

6.0 WITS 3 Glossary

6.1 Definition of Terms

Term	Definition
3G	Abbreviation for high bandwidth third generation wireless technology.
311 Service	A non-emergency service whereby a caller dials a common telephone number – 311 – for assistance.
5ESS Electronic Switching System	An advanced multifunctional end-to-end digital network designed with fully modular architecture. 5E6 and 5E8 are software release packages associated with the 5ESS.
911 Service	An emergency reporting system whereby a caller dials a common telephone number – 911 – for all emergency service.
ACB	Agency Clustered Building – Agencies located in a group of buildings that may share common structural, utility or management facilities, are co-located and encompass commonly known boundaries (e.g., National Institute of Health, Bethesda, and Agricultural Research Complex, Beltsville.)
Access circuit	The access facilities provided between the Service Delivery Point (SDP) and the Interexchange Carrier's (IXC's) Point of Presence (POP) and/or the Local Exchange Carrier's (LEC's) central office.
Account code	A code that identifies the caller so that the cost of the call can be billed to the appropriate party.
ACO	Administrative Contracting Officer – The person responsible for managing all contract issues.
Action	The ordering action requested (i.e., install, move, change, etc.)
Additional directory number	A feature that provides multiple numbers within a single, main directory listing.
AE	Account Executive – A person whose primary charge is to handle the design and recommendation of telecommunications solutions for a client.
Agency	An agency authorized to purchase WITS 3 products and services (includes: all federal agencies, authorized federal contractors, agency-sponsored universities and labs, and when authorized by law or regulation, state, local and tribal governments)
Agency Billing Code	A government-provided code that identifies a specific billing account for an agency allowed to order WITS 3 services.
Agency Bureau Code	A code established by the government to identify every bureau in every federal Agency. Refer to GSA directive COM4240.1 for a listing.
Agency Hierarchy Code	An agency-provide code that identifies how billing data shall be grouped; e.g., by agency, Billing Accounting Code, Location Code, service, and SDP. Each level of the hierarchy shall contain the aggregate information pertaining to the lower levels.

Term	Definition
Alphanumeric	A term pertaining to a character set that contains letters, digits, and sometimes other characters, such as punctuation marks.
Alternate call directory listings	A feature that allows alternate numbers to be indicated under a directory listing.
AMA	Automatic Message Accounting – An accumulation of bill data including called number, date, time and call duration for processing of customer's bills.
AMS	AMS Automated Management System – This system enables the WITS 3 project team and the System Quality Assurance Center (SQAC) to directly access real-time system management and operations information.
Analog	In telephone transmission, the signal being transmitted—voice, video, or image—is “similar to” the original. In telecommunications, analog means telephone transmission and/or a switch that is not digital.
Analog Data	Data represented by a physical quantity that is considered to be continuously variable and whose magnitude is made directly proportional to the data or to a suitable function of the data.
Analog Line	Analog lines are often referred to as plain old telephone service (POTS) lines. Analog lines provide a single analog communication circuit between the local end office (Class 5 switch) and the customer's telephone, key system, fax machine, or modem
Analog Trunk	Analog trunks are supported in the Verizon network at 4000 Hz bandwidth for incoming, outgoing, and two-way traffic and direct inward and outward dialing.
Annual True-Up	Performed at the end of the contract year, based on average local usage minutes per line for each applicable service under contract, will determine if the maximum threshold has been exceeded, and the amount of applicable overage charges.
ANP	Area Numbering Plan – Area code
ANSI	American National Standards Institute- An organization that coordinates and facilitates the development of US standards for ISDN.
ASCII	American Standard Code of Information Interchange. A 7-bit code for providing as many as 128 different characters. An eighth bit can be added as a parity check for error purposes.
Asymmetric Digital Subscriber Loop (ADSL)	A developing technology that allows for the transmission of data at a T1 rate (or higher) downstream and 64 kb/s (or higher) upstream over a single copper pair.
Asynchronous transmission	Data transmission in which the instant each character or block of characters starts is arbitrary.
Authorization Code	A code that, once entered, can permit the user to gain access to a system or service.
Authorization Date	In Service@once, a system generated date when an order was successfully authorized.

Term	Definition
Automatic Call Back	Allows a user to place a call back on a busy line. When the called station goes on-hook, the originating station is rung and, when answered, the original call is automatically placed.
Automatic Number Identification	A service feature that provides the automatic identification of the calling station's billing number.
Automatic Route Selection (ARS)	A process for routing calls automatically, based on the area code (NPA) and exchange code (NXX) of the called number.
Availability	<p>The proportion of total time that the service was available for use during the reporting period, which is usually one month. For purposes of the WITS 3 contract, the operational availability is defined as follows:</p> $\text{Availability} = \frac{\text{Total Uptime} \times 100}{\text{Total Uptime} + \text{Total Downtime}}$
AWT	<p>Total uptime is the total amount of time the service is available within the reporting period. Total downtime is the total amount of time that the service is unavailable. Total downtime includes scheduled maintenance downtime if the service is unavailable for use.</p> <p>Actual Work Time – The period of time covering start to completion of work.</p>
B	Byte – a sequence of eight adjacent binary digits usually treated as a unit.
B Channel	A 64 kbps bi-directional digital equivalent of two analog lines.
b/s	Bits per second
BAC	Billing Account Code
Backup of Shared-D Channel	Shared-D channel backup/redundancy, for ISDN PRIs with a 24B+0D configuration, which is available when the primary PRI with 23B+D is inoperative.
BAN	Billing Account Number – The numerical identifier assigned to agency accounts for billing purposes.
Bandwidth	<p>(a) The bandwidth of a device is the difference between the limiting frequencies within which performance with respect to some characteristic falls.</p> <p>(b) The difference between the limiting frequencies of a continuous frequency band.</p>
Base price	The price for providing service with no features.
Basic capability	A basic capability is a service function that is included in the base price of the service.
Basic rate	The transmission speed supported by the basic interface structure of an ISDN system that is composed of two B (64 kb/s) and one D (16 kb/s) channels, as defined in CCITT I-412.
Billing Account Codes (BAC)	A number that is assigned by Verizon to uniquely identify the agency cost center on the service order and the invoice (exception: DTS-W assigns BACs for DoD customers).

