

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 1 – DEFINITIONS AND ABBREVIATIONS

The following definitions and abbreviations are applicable to this Interstate Product Reference and Pricing Guidebook:

**Access Advantage Plus<sup>®</sup>** – A registered trademark of AT&T Intellectual Property

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**Access Line** – A local channel for voice, data, or video communications, which connects the Customer location to a location of the Company.

**Account** – The Customer who has agreed, verbally or by signature, to honor the terms of service established by the Company. An account may have more than one access code billed to the same Customer address.

**Account Code** – A numerical code, assigned to the Customer, to enable the Company to identify use of a service offering by the Customer and to bill the use of that service offering by the Customer. Multiple Account Codes may be assigned to the Customer to identify individual users or groups of users.

**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.

**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.

**Aggregation** – The combining of a Customer's total usage across multiple Billing Telephone Numbers into a group for the purpose of determining a common usage rate for call(s) associated with the individual Billing Telephone Numbers.

**Aggregator** means any person or entity that, in the ordinary course of its operations, makes telephones available to the public or to transient users for interstate telephone calls using the service of AT&T LD East. The term "you" or "yours" may also apply to an Aggregator.

**Agreement** – Consists of these General Terms and Conditions and the specific terms and conditions applicable to the individual service or calling plan selected by you as reflected by AT&T LD East on your monthly bill or any written agreement between you and AT&T LD East. The specific terms and conditions applicable to the individual service or calling plans can be obtained by calling the Service Center at the number printed on your monthly telephone bill, or by referencing our Guidebooks. These Guidebooks may be accessed via the web site: <http://att.com/servicepublications>. Except as provided in any written agreement between you and AT&T LD East, any term and condition may be amended or modified by AT&T LD East upon prior written notification to you and your subsequent acceptance as reflected by your continued enrollment in, or use of AT&T LD East-provided services. No amendment or modification by you of any term or condition shall be effective against AT&T LD East unless signed by an authorized representative of AT&T LD East.

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**All Distance<sup>®</sup> Customer** – A Customer presubscribed to AT&T Connecticut and AT&T LD East for all local, in-state and out-of-state calling.

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

**Applicant** – Any entity or individual who applies for service under this Guidebook.

**AT&T Connecticut** – The d/b/a of The Southern New England Telephone Company.

**Authorization Codes** are a pre-defined series of numbers that you or an authorized End User dial upon accessing our system to validate the caller's authorization to use the services provided. Authorization Codes may not be sold or distributed without our consent.

**Auto Redial<sup>™</sup>** – A service/feature associated with local exchange service.



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**Centrex or Plexar<sup>®</sup>** – 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, long distance service, and optional features and functions associated with sophisticated Customer Premises equipment.

**Child BAN** – Any BAN within a billing hierarchy that is subordinate to another BAN. A Child BAN may also be either a Parent BAN and/or Invoice Point BAN. The Child BAN is the lowest level of the hierarchical structure and is subordinate to a single Parent BAN.

**Circuit** – A transmission path or paths between two or more points having transmission characteristics suitable to render service to a Customer.

**Collect** – A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept responsibility for the charges.

**Commission** – Federal Communications Commission.

**Committed Information Rate (CIR)** – The Frame relay throughput parameter for data transfer stated in thousands of Bits per seconds (Kbps). The Committed Information Rate represents the average minimum data rate the network will allocate to the Permanent Virtual Circuit (PVC) under normal operating conditions.

**Company's Point of Presence** – Location of the serving central office associated with access to the Company's network.

**CompleteLink<sup>®</sup>** – A registered service mark of AT&T Intellectual Property. CompleteLink<sup>®</sup> is a service provided by an Affiliate of the Company.

**Corporate BAN** – The highest level BAN on a hierarchy, is always an invoice BAN, and is responsible for payment. ICB and MAC/MMC calling plans will be attached at this level in order to guide, rate, and bill usage and feature charges.

**CTU** – Combined Transport and Usage Billing.

**Customer** means any person, firm, partnership, corporation or other entity that uses service under the terms and conditions of this Agreement and is responsible for payment of charges. Customer also includes the terms "you" and "yours".

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**DTMF (Dual Tone Multi Frequency)** – A term describing pushbutton 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 names 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.

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**End User** means any person or entity that uses the service of AT&T LD East under these terms and conditions. The End User is responsible for payment unless you pay the charges for the service used.

**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** – A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company's network. Presubscribed Customers may also route interexchange calls to the Company's network by dialing an access code supplied by the Company.

**Feature Group D** – The class of service associated with Equal Access arrangements. All IXCs enjoy identical connections to the local exchange carrier. All Customers dial the same number of digits and can reach the predetermined IXC of their choice by dialing 1 plus the telephone number being called.

**Frame** – A variable length segment of data with a header, trailer, and user information, which is switched through the network as an integral unit.

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**Grandfathered Services** – Unless specifically stated in the terms of the plan, Grandfathered Services are services that may not be installed for new Customers, and may not be moved to a new location for existing Customers. However, based on the individual circumstances, existing Customers of the service may add to the service at their existing Customer location only, subject to the availability of facilities.

