

**BUSINESS AND RESIDENTIAL
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SECTION 1 – TERMS AND ABBREVIATIONS

Access Line – A transmission line used to transmit voice and/or data calls from 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 Customer's Premises.

Add'l – Additional period.

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 ILEC – An ILEC 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 Customer's total usage across multiple BTNs into a group for the purpose of determining a common usage rate for call(s) associated with the individual BTNs.

Aggregation ID – Aggregation Identifier. Tags which BTNs are to be combined in a grouping.

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

ANI – Automatic Number Identification. A process used to identify the calling station. For example, Customers such as call centers pay for a 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 Guidebook.

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.

Atlantic/E (Ships) – Atlantic East Ocean Region. Calls terminate at either a ship or an oil platform located in the east regions of the Atlantic Ocean.

Atlantic/W (Ships) – Atlantic West Ocean Region. Calls terminate at either a ship or an oil platform located in the west regions of the Atlantic Ocean.

Authorized User – A person, firm, corporation or other entity (including Customer) that (1) is authorized by Customer to be connected to and utilize the Company's Services under these terms and conditions (2) either is authorized by Customer to act as Customer in matters of ordering, changing or canceling Service or is placed in a position by 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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BAN – Billed Account Number. A BAN is a 9-digit number that uniquely identifies a long distance account and 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. Customer is able to designate various invoice points throughout the hierarchy. A separate invoice can be produced for every BAN within the hierarchy. Billing information including OTCs, MRCs and usage charges are accumulated to a specific BAN and are included on Customer's invoice.

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 business, professional, institutional or occupational purposes.

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), and plans targeted to small businesses.

CAP – Competitive Access Provider.

Caribbean Countries – Anguilla, Antigua, Bahamas, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, Mustique, Nevis, Palm Island, St. Kitts, St. Lucia, St. Vincent, Trinidad/Tobago, Turks and Caicos Islands, and Union Island.

Carrier Common Line Charges – The charges IXCs pay to LECs for the privilege of connecting to the end user through LEC local loop facilities.

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.

CC – Country Code. The one, two or three-digit number in the world numbering plan that identifies each country or integrated numbering plan in the world.

Centrex or 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.

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

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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.

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

CNMI – Commonwealth of Northern Mariana Islands.

Commission – Federal Communications Commission 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 CLEC, or other authorized Third Party Vendors contracted by 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 price plans will be attached at this level in order to guide, rate, and bill usage and feature charges.

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

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

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 this Guidebook.

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

DACC – Directory Assistance Call Completion.

Direct Dialed – A call placed by the caller without operator assistance.

DNIS – Dialed Number Identification Service. Provides the ability to identify the dialed TFS Number on a call-by-call basis.

Domestic – Relating and limited to the United States and the United States territories of Puerto Rico, U.S. Virgin Islands, Guam, and Commonwealth of Northern Mariana Islands and American Samoa.

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EABX – Electronic Automatic Branch Exchange.

End User – The person or legal entity that 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 Customer to place long distance calls without the need to first dial a special code.

Exemption Certificate – A written notification provided by Customer certifying that its dedicated facility should be exempted from the monthly Special Access Surcharge because (1) the facility terminates in a device not capable of interconnecting Service with the local exchange network or (2) the facility is associated with a Switched Access Service that is subject to Carrier Common Line Charges.

Extended Area – For the purpose of this Guidebook, the Extended Area refers to Puerto Rico, Virgin Islands and American Samoa.

FCC – Federal Communications Commission or any successor agency.

Feature Groups – Switching arrangements available from LEC or CLEC central offices to long distance carriers for accessing the LEC or CLEC subscriber.

Feature Group B – A high quality trunk line connection from end central office to Company-designated facilities. Customer can originate a call from anywhere within the LATA.

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.

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

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

Guidebook – The applicable SBC Long Distance, LLC, d/b/a AT&T Long Distance Long Distance Business and Residential Product Reference and Pricing Guidebook, which contains Service descriptions, service level agreements, and current rates and charges posted on the Internet at: <http://www.att.com/servicepublications> (C)

Hierarchical Billing – The Company's flexible, Customer-defined, structured invoicing.

HSI – High Speed Internet.

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. Allows BTNs for Aggregation for Total Revenue Commitment.

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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.

IFS – International Freephone Service. IFS offers international origination of toll free calls from selected countries.

ILEC – Incumbent Local Exchange Carrier.

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

IDDD – International Direct Distance Dialing. The capability to direct dial telephone numbers in foreign countries without the assistance of an operator.

International – Calls to/from Mexico and Canada and all other foreign locations/areas.

International Mobile Termination Charge – An additional per minute charge incurred by international calls terminating to a wireless device, such as a cellular phone, pager, personal computer or personal digital assistant.

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

Indian Ocean (Ships) – Indian Ocean Region. Calls terminate at either a ship or an oil platform located in the Indian Ocean.

INMARSAT – International Marine Satellite. A Service that provides mobile communications to a ship at sea, aircraft in flight, and vehicles on the road.

