
1. DEFINITION OF TERMS

Abandoned Service: Premises or service is considered abandoned when a customer has vacated his or her premises without notifying the Company to terminate service, or otherwise by word or conduct indicates an intent to relinquish service.

Accessories: Denotes devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically, or inductively connected to the communications path of the telecommunications system.

Add-on: A private branch exchange feature which permits a station user to add another station to the conversation on incoming central office trunk calls.

Address Telephone Index (ATI): Provides customer names, telephone numbers, and address information in connection with emergency services. Also known as E911.

Affiliated Entities: Corporations, partnerships, proprietorships.

Agent or Representative: One authorized to act on behalf of another--usually by legal contract.

Alternating Current Supply: Electrical energy which is used for power purposes, protection of equipment in humid areas, and for the operation of bells, signal devices or other equipment requiring electrical power.

Authorized Change of Local Service Provider: This term applies to a change in the preferred local service provider that the end-user authorizes.

Authorized Equipment: Registered or grandfathered customer-provided equipment authorized for connection to the telecommunications network in accordance with the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

Basic Termination Charge: See "Termination Charge".

Battery Power: Electrical energy furnished by means of a circuit from a central office or other source of supply to operate the service or other equipment requiring battery power.

Bill to Third Party: Denotes a billing arrangement by which a long-distance call can 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.

1. DEFINITION OF TERMS

Baud: A unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark or space) within a code signal. The speed in bauds is the number of signal elements per second.

Billed Number Screening (BNS): A screening service which disallows other calling parties to bill collect or third-party calls to a telephone number in the BNS database tables.

Blanket Agency Form: An affidavit that the agent submits to the Company which certifies that authorization has been provided to the agent to purchase services on behalf of the customer.

Bridging: The connection of one or more circuits in parallel with another circuit without interrupting the continuity of the first circuit.

Bridging Wire Center: The Company designated wire center in which bridging is accomplished.

Building (Same): The term "Same Building," as it applies to other than Shared Tenant Service Buildings, 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 wires or cables can be safely run and provided the plant facility requirements are not appreciably greater than would be required normally if structures were under one roof. Pipes and conduit are not considered enclosed passageways. In those cases where there are several structures under separate roofs but connected by enclosed passageways and the plant facility requirements for furnishing telephone 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.

Building (Single): In a Shared Tenant Service application, the term "Single Building" means one structure under one roof. Separate buildings superficially connected are not considered as one building.

Call Forwarding: A service which permits a subscriber to arrange to have all incoming calls to his telephone automatically transferred to another telephone number.

Calling Area: See "Local Service Area."

Cancellation Charge: A charge applicable under certain conditions when an application for service and/or facilities is cancelled in whole or in part prior to the completion of the work involved.

Call Waiting: A service which provides a tone signal to indicate to a subscriber who is using his/her telephone that another call is waiting. It permits the subscriber to answer the incoming call while placing the original call on hold.

Central Office: A local operating unit by which telephone intercommunications is provided for subscribers within a specified area. Means are also provided for connecting subscribers with the toll network and, in multi-office exchange areas, with the other central offices.

Central Office Designation: See "Telephone Number".

1. DEFINITION OF TERMS

Central Office Area: The specific section or area served by a single central office or switchboard and serving all subscriber's lines which have a common central office designation. Central office areas are contiguous that have a common boundary over land. Central office areas that do not have a common boundary over land, or that have a common boundary over water only, are noncontiguous.

Central Office Line: See "Exchange Line".

Centrex Service: Central Office Exchange Service.

- The term "primary line" as used in connection with Centrex Service denotes a line capable of receiving direct in-dialed calls and capable of direct out-dialing of calls.
- The term Centrex "extension line" (additional termination of a primary service) as used in connection with Centrex Service denotes a line connected to the same telephone number terminal as the primary line with which it is associated.
- The term "customer location" as used in connection with Centrex Service denotes space occupied by the customer in a building or buildings located on the customer's continuous property.
- The term "customer primary location" as used in connection with Centrex Service denotes the customer location at which attendant positions are installed for the purpose of receiving incoming directory number traffic.
- The term "Company premises" as used in connection with Centrex Service denotes space which is owned by the Company.