**Group A Large Package** – Features associated with the provision of local exchange service that include: (1) Call Waiting ID; (2) Three-way Calling; (3) Call Forwarding; (4) Call Waiting, Talking Call Waiting<sup>SM</sup>; (5) Selective Call Forwarding, Select Call Forwarding<sup>TM</sup> or Priority Call Forwarding<sup>TM</sup>; (6) Priority Call, Priority Call Ringing<sup>TM</sup> or Priority Ringing<sup>TM</sup>; (7) Speed Call 8 or Speed Calling 8<sup>TM</sup>; (8) Call Screen<sup>TM</sup>, Call Screening, Call Blocker<sup>TM</sup> or Call Blocking<sup>TM</sup>; (9) Repeat Dialing<sup>TM</sup> or Call Again; (10) Auto Redial<sup>TM</sup> or Missed Call Dialing; (11) Call Return, Auto Callback and (12) PRIVACY MANAGER<sup>®</sup>.

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

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**Group C Large Package** – Features associated with the provision of local exchange service that include: (1) Auto Redial™ or Missed Call Dialing; (2) Call Screen™; (3) Call Screening; (4) Call Blocker™ or Call Blocking™; (5) Call Forwarding (includes Busy Line Delay, Don't Answer and Busy Line/Don't Answer) (6) CallNotes®; (7) The Message Center™; (8) Voice Mail Plus™ or CallNotes® Plus; (9) Voice Mail 98; (10) Call Return™; (11) Auto Callback; (12) AutoCall Block; (13) Call Waiting; (14) Talking Call Waiting SM; (15) Call Waiting ID; (16) Call Waiting ID Options; (17) Caller ID; (18) Inline®; (19) Pacific Bell WirePro® or Inside Wire Plus; (20) LINE-BACKER®; (21) LINE-BACKER® w/ Phone Package; (22) LINE-BACKER® Basic; (23) LINE-BACKER® w/ Phone; (24) Inline Plus; (25) Personalized Ring/Multi Ring 1 or 2; (26) Priority Call; (27) Priority Call Ringing™ or Priority Ringing™; (28) Remote Access to Call Forwarding; (29) Selective Call Forwarding; (30) Select Call Forwarding™ or Priority Call Forwarding; (31) Speed Call 8 or Speed Calling 8™; (32) Three-Way Calling subscription; (33) Internet Caller ID; (34) PRIVACY MANAGER®; (35) Talking Call Waiting; (36) Speed Call 30; (37) Repeat Dialing™ or Call Again; (38) VoiceMail (standard); (39) SpeedCall 30 (40) The Message Center Call-In-One; (41) The Message Center (Deluxe Mailbox); (42) Universal CallNotes®/ Universal CallNotes® Plus; (43) Phone-Protect and (44) Metro Plan.

**Group D Large Package** – Features associated with the provision of local exchange service that include: (1) Auto Redial™; (2) Busy Call Forwarding; (3) Call Forwarding; (4) Call Return; (5) Call Transfer Disconnect; (6) Call Screen; (7) Call Waiting; (8) Delayed Call Forwarding; (9) Call Waiting ID; (10) Priority Call; (11) Priority Ringing™; (12) PRIVACY MANAGER®; (13) Remote Access to Call Forwarding; (14) Repeat Dial; (15) Select Call Forwarding™; (16) 30 Member Speed Calling; (17) Speed Calling 8™; and (18) Three Way Calling .

**Guidebook** - Refers to AT&T LD East's Interstate or International Product Reference and Pricing Guidebooks. You may obtain a copy of the Guidebooks by calling our Service Center. Or you can access the Guidebooks on our website, [att.com/public\\_affairs](http://att.com/public_affairs). The Guidebooks can be found by under "Terms, Conditions and Charges" for your long distance service.

**Holidays** - New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

**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 Guidebook provisions for such circumstances/

**Initial And Additional Period** – The Initial Period denotes the interval of time allowed at the rate specified for a connection between given service points. The Additional Period denotes the interval of time used for measuring and charging for time in excess of the Initial Period.

**Inline®** – A registered trademark of AT&T Intellectual Property

**Inside Wire Plus** – A service of AT&T LD East.

**International Calls** are calls originating from and/or terminating to those areas, other than the U. S., Guam, the Commonwealth of the Northern Mariana Islands (CNMI), and American Samoa, to or from which AT&T LD East elects to provide service.

**International Mobile Termination Charge** - International Mobile Termination Charge is an additional per minute rate applied to international calls (direct dialed calls from your home or business or operator handled calls) originating in the United States and terminating in certain countries to either wireless communications devices, including but not limited to mobile phones, pagers, personal computers and personal digital assistants, or to a portable telephone number where a forwarding, tracking or other type of location service is used. These fees also apply to ranges of telephone numbers for special services designated by the foreign telephone administration; such special services that may or may not be wireless, and may be for adult entertainment purposes. Many telecommunications companies outside the United States impose substantial fees to complete these telephone calls. In order to recover these fees, a mobile termination charge will be applied.