Int'l – International.

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 super-ordinate, subordinate or both.

Involved Carrier – A Service Provider of Toll Free Services that carry's a portion of the Customer's TFS traffic, but is not the RespOrg for the TFS.

ISDN – Integrated Services Digital Network. Integrates voice, data, and video communications services via a standard interface.

Isl. – Island.

ITFN – International Toll-Free Number.

ITFS – International Toll-Free Service.

ISTFS – International Switched Toll Free Service.

IXC – Interexchange Carrier.

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Joint User – A corporation, association, partnership or individual that is permitted to use Customer's Service by agreement between Customer and the Joint User in accordance with these terms and conditions.

KBPS – Kilobits per second. One thousand bits per second.

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

LEC – Local Exchange Carrier.

LIDB – Line Information Database. A database that contains all valid telephone numbers in a region and the necessary information to perform billing validation.

Local Access – The service between Customer's Premises and a Company-designated point of presence ("POP").

Local Access Provider – An entity providing Local Access.

MAC – Minimum Annual Commitment.

MBPS – Megabits per second. Million Bits per second.

Medium Large Business (MLB) – Those Customers subscribing to a plan which permits Aggregation and receiving a direct bill from the Company

Min. – Minute.

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), aff'd. 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.

Multi-Carrier Routing – Allows the Customer subscribing to Toll Free Services to split its incoming traffic between two or more service providers.

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NETWORKS – A global satellite telecommunications Service used to reach mobile telephones. To place a call, the calling party dials country code 881 or 882 plus a number 0-9 plus the called telephone number of the mobile telephone. The 0-9 identifies the global satellite telecommunications underlying facilities-based carrier. NETWORKS is available on a Direct Dialed basis and available via an operator.

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. Commonly referred to as an area code.

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 pre-subscribed 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.

Orig – Origination.

OTC – One Time Charge.

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.

PABX – Private Automatic Branch exchange.

Pacific Ocean (Ships) – Pacific Ocean Region. Calls terminate at either a ship or an oil platform located in the Pacific Ocean.

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).

PBX – Private Branch Exchange.

PIC – Primary Interexchange Carrier.

PICC – Preferred Interexchange Carrier Charge.

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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 to 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.

Primary Customer – A Toll Free Customer that subscribes to Enterprise Billing for the sole purpose of transferring a toll-free call to terminate to another Customer's Toll Free Number.

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

PTT – Post Telephone & Telegraph Administration. Usually controlled by the government to provide telephone and telecommunications services in most foreign countries.

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

Rep. – Republic.

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.

Rollover Capability – The ability to carry over unused block of time minutes to the next billing cycle.

SBC Affiliated Local Service Providers – LECs and CLECs that are directly or indirectly wholly owned by SBC Communications, Inc.

Secondary Customer – A Toll Free Service Customer that approves the transfer of a toll-free call to terminate to the Customer's Toll Free Number and that agrees to pay for the call.

Service – Any or all services by SBC Long Distance, LLC d/b/a SBC Long Distance, d/b/a AT&T Long Distance provided pursuant to this Guidebook.

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.

Small Business 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 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.

SWBT – Southwestern Bell Telephone Company.

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 database system in the exchange carrier's network that contains routing instructions downloaded from the SMS/800.

SSA – Special Service Arrangement. The arrangement where the Company offers Service(s) to Customers for terms and conditions and for rates and charges that differ from those stated in this Guidebook.

St. – Saint.

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 Services(s) – Any Services that use message switches to share inter-switch transport.

TFS – AT&T Long Distance Toll Free Service.

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).

Toll Free Number – A telephone number associated with Customer's TFS 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, 888 or other area code assignments or other International access code assignments as appropriate.

Toll Free Service (also known as AT&T Long Distance Toll Free Service) – A reverse-billed Service that permits calls to be completed without charge to the calling party.

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Toll Value – The estimated domestic long distance revenue that includes monthly recurring charges and usage charges.

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 follow dollar amounts as applicable (1) for a Business Optional Calling Plan with a MAC, the MAC times the number of years of the term plan agreement; (2) for a Business Optional Calling Plan with an MMC, the MMC times the number of months of the term plan agreement; and (3) for a Business Optional Calling Plan with an MRC, the MRC times the number of months of the term plan agreement.

UIFN – Universal International Freephone Number. A single international toll-free number that can be used from any number of countries that offer UIFN service.

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

United States – For the purpose of this Guidebook, the United States refers to the contiguous forty-eight (48) states, the District of Columbia, Hawaii, and Alaska.

U.S. – United States.

U.S. Mainland – For the purpose of this Guidebook, the U.S. Mainland refers to the contiguous forty-eight (48) states and the District of Columbia.

V&H – Vertical and horizontal geographic coordinates.

Virgin Islands – United States Virgin Islands.

VIP – Volume Incentive Plan.

WATS – Wide Area Telecommunications Service.

Wireless – A telephone system that operates totally without wires such as cellular telephone systems.

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

WTN – Working Telephone Number.