Term	Definition
Billing/billed	The process of creating an invoice or a bill.
Binary digit (bit)	The binary notation of either of the characters 0 or 1.
Bit (b)	Binary digit
BLF	Busy Lamp Field – A visual indicator alerting the user to busy line conditions.
Blocking	The process of denying access to, or use of, a facility, system, or component.
Blocking caller-paid information phone numbers	The capability to block caller-paid calls from a station to an “information” number or Directory Assistance (e.g., 411 or 202-555-1212).
Blocking of selected numbers	The capability to block calls incoming from pre-determined numbers.
BRCS	Business and Residence Customer Service – A service that ensures that existing business and residence features function with ISDN-supported station sets so that users experience equivalent, similar or expanded circuit switched voice and data services.
BTN	Button – The component of a telephone set used for various programming functions.
Bulk Maintenance	The process by which maintenance for all eligible equipment may be ordered electronically without the need to input individual serial numbers.
Byte	A sequence of eight adjacent binary digits usually treated as a unit.
Cable	Any communications channel having a bandwidth greater than a voice-grade telecommunications channel.
Call	Any demand to set up a connection. A unit of traffic measurement.
Call blocking	The capability to block unwanted incoming calls based on user-specified numbers.
Call consultation	A feature that allows a user to alternate between a party on hold and an existing conversation.
Call Detail Record (CDR)	A record of certain characteristics of a telephone call, including the time and duration of the call, the called number, the calling number (if available), and the charge.
Call54	Automated reverse directory assistance service. It allows a user to obtain listing information for telephone numbers published by Verizon.
Call forward – busy line	A feature that permits calls attempting to terminate to a busy station line to be redirected to a predetermined line when the called station is in use.
Call forward – don't answer	A feature that provides for forwarding of incoming calls to a predetermined line when the called station line does not answer within a prescribed time.
Call forward – variable	A feature that allows a user to choose to reroute incoming calls to another specified telephone number.
Call forwarding (CF)- off-net	A feature that allows all calls destined to a station to be routed to another off-net station, designated during activation, regardless of the busy or idle state of the called station. This feature can be activated or canceled by the station user or by the attendant.

Term	Definition
Call hold	A feature that allows a station user to “hold” any call in progress by flashing and then dialing a “hold” code, thus freeing the line for the purpose of originating another call or returning to a previously held call.
Call hunting	See hunting.
Call park	The capability to allow a call to be parked at a directory number for retrieval by another line or trunk.
Call pickup	A feature that allows a station user to answer any calls directed to another station line within his own preset pickup group by dialing a pickup code from an idle or busy station. If more than one station line in the pickup group is ringing, the individual call to be answered will be selected by the system.
Call trace	A feature that allows the user, on any line, to lock an existing connection and initiate identification of the calling party by entering a code into the DTMF pad.
Call transfer	A feature that allows a station user to transfer any call in progress to another station within the same system without the assistance of the attendant.
Call waiting	A feature that allows a call to a busy station line to be held waiting while a tone signal is directed towards the busy station user. (Only the called station user hears this tone.)
Caller ID	A basic capability that provides the calling number to the terminating station.
Caller or calling party	A person, program, or item of equipment that originates a call.
Calling number suppression	A feature that provides the capability to the originating user to block the station number from being passed to the terminating station.
Cancel	A type of service order that removes items from service and terminates billing before the items have been accepted. Compare with “disconnect.”
Category	A general grouping of products that can be ordered through TOPS. The categories are lines, features, special services and directory listings.
CCITT	Consultative Committee on International Telephone and Telegraph – The CCITT consists of 15 study groups with responsibility for data communications standards. Technical questions are reviewed and acted upon, and the results are presented for approval as recommended standards.
CDMA	Code Division Multiple Access. Digital transmission technology, CDMA separates communications by code. Voice is broken into digitized bits, and groups of bits are tagged with a code. Each code is associated with a single call in the network. Groups of bits from one call are randomly transmitted along with those of other calls, which are reassembled in the correct order to complete the conversation. Implemented in 800 and 1900 MHz systems.