Channel: Denotes a path (or paths) for electrical communication between two or more stations or Telephone Company offices. A channel may be furnished in such manner as the Telephone Company may elect, whether by wire, fiber, radio, or a combination thereof, and whether or not by means of a single physical facility or route.

Certified Equipment: Denotes customer-provided ancillary and data equipment that has been issued a registration number by the FCC and said number has been permanently affixed to the certified equipment by means of an identification plate. Certified equipment may be connected to the telecommunications network through a connecting arrangement.

Circuit: See "Exchange Line".

Class of Service: A description of telephone service furnished to a subscriber in terms of:

- a. For Exchange Service:
Grade of Line: Individual
Type of Rate: Flat Rate or Message Rate
Primary Use: Business or Residence
- b. Dialing Method: DTMF or Rotary
- c. For Long-Distance Telecommunications Service:
Type of Call: Station-to-station or person-to-person
- d. For Wide Area Telecommunications Service:
Type of Rate: Measured-time

Coin Box Telephone: A telephone set, equipped with a device for collecting money in payment of telephone messages and used in connection with either public or semipublic telephone service.

1. DEFINITION OF TERMS

Coin Service: Company provided public telephone service or individual line Company provided semipublic service. This service is deregulated with FCC Docket No. 96-128.

Collect Call: Denotes a billing arrangement for a long-distance call by which the charge for the call may be reversed provided the charge is accepted at the called station. A collect call may be billed to a Calling Card or third-party number. In the case of a public or semipublic coin telephone, the charges must be billed to a Calling Card or third-party number or the call may be reoriginated from the called station.

Common Battery Service: The type of telephone service in connection with which electrical energy for talking and signaling is supplied from a central point.

Communications System: Channels and other facilities which are capable, when not connected to telecommunication service, of two-way communication between customer-provided terminal equipment or Company stations.

Company: Whenever used in this Product Catalog, "Company" refers to BWTC, unless the context clearly indicates otherwise.

Company-Attended Public Telephone: See "Public Telephone."

Company Station: See "Station."

Continuous Property: Continuous property is land which is (1) wholly owned by a single individual or entity, regardless of whether the owner leases* all or a portion of the property to another, and (2) which contains, or will contain, multiple buildings where all portions of the property may be served without crossing a public thoroughfare** or the property of another.

The three basic types of Continuous Properties are:

1. Single-tenant commercial in which one owner or tenant occupies all buildings.
2. Mixed commercial and residential (e.g., buildings with both commercial and residential space or campus type configurations such as colleges, and military bases) in which a mixture of business and residential uses exists.
3. Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

Single-family homes and properties within which a portion of the land is owned by separate entities and a portion is owned by the entities in common *** do not constitute continuous property.

*The Property retains its character as continuous property regardless of whether the owner or a lessee (who wholly leases the property from the owner) sublets a portion of the property to another, e.g., apartment buildings or complexes; condominiums are also considered continuous property.

**A public thoroughfare is a street, road or other means of passage across property which is not subject to restrictions on ingress, egress or boundaries.

*** Such as townhomes and homes in gated communities.

1. DEFINITION OF TERMS

Conference Call: A service which allows three or more parties at different locations to participate in the same conversation.

Connecting Arrangement: Denotes the equipment used to accomplish the direct connection of customer-provided facilities with the facilities of the Company, or the direct connections of the Company facilities. of facilities of the Company.

Connecting Company: A corporation, association, firm, or individual owning and operating a toll line or one or more central offices and which whom traffic is interchanged.

Connecting Station: An exchange or toll station of a connecting company.

Construction Charge: A separate charge made for construction of pole lines, circuits, facilities, etc. (see Charges Applicable Under Special Conditions, Section 5).

Contract Period: The length of time for which a subscriber is obligated to retain service, facilities, and equipment.

Cost: Wherever the word "cost" is used in this Product Catalog, it is intended to cover the cost of labor, materials and incidentals, plus a charge for supervision.

Credit Card: Denotes a billing arrangement by which a toll call may be charged to an authorized Company Credit Card number assigned by the Company.

Customer of Record/Subscriber of Record: A Customer of Record/Subscriber of Record is any person, firm, partnership, corporation, municipality, or cooperative organization which orders and is responsible for paying the telephone bill.

