
A1. DEFINITION OF TERMS

ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically connected to, the conductors in the communications path of the telecommunications system.

ADD-ON

A feature which permits a station user to add one other station to the conversation.

(DELETED)

(D)

ATM

The term "ATM", referring to Asynchronous Transfer Mode, denotes one of the general class of packet switching technologies that relay traffic via an address contained within the packet (referred to in ATM as cells). ATM is a switching method in which information does not occur periodically with respect to some reference such as a frame pattern.

AUTHORIZED PROTECTIVE CONNECTING MODULE

The term authorized protective connecting module denotes a protective unit designed by the Company and manufactured under the control of Company quality assurance procedures, which unit is to be incorporated in a conforming answering device.

AUXILIARY LINE

An additional individual line main station used for one-way (inward to the subscriber) service.

AUXILIARY STATION

A station connected to the central office by means of an auxiliary line.

BACK-UP LINE

An optional service which provides individual line business subscribers with an additional line which is available for inward and outward calling with usage charges applying for originating and terminating calls.

BASE RATE

The rate for primary classes of exchange service which does not include zone or extra exchange line mileage charges.

BASE RATE AREA (BRA)

A specific section of an exchange area including the continuous built-up portion of the community served within which primary classes of service are available without zone or extra exchange line mileage charges.

BASIC TERMINATION CHARGE

See "Termination Charge"

BELLSOUTH CHANNELIZED TRUNKS

Provides channelized DS1/1.544 Mbps circuits available for voice intraLATA communications services. Provides up to 24 DID, Outward Only or Combination/2-Way trunks.

A1. DEFINITION OF TERMS

- BILL TO THIRD PARTY¹** (C)
Denotes a billing arrangement by which a long distance call may be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated. Calls through the Tennessee Relay Center may be billed only to a third number within Tennessee.
- BILLED NUMBER SCREENING** (C)
An arrangement which, at the time of call origination, screens billed to third party¹ and/or collect¹ calls to prevent these calls being charged to certain numbers.
- BUILDING (SAME)**
The term "same building" is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by enclosed passageways in which the wires or cables of the Company can be safely run and provided the plant facility requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by enclosed passageways and the plant facility requirements for furnishing service are appreciably greater than would be required normally if all the structures were under one roof, the term "same building" applies individually to each of the separate structures. Pipes and conduit are not considered enclosed passageways.
- CALL**
An attempted or completed communication
- CALL FORWARDING - BUSY LINE**
ESSX-1 or Centrex service optional feature which automatically routes incoming DID calls to the attendant when the called station is busy.
- CALL FORWARDING - BUSY LINE (No. 1 ESS)**
ESSX-1 or Centrex Station User Optional Feature which automatically routes incoming toll and Company DID, CCSA, priority AUTOVON or selected tie trunk calls to the attendant or another selected Centrex station line when the called station line is busy.
- CALL FORWARDING - BUSY LINE, INTRAGROUP (No. 1 ESS)**
ESSX-1 or Centrex Station User Optional Feature which automatically routes incoming toll or Company DID, CCSA, priority AUTOVON, selected tie-trunk calls or intragroup originated calls from within the Centrex to the attendant or another selected Centrex station line when the called station line is busy.
- CALL FORWARDING - DON'T ANSWER (No. 1 ESS)**
ESSX-1 or Centrex Station User Optional Feature which automatically routes incoming toll or Company DID, CCSA, priority AUTOVON or selected tie trunk calls to the attendant or another selected Centrex station line when the called station line doesn't answer within a selected time period.
- CALL FORWARDING - DON'T ANSWER, INTRAGROUP (No. 1 ESS)**
ESSX-1 or Centrex Station User Optional Feature which automatically routes incoming toll or Company DID, CCSA, priority AUTOVON, selected tie-trunk calls or intragroup originated calls from within the Centrex to the attendant or another selected Centrex station line when the called station line doesn't answer within a selected time period.
- CALL FORWARDING - VARIABLE (No. 1 ESS)**
ESSX-1 or Centrex Station User Optional Feature which, when activated by a station user or the attendant, automatically routes incoming toll or Company DID calls to the attendant or to any other station line selected within the same Centrex system.
- Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued. (N)