Term	Definition
Centrex	A Central Office Exchange – service that provides, from a telephone company central office switch or a functionally equivalent switch that is not part of the WITS 3 network, basic capabilities and features comparable to those of a WITS 3 line or provided by a PBX.
Centrex service group	A group of affiliated users within a common Centrex configuration.
Centrex-like line	A central switched-based service that provides a subscriber with a single, voice-grade telephonic communications channel that is directly connected to a contractor-owned or –leased serving office. A Centrex-like line can be used to place or receive one call at a time.
Channel	A connection between the initiating and terminating nodes of a circuit. A path along which signals can be sent; e.g., data channel, output channel.
CKT – Circuit	A two-way communication path.
Class of Service (COS)	A designation assigned to describe the service treatment and privileges given to a particular terminal.
Class of service display	A feature which provides attendants with an alphabetic or numeric code display representing the class of service of the calling WITS 3 station line seeking attendant assistance.
Classmark	Designator used to describe the service privileges and restrictions for lines accessing a switch; e.g. precedence level, conference privilege/security level, zone restrictions.
Clear channel	A full 64 kb/s channel for transferring user information. Signaling is communicated over a separate channel. Contrast with a 56 kb/s channel in which signaling is communicated over the same channel (in-band signaling).
Clear channel capability	A channel able to provide full 64 kb/s for user information transfer.
Client	Intended audience of the WITS 3 contract – current/new/potential customers, GSA & Verizon personnel, contractors and vendors.
CLIN	A Contract Line Item Number (CLIN) is a service, feature, or item of equipment for which a price has previously been established in Section B of the contract. Contrast with items priced as “ODCs” or “Other Direct Costs”.
CO	Central Office – A telephone switching center.
Commit	Customers commit an order to TOPS when they are satisfied that the order is correct and should be processed.
Communications Software	Commercial software systems that provide communication over a modem between a terminal and a host computer.
COR	Contracting Officers Representative –Persons with the designated responsibility for providing contractual direction under the WITS 3contract.

Term	Definition
COTR	Contracting Officers Technical Representative –Persons with the responsibility for providing technical direction under the WITS 3 contract.
Codec	An assembly consisting of a coder and a decoder in the same equipment used to convert analog signals to a digital format for transmission over a digital communication channel and for reconvertng the quasi-digital signal to an analog signal. Contrast with modem.
Collocated	In the same room of the same customer location.
Commercially available	The service, or service-related feature, as applied to a telecommunications service in a geographic area, that is currently provided by one or more entities who are providers of telecommunications services to one or more other entities, independent from the service provider, for their own legal commercial purposes.
Committed Information Rate (CIR)	The maximum rate at which the service provider agrees to transfer data during normal network conditions on a cell- or packet-switched circuit.
Compatibility	A property of systems that allows the exchange of necessary information directly and in usable form. <i>Note:</i> Implies use of identical or compatible protocols.
Competitive Procurement Management System (CPMS)	An inventory billing database
Conclude	An ATM or customer may conclude a committed order after reviewing and, if necessary, changing the order.
Conference calling	A feature that allows a station user to establish a multiparty conference connection.
Confidentiality	The concept of holding sensitive data in confidence, limited to an appropriate set of individuals or organizations.
Constant Bit Rate	CBR is used to support applications, such as voice and video, where a steady flow of information required because variable delays would negatively impact the information content.
Customer	A representative of an authorized agency who purchases WITS 3 products and/or services.
Customer Account	A file in TOPS that maintains a record of all the equipment or service items that are assigned to a customer at a certain station (telephone number).
Customer Account Managers	GSA managers who serve as the points of contact for individual government agencies.
Customer Agency	An agency authorized to order for itself only.
Customer Ordering Official	An official authorized to place orders for other customer accounts.
Customer Premises Equipment (CPE)	Equipment owned, leased, or under the control of the government and physically located at the government's premises.
Customer Relations Management Center	GSA department that assists customers with planning, implementing and maintaining services.
Customer Service Center	WITS 3 center that is the GSA customers' primary point of contact with Verizon for operational issues.

Term	Definition
Cutover	The physical changing of circuits or lines at a telecommunications location from one configuration to another.
Data	The representation of facts, concepts, or instructions in a formalized manner suitable for communication, interpretation, or processing by humans or by automatic means.
Data Call Setup	Provides three methods to set up a data call: 1) data terminal (keyboard) dialing; 2) voice terminal dialing; and 3) dedicated line.
Data line privacy	A feature that protects analog data calls from being interrupted by any of the system's overriding or ringing features.
Data Terminal Equipment (DTE)	Digital end instruments that convert the user information into data signals for transmission or reconvert the received data signals into user information.
Dedicated Transmission Service (DTS)	The private-line transmission of voice, data, or video signals.
Default Dialing	Enhances data terminal (keyboard) dialing by allowing a data terminal user to place a data call to a preadministered destination by simply entering a carriage return at the "Dial" prompt.
Delay	The interval of time between origination and receipt of a signal.
Demarcation point	The point where the service provider brings in the wiring that connects to the customer's telecommunications system.
Designated Agency Representative (DAR)	The DAR is responsible for all service orders and is the only individual authorized to sign and approve WITS 3 service orders (see Section 1).
Dial access code	The digit or digits entered by a user using a switching vehicle to gain access to the WITS 3 network.
Dial pulse	A direct current pulse produced by a telephone instrument interrupting a steady current at a sequence and rate determined by an operator-selected digit and the operating characteristic of the instrument.
Dial Tone Denial	Used in conjunction with Priority Treatment (see Section C.6.1.1), enables critical personnel to make outgoing calls during conditions of severe system overload.
DID/DOD Trunks	Direct Inward Dialing (DID)/Direct Outward Dialing (DOD) trunks connect the customer's WITS 3 with the WITS 3 switch or LEC central office, are associated with a specific block of telephone numbers, and carry the customer's on-net and off-net traffic.
Digit display	A feature that provides the capability of displaying digits at the station.
Digital data	Data represented by discrete values or conditions, as opposed to analog data.
Digital form	A discrete representation of a quantized value of a variable.