Customer Owned Pay Telephone: A Customer Owned Pay Telephone is owned and operated by the customer. Customer Owned Pay Telephones employs call processing capabilities, either internal to the instrument or through remote call processing capabilities, and is capable of receiving payment by means other than coin. These telephones may also accept coins.

Customer Premises: The discrete real property owned, leased, or controlled by a subscriber for the subscriber's own business or residential purposes.

1. DEFINITION OF TERMS

Customer Premises Equipment (CPE): Terminal equipment located on the customer's premises, and in inventory, such as telephone sets, teletypewriters, data terminal equipment, mobile telephone terminal equipment, private branch exchange equipment, key system equipment, dialers, and other supplemental equipment. CPE does not include paystations, optical network terminals, modems, terminal equipment used for official telephone company business, subscriber multiplexing terminal equipment, subscriber pair gain equipment, transmit earth stations, or telecommunications devices for the deaf (TDD).

Data Access Arrangement: Denotes a protective connecting arrangement for use with the network control signalling 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 Section 13 of this Product Catalog.

Data Switching: The term used in connection with data service denotes the switching of data (nonvoice) messages by the interchange, controlling, and routing of data message between two or more stations, via communications facilities, wherein the information content of the message remains unaltered.

Demarcation Point: The point of physical interconnection (connecting block, terminal strip, jack, protector, NID, or remote isolation device) between the telephone network and the customer's premises wiring. This point is part of the telephone network, provided and maintained by the Company under Product Catalog.

The location of this point is:

- a. **Single Line/Single Customer Building:** Either at the point of physical entry to the building or a junction point as close as practicable to the point of entry.
- b. **Single Line/Multi-Customer Building:** Within the customer's premises at a point easily accessed by the customer.
- c. **Multiline Systems:** At a point within the same room and within 25 feet of the FCC registered terminal equipment.
- d. **When the connection is by fiber optical cable,** the NID may be an Optical Network Terminal ("ONT") or other optical termination device as determined by the Company.

1. DEFINITION OF TERMS

Direct Current Supply: Electrical energy for talking and signaling purposes, other than ringing.

Direct Electrical Connection: A physical connection of the electrical conductors in the communications path.

Directory Listing: - A publication in the Company's directory of information relative to a Customer's name or other identification and telephone number provided Service. To the extent the Company discontinues publishing directories, a Directory Listing will be defined as the information retained in the Company's directory assistance records and made available per PUC 400 Rules, Section 412.11.

Drop Wire: Wires used to connect the circuits of open wire (aerial or underground) distribution facilities to the demarcation point.

DTMF Call Service: A service which provides the subscriber with the capability of originating calls by means of instruments equipped for tone-type signaling and where the special central office facilities exist.

Duplicate Bill Charge: Charge for providing duplicate copies of customer bills upon customer request.

Exchange: A central office or group of central offices, together with the subscriber's station lines and channels connected thereto, forming a local system which furnishes means of telephone intercommunication without toll charges between subscribers within a specified area, usually a single city, town, or village. When an exchange includes only one central office, it is termed a single-office exchange, but when it includes more than one central office, the exchange is termed a multi-office exchange.

Exchange Access Line: The serving central office line and all Company plant facilities up to and including the Company-provided network interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the Product Catalog use offering selected by the subscriber.

Exchange Area: The area within which the Company furnishes complete telephone service at the exchange rates applicable within that area.

