Company's initiative, or at the Company's option, at a location chosen or accepted as suitable and necessary for furnishing service to the general public, at a charge for each local or toll message.

Rate Center

The term "Rate Center" denotes a specified geographical location from which mileage measurements are determined for the application of interexchange rates.

Residence Service

The term refers to exchange telephone service where the use is primarily of a social or domestic character, and where the business use, if any, is incidental.

Restoral Charge

A charge made for restoral of telephone service which has been denied by the Company for any reason and which is restored prior to the completion of any out order.

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Rotary Service

An arrangement whereby two or more lines are grouped so that incoming calls to the first number of the grouped lines are automatically routed to the first available line of the group. The term Rotary Hunting Service is used to describe this arrangement when provided in connection with individual central office line service.

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DEFINITION OF TERMS (cont'd)

Semi-Public Telephone

A Semi-Public Telephone is an "exchange" station designed for a combination of customer and public use at locations more or less public in character.

Sent-Paid Message

The term refers to Message Toll Telephone Service. It denotes a message the charges for which are billed to the sending station.

Service Area

The term is synonymous with Exchange Area. See *Exchange Area*.

Service Connection Charge

The term denotes the non-recurring charge applying to the establishment of exchange service with respect to trunks, Centrex telephones, main line and extension stations.

Service Reference

A service reference is one or more lines of explanatory text in connection with a listing for the purpose of rendering additional information. Service references may be used to assist in identifying the customer, to direct the calling party to call another number in case the first number does not answer, to refer to the proper listing when the customer is known by more than one name, to refer the calling party to another number after certain hours, or to give information as to reaching an out-of-town party by telephone, and so forth.

Serving Central Office

The term "serving central office" denotes the central office from which a customer or authorized user would normally be served for local exchange telephone service.

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Standard Network Interface

The Standard Network Interface is a miniature modular standard jack which may be provided as a part of the Exchange Access Line. It will be located at the customer premises at a location determined by the Company which is accessible to the customer.

DEFINITION OF TERMS (cont'd)Station

The term "Station" as used in connection with local or long distance telecommunications service denotes the network control signaling unit, and other equipment at the customer's premises, or at a public or semipublic location, which enables the customer to establish the communications connections and to effect communications through such connections.

Station-To-Station Service

The term refers to that Message Toll Telephone Service of establishing connections for telecommunications between two stations rather than between designated individuals.

Subscriber

A subscriber is a person, firm or corporation contracting for any form of exchange service furnished by the Telephone Company. A separate subscriber is involved at each location, or continuous property, where service is furnished (except where off-premises stations are connected with main line stations or switching equipment). One individual or firm may therefore be considered as two or more separate "subscribers" even in the same exchange. The privileges, restrictions and rates established for a subscriber to any class of service are limited to the service at one location and no group treatment of service at several separate locations, furnished to one individual or firm, is contemplated or to be implied. Preferred term is customer.

Switching System

Equipment which routes incoming exchange calls via an attendant or on a mechanical basis to station instruments connected to the centralized equipment. Outgoing exchange access can be obtained by dialing access codes from these instruments. A Multifunction System, so registered with the Federal Communications Commission, is excluded from this definition.

Suburban Service

See Exchange Service

Temporary Suspension of Service

Temporary suspension of service with reduction in charges for a period of one month or more, furnished upon the request of a customer, provided that all of the service of such customer at one location shall be suspended.

Partial suspension of service with reduction in charges for a minimum period of two months is applicable to Centrex service for certain items.

Terminals, Exchange Area

The term is used to describe the size of an exchange with respect to telephone development. Exchange Area Terminals of an exchange include all main stations connected directly to the central office or offices of the exchange.

DEFINITION OF TERMS (cont'd)

Terminals, Local Service Area

Local service area terminals of an exchange are its exchange area terminals and those of any other exchange or exchanges which are accessible on a local service basis, i.e., without application of toll charges.

Termination Charges

A charge made to a customer for termination of service prior to the expiration of the specified initial period.

Tie Line (Tie Trunk)

A channel connecting two PBX (or similar) systems, two Centrex Systems or a Centrex System to a PBX (or similar) for the purpose of intercommunicating between the stations connected with such switching apparatus. The channel is not intended to provide for general exchange service through either of the systems with which it connects, except in the case of PBX's of the satellite or subsidiary type.

Toll Service

All service, additional to any exchange service required, rendered to furnish telephone communication between local service areas, subject to a toll charge in accordance with the Toll Rate Schedule.

Trunk Service

An offering of central office lines which connect a manual or automatic switching system at the customer's premises to the central office. The service is provided as PBX Hotel, Motel or Hospital Service.

Two Point Service

The term as it refers to Message Toll Telephone Service is that of furnishing connections between two stations only, as distinguished from Conference Service.

Urban Area

The urban area is that territory determined by the Company from time to time, within the exchange service area, where urban grades of service, but not rural or Suburban Zone Services are furnished and the rates do not vary with the distance from the normal serving Central Office.

Vacation Service

See Temporary Suspension of Service