Term	Definition
Digital format	The voice or data signals represented by discrete values or conditions.
Digital Signal 0 (DS0)	A digital signal rate of 64 kb/s. The worldwide standard speed for digitizing one voice conversation using Pulse Code Modulation (PCM).
Digital Signal 1 (T1)	A digital signal rate of 1.544 Mb/s.
Digital Signal 3 (T3)	A digital signal rate of 44.736 Mb/s.
Direct Inward Dialing (DID)	The capability of dialing a call from an external party directly to a station without the assistance of an attendant.
Direct Outward Dialing (DOD)	The capability allowing an internal user to place a call to an outside party without the assistance of an attendant.
Digital Trunk	High-capacity channels that carry voice grade local exchange and channel service between the customer's serving central office and the customer's compatible premises equipment.
Directory Assistance	A service that provides the subscriber with access to commercial Directory Assistance services (e.g., 411). Directory Assistance charges are differentiated based on the request for local or national number assistance.
Disconnect	A type of service order that removes items from service and terminates billing even though the items have been accepted. Compare with "cancel."
Disks/Diskettes	A memory system based on rotating disks coated with a magnetic recording medium.
Distinctive call-waiting tones	A feature providing the capability of distinguishing between internal or DID calls based on the call-waiting tones.
Distinctive ringing	A feature providing the capability of distinguishing between internal or DID calls based on the station ringing pattern.
DS0	A North American term for a digital carrier facility that transmits a digital signal at 56 kb/s (in-band signaling) or 64 kb/s (clear channel).
T1	A North American term for a digital carrier facility that transmits a digital signal at 1.536 megabits per second (Mb/s) information rate. A T1 trunk can carry 24 DS0 channels.
T3	A North American term for a digital carrier facility that transmits a digital signal at 43.008 megabits per second (Mb/s) information rate. A T3 trunk can carry 28 T1 channels.
Dual service	A feature providing the capability of temporarily terminating calls to a second line as well as to the primary line.
Dual-Tone Multi-Frequency (DTMF) signaling	A telephone signaling method employing standard combinations of two specific voice band frequencies, one from a group of four low frequencies and the other from a group of four higher frequencies.
Dumb terminals	Have no memory of their own.

Term	Definition
E&M signaling	An arrangement whereby communication between a portion of a circuit and a separate signaling unit is accomplished over two leads: the "E" (or "Ear") lead which receives open or ground signals from the signaling unit, and the "M" (or "Mouth") lead which transmits battery or ground signals to the signaling units.
Effective Authorization Date	A query field in Service@once.
Effective Billing Date	The date on which WITS 3 billing begins and service order closes.
Electronic access	The capability to access information via online access (dedicated or dial-up), E-mail, or facsimile.
Electronics Industries Associations (EIA)	A Washington, DC trade organization of manufacturers which sets standards for manufacture of electronics equipment.
Encryption	A process to convert plain text into an unintelligible form by means of a cryptosystem.
End date	The date on which a recurring service ends.
End-to-end	Telecommunications service from the originating user's terminal to the destination user's terminal.
Enterprise Internetworking	Enterprise internetworking is defined as the ability to communicate electronically from person-to-person, group-to-group, department-to-department, agency-to-agency, or government-to-government as the need arises. See internetworking.
Erlang	A measurement of telephone traffic. One Erlang is equal to one full hour of use, or 60x60=3600 seconds of phone conversation. Traffic measured in 100 call seconds (CCS) can be converted into Erlangs by multiplying by 100 and then dividing by 3600.
Erlang B	A probability distribution to estimate the number of telephone trunks needed to carry a given amount of traffic. Erlang B assumes that, when a call arriving at random finds all trunks busy, it is not immediately retried (the blocked calls cleared assumption).
Exclusive Use trunks	The trunks which connect a customer's WITS 3 with a WITS 3 switch and only carry the customer's external on-net traffic (i.e., traffic to and from other users served by WITS 3), thereby exempting users at that WITS 3 location from usage charges on calls routed over that trunk group.
Extended local calling	The local phone company sometimes offers rate plans to cover an area wider than the local calling area. The rate plans are usually more expensive than the local calling plan but less than the applicable long distance plans.
Extended Superframe Format (ESF)	A T1 or T1 framing standard used in Wide Area Networks (WAN) whereby 24 frames, rather than 12, are grouped together.
Extranet	Connection between Intranets.
Facilities	The transmission, switching, and other network assets used to provide telecommunications services. A facilities-based service provider owns these assets; a reseller does not.

Term	Definition
Feature	A feature is a service function that may be priced separately from the basic price of the service, such as call waiting, call forwarding, etc.
Feature Group D	Also referred to as "equal access," Feature Group D provides trunk-side Local Access and Transport Area (LATA) access, affording call supervision to an Interexchange Carrier and a uniform access code (10XXX).
Federal Communications Commission (FCC)	The FCC is a Federal regulatory agency that was created by the Communications Act of 1934. It regulates the provision of interstate telecommunications services within the United States.
Fiber Distributed Data Interface (FDDI) Network Service (FNS)	A Local Area Network (LAN) service available from the Local Exchange Carrier in several formats, including Ethernet and Token Ring. Access to the LAN is provided through an FDDI interface. Predecessor to Transparent LAN Service (TLS).
Fiber optics	A technology that uses light as a digital information carrier.
Field	A block of information on a computer screen, usually accompanied by a label. Some fields are display-only while other fields will accept new data or changes.
Field Office	An office located at various sites other than an agency's headquarters.
Flexible disconnect, both/either party	The capability to disconnect a call when either or both parties hang up.
Foreign Exchange (FX) Service	A service which enables a subscriber to receive a dial tone from a central office that is outside the subscriber's exchange area.
Four-wire circuit	A transmission circuit that consists of two pairs of two-wire circuits. One pair is used to transmit and the other to receive. A four-wire circuit costs more than a two-wire circuit but provides better reception. All long distance trunks are four-wire circuits. Subscribers can request and pay more to get a four-wire local access connection.
Frame relay	A data communications transmission protocol, similar to packet switching, that is optimized for reliable transport facilities (such as fiber optic transport) that transmit at a low bit-error rate.
FTS	The Federal Technology Service, administered by the General Services Administration, provides domestic and international telecommunications services to government agencies.
FTS2001	The FTS Program comprises many contracts and acquisition activities, of which the Federal Telecommunications System 2001 (FTS2001) is one. The FTS2001 program will provide international telecommunications services using one or more service providers.

Term	Definition
Full-duplex operation	A mode of operation in which simultaneous communication in both directions may occur between two terminals. Contrast with half duplex or simplex operation in which communications occur in only one direction at a time.
Function Key	Any of several keys on the computer keyboard that have been programmed to perform a specific function when pressed. These keys are usually across the top of the keyboard and labeled F1, F2, etc.
Gateway	A network node in a communication network equipped for interfacing with a network using different protocols.
Government Metropolitan Area Network (GMAN)	The Government Metropolitan Area Network operated by GSA using an OC-48 SONET ring that provides voice, video, and data transport services to Federal agencies in the National Capital Region.
Government Service Information Infrastructure	The Government Service Information Infrastructure is a term coined by the National Partnership for Reinventing Government that describes the combined telecommunications, computer, and human resources that support the government's information resources.
Grade of service (GOS)	The probability of a call being blocked during a call attempt, expressed as a decimal fraction, during the busy hour.
Grandfathered	Something that has a right to be a thing or own a thing by reason of it being or owning that thing before laws or rules were introduced to formalize the process.
Ground start	A supervisory signal from a terminal to a switch in which one side of the line is temporarily grounded.
Group dialing plan	A feature that provides the capability to customize the dialing plan (e.g., one- or two-digit dialing) for a defined group of stations within the system.
Hard change Hard copy	Charge for dispatched labor on an order to move service. In telecommunications systems, a permanent reproduction of any part of the data transmitted through the system. The reproduction may be generated by equipment such as teletypewriter pages, facsimile pages, or computer printouts.
Host Computer	The computer in the GSA Zone Office where the TOPS system resides.
Hot Line	Provides for the automatic nondial placement of a call to an endpoint when the originator goes off-hook.
Hunting	The capability to route incoming calls through a series of stations. If the first station is busy, the calls will be routed to the second station in the series, and so on.
Identification	The process that enables recognition of an entity by a system, generally by the use of unique machine-readable user names.
Information Resources Management Services – IRMS	A segment of GSA responsible for information technology.
Immediate Start	A form of trunk signaling where pulsing is required to be received about 120 milliseconds after receipt of the connected signal.

Term	Definition
Implementation	The process of adding new services or changing existing services.
In writing	The term "in writing" refers to a printed, hard-copy form or to a form that is electronically-accessible via online messaging and/or a database. Verbal communication alone is not to be considered "in writing."
Integrated Services Digital Network (ISDN)	A network that provides end-to-end digital connectivity to support a wide range of services, including voice and nonvoice services, to which users have access by a limited set of standard multipurpose user network interfaces, as defined in the CCITT I series. See Basic Rate and Primary Rate.
Integrated Voice Data – IVD	A terminal capable simultaneous voice/data transmission to separate and distinct terminating location.
Integrity	The assurance that the received data has not been altered in an unauthorized manner from the original transmission.
Intercept	The process by which calls which cannot reach their destination are diverted to a station attendant or a recording.
Intercom	The capability to reach another station within an intercom group by dialing one or two digits.
Interconnection	The linking together of systems, which are not necessarily interoperable.
Interexchange Carrier (IXC)	Any service provider offering inter-Local Access and Transport Area (inter-LATA) telecommunications services.
Interlata	Communication between Local Access and Transport Areas (LATAs).
Intermediate Distribution Frame (IDF)	A rack designed to connect cables, usually located in an equipment room or closet, that provides the connection between inter-building cabling and the intra-building cabling; i.e., between the Main Distribution Frame (MDF) and individual terminal wiring.
Internet	A network of networks.
Internet	The combined internets of the world.
Internet Service Provider (ISP)	Internet Service Providers (ISPs) are companies that complete the dial-up connection between your computer's modem and the Internet so that you can "surf" or browse the Web, read newsgroups and send/receive e-mail. The relationship between the customer's ISP and the customer's computer is like the one between the long distance company and the telephone: a customer needs both to connect to the rest of the world.
Internetworking	The process of interconnecting a number of individual networks to provide a path from a terminal or a host on one network to a terminal or a host on another network. The networks involved may be of the same type or they may be of different types. However, each network is distinct, with its own addresses, internal protocols, access methods, and administration.

Term	Definition
Interoperability	The ability of each service provider to effectively and efficiently transfer all information and control data within its own network and between its network and those of other service providers so that a given service offering operates transparently and without performance degradation for users.
Intralata	Communication within a Local Access and Transport Area (LATA).
Intranet	A private network.
Invoice	A due and payable itemized list of goods and services from a contractor which states quantities, prices, charges, and other supporting data needed to verify these charges.
Invoicing	The process of preparing and forwarding a list of charges to the government for services rendered by the contractor.
Item	Anything that can be ordered through the TOPS system.
Jack	A telephone plug designed for use in a fixed location, to which wires of a circuit may be attached.
kB	Kilobyte
kb/s	Kilobits per second
Key Telephone System (KTS)	The terminals and equipment in a customer environment that provide access to a variety of telephone services without attendant assistance.
kHz	Kilohertz
Kilobyte (kB)	The term designating 1000 bytes.
Last number redial	The capability of redialing the last number dialed by pressing a feature code or button.
Lease to Ownership Plan – LTOP	A method of purchasing equipment on a month-to-month basis with the option to buy.
Line	A telephone path associated with a unique telephone number.
Line Hunting	See Hunting.
Link level	The conceptual level of control in data transmission or data processing logic existing in the station that is responsible for maintaining control of the data link.
Local Access and Transport Area (LATA)	The geographical area, under the terms of the Modified Final Judgment, within which a Regional Bell Operating Company is permitted to provide exchange telecommunications services.
Local access connection	The service provided from the subscriber's Service Delivery Point (SDP) to the service provider's central office. It also includes any service provided by the contractor's central office as part of the monthly port service.
Local Area Network (LAN)	A data communications system that (a) lies within a limited spatial area, (b) has a specific user group, (c) has a specific topology, and (d) is not part of the Public Switched Network but may be connected to it.
Local Exchange Carrier (LEC)	A carrier authorized by the state Public Utilities Commission to provide local telecommunications service within a Local Access and Transport Area (LATA). See also LATA and local service.

Term	Definition
Local service	The telecommunications services rendered within a Local Access and Transport Area (LATA).
Location	The physical location within a work site such as a floor number, room number department area, etc.
Location Code	The Location Code (LC) uniquely identifies a building. Also known as Location Group (LG).
Logon	The procedure that is followed by a user in beginning a period of online terminal operation.
Long distance service	The telecommunications services rendered between Local Access and Transport Areas (LATAs).
Loop start	A supervisory signal given by a telephone or WITS 3 after the loop path to the central office is completed.
Maintenance	A service provided by the WITS contract to retain equipment in serviceable condition or to restore it to serviceability. It includes inspection, testing, servicing, and classification as to serviceability, repairs, rebuilding and reclamation.
Maximum Burst Size	Maximum Burst Size is the maximum number of cells that can be passed to the service provider's network in a single burst at a rate that exceeds the Sustained Cell Rate but does not exceed the Peak Cell Rate assigned to the Variable Bit Rate connection.
Megabyte (MB)	The term for 1,048,576 (2 ²⁰) bytes.
Message Unit	A unit of measure for charging usage, based on parameters such as the length of a call, typically a charge per unit time (e.g., per second, per minute).
Message Waiting Indication	A visual or aural indication at a station that a message is waiting.
Metropolitan Area Acquisition (MAA) program	The MAA is a government program for acquiring and providing local telecommunications services to authorized users in localities where there is significant competition in the provision of local telecommunications services.
Microwave	A term applied to radio frequency wavelengths less than 30 centimeters long, corresponding to a frequency of one GHz or greater.
Migration	The process of planning for and transferring services from an existing non-WITS network to WITS 3.
Mileage	The distance in miles between the two end points of a circuit.
Minimum Point of Penetration (MPOP)	The point, normally at the Main Distribution Frame or MDF of a building, where the Local Exchange Carrier's entrance cable is terminated and cross-connected to the inside wiring that serves the building.
Modem	The acronym for Modulator-Demodulator. Modems are used for converting digital signals into quasi-analog signals for transmission over analog communication channels and for reconvertng the quasi-analog signals into digital signals. Contrast with codec.

Term	Definition
Monthly Recurring Charge	The amount of money a customer will be charged every month For a line, feature, or directory listing. This includes the cost of the item and any associated overhead.
Move	A move is a change in the customer's terminal location within the same building.
Multi-line Hunt Group (MLHG)	A group of terminals assigned to a particular hunt group and routed by the switch to idle terminals.
Multi-point	Multiple users on the same physical single loop terminal equipment (maximum of eight).
Multi-Protocol Label Switching (MPLS)	Evolving standard for speeding up IP-based data communications over ATM networks.
Multiple Appearance Directory Numbers	A directory number that is assigned more than once to one or more telephone sets.
Multiple Appearance Preselection and Preference	Provides multi-line appearance voice terminal users with options for placing or answering calls on selected appearance.
Multiplexing	The division of a transmission facility into two or more channels by: (1) splitting the frequency band transmitted by the channel into narrower bands, each of which constitutes a distinct channel (frequency-division multiplexing); (2) by allotting this common channel to several different information channels, one at a time (time-division multiplexing); or (3) simultaneously sharing the frequency and time slots using "orthogonal" digital signals (code division multiplexing).
Narrowband	A data stream, as in narrowband data, narrowband switched services, or narrowband signal, whose digital signal representation has an essential spectral content that is limited to that which can be contained within a voice channel of nominal four-kHz bandwidth.
National Capital Region (NCR)	The NCR includes the District of Columbia; the Maryland counties of Montgomery and Prince Georges; the Virginia cities of Alexandria, Manassas, Fairfax, and Falls Church; and the Virginia counties of Arlington, Fairfax, Loudoun, and Prince William.
National Security/Emergency Preparedness (NS/EP) requirements	The features, as used in this document, that maintain a state of readiness or respond to and manage an event or crisis (local, national, or international) that causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the security of the United States.
NBD additional price	The additional-period price (i.e., the price that applies to a call after the duration exceeds the "initial" period) of a usage-sensitive call made during the Normal Business Day, as defined in Section B.1.3.
NBD initial price	The initial-period price of a usage-sensitive call made during the Normal Business Day, as defined in Section B.
Network	An interconnection of three or more communicating entities and three or more nodes.

Term	Definition
Network Interface Device (MPOP)	A physical point of demarcation between the customer's equipment and the network as defined by the FCC and the Public Utility Commission (PUC).
Networkx	The FTS Program comprises many contracts and acquisition activities, of which Networkx is one. The Networkx program will provide international telecommunications services using one or more service providers.
Night Service	After-hour calls directed to an attendant will be automatically routed to predetermined station numbers.
Non-online Payment and Collection	The payment process available to agencies requiring manual payment processing.
North American Numbering Plan (NANP)	A numbering plan that allows all stations conforming to the 10-digit dialing pattern of the Public Switched Network to be accessed. The pattern is of the form NPA-XXX where NPA equals Numbering Plan Area (Area Code); N = 2-9; P = 0-9; A = 0-9; and X = 0-9.
NPA-NXX	The NPA is the Numbering Plan Area, also known as the area code, and NXX is the designator for the first three digits of a seven-digit local telephone number, known as the Exchange Code, that identifies the serving central office.
NPA-NXX group	A group of NPA-NXXs that are at the same location for distance-sensitive billing purposes.
NT1 – Network Termination	The conversion interface for transmission of a customer's wiring to the network.
NTSC standard	The North American Television Standards Committee standard for the generation, transmission, and reception of television communications where a 525-line picture is the standard vs. the European Phase Alternation Line (PAL) and Systeme Electronique Couleur Avec Memoir (SECAM) systems, which use more lines to form the picture.
Number Portability	A feature enabling the subscriber to keep the same phone number when the telephone service provider changes.
OC-n	Optical Carrier - Type n. For example, OC-1 operates at a line payload rate of 51.840 Mb/s; OC-3 at 155.520 Mb/s; OC-12 at 594.432 Mb/s; and OC-48 at 2.488 Gb/s.
Off-hook time out	The capability of a switch to detect and react to an off-hook condition over a period of time before reception of dialing information or after call disconnect.
Off-net call	A call between two or more stations, at least one of which is connected to a WITS 3 SDP and at least one of which is not.
Off-net location	A location for which WITS 3 services are not being provided as a WITS 3 subscriber.
On Demand	A feature which sets up and terminates packet switching connections.
Online	The electronic availability on demand from a computer-based system without mounting removable media such as magnetic tape or disks.

Term	Definition
Online Payment and Collection (OPAC)	A database system of automatic funds transfer maintained by the U.S. Treasury. OPAC establishes a standardized interagency billing and adjustment procedure via a telecommunications network.
On-net call	A call between two or more stations, each of which is connected to a WITS 3 SDP.
On-net location	A home or office location for which WITS 3 services are being provided to a WITS 3 subscriber.
One-time charge	The amount of money a customer will be charged for on-time (non recurring) service such as labor for installation.
Operator assistance	The live or mechanical assistance by the service provider's operator center for calls completed or billed.
Operator assistance busy line verification	A feature that allows an operator to determine whether a busy line is in use.
Operator assistance busy line verification with interrupt	A feature that allows an operator to break into an existing conversation and converse with one or both parties.
Optical Carrier	A sinusoidal waveform that operates at optical frequencies and is modulated by voice, video, or data signals.
Optically Remote Module (ORM)	An extension of the host switch that is connected by an optical fiber and replicates the line-control functions of the host switch at a remote location.
Other Direct Costs (ODC)	The costs associated with services that are within the scope of the contract but are not priced under the pricing structures provided in Section B.
Outage	A telecommunication service condition wherein a user is deprived of service because of a malfunction of the communication system.
Outside Normal Business Day (ONBD) additional price	The additional period price of usage-sensitive calls made Outside the Normal Business Day (ONBD), as defined in Section B.1.3.
Outside Normal Business Day (ONBD) initial price	The initial-period price of a usage-sensitive call made Outside the Normal Business Day (ONBD), as defined in Section B.1.3.
Overage Charge	Usage charge to be applied if usage exceeds pre-determined monthly thresholds.
Packet	A grouping of a sequence of binary digits in data communication, including data and control signals, that is transmitted and switched as a composite whole. The data control signals, and possibly error control information, are arranged in a specific format. The packet can be of fixed or variable length.
Packet mode	A packet switched operational mode for transferring (transporting and switching) user information through a network without establishing a connection. The packets do not necessarily arrive at their destination in the order they were sent, unlike the circuit mode of transmission.
Packet switching	A system in which messages are broken down into smaller units called packets, which are then individually addressed and routed through the network.

Term	Definition
Paging	Access to radio and multi-zone paging systems by dialing separate access codes from an individual station.
Peak Cell Rate	Peak Cell Rate is the highest available rate of information transfer on a Variable Bit Rate connection, and the continuous cell rate allowed for a Constant Bit Rate connection.
Permanent Virtual Circuit (PVC)	A permanent connection between two CPE devices.
Personal Communications Services (PCS)	Collective term for US mobile telephone services in the 1900 MHz frequency band.
POTS	Plain Old Telephone Service
Point of Presence (POP)	An Interexchange Carrier's point of interface with a Local Exchange Carrier.
Point-to-point	One terminal per ISDN loop.
Post dialing delay	The time from the dialing of the last digit to the moment the phone rings at the receiving location.
Price	The charge for the associated price element.
Price element	The service component to be priced. An offeror may propose more than one price element for each service type/price combination. See the list of eligible price elements listed with the associated prices.
Price per mile	The price per each mile specified in the mileage field.
Primary directory listing	A listing in the telephone directory published by the dominant Local Exchange Carrier in the customer's exchange area of the station number which is designated as the customer's main billing number. It contains the name of the customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the customer.
Primary Directory Number (PDN)	The main telephone number assignment of an ISDN set.
Primary Inter-exchange Carrier (PIC)	The government specified Network/FTS2001 Primary Inter-Exchange Carrier that will be accessed via the Public Switched Network by dialing 1+.
Primary rate	The transmission rate supported by the ISDN primary rate interface, defined on CCITT I.412 as 1,536 kb/s and composed of 23 B (64 kb/s) and one D (64 kb/s) channels.
Privacy	A feature that provides the capability for a user to prevent others from entering into a connection on a multi-appearance line.
Private Branch Exchange (PBX) [WITS 3]	Telephone switching equipment that conforms to the Electronics Industries Association (EIA) standards RS-464 and RS-464-1 and meets FCC registration requirements for interconnection to the Public Switched Network.
Procomm Plus	A commercial software system that provides communication over a modem between a terminal and a host computer.
Protocol	A set of procedures for establishing and controlling communications transmissions.
Provisioning	The act of supplying telecommunications service to a user, including all associated transmission, switching, equipment, software, wiring, value-added services, and support systems.

Term	Definition
Public Switched Network (PSN)	Any common carrier network that provides circuit switched services to public users.
Purchase Order Number (PON)	A number the agency uses to authorize payment for services rendered.
Recertification	The method used to cover equipment for maintenance after a lapse in eligibility has occurred.
Redacted	For purposes of this RFP, edited to remove sensitive material from a document that is provided to the public.
Release	An ATM releases an order and sends the order to a vendor to be filled.
Remote Call Forwarding	Remote Call Forwarding (RCF) is a Central Office (CO) based exchange service. All calls dialed to that number are automatically forwarded to a designated telephone at the customer's actual location. The Central Office Address is always used as the Service Address.
Replaced date	The date on which a quoted price is replaced.
Right-to-Use	The WITS contract states that under certain conditions the government has the indefinite right to use fiber and copper distribution cable, inside wiring, and certain proprietary Verizon and Lucent Technologies, Inc. software.
Robbed-bit signaling	A T1 or T1 signaling mechanism. Bit robbing is the technique to steal bits from the speech path for in-band signaling and use the rest of the bits to create the original electrical analog signal; i.e., the original sound.
Robustness	The WITS 3 network shall be "robust;" i.e., in the event of failure of any system or component, the network will continue to function and will process critical calls. The WITS 3 network shall be sufficiently robust that failure of any single system or component will not cause loss of service to more than 20% of WITS 3 subscribers.
Rotary Dialing	A service that permits rotary pulse dialing rather than push button dialing.
Scalability	The scalability of the WITS 3 network is a measure of the extent it can serve traffic volumes far in excess of those projected in the government's <i>Bid Model</i> that appears in Section J.2.
Scroll	The process of scanning through a list of items, lines, customers, etc. when the data is longer than the screen space available to display it. A user can scroll up the list by pressing the UP key and down the list by pressing the DOWN key.
Service@once	Verizon's online system for service ordering; configuration, facilities, trouble and workforce management; and provisioning under WITS 3.
Service Delivery Point (SDP)	The point at which a service is delivered by the contractor to the user. The SDP is the interface point for the physical or logical delivery of a service, is one of the points at which performance parameters are measured to determine compliance with the contract, and the point used by the contractor to identify the charges for services rendered.

Term	Definition
Service due date	The date when the contractor commits that the service order will be completed.
Service functionality	A service functionality is a basic capability or a feature.
Service order	The means by which GSA Contracting Officer's Representatives (CORs) and agency CORs order, change, cancel, or disconnect WITS 3 services and equipment.
Service-based approach	In a service-based approach, the government delegates responsibility for transmission, switching, and support service functions to a service provider. In a facilities-based approach, the government owns the required network assets or "facilities" and uses them to provided required telecommunications services.
Shared Directory Number	A secondary or analog number shared by two or more terminals.
Shared ISDN PRI D