1. DEFINITION OF TERMS

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 extended from a central office to the location of an individual line main station service, a PBX or Centrex System, an Automatic Call Distributor, or such similar equipment whether provided by the Company or the subscriber.
- 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. It consists of wiring on a subscriber's premises to the jack or outlet of the extension station location, other than the inside wiring associated with the telephone jack or outlet of a main station location.
- d. Extension Line: A circuit with characteristics similar to an extension station line.
- e. PBX Station Line: The circuit portion of a PBX main station. It consists of all facilities from the PBX common equipment to the telephone jack or outlet of a PBX main station location on a subscriber's premises.
- f. PBX Extension Station Line: The circuit portion of a PBX extension station. It consists of all facilities to the telephone jack or outlet of the PBX extension station locations, other than those facilities associated with the telephone jack or outlet of the PBX main station location.
- g. Centrex Main Station Line: The circuit portion of a Centrex main station. It consists of all facilities, including intercommunication, outside plant facilities and premises wiring, from the Centrex system dial switching equipment to the telephone jack or outlet of the Centrex main station location.
- h. Centrex Extension Line: The circuit portion of a Centrex extension station. It consists of a wiring on a subscriber's premises to the telephone jack or outlet of the Centrex extension station line location, other than those facilities associated with the telephone jack or outlet of the Centrex main station location.
- i. Tie Line: A circuit connecting PBX, Centrex, Automatic Call Distributor Systems, and/or other switching arrangements.
- j. Trunk Line: A circuit extending from a central office and terminated in Private Branch Exchange (PBX) switching equipment, Automatic Call Distributors, a common group of switched lines (pooled) connected to other services, whether provided by the Company or the subscriber, as specified in this Product Catalog.

1. DEFINITION OF TERMS

Exchange Service: The general telephone service rendered in accordance with Product Catalog provisions. Exchange service is a general term describing as a whole, the facilities provided for local intercommunication, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this Product Catalog.

a. Flat and Message Rate:

1. Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.
2. Message Rate Service: A classification of non-coin box exchange service which is charged for on the basis of amount of use.

b. Individual

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.

c. 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.

d. 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.

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

f. Semipublic Service: A classification of coin box exchange service furnished for use at locations more or less public in character, but not, in the opinion of the Company, generally accessible nor suitable for the installation of public telephones.

g. Public Service: A classification of coin box service or attended service established for use at locations chosen or accepted by the Company as suitable and necessary for furnishing service to the general public.

Exchange Station: See "Station".

Extended Area Service: A type of telephone service furnished under Product Catalog provisions whereby subscribers of a given exchange may complete calls to and, where provided by the Product Catalog, receive messages from one or more exchanges without the application of long-distance charges.

1. DEFINITION OF TERMS

Extension Bell: An additional bell on the same circuit and operated in connection with the bell at the station location.

Extension bells are of two types:

- a. Extension Bell (Ordinary Type): An additional bell of the type used on standard telephone instruments, connected with the same circuit as the first bell, but mounted separately and generally installed at some distance from the station.
- b. Extension Gong (Loud Ringing Type): A loud sounding bell connected in the same manner as the ordinary type of extension bell for use in noisy or other locations where the common type of bell would not be heard.

Extension Line: See "Exchange Line".

Extension Station: See "Station".

Flat Rate Service: See "Exchange Service".

Foreign Exchange Service: See "Exchange Service".

Fully Partitioned: A description of a shared switching system which does not permit or provide local service access sharing or resale or intercom calling between unaffiliated entities.

Headset: A hands-free, multi-wire 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 two-way transmission of live human speech.

Highway Construction: Construction generally located along a public way or construction on a private way to serve more than one customer.

Initial Service Period: The minimum period of time for which service, facilities, and equipment are provided.

Inside Wire: All wire or cable located on the subscriber's side of the demarcation point that connects CPE to the telephone network. Inside Wire does not include terminal equipment used for official Company business, optical network terminals, modems, subscriber multiplexing terminal equipment, subscriber pair gain equipment, transmit earth stations, or company installed drop wire.

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

Intercommunicating System: See "Key Telephone Systems".

Intercept Service: A service arrangement whereby a person calling a disconnected or discontinued telephone number is informed that the called telephone number is no longer in service (recording), or referred to another number. Service is provided for a maximum period of 90 days. Intercept Service may be provided for extended periods upon customer request, service charges apply.

1. DEFINITION OF TERMS

Interface: See "Demarcation Point".

Interoffice Channel: Denotes that element which interconnects Local Channels which serve subscribers located in different central office areas (wire center serving areas) within the same exchange.

Intraexchange Channel: Denotes a channel (which directly connects) between stations within an exchange and is not connected to an interexchange channel or to a service terminal or to channel terminations in a Telephone Company office.

Intrasystem Wiring: Intrasystem wiring includes all cable and wiring and associated components (e.g., connecting blocks, terminal boxes, conduit between buildings, support structure, etc.) which connects a system's station components to one another or to the common equipment of a PBX, key, or similar system.

Jack: A fixed socket, designed to permit the establishment of telephone connections by means of stations equipped with cords ending in plugs.

Jack and Plug Equipment: See "Portable Telephone".

Joint User: The individual, partnership, or corporation sharing a customer's Service is known as a "joint user".

- a. Joint use of service is a shared service arrangement which allows the business exchange dial tone lines and unlimited usage packages of a customer and services associated therewith, to be used by one or more other persons (including corporations), and their employees, designated by the customer who are not otherwise permitted use of the customer's service by this Product Catalog.
- b. Application for joint use of service, and for any additional service associated therewith, must be executed by the customer, and the Customer is responsible for the payment of all charges.
- c. A joint user of a customer's service may obtain service directly from the Company in addition to or in lieu of the joint service, and any agreement to the contrary is void and of no effect as to the Company.
- d. Joint use of service includes one listing in an alphabetical (white pages) telephone directory for each joint user, but does not include any listing in a classified telephone directory. A joint user may have one or more additional directory listings, at the rates specified elsewhere in this Product Guide for additional listings of customers. The directory listing regulations elsewhere in this Product Catalog shall apply to the main and any additional listing for a joint user.
- e. Private Lines Services
Joint use of service permits private line services of a customer to be used by one or more other persons (including corporations), and their employees, designated by the customer who are not otherwise permitted use of the customer's service by this Product Catalog.

1. DEFINITION OF TERMS

Key Telephone Systems: An arrangement of equipment in combination with multiline telephone sets and associated keys, to connect the associated telephone to any one of a limited number of exchange, PBX, intercommunicating, or private lines. Line indicating, signaling, holding features, etc., are, or may be, incorporated.

"Leaky" PBX: Denotes a PBX system (or other device) capable of interconnecting a Special Access Line, Intra-LATA Interexchange Private Line, or Private Bypass facility to the Local Exchange network.

Lifeline Program: Lifeline is an assistance program which provides for qualifying low-income customers a monthly credit toward one residential network access line or one broadband internet service per household at the customer's primary place of residence.

Listing: See "Directory Listing".

Local Access and Transport Area (LATA): The term "Local Access and Transport Area" (LATA) denotes a geographic area for the provision and administration of communications service. It encompasses designated Access Areas which are grouped to serve common social, economic, and other purposes.

Local Channel: Denotes the element of a private line service required for connecting subscriber premises to its serving wire center.

Local Message: See "Message".

Local Service: 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.

Local Service Area: The area within which telephone service is furnished to subscribers under a specific schedule of exchange rates and without toll charges. A local service area may include one or more exchange areas under extended area service rates.

1. DEFINITION OF TERMS

Long-Distance Message Telecommunications Service: The furnishing of facilities for subscriber's telephone communications on an individual message basis between rate centers.

- a. Person to Person Call: A service whereby the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX or CENTREX attendant.
- b. Station-to-Station Call: A service whereby the person originating the call either dials the telephone number desired, or gives to the Company operator the telephone number of the desired telephone, 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 such number 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.

Main Station: See "Station".

Maintenance Charge: The charge made for keeping in repair telephone equipment or facilities.

Message: A communication between two telephone stations.

Messages may be classified as follows:

- a. Local Message: A message between telephone stations within the same local serving area.
- b. Toll Message: A message between telephone stations in different exchange areas for which a toll charge is made.

Message Rate Service: See "Exchange Service".

1. DEFINITION OF TERMS

Mileage: The measurement (air-line, route, etc.) upon which is based a charge quoted for the use of part or all of a circuit furnished by the Company.

Mileage is classified as follows:

- a. **Air Line Measurement:** The shortest distance between two points.
- b. **Extension Line Mileage:** The measurement applying to that portion of an extension line in excess of the length provided without additional charge, for use of which a circuit charge is made.
- c. **Foreign Central Office Mileage:** A measurement applying to that portion of a circuit connecting a subscriber's main station or PBX 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.
- d. **Foreign Exchange Mileage:** The measurement applying to that portion of a circuit connecting subscriber's main station or private branch exchange with a central office of another exchange other than that from which the subscriber would normally be served, which an additional charge is made for the circuit between the two exchange areas.
- e. **Route Measurement:** The actual length of a circuit between two points.
- f. **Tie Line Measurement:** The measurement upon which the rates for the tie line is based, in accordance with Product Catalog provisions.