EFFECTIVE: June 1, 2005

A1. DEFINITION OF TERMS

- CALL FORWARDING - VARIABLE OUTSIDE (No. 1 ESS)** (M)
ESSX-1 or Centrex Station User Optional Feature which, when activated by a station line user or the attendant, automatically routes incoming toll or Company DID calls to the attendant or to any other station line selected either inside or outside the same Centrex system. (M)
- CALL HOLD** (M)
ESSX-1 or Centrex Feature which permits any call in progress to be "held" by dialing a code, thus freeing the line for the purpose of originating another call. (M)
- CALL HOLD (No.1 ESS)** (M)
ESSX-1 or Centrex Station User Optional Feature which allows a station line user to place any call involving his station line on hold by flashing the switchhook and dialing a special code. The user's station line is then free to originate another call. The held call may be retrieved by dialing the hold code again or by hanging up, which will result in a ringing signal to the user's station line and reconnection to the held call. A held call cannot be included in an Add-on or Three Way Call. (M)
- CALL PICKUP**
ESSX-1 or Centrex Feature which enables a station user to answer incoming calls directed to other stations within his own pickup group by dialing a code.
- CALL PICKUP (No. 1 ESS)**
ESSX-1 or Centrex Station User Optional Features allow an ESSX-1 or Centrex station to answer calls directed to another station within the same pickup group by dialing an access code.
- CALL WAITING-ORIGINATING (No. 1 ESS)**
ESSX-1 or Centrex Station User Optional Features allow the calling station to direct a distinctive burst of tone to any busy station in the same ESSX-1 or Centrex group.
- CALL WAITING-TERMINATING (No. 1 ESS)**
ESSX-1 or Centrex Station User Optional Features provide a tone indication to a busy line that an incoming call is waiting. The user may hold the existing call, answer the incoming call, and alternately talk on both calls until one has been terminated.
- CALL WAITING-TERMINATING-INTRAGROUP (No. 1 ESS)**
ESSX-1 or Centrex Station User Optional Features provide a tone indication to a busy line that either an incoming call or an Intra-ESSX-1 or Intra-Centrex call is waiting. The user may hold the existing call, answer the waiting call, and alternately talk on both calls until one has been terminated.
- CALLING AREA**
See "Local Service Area"
- CANCELLATION CHARGE**
A charge applicable under certain conditions when an application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved.

A1. DEFINITION OF TERMS

CAPTION LISTING

The listing of a subscriber's name without address or number followed by a series of indented listings covering branches or different departments of the business. (T)

CENTRAL OFFICE

A Company owned switching unit providing local exchange service to the subscribers connected thereto. (T)

CENTRAL OFFICE CONNECTING FACILITY

Denotes a facility furnished to an Other Common Carrier by the Company (in accordance with the Company's facilities for Other Common Carriers' Tariffs) between the terminal location of the Other Common Carrier and a point of connection on the Company premises.

CENTRAL OFFICE LINE

See "Exchange Line".

CENTREX OR ESSX-1 CONTROL SWITCHING EQUIPMENT

Is switching equipment, located on the Company's premises, used to provide ESSX-1 or Centrex service furnished in accordance with ESSX-1 or Centrex service provisions of *this Guidebook*. (T)

CENTREX TYPE SERVICES

Central office based non-transport arrangements which permit abbreviated internal calling and inward and outward calling from station lines associated with Centrex service, ESSX-1 service, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service. (T)

A1. DEFINITION OF TERMS

CENTREX SERVICE

1. A service arrangement of dial switching equipment and facilities which permits completion of inward and outward local and Toll calls from station lines associated with the system without intermediate handling by the attendant.
2. Classification of Centrex Station Lines
 - a. Dormitory Station Line:
A station line furnished to a college or university and located in the living quarters of students, faculty members or employees.
 - b. Interior Centrex Station Line:
A station line that cannot originate or receive calls outside the Centrex either directly or through the attendant.
 - c. Main Centrex Station Line:
A station line arranged to originate or receive local and toll calls either directly or through the attendant.
3. Principal location:
The premises of the subscriber on which the attendant's positions are located.
4. Secondary location:
Different premises of the same subscriber served by one or more stations of the Centrex system. Stations in secondary locations may be provided by extending lines from switching equipment serving the principal or other secondary location or by providing separate switching equipment. The Company reserves the right to determine the method used to serve secondary locations.
5. Satellite Centrex Service:
Service provided by auxiliary dial switching equipment which is connected to the dial switching equipment on the customer's premises at the principal location by tie lines. Attendant's positions are not furnished at satellite locations.

CHANNEL TERMINATION

The term "Channel Termination" denotes that portion of a channel required to terminate the interoffice or interexchange transmission system (consisting primarily of carrier multiplex equipment).

CIRCUIT

See "Exchange Line".

CLASS OF SERVICE

A description of service furnished a subscriber in terms such as:

- a. For Exchange Service:
 - (1) Grade of Line: Individual line, 2-party line, 4-party line, etc.
(See also "Primary Class of Service".)
 - (2) Type of Rate: Flat, Usage Based Pricing.
 - (3) Character of Use: Business or residence.
 - (4) Dialing Method: Touch-Tone or Rotary.
- b. For Long Distance Service:
Type of Call: Station-to-station
- c. For Wide Area Telecommunications Service:
Type of Rate: Full or measured time.

A1. DEFINITION OF TERMS

CLERGYMAN

Clergymen are entitled to a concession from regular residence rates under the conditions specified in A103.18. A clergyman, for the purpose of this Guidebook provision, is considered to be a regular ordained minister who is actively engaged in the work of a specific church or group of churches. In those cases where churches have two ministers, one being an assistant or associate to the regular minister, such assistant or associate minister is entitled to a concession, provided he is ordained and devotes full time to the church, or if devoting only part time does not have any other means of livelihood. The above definition also includes bishops and other clergymen employed by groups of churches in ministerial activity, but does not include those engaged in evangelistic or other church activity in which they are not actively engaged as clergymen in the work of a specific church or group of churches. This definition does not include superannuated ministers or army chaplains.

COIN REFUND AND REPAIR REFERRAL SERVICE (CRS)

Coin Refund and Repair Referral Service (CRS) provides handling of refund requests and repair referrals generated from the end users of Independent Payphone Provider (IPP) public telephones.

COLLECT CALL¹

The procedure by which certain messages, upon request, may be reversed (charged to the called station) upon acceptance of the call at the called station. (C)

COMMITMENT GUARANTEE

A plan establishing a credit that will be issued to a customer in the event that the Company misses a commitment in connection with installation or repair of service provided over the Company's facilities, unless an exception is applicable.

COMMUNICATIONS SYSTEMS

Channels or other facilities which are capable, when not connected to telecommunications services, of two-way communications between customer-provided terminal equipment or Company stations.

COMPANY

Whenever used in this Guidebook or its headings, "Company" and "South Central Bell" refer to BellSouth Telecommunications, Inc. d/b/a AT&T Tennessee unless the context clearly indicates otherwise.

COMPANY STATION

See "Station"

COMPLETED CALL

A completed call is a calling attempt by the subscriber that results in an off-hook condition at the receiving end. Such conditions shall include the following actions:

- (1) the called party responds by personally answering the call;
- (2) a customer controlled automatic answering device responds by answering the call;
- (3) a Company recording, under the control of the called party, responds to the calling attempt, except for attempts defined as incomplete calls (e.g., Call Block and other similar services would be completed calls.);
- (4) the calling attempt, when under the control of the called party, (e.g., Call Forwarding Busy Line, Call Forwarding Don't Answer, etc.) is forwarded to another number that results in one of the conditions described in paragraphs (1), (2), or (3).

CONFORMANCE NUMBER

The term conformance number denotes an identifying number assigned by the 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 Company in its technical reference for conforming answering devices.

Note 1: Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued. (N)

A1. DEFINITION OF TERMS**CONFORMING ANSWERING DEVICE**

(M)

The term conforming answering device 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.

(M)

CONNECTING ARRANGEMENT

The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company.

(M)

(M)

A1. DEFINITION OF TERMS

CONNECTING COMPANY

A Corporation, association, firm or individual, licensed and operating as a communications common carrier, owning and operating a toll line and/or one or more central offices providing local exchange service to the public and with whom the Company interchanges traffic. (T)

CONSTRUCTION CHARGE

A separate charge authorized for construction of pole lines, circuits, facilities, etc. (T)

CONSULTATION HOLD

An ESSX-1 or Centrex feature which permits a station user to hold an existing call while originating a new call for the purpose of consultation. After consultations, the initial call can be restored. This feature is available on incoming calls only, unless specified as Consultation Hold-All Calls.

(DELETED)

(D)

(DELETED)

(D)

CUSTOMER NETWORK MANAGEMENT (CNM) - ADMINISTRATIVE MANAGEMENT SERVICE

Customer Network Management (CNM) - Administrative Management Service provides customers a single point of access to other Company Network Management products, and provides the customer greater control and additional information about the network services they purchase from the Company.

CUSTOMER PROVIDED PUBLIC INMATE CALLING SERVICE (CPPICS)

Coin telephone access line service provided by the Company to non-Company public telephone providers for the exclusive use of inmates served within the confines of a penal, correctional or mental institution.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices, apparatus and their associated wiring, provided by a customer, which are used with the network control signaling unit or other station equipment furnished by the Company and does not include customer-provided communications systems.

DATA ACCESS ARRANGEMENT

A protective connection 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 A15.2.1.

DATA TRANSPORT SERVICE

See "FlexServ Service".

A1. DEFINITION OF TERMS

DEMARCATION POINT

The point of demarcation and/or interconnection between Company communications facilities and terminal equipment, protective apparatus or wiring at a subscriber's premises. Company-installed facilities at, or constituting, the demarcation point shall consist of wire or a jack conforming to Subpart F of Part 68 of the Federal Communications Commission's rules. "Premises" as used herein generally means a dwelling unit, other building or a legal unit of real property such as a lot on which a dwelling unit is located, as determined by the Company's reasonable and nondiscriminatory standard operating practices.

DIRECTORY ASSISTANCE CALL COMPLETION

Directory Assistance Call Completion (DACC) will provide customers who obtain a number from Directory Assistance the option of being connected to the number without having to hang up.

DIRECTORY ASSISTANCE/DIRECTORY ASSISTANCE CALL COMPLETION

Directory Assistance/Directory Assistance Call Completion (DA/DACC) is a service which provides the customer a local exchange subscriber number and call completion to the number provided. This service is for use by Mobile Service Providers (MSPs) and is provisioned via a dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Switching Office (MTSO) and the Company location where DA/DACC is provided.

DIRECTORY LISTING

See "Listing"

DORMITORY STATION LINE

See "Centrex Service"

(T)(M)

A1. DEFINITION OF TERMS

DROP WIRE

Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the inside wiring.

DUAL SERVICE

A service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center during the time of a customer move.

ELECTRONIC WHITE PAGES

Switching equipment facilities, computer hardware and software components utilized for the provision of Electronic White Pages Access service.

ENHANCED SERVICE

The term "enhanced service" shall refer to services, offered by using common carrier transmission facilities, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information; provide the subscriber additional, different or restructured information; or involve subscriber interaction with stored information.

ENHANCED SERVICE PROVIDER (ESP)

The term "Enhanced Service Provider" (ESP) denotes a customer that provides enhanced services that may use the Company's transmission facilities. A customer shall be classified as an enhanced service provider only with respect to those basic services which are utilized for provision of enhanced service.

ESINET

Is as defined by the National Emergency Number Association

(N)

(N)

ESSX-1 SERVICE

ESSX-1 Service is a central office service provided by Number 1 Electronic Switching System (ESS) equipment and the associated facilities so arranged as to provide all the capabilities and features of the ESS central office to customers with as few as twenty main stations.

EXCHANGE

The entire plant and facilities used in providing service to subscribers located in an Exchange Service Area.

EXCHANGE ACCESS LINE

All of the Company's Central Office equipment and outside plant facilities that are needed to connect the serving central office to and including the Company provided Standard Network Interface or equivalent.

EXCHANGE LINE

Any line (circuit) directly or indirectly connecting an exchange station with a central office. Exchange lines are subdivided as follows:

a. **Central Office Line:**

A circuit extending from a central office to the location of an individual line or party line main station service or a PBX, ESSX-1, Horizon or Centrex system.

b. **Main Station Line:**

The circuit portion of a main station; the main station line extends from the main service location to the central office.

c. **Extension Station Line:**

The circuit portion of an extension station; the extension station line extends from the extension service location to the main service location or a central connecting point of the main service.

d. **Extension Line:**

A circuit with characteristics similar to an extension station line.

A circuit connecting PBX systems, ESSX-1 and/or Centrex systems.

A1. DEFINITION OF TERMS

- e. **PBX Station Line:** (M)
The circuit portion of a PBX station; the PBX station line extends from the PBX station service location to the PBX switchboard or dial switching equipment.
- f. **ESSX-1 Station Line:** (M)
The circuit portion of the ESSX-1 station; the ESSX-1 station line extends from the ESSX-1 serving central office to the ESSX-1 service location.
- g. **Centrex Station Line:** (M)
The circuit portion of a Centrex station; the Centrex station line extends from the Centrex station service location to the Centrex switching location.
- h. **Key Station Line:** (M)
The circuit portion of a key station; the key station line extends from the key station serving location to the key system common equipment location.
- i. **Tie Line:** (M)
A circuit connecting PBX systems, ESSX-1 and/or Centrex systems.

A1. DEFINITION OF TERMS

EXCHANGE SERVICE

Telecommunications service provided to subscribers within a specified geographical area for local calling and access to toll services. Exchange service is provided on either a flat, measured¹, RegionServ or message¹ rate basis, for individual or party line service, PBX trunks, Centrex Type Services access facilities, or other exchange access facilities. (T)

a. Flat

(1) Flat Rate Service:

A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.

b. Usage Based Pricing

(1) Measured Rate Service:

A classification of exchange service on which usage charges apply for outward completed local calls in addition to a stipulated monthly charge. Some measured services include a monthly allowance for dialed sent paid local calls. Usage charges are based on two or more of the following elements; number of calls, duration, time of day, day of week and distance between originating and terminating central offices.

(2) RegionServ Rate Service:

A classification of exchange service on which usage charges apply for outward completed calls within the RegionServ Calling Area, in addition to a stipulated monthly charge. Usage charges are based on number of calls, duration, time of day, day of week, and distance between originating and terminating wire centers.

(3) Message Rate Service:

A classification of non-coin box exchange service which includes an individual line with an allowance for a certain number of completed outward local calls for a stipulated monthly charge. A charge per message applies for all outward completed local calls in excess of the allowance.

c. Individual Line

(1) Individual Line Service:

A classification of exchange service which provides that only one main station shall be served by the line connecting such station with the central office or other switching unit.

d. Foreign Central Office Service

A classification of exchange service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.

Note 1: Business only.

(N)

A1. DEFINITION OF TERMS

EXCHANGE SERVICE (CONT'D)

e. Foreign Exchange Service

A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.

f. Touch-Tone Calling Service

A classification of exchange service furnished from certain specified central offices whereby calls are originated through the use of pushbutton in lieu of a rotary dial.

EXCHANGE SERVICE AREA

The territory, including the base rate, suburban and rural areas served by an exchange, within which local service is furnished at the exchange rates applicable within that area.

(T)

(T)

A1. DEFINITION OF TERMS

EXCHANGE STATION

See "Station".

EXTENDED AREA SERVICE

A type of service furnished under guidebook provisions whereby subscribers of a given exchange may complete calls to and, where provided by the guidebook, receive messages from one or more exchanges without the application of Long Distance Message Telecommunications charges.

EXTENSION LINE

See "Exchange Line".

EXTENSION STATION

See "Station", "ESSX-1 Service" and "Centrex Service".

FLAT RATE SERVICE

See "Exchange Service".

FLEXSERV SERVICE

The capability of end users to manage and reconfigure their private line networks with minimum interaction with Company personnel.

FOREIGN CENTRAL OFFICE MILEAGE

See "Mileage and Zone Charges".

FOREIGN CENTRAL OFFICE SERVICE

See "Exchange Service".

FOREIGN EXCHANGE LISTING

See "Listing".

FOREIGN EXCHANGE MILEAGE

See "Mileage and Zone Charges".

FOREIGN EXCHANGE SERVICE

See "Exchange Service".

FURTHER ISOLATION

The work function performed by a Company employee on the customer's premises beyond the Company specified demarcation point to determine the specific wire or set which is causing a customer's service difficulty.

HOME NUMBER PLAN AREA (HNPA)

The Number Plan Area (NPA) where an end user is located.

HOST OFFICE

The term "Host Office" denotes an electronic switching system which provides call processing capabilities for one or more Remote Modules or Remote Systems.

(T)

A1. DEFINITION OF TERMS

IN-CLASSROOM COMPUTER ACCESS SERVICE

Local lines for the in-classroom use of computers

(T)

INCOMPLETE CALL ATTEMPT

Calls that are not completed due to insufficient answering capability. Call attempts are considered incomplete if the calling party receives a busy signal, a ring with no answer, or a recorded message stating network difficulty in completing the call, number changed, number invalid, number not in service, or number not assigned.

INDENTED LISTING

Indented listings are used where a subscriber has more than one listing for service under the same name at one or more locations.

INITIAL CHARGE

See "Installation Charge"

A1. DEFINITION OF TERMS

INITIAL SERVICE PERIOD

The minimum period of time for which service, facilities and equipment are provided.

INMATE CALLING SERVICE (ICS)

A Coin Telephone Service provided by the Company for the exclusive use of inmates served within the confines of a penal, correctional or mental institution.

INSTALLATION CHARGE

A nonrecurring charge applying to the provision of certain facilities as distinguished from the Service Charge applicable for establishment of basic service. The installation charge is normally associated with optional service features and may sometimes be called an "initial" charge.

INTEGRATION PLUS SERVICES

Integration Plus Service (IPS) is a family of services that give the customer the capability to integrate, monitor and manage communications services purchased from the Company from his premises.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

Integrated Services Digital Network (ISDN) is a network architecture supporting Digital Telecommunications services which are user selectable through a common access at a standard interface.

INTEREXCHANGE CHANNEL

The term "Interexchange Channel" when associated with Foreign Exchange Service denotes a channel which connects the primary wire center in the local exchange wire center in the Foreign Exchange. Interexchange Channel Mileage is measured between the two exchange Rate Centers.

INTERFACE

The term "Interface" denotes that point on the premises of the customer at which provision is made for connection of other than Company provided facilities to facilities provided by the Company.

INTERIOR CENTREX STATION

See "Centrex Service"

INTERIOR ESSX-1 STATION

See "ESSX-1 Service"

INTEROFFICE CHANNEL

The term "Interoffice Channel" denotes that portion of a channel which interconnects local channels which serve customers located in different central office areas (wire center serving areas). When associated with Foreign Exchange Service the channel which interconnects a primary wire center to a different wire center.

JOINT USER SERVICE

A classification of exchange service furnished to a joint user, in connection with subscribers' exchange service. A joint user is a person, firm or corporation sharing the subscribers' exchange service in accordance with guidebook provisions, but who would not otherwise be entitled to the use of the service.

LATE PAYMENT CHARGE

A late payment charge is a charge applied to overdue charges on a subscriber's bill when the previous month's bill has not been paid in full prior to the next billing date.

(DELETED)

LINE

See "Exchange Line"

LINK

The term "Link" refers to the use of a single local channel and/or an interoffice/interexchange channel as one segment (partial channel) of a 2 point or multipoint arrangement when at least one other segment of the service arrangement is served by MegaLink service, MegaLink Light service, MegaLink Plus service, MegaLink channel service, FlexServ service or PulseLink service.

(DELETED)

(D)

A1. DEFINITION OF TERMS

LISTING

The publication in the Company's directory and/or information records of information relative to a subscriber's number, by which telephone and TWX users are enabled to ascertain the call number of a desired station. (T)(M)

a. **Caption Listing:** (M)

The listing of a subscriber's name without address or number followed by a series of indented listings covering branches or different departments of the business. (M)

b. **Cross Reference Listing:** (M)

The listing of a generally accepted name of a subscriber followed by a reference to another listing. (M)

c. **Foreign Exchange Listing:** (M)

The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served. (M)

c. **Indented Listing:** (M)

Indented listings are used where a subscriber has more than one listing for services under the same name at one or more locations. (M)

d. **Stylist Service:** (M)

A listing consisting of upper case alpha and/or numeric characters in lieu of standard numeric characters. (T)(M)

LISTING INFORMATION SYSTEM (N)

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. (N)

LOCAL ACCESS AND TRANSPORT AREA (LATA)

A geographic area established for the administration of communications service. It encompasses designated exchanges which are grouped to serve common social, economic and other purposes.

LOCAL CALLING AREA

See "Local Service Area".

LOCAL CHANNEL

The term "Local Channel" denotes that portion of a channel for extension line required for connecting a PBX system, Telephone Answering equipment or station to a wire center or to an interoffice channel.

LOCAL MESSAGE

See "Message".

LOCAL SERVICE

1. A type of localized calling whereby a subscriber can complete calls from his station to other stations within a specified area without the payment of long distance charges.
2. Local operator-assisted calls are handled by "0" operator and may carry an operator service charge as specified in A3.13.
3. Local operator-assisted calls are station-to-station type calls defined in Section A1, under Long Distance Message Telecommunications Service.

LOCAL SERVICE AREA

The area within which service is furnished subscribers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.

A1. DEFINITION OF TERMS

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES (MTS)

The furnishing of facilities for subscribers' communications on an individual message basis between rate centers.

1. **(DELETED)** (D)
2. Station-to-Station Call:

The Long Distance (MTS) service where the person originating the call dials the number desired or gives to the Company operator or gives to the communications assistant at the Tennessee Relay Center the number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex, PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which the number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex or PBX is listed and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX or Centrex attendant.

Three classes of Station-to-Station service are offered as follows.

 - a. "Dial" is that Station-to-Station service in which a call is:
 - (1) dialed by the customer,
 - (2) billed to the originating number,
 - (3) not originated from a pay telephone, and
 - (4) completed without the assistance of a Company operator, except when an operator
 - records the originating number where no automatic recording equipment is available,
 - reaches the called number where facilities are not available for dial completion
 - places a call for a calling party who is identified as being unable to dial the call because of a disability, or
 - reestablishes a call which has been interrupted after the called number has been reached, or
 - assists in the completion of calls between hearing and speech impaired customers who use Telecommunications Devices for the Deaf (TDD) and users of ordinary telephones.
 - b. **(DELETED)**
 - c. "Operator" is that Station-to-Station service other than "Dial". Operator Station-to-Station includes Station-to-Station calls which originate at a pay telephone. (M)

A1. DEFINITION OF TERMS

LONG DURATION CALLS

Calls which last a duration of a minimum of two successive midnights. Long Duration Calls which are billed on a usage basis, will be subject to billing which additionally bills the call as a new call for each 24 hour period or fraction thereof, past the second midnight recorded.

(M)

A1. DEFINITION OF TERMS

MAIN CENTREX STATION

See "Centrex Service".

MAIN STATION LINE

See "Station".

MEASURED RATE SERVICE (*Business*)

See "Exchange Service".

(C)

MESSAGE

A communication between two stations. Messages may be classified as follows.

- a. **Local Message:**
A message between stations within the same local service area.
- b. **Long Distance Message:**
A message between stations in different exchange areas for which a long distance message charge is made.

MESSAGE RATE SERVICE (*Business*)

See "Exchange Service".

(C)

MILEAGE AND ZONE CHARGES

A charge applying for the use of part or all of a line furnished by the Company.

- a. **Airline Measurement:**
The shortest distance between two points.
- b. **Zone Mileage Charge:**
A charge applying in addition to the base rate for service when a subscriber's main station, PBX, ESSX-1 or Centrex system is outside the base rate area but is located within the exchange area.
- c. **Foreign Central Office Mileage:**
The measurement applying to a line within the exchange connecting a subscriber's main station, PBX, ESSX-1 or Centrex system with a central office other than that from which he would normally be served, for the use of which a separate circuit charge is made in addition to the base rate, plus extra exchange line mileage or zone charges if any apply.
- d. **Foreign Exchange Mileage:** The measurement applying to a line connecting a subscriber's main station, PBX, ESSX-1 or Centrex system with a central office of an exchange other than that from which the subscriber would normally be served, for the use of which a separate charge is made in addition to the base rate, plus zone charges if any apply.
- e. **Route Measurement:**
The actual length of a circuit between two points.

MISCELLANEOUS COMMON CARRIERS

Miscellaneous Common Carriers, as defined in Part 21 of the Federal Communications Commission Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

Materia

A1. DEFINITION OF TERMS

PRIMARY SUBSCRIBER

This term has the same connotation as "subscriber" and is used in those cases where it is desirable to stress the distinction between the main subscriber to service and others who may have joint use of the service or who may qualify for additional listings. (T)

PRIMARY WIRE CENTER

The building in which a foreign exchange channel is terminated.

PRINCIPAL LOCATION

See "Centrex Service".

See "ESSX-1 Service".

PRIVATE LINE *GUIDEBOOK*

Whenever used in this *Guidebook*, "PLST" or "*PLG*" refers to the Private Line *Guidebook*. (T)

PRIVATE NUMBER

See "Non-Listed" Number. (T)

PUBLIC ANNOUNCEMENT SERVICE

An announcement service utilizing Company facilities and/or service transmitting public announcements.

- a. For usage by the general public and
- b. Is publicly advertised for commercial purposes and/or contains commercial messages or advertisements and
- c. Furnished exclusively by an electronic or electro-mechanical device.

QUEUING

An option available with Uniform Call Distribution (ESSX-1 and No. 1 ESS Centrex-CO services) which permits calls in excess of lines in a UCD group to be held in the central office and distributed in their order of arrival to lines in the UCD group as the lines become available.

REFERENCE LISTING

See "Cross Reference" Listing.

REGIONSERV

See "Exchange Service".

REGIONSERV CALLING AREA

See "Local Service Area". (T)

A1. DEFINITION OF TERMS

REMOTE MODULES AND/OR REMOTE SYSTEMS

The term "Remote Modules and/or Remote Systems" (RM or RS) denotes small end offices which obtain their call processing capability from a Host Office. When an RM or RS has its own NXX, the RM or RS will be considered the central office or wire center for rating purposes. When an RM or RS shares the NXX of the Host Office, the Host Office will be considered the central office or wire center for rating purposes.

RINGING

There are three methods of signaling stations on party or multi-party line circuits:

- a. Code Ringing:
The method of signaling stations on a party or multi-party line circuit whereby the bells of all the stations on the circuit are rung whenever one station is signaled, signals of the respective stations being distinguished by a code made up of various combinations of short and long rings.
- b. Selective Ringing:
The method of signaling stations on a party line circuit, which permits a particular station to be signaled without ringing the bells of the other stations on the circuit.
- c. Semi-Selective Ringing:
The method of signaling stations on a party or multi-party line circuit whereby the bells of only a portion of the stations on a circuit are rung when one of the stations is signaled, signals of the respective stations being distinguished by a code made up of various combinations of short and long rings.

RINGMASTER SERVICE

This service will allow a subscriber to have up to three numbers associated with a single line. A distinctive ringing pattern is provided for each additional number to facilitate identification of incoming calls.

ROUTE MEASUREMENT

See "Mileage and Zone Charges"

SATELLITE CENTREX SERVICE

See "Centrex Service"

SECONDARY LOCATION

See "Centrex Service"

SECRETARIAL LINES

Extension or main station lines of patrons of a telephone answering bureau which terminate in telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls on such lines.

SELECTIVE CLASS OF CALL SCREENING SERVICE

Service which restricts outgoing toll calls from station users to certain types of calls, such as those which are charged to the called number^f or a third number^f. (C)

SEMIPRIVATE NUMBER

See "Non-Published" Number

Note 1: Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued. (N)

A1. DEFINITION OF TERMS

SERVICE CHARGE

A nonrecurring charge applying to the establishment of basic service for a subscriber and certain subsequent additions to that service. (T)

SERVICE EXPEDITING CHARGE

When a customer requests that service be provided in advance of normal service intervals, and the Company is able to comply, a Service Expediting Charge applies.

A1. DEFINITION OF TERMS

SERVICE LINE

An exchange line associated with multiple data station installations to provide monitoring and testing of both customer and Company data equipment. The service line may be connected to a PBX, ESSX-1, Centrex, or individual line (main or extension station) as long as direct station access is provided.

SERVICE POINT

When used in connection with customer-provided communication channels denotes the points on the customer's premises where such channels or facilities are terminated in switching equipment used for communications with stations or customer-provided terminal equipment located on the premises.

SERVING CENTRAL OFFICE

The building that contains the central office that serves a station location.

SHARED TENANT SERVICE

Shared Tenant Service is a shared service arrangement which allows business basic measured local exchange service to be resold subject to *terms and conditions* specified in Section A27. (T)

SPEED CALLING - 6 CODE (CUSTOMER CHANGEABLE SPEED CALLING) (No. 1 ESS)

ESSX-1 or Centrex Station User Optional Feature which allows placing of calls to the subscriber's choice of six frequently called numbers by dialing a two digit code for each number.

SPEED CALLING - 30 CODE**(CUSTOMER CHANGEABLE SPEED CALLING)(No. 1 ESS)**

ESSX-1 or Centrex Station User Optional Feature which provides for the calling of a 7- or 10-digit number by dialing an abbreviated code. Customer Changeable Speed Calling permits a subscriber to change his speed calling list by dialing a special code followed by the new speed calling list entry. (T)

STATION

A station is comprised of two elements, a station line and station set.

STATION LINE

See "Exchange Line".

STATION-TO-STATION CALL

See "Long Distance Message Telecommunications Service (MTS)".

SUBSCRIBER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions, *terms and conditions* of its *guidebook*. (T)

SUSPENSION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of *guidebook terms and conditions* by the subscriber, for temporarily discontinuing service without terminating the service agreement or removing the equipment from the subscriber's premises. (T)

A1. DEFINITION OF TERMS

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

A structured coding scheme that prescribes the order in which National Security Emergency Preparedness (NSEP) telecommunications services are installed or restored. The TSP System was developed to support the requirements of the U. S. Government and applies only to NSEP telecommunications services to which the Company is able to apply priority treatment. It requires and authorizes priority action by the Company.

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this General *Exchange Guidebook* and/or other Company *service publications*. (T)

TELEPHONE NUMBER (*or NUMBER*)

A designation assigned to a service for convenience in operating. (T)

TENNESSEE RELAY CENTER

The Tennessee Relay Center permits hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communications take place by relaying conversations (voice to TDD and TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Messages are rated from the rate center of the calling party to the rate center of the called party. (T)

A1. DEFINITION OF TERMS

TERMINATION CHARGE

A charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item. The basic termination charge is an amount established for an individual item of service or equipment from which the termination charge is computed.

(DELETED)

(D)

TIE-LINE MILEAGE

See "Mileage and Zone Charge"

TOLL MESSAGE (LONG DISTANCE MESSAGE)

See "Message".

TOLL SERVICE

See "Long Distance Message Telecommunications Service (MTS)".

TOUCH-TONE SERVICE

See "Exchange Service"

TROUBLE DETERMINATION

Trouble Determination is defined as dispatch work performed in connection with a service difficulty or trouble report when it is determined that the trouble originated from the customer's side of the demarcation point.

(DELETED)

(D)

USOC (UNIFORM SERVICE ORDER CODE)

A Company assigned code used on internal records for service identification purposes.

A1. DEFINITION OF TERMS

WATS

See "Wide Area Telecommunications Service".

WIDE AREA TELECOMMUNICATIONS SERVICE

The furnishing of facilities for dial type communication between a wide area service access line and other exchange and toll station telephones in the area prescribed in the *guidebook*. (T)

WIRE CENTER

A "Wire Center" is a Company facility that houses Company equipment necessary for the provision of switched and non-switched service to customers in a defined geographical area. The facility is identified with V&H coordinates and is assigned one or more NXX's for use in providing switched services to customers located in the specified geographical area. The Company equipment located at a Wire Center may consist of switching equipment or non-switched equipment working with a distant host switch as well as equipment used to terminate dedicated non-switched services. (T)

WIRE CENTER SERVING AREA

The term "Wire Center Serving Area" denotes, in most cases, that area of the exchange served by a single wire center. In certain highly concentrated exchanges where wire centers are in close proximity, more than one wire center may be included in the wire center serving area.

WORKING SERVICE POINT

As used in this *Guidebook*, denotes an outlet (a Company provided standard miniature modular jack or equivalent) on the Company facilities through which terminal equipment may be connected to the telecommunications network. (T)

ZONE

One of a series of specified areas, beyond the base rate area of an exchange, in which service is furnished at rates in addition to base rates. See "Mileage and Zone Charge".