

## 1. DEFINITION OF TERMS

## BASIC EXCHANGE SERVICE

Residence and Business Service Network Access Lines, Local Messages and Local Message Packages, furnished in accordance with the regulations and charges set forth in the Exchange Services Guidebook.

## BUSINESS SERVICE

Basic Exchange Service in which the use of the service is primarily or substantially of a business, professional, institutional or occupational nature, or where a business directory listing is furnished.

## CENTRAL OFFICE

A local switching system in the public switched network that connects lines to lines and lines to trunks. Used loosely, the term refers to a Company building in which a local switching system is located and includes the other equipment, such as transmission system terminals, that may be located in such a building.

## CENTRAL OFFICE CONNECTING FACILITY

A facility furnished to an Other Common Carrier by the Company (in accordance with the Company's Guidebook FCC No. 35) between the terminal equipment location of the Other Common Carrier and a point of connection on the Company premises.

## CLASS OF SERVICE

There are two classes of Basic Exchange Service, Business and Residence Service. The Class of Service is determined by the nature of the use to be made of the service and governs the charges for basic and ancillary services.

I. DEFINITION OF TERMS (cont'd)

**COMMON BATTERY SERVICE**

Telecommunications service in connection with which electrical energy for talking and signaling is supplied from a central point.

**COMMON CARRIER**

A supplier that undertakes to carry goods, services, or people from one point to another for the public in general. In telecommunications, such carriage relates to the provision of transmission capabilities over the Telecommunications Network.

## I. DEFINITION OF TERMS (Cont'd)

## COMPOSITE DATA SERVICE

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

## COMPOSITE DATA SERVICE VENDOR

A Customer who has been certificated by the Federal Communications Commission pursuant to Section 214 of the Communications Act of 1934, as amended, to acquire and operate facilities to perform data switching for others. A Customer shall be classified as a Composite Data Service Vendor only with respect to those services which are utilized for the provision of Composite Data Service.

## CONNECTING COMPANY

A corporation, association, partnership or individual (other than an associated Ameritech Company) owning or operating one or more Exchanges and with whom telecommunications traffic is interchanged.

## CONTINUOUS PROPERTY

A continuous plot of ground, including any buildings thereon, which is used exclusively by the Customer (or by an authorized user of the Customer's service) and which is not separated by property occupied by others.

## CUSTOMER

The person, firm, or corporation responsible for the payment of charges in compliance with the rules and regulations of the Company.

## CUSTOMER PREMISES EQUIPMENT (CPE)

Telecommunications equipment located on the Customer's Premises which is not provided by the Company under guidebook.

## DATA SWITCHING

As used in connection with Composite Data Service, the switching of data (non-voice) messages by the interchange, controlling and routing of data messages between two or more Stations, via Telecommunications Network facilities wherein the information content of the message remains unaltered.

## 1. DEFINITION OF TERMS (Cont'd)

## EXCHANGE

A unit established for the administration of telecommunications services in a specified area, which usually embraces a city, town or village and its environs. It consists of one or more Central Offices and the associated plant used in furnishing telecommunications services within the area.

## EXCHANGE AREA

A geographic area served by one or more Central Offices within which there is a single uniform set of charges for Basic Exchange Service. Telephone calls between any two points in an Exchange Area are Local Messages.

## EXTENDED AREA SERVICE (EAS)

An arrangement which defines the Local Service Area within which Telecommunications Service customers in two different Exchange Areas may call each other at Local Message rates. Extended Area Service arrangements for Company Exchanges are listed in Part 4, Section 1, of this guidebook.

## EXTENDED COMMUNITY CALLING (ECC) LOCAL MESSAGE

A completed call on the Public Switched Network between the originating party and any other location within the Extended Community Calling (ECC) Area of the originating location.

## FLAT RATE

A rate setting principle for Basic Exchange Service in which customers in an Exchange Area are all charged the same monthly rate for Local Messages within the Local Service Area regardless of the number of Local Messages they make or the distance, duration or time-of-day of the Local Messages.

## GOVERNMENTAL ENTITY

The term Governmental Entity as used in this guidebook includes only the following:

(1) Branches, departments, and agencies (and subunits thereof) of the federal, state and local government, created by federal or state statutes, federal or state executive orders, or local ordinances or resolution;

## 1. DEFINITION OF TERMS (Cont'd)

## GOVERNMENTAL ENTITY (Cont'd)

- (2) Entities that are 100 percent funded by a government unit, specifically included in the published budget of such unit, subject to the requirement that its budget be approved by both the legislative body and chief executive of such government unit, be required to submit annual reports to both the legislative unit and
- (3) Organizations that are exempted from federal income or excise taxes on the basis of a written determination by the Internal Revenue Service that they are entitled to exemptions relating to states and their political subdivisions or to instrumentalities of states and their political subdivisions; and
- (4) Organizations that are qualified for tax exemption under Section 501(c)(3) of the Internal Revenue Code and amendments thereto and that are organized and operated exclusively to receive, hold, invest, and administer property and to make expenditures to or for the benefit of a specific organization that is a Governmental Entity as defined in paragraph (1) of this definition.

An entity is not a Governmental Entity merely because it is funded in whole or in part by a Governmental Entity or merely because it performs services under contract for, or in conjunction with, a Governmental Entity.

## GRADE OF SERVICE

(1) An estimate of customer satisfaction with a particular aspect of service, such as loss, noise or echo. (2) In Telecommunications Networks, the proportion of calls that receive no service (blocking) or poor service (long delay). (3) Refers to the number of customers connected to a single Network Access Line, such as one-party, two-party or four-party service.

## HEAD SET

A hands free, multiwire device containing acoustic-to-electric (transmitter) and electric-to-acoustic (receiver) transducers, normally worn on the head of the user for close talking, which provides 2-way transmission of live human speech.

## INTERFACE

That point on the premises of the customer at which provision is made for connection of Customer Provided Equipment or facilities to facilities provided by the Company. (Also see Standard Network Interface)

## 1. DEFINITION OF TERMS (Cont'd)

## LOCAL MESSAGE

A completed call on the Public Switched Network between the originating party and any other location within the Exchange Area or the Extended Area Service Area of the originating location.

## LOCAL SERVICE AREA

The Exchange Areas specified in the Exchange Services Guidebook within which customers may place local messages at Residence or Business Local Message or Extended Community Calling (ECC) Local Message charges. The Local Service Area for an Exchange consists of the basic exchange area, the Extended Area Service area, and the Extended Community Calling Service area defined for the exchange.

## MESSAGE RATE

A rate-setting principle for Basic Exchange Service in which customers are charged for a measured number of Local Messages within the Local Service Area.

## NETWORK ACCESS LINE

A Network Access Line consists of the serving Central Office line equipment, and all Company plant facilities up to and including the Company-provided Standard Network Interface. These facilities are Company-provided and maintained and provide access to and from the Telecommunications Network.

## OTHER COMMON CARRIER (OCC)

A telecommunications Common Carrier authorized by the Federal Communications Commission (FCC) to provide a variety of services. The FCC refers to these carriers as "domestic satellite carriers," "miscellaneous common carriers" and "specialized common carriers."

**1. DEFINITION OF TERMS (Cont'd)****PATRON**

Used in connection with Composite Data Service, is a Customer of the data switching services of a Composite Data Service Vendor.

**PHYSICAL PREMISES LOCATION**

A Physical Premises Location consists of all space occupied at the same address, same building, or the same commonly owned or commonly managed geographically contiguous property.

**POINT OF MINIMUM PENETRATION**

The location on a customer's premises where the Telephone Company facilities terminate. This location is at a minimum distance from the point at which Telephone Company facilities physically penetrate the premises, consistent with Company installation practices.

**PREMISES**

The space occupied by a Customer in a single building or a group of buildings on Continuous Property of the Customer, and which is not divided by a public highway or a natural division (e.g., a river, lake, etc.).

**PRIVATE BRANCH EXCHANGE (PBX)**

A private switching system, either manual or dial, situated on a Customer's Premises that is connected by trunks with a Central Office providing for intercommunication between Station Lines (except that intercommunication is not provided between secretarial lines terminated on secretarial switchboards) and for communication with the Telecommunications Network.

**PUBLIC AND SEMI-PUBLIC COMMUNICATIONS SERVICE**

Services provided through Telephone Sets installed at locations where public need exists, such as airports, bus and train stations, hotel lobbies, large business offices, public streets and highways. Both coin collecting, collect call only accepting Telephone Sets are used to provide and charge for these services. (C)

## 1. DEFINITION OF TERMS (Cont'd)

## REGISTERED EQUIPMENT

Equipment which complies with and has been approved within the Registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

## RESIDENCE SERVICE

Basic Exchange Service, used primarily for social or domestic purposes, which is provided only at the location of a Customer's residence. Residence Service Customers receive a residence directory listing.

## SAME BUILDING

A structure built as a unit. Abutting buildings are treated as the Same Building where there is free internal access between the buildings.

## SAME CUSTOMER

In order for different services to be considered as furnished to the Same Customer, such services must be billed in the same name.

NOTE: The Business Service of a Customer, furnished in other than his own name, and his Residence Service, qualify as being furnished to the same Customer.



## 1. DEFINITION OF TERMS (Cont'd)

## SERVICE CHARGES

Service Charges are non-recurring charges applicable to service connection, move or change.

## SERVICE TERMINATING ARRANGEMENT

Company-provided equipment which terminates Basic Exchange Service at a customer's premises. The Service Terminating Arrangement provides a clearly delineated Interface which facilitates design, isolation, and testing. Where a protective connecting arrangement is required, the Service Terminating Arrangement is provided as a part of the protective connecting arrangement.

## SHARING OF NETWORK ACCESS LINE SERVICE

In general, Residential Network Access Line Service, as set forth in this guidebook, is furnished for the exclusive use of the customer or members of the customer's domestic establishment. Ameritech permits the sharing and resale of business local exchange service subject to the terms and regulations contained in this guidebook.

## SINGLE LINE CENTREX SERVICE

A Centrex Main Station Line, Fully-restricted Station Line, or Dormitory Station Line, that has a single line type termination and which is not associated with any common equipment on the customer's

## STANDARD NETWORK INTERFACE

A standard registration program jack, protector or equivalent provided by the Company as a part of Network Access, Wide Area Telecommunication, or Private Line Services. The Standard Network Interface will be located at the customer's premises. All premises services will connect to the Telecommunications Network through the Standard Network Interface.

## STATION

The location at which a customer has access to the Telecommunications Network and the available services.

## STATION EQUIPMENT

Telecommunications equipment located on the customer premises, on the user side of a Standard Network Interface, that permits a customer to access the Telecommunications Network and its available services. The most common Station Equipment is the ordinary single-line Telephone Set.

## 1. DEFINITION OF TERMS (Cont'd)

## TELECOMMUNICATIONS NETWORK

The aggregate of transmission systems, switching systems and Station Equipment which carries telecommunications traffic between Customer locations.

## TELEPHONE SET

An instrument consisting of a transmitter, receiver, and associated apparatus, so connected as to permit the transmitting and receiving of telecommunications voice messages.

## TIE TRUNK

A voice grade telecommunications channel between PBX systems, Centrex systems or between PBX and Centrex systems.

## TOLL MESSAGE

A completed call on the public switched network between the originating location and a terminating location outside the Local Service Area of the originating location. Toll Messages are charged at rates which appear in the Message Toll Services guidebook.

## TRIP

A visit to a Customer's Continuous Property at which time work ordered by the Customer is to be performed.

## TRUNK

A telecommunications channel between two switching systems. These switching systems may be Central Office types, toll switching systems, PBX's manual or automatic switchboards, concentrators, etc.

## WIRE CENTER

The point at which Customers' Network Access Lines converge. Used loosely, the building at that location containing one or more Central Office switching modules. A Wire Center may serve one or more Exchange Areas.

## WORKING SERVICE POINT

A Company-provided standard miniature modular jack or equivalent, on a Company-provided standard miniature modular jack or equivalent, on Company facilities, through which Station Equipment is connected to the Telecommunications Network.