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**Interstate Calls** - are state-to-state calls originating from and terminating to any point in the U.S., Guam, the CNMI, or American Samoa.

**Invoice Point BAN** - Any BAN which is designated to receive a separate invoice. An Invoice Point BAN may be super-ordinate, subordinate or both.

**LEC** – Local Exchange Carrier

**Local Usage Saver<sup>SM</sup>** - A service mark of AT&T Intellectual Property Local Usage Saver<sup>SM</sup> is a service provided by an AT&T affiliate.

**MAC** – Minimum Annual Commitment

**Missed Call Dialing** - A service of AT&T Connecticut.

**MOU** – Minutes of use

**MMC** – Minimum Monthly Commitment

**MRC** – Monthly Recurring Charge

**Municipality** - Any political subdivision of the state having the power to make appropriations or levy taxes, and includes any town, city, or borough and qualified boards, districts, or associations created by such municipalities, such as a school, sewer, fire, water or lighting district, or other metropolitan or municipal district.

**Non-Basic Services** - include, without limitation, out of state long distance calls, inside wire maintenance, Internet service, telephone sets and voice mail. The charges for Non-Basic Services appear on your monthly Telephone Company bill as Non-Basic Charges.

**Northeast Rate Band** - Applies to interstate calls that originate and terminate in Connecticut, Massachusetts, Maine, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island or Vermont.

**Operator Dialed Surcharge** – This charge applies to calls when the End User requests the Company's operator to dial the destination number, when the End User has the capability of doing so.

**Operator Station Call** – A service whereby the End User places a non-Person to Person call with the assistance of an operator.

**Pac Bell Instant Office** – A service trademark of AT&T Intellectual Property. Pacific Bell Instant Office is a service provided by an Affiliate of the Company.

**Pacific Bell WirePro<sup>TM</sup>** – A trademark of AT&T Intellectual Property

**Parent BAN** – Any level BAN within a billing hierarchy that is super-ordinate to another BAN. "Parent" denotes the super-ordinate 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).

**Parties** refers to you and AT&T LD East.

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**Person to Person Call** – A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, mobile station, voice mail box or office to be reached through a PBX attendant.

**Plexar**<sup>®</sup> - A registered trademark of AT&T Intellectual Property

**Premises** - The physical space designated by the Customer for the termination of the Company's service.

**Priority Call Forwarding**<sup>™</sup> – A trademark of AT&T Intellectual Property

**Priority Call Ringing**<sup>™</sup> – A trademark of AT&T Intellectual Property

**Priority Ringing**<sup>™</sup> – A trademark of AT&T Intellectual Property

**Residential Customers** – A Customer whose use of Service is primarily or substantially of a social or domestic nature, and business use, if any, is incidental.

**Repeat Dialing**<sup>™</sup> – A trademark of AT&T Intellectual Property

**Online Office**<sup>™</sup> – A trademark of AT&T Intellectual Property

**Select Call Forwarding**<sup>™</sup> – A trademark of AT&T Intellectual Property

**Service:** Any or all services by SNET America Inc, d/b/a AT&T Long Distance EAST provided pursuant to this Guidebook.

**Service Acceptance Date** – The date service is first established on the plan Customer agrees to.

**Service Center(s)** are provided by the Telephone Company to answer your questions. You can call the AT&T Connecticut Service Center at 800-ATT-2020. The appropriate Service Center telephone number(s) for Customer inquiries regarding AT&T LD East services and bills can also be found on your AT&T Connecticut bill. Business Customers that have an assigned account team or representative should contact their account team or representative.

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**Speed Calling 8**<sup>™</sup> – A trademark of AT&T Intellectual Property

**Switched Access** – A method for reaching the Company through the local switched network whereby the End User uses standard business or residential local lines.

**Telephone Company** means AT&T Connecticut.

**Terminal Equipment** – Telecommunications devices, apparatus and associated wiring on the Premises of the Customer or Aggregator.

**The Basics**<sup>®</sup> – A registered service mark of AT&T Intellectual Property

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

**The Message Center**<sup>™</sup> – A trademark of AT&T Intellectual Property

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**The Works® with Caller ID** – A registered trademark of AT&T Intellectual Property

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**Third Party Billed Calls** are calls made under a billing arrangement that allows charges to be billed to a telephone number that is different from the calling number and the called number.

**Unified Call Plan** – A call plan offered by AT&T LD East and AT&T Connecticut that includes intrastate, interstate and international calls.

**United States or U.S.** refers to the contiguous United States, Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands.

**U.S. Mainland** – For the purpose of this Guide, the U.S. Mainland refers to those portions of the contiguous forty-eight (48) states and Alaska that AT&T LD East serves.

**Voice Mail Plus™** – A trademark of AT&T Intellectual Property

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**Working Telephone Number (WTN)** – Working Telephone Number.

**You, you, Your(s) or your(s)** – Any person or entity, including Customer or Aggregator, that uses service under these terms and conditions and is responsible for payment of charges.