

Issued: September 17, 2014

Effective: October 17, 2014

Arizona Voice Tariff

SECTION 1 – DEFINITIONS AND ABBREVIATIONS

30 Member Speed Calling: A service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

A.C.C.: A.C.C. stands for the Arizona Corporation Commission.

Access Advantage Plus[®]: A registered trademark of AT&T Intellectual Property. Access Advantage 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.

Access line: A communications facility that connects service from a common distribution source to the service access point.

Affiliate means any other entity directly or indirectly controlling or controlled by, or under direct or indirect common control with, the entity making alternative operator services available to the public. For purposes of this definition, the term "control" (including the correlative meanings of the terms "controlled by" and "under common control with"), as used with respect to any entity, means the power to direct the management policies of such entity, whether through the ownership of voting securities, by contract, or otherwise.

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 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: A person or agency requesting the utility to supply telephone service.

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.

ASR: Access Service Request. Used to request the provision of special access or Switched Access as specified in the tariff of the Local Access Provider.

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: Billed Account Number.

Bandwidth: The total frequency band, in Hertz, allocated for a Channel.

Base Rate: The nondiscounted monthly recurring charge for Data Services.

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.

Bit: Binary Digit. Bit denotes the smallest unit of information in a binary system of notation and is the basic unit in data communications.

Blocking means the process of screening the calls dialed from the presubscribed telephone in order to prevent the completion of calls that would allow the caller to reach a preferred interexchange carrier.

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 EssentialsSM: A service mark of AT&T Intellectual Property. Business Essentials☐ 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 and plans targeted to small businesses.

Business PreferreSM: A service mark of AT&T Intellectual Property. Business Preferred☐ is a service provided by an Affiliate of the Company.

Business SolutionsSM: A service mark of AT&T Intellectual Property. Business Solutions☐ 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.

Call AgainTM: A trademark of Southern New England Telephone Company. Call AgainTM 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 BlockerTM: A trademark of Southwestern Bell Telephone Company and Southern New England Telephone Company. Call BlockerTM 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 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.

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

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.

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

CallNotes[®] Plus: A registered trademark of Southwestern Bell Messaging Services, Inc. CallNotes[®] 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/Plexar[®]: 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.

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

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

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

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CompleteLinkSM: A registered trademark of AT&T Intellectual Property. CompleteLinkSM is a bundle associated with local exchange and long distance service that is defined in the tariff of an Affiliate of the Company.

Arizona Corporation Commission or Commission: The regulatory agency of the State of Arizona having jurisdiction over public service corporations operating in Arizona.

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.

Corporate BAN: The highest level BAN on a hierarchy, is always an invoice BAN.

CPE: Customer-Provided Equipment. Terminal equipment connected to the telephone network which is owned by the Customer or leased by the Customer from a supplier.

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

CSR: Call Screen Routing.

Customer: The person or entity in whose name service is rendered, as evidenced by the signature on the application or contract for that service, or by the receipt and/or payment of bills regularly issued in his name regardless of the identity of the actual user of the service.

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.

Custom BizSaverSM: A service mark of AT&T Intellectual Property. Custom BizSaverSM is a service provided by an Affiliate of the Company.

DACC: Directory Assistance Call Completion.

Data Services: Communication Services which are designed to allow the transfer of formatted information between points.

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

Diversity: Customer-designated routing which indicates a Customer-designated departure from the primary route, usually with physical separation.

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.

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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.

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 AT&T Long Distance Toll FreeSM 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: An arrangement where a local exchange company provides all telecommunications companies operating in an equal access central office with dialing arrangements and other service characteristics that are equivalent in type and quality to what the local exchange carrier utilizes in the provision of its service.

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.

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 D Package: Features associated with local exchange serviceSM which include Auto RedialTM, Busy Call Forwarding, Call Forwarding, Call Return, Call Transfer Disconnect, Call Screen, Call Waiting, Delayed Call Forwarding, Call Waiting ID, Priority Call, Priority RingingTM, PRIVACY MANAGER⁷, Remote Access to Call Forwarding, Repeat Dial, Select Call ForwardingTM, 30 Member Speed Calling, Speed Calling 8TM, and Three Way Calling.

Group 2 Toll Free Access Numbers: 800-877-0000, 877-722-2141, 800-522-2020, 888-330-2323, 800-221-2212 and other Toll Free Numbers determined by the Company to be billed as a Group 2 Toll Free Access Number.

Hertz: A unit of frequency equal to one cycle per second, a standard measurement of bandwidth.

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 BTNs. Allow BTNs 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 SBC Knowledge Ventures, Inc.

Inside Wire PlusTM: A trademark of Southern New England Telephone 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.

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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.

JustCallSM: A service mark of AT&T Intellectual Property.

Kbps: Kilobits Per Second. One thousand Bits per second.

LATA means one of the geographic local access and transport areas established as a result of the AT&T divestiture.

Local Exchange Carrier or **LEC** means a telecommunications company that provides local exchange service as one of the telecommunications services it offers to the public.

LIDB or **Line Information Data Base** means a data base that contains access line information that is used by telecommunications service providers for billing validation.

LINE-BACKER[®]: A registered trademark of AT&T Intellectual Property.

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 Intellectual Property. 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.

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).

Numbering Plan Administration or **NPA** means a specific geographic area identified by a unique NPA code. The NPA (area code) is a 3-digit code that identifies the NPA for purposes of call routing. The NPA Administrator is the entity within a NPA that assigns central office prefixes (telephone numbers) to users in the NPA.

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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 Intellectual Property. Pacific Bell Instant OfficeSM is a service provided by an Affiliate of the Company.

Pacific Bell WireProTM: A trademark of AT&T Intellectual Property

PBX: Private Branch Exchange.

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Phone-ProtectSM: Phone-ProtectSM is a service mark of AT&T Intellectual Property.

PIC: Primary Interexchange Carrier.

Plexar[®]: A registered trademark of AT&T Intellectual Property.

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).

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 Intellectual Property. Power OfficeSM is a service provided by an Affiliate of the Company.

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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 Forwarding™: A trademark of Southern New England Telephone Company. Priority Call Forwarding™ 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 Ringing™: A trademark of Southern New England Telephone Company. Priority Call Forwarding™ 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 Ringing™ A trademark of Pacific Bell Telephone Company. Priority Ringing™ is defined in the tariff of the Company or an Affiliate of the Company.

PRIVACY MANAGER®: A registered trademark of AT&T Intellectual Property. 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.

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

Rate Center means specific geographic locations from which airline mileage measurements are determined for the purpose of rating local, Extended Area Service (EAS), and toll traffic.

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

Reseller: A Customer that resells the Company's Service(s) with the Company's authorization.

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.

SBC Phone Solution Complete for Business: A local service provided by Company.

Select Call Forwarding™: A trademark of Pacific Bell Telephone Company. 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.

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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.

Simple Solutions®: A registered trademark of AT&T Intellectual Property.

SimpleLinkSM: A service mark of AT&T Intellectual Property. SimpleLinkSM is a service/feature associated with local exchange service which is defined in the tariff of the Company or an Affiliate of the Company.

Simply TalkSM 5 Cents: A service mark of AT&T Intellectual Property.

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 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 Arizona.

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.

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

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

The BasicsTM: A trademark of Southwestern Bell Telephone Company.

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

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The Message Center™: 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 an Affiliate of the Company.

TLC: Termination Liability Charge. A charge which applies when the Customer cancels Service prior to the expiration date of a term plan agreement for Data Service(s).

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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 either 800, 877, or 888 or other area code assignments as appropriate.

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

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.

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.

VIP: Volume Incentive Plan.

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

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

WATS: Wide Area Telecommunications Service.

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

WTN: Working Telephone Number.