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.

Miscellaneous Equipment: Equipment furnished at additional charges associated with the various classes of exchange service.

Mobile Telephone Service: A communication service through a land radiotelephone base station.

Network Control Signaling: Denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

Network Control Signaling Unit: The terminal equipment furnished, installed, and maintained by the Company for the provision of network control signaling.

Network Interface Device: See "Demarcation Point".

1. DEFINITION OF TERMS

Nonlist Telephone Service: A telephone number associated with an exchange station which, at the request of the subscriber, has the listing omitted from the telephone directory but is on records available to the general public upon request.

Nonpublished Telephone: An exchange station which has the listing omitted from the directory and directory assistance records at the subscriber's request, and on which the Company may decline to complete connections with such stations except by call number, or may decline to furnish the call number of such station.

NonRecurring Charge (NRC): The initial charge billed to a customer to cover all of the cost of installing Network Services.

Normal Construction: The term denotes all plant the utility would normally use to provide service in the absence of a request for special construction.

NSEP Treatment: The term "NSEP Treatment" denotes the provisioning of a telecommunications service before others based on the provisioning priority level assigned by the Executive Office of the President.

One Single Bill Service: The term "One Single Bill Service" denotes the combination of local, long distance, video, wireless and data services into one single bill.

Optical Network Terminal ("ONT"): An optical network terminal ("ONT") resides at the end user customer premises of the optical network. The ONT provides the interface between the network and the end user customer's premises.

Optical Network Terminal Power Supply and Battery: The ONT equipment requires electrical power from your premises to operate, which you the customer are responsible for providing. In addition, BWTC provides the initial backup battery for the ONT power supply at no additional charge, when your service is initially installed. You are then responsible for the replacement of the battery as needed and, if one is needed, for purchasing it. You hereby agree to be solely responsible for determining when the backup battery requires replacement and for replacing and proper recycling /disposal of used batteries. Customers may elect to subscribe to a service plan that includes battery replacement as determined by the Company.

Person-to-Person Call: See "Long Distance Message Telecommunications Service".

PERSONALIZED TELEPHONE NUMBER (PTN): Personalized Telephone Number (PTN) Service allows customers the option of selecting an available telephone number with the specific digits the customer chooses or through a customer requested search.

Portable Telephone: A telephone instrument equipped with plug-ended cord for use with jack terminated circuit.

Preferred Classes of Service: The classes of service (as specified in Section 3 of this Product Catalog) which the Company undertakes to furnish, subject to conditions specified in Section 3.

1. DEFINITION OF TERMS

Premises (Same): The term "Same Premises" shall be interpreted to mean:

- a. The building or buildings together with surrounding land occupied or used in the conduct of one establishment or business, or as a residence, and not intersected by a public thoroughfare or by land occupied by others; or
- b. The portions of a building occupied by a subscriber used in the conduct of one business or as a residence and not intersected by a public corridor or by space occupied by others; or
- c. The building or portion of a building occupied by the subscriber in the conduct of his business and as a residence provided both have the same street address.

In connection with MOVES, the term "Same Premises" is to be interpreted to mean the building or portion of a building occupied as a unit by the subscriber in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare, a public corridor or space occupied by others.

Private Property Construction: Construction on private property to serve one customer.

- a. When local exchange service is desired at a point within the exchange area more than 1,500 feet distant from then existing facilities, the applicant therefore may be required to pay for this construction.
- b. For each 100 feet, or fraction thereof, required to make the necessary extension beyond the first 1,500 feet, route measurement, from the existing lines, the charge will be the actual cost of construction.
- c. Measurement to be restricted to the shortest and most direct route over which the desired point can be reached by following public or private right-of-way or other vested right-of-way privileges which the Company may hold by reason of its franchise or charter, including public thoroughfares such as highways, streets and public alleys.

1. DEFINITION OF TERMS

Private Branch Exchange Service (PBX Service):

- a. A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance message telephone network to other subscribers.
- b. Lines (circuits), equipment and facilities ordinarily furnished in connection with PBX service include the following:
 1. PBX Main Station: A station directly connected with a PBX switchboard or dial PBX switching equipment.
 2. PBX Extension Station: A station which is bridged to the same station line as the PBX main station.
 3. PBX Interior Station: A PBX station that cannot originate or receive local or long distance calls either directly or through the PBX attendant.
 4. PBX Trunk: A central office line (circuit) connecting a PBX system with a central office.
 5. Tie Line: See "Exchange Line".

Public Telephone: An exchange main station installed on the Company's initiative, or at the Company's option, at a location chosen or accepted as suitable and necessary for furnishing service to the general public.

- a. Coin Box Public Telephone: A public telephone equipped with coin collection device into which all payments for the use of telephone are deposited prior to (prepayment) or at (postpayment) the time the operator establishes the desired connection.
- b. Company Attended Public Telephone: A public telephone operated by a Company employee as attendant.
- c. This service is deregulated with FCC Docket No. 96-128.

Rate Center: The rate center of an exchange is the point from which private line telephone service rates are measured.

Recurring Charge (RC aka MRC): The monthly charge applied to a customer account to cover all of the monthly service charges included but not limited to monthly service and equipment, calling features, local messages, calling plans, intraLATA and interLATA toll, pay per call services, 976 service, directory service, operator services and any third party charges.

Reseller Client: A customer located within a Resale Service Area served directly by the Sharing and Resale Customer of Record.

Resale Service Area: A geographical area which a Reseller provides local exchange telecommunications service.

Ringling: The method of signaling stations on a line circuit of an incoming call.

Same Building: The term "Same Building," as it applies to other than Shared Tenant Services 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 cable of the Company can be safely run 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.

1. DEFINITION OF TERMS

Same Premises: See "Premises".

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

Selective Ringing: The method of signaling stations on a line circuit of an incoming call using coded ringing to identify the called telephone number.

Semi-Public Service: A customer service with a telephone equipped with a coin collecting device furnished for the use of the customer and the public in locations somewhat public in character. This service is deregulated with FCC Docket No. 96-128.

Service Connection Charge: The charge applying to the establishment of service for a subscriber and the subsequent discontinuance of such service.

Service Point: Denotes the point on the subscriber's premises where customer-provided communication 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: Denotes the central office from which a subscriber or authorized user would normally be served for local exchange telephone service.

Shared Tenant Provider: Per PUC 400 Rules, Section 407 "Non-Utility" who has been granted authority from the Public Utilities Commission to provide Shared Tenant Services in accordance with RSA 374:22-1.

Shared Tenant Service: Shared Tenant Service is a class of resold local exchange service furnished through a common switching or billing arrangement to commercial tenants within a single building by a provider other than an existing local exchange telephone company.

Single Ended Terminal Device: A terminal device which terminates only one line or channel at a given time (example - headsets).

Slamming: The unauthorized change of a subscriber's preferred telecommunications carrier.

Special Reverse Charge Toll Service: A service plan by which a subscriber can offer his out-of-town customers in selected areas the privilege of calling him without payment of toll charges and without having to request that charges be reversed.

Speed Calling: A private branch exchange, Centrex or local exchange feature which permits the station user to reach other stations by abbreviated dialing.

1. DEFINITION OF TERMS

Station: A unit of service, complete with instrument either customer or Company-provided and lines (circuits), so arranged as to permit sending and receiving messages through the exchange and long-distance network. Instruments, when furnished by the Company, and lines are rated separately, unless otherwise specified in the Product Catalog.

d. Main and Extension Stations:

1. Main Station: A station directly connected by means of an individual line or party-line with a central office.
2. Extension Station: An additional station connected on the same circuit as the main station and subsidiary thereto.

e. PBX and Centrex-CO and CU Stations:

See "Private Branch Exchange Service (PBX Service)". See "Centrex Service".

f. Foreign Exchange Stations: A termination of an individual exchange line or PBX trunk, provided in accordance with the provisions of this Product Catalog, in Company switching equipment located in an exchange foreign to the exchange in which the subscriber is located.

g. Exchange Station. A station which is used for exchange service and is directly or indirectly connected with a central office.

h. The term "Station" used in connection with WATS:

1. Denotes the network central signaling unit and any other equipment which is arranged for WATS and provided at a subscriber's premises in accordance with this Product Catalog, or
2. Denotes the point at a subscriber's premises, at which customer-provided terminal equipment or communications system is connected to Company facilities furnished for WATS, or
3. Denotes the point of connection of WATS to switching equipment (as specified in 109) such switching equipment is located in a Company Central Office.
4. Denotes the points of connection of Outward WATS to an Other Common Carrier channel (utilizing WATS Central Office Connection Facilities) at a Company WATS serving central office.
5. The term "Main Station" denotes the first WATS station or the first two stations arranged for inward service, as provided by 109, furnished for use with a WATS access line. The term "Extension Station" denotes any other WATS station furnished for use with the same WATS access line with a main station.

Station Jacks: The jacks on a private branch exchange switchboard for the connection of station circuits.

Station Line: See "Exchange Line".

Station-to-Station Call: See "Long Distance Message Telecommunications Service".

1. DEFINITION OF TERMS

Subscriber (Customer): Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency which orders and is responsible for the payment of recurring and nonrecurring charges in compliance with the provisions and regulations of the Product Catalog.

Subscriber of Record: See "Customer of Record".

Supplemental Contract: A contract for service, equipment or facilities in addition to that provided for under the original contract.

Suspension of Service: Service temporarily suspended for non-payment of charges or upon the initiative of the Company for violation of Product Catalog regulations by the subscriber without terminating the service agreement or removing the telephone equipment from the subscriber's premises.

Telecommunications Service: The services offered by the Company in the General Services Product Catalog.

Telephone Number: A designation assigned to a telephone station or private branch exchange for convenience in placing calls to the telephone station or private branch exchange and for identification in the assessment of message charges, etc. Such designation is a call number consisting wholly of numerical digits or a combination of letters and digits. Example: 555-0000.

Telecommunications Relay Service: Also known as "TRS", Relay Service, or IP-Relay, or Web-based relay services, is an operator service that allows people who are Deaf, Hard-of-Hearing, Speech-Disabled, or Deaf-Blind to place calls to standard telephone users via a keyboard or assistive device.

Telecommunications Service Priority (TSP) System: The term "Telecommunications Service Priority (TSP) System" or "TSP System" refers to the regulatory, administrative and operational system authorizing and providing for priority treatment (i.e., the provisioning and restoration) of NSEP services.

Teletypewriter: A electrically controlled form of typewriter upon which type-written messages may be sent and received between similar teletypewriters when connected by wire circuit.

Temporary Disconnection: An arrangement made at the request of the subscriber for temporarily discontinuing service without terminating the contract or removing the telephone equipment from the subscriber's premises. See also, "Suspension of Service".

Temporary Service: Service furnished for a period of less than one month. In connection with services other than Special Access, service definitely known to be required for a short period (in general less than twelve consecutive months), such as that furnished to contractors for use during construction of a building, service to a convention, circus, resort, guests at resorts, election service or other services of a similar nature where it is definitely known that service will be of a temporary nature.

Termination Charge: A charge made to a subscriber as liquidated damages for termination of service prior to the expiration of the initial term commitment period.

Termination Liability: In the event the service is terminated by the customer prior to completion of the initial term commitment period, the customer shall be liable for an early termination charge.

1. DEFINITION OF TERMS

Three-Way Calling: A private branch exchange or local exchange feature which permits a station user to add another station to an existing call.

Tie Line: See "Exchange Line".

Toll Message: See "Message".

Traffic Service: See "Intercept Service".

Transient: One who temporarily occupies the premises, with occupancy not to exceed nine months.

Transport Charges – Information Provider / Sponsor: The usage charges billed to the Information Provider/Sponsor for qualifying minutes of connect time.

Trunk Jacks: The jacks on a private branch exchange switchboard for the connection of private branch exchange trunk lines.

Unauthorized Change of Local Service Provider (Slamming): This term applies to a change in the preferred local service provider that the end-user denies authorizing.

Voice Service: Voice Service is any Exchange Service that provides voice telephone service furnished between customers within an exchange area.

Wire Center: A wire center is a geographical area in which all subscribers within the area normally gain network access for local service via that location. It forms a local system which furnishes the means of telephone intercommunication at the same rates for the same services to all subscribers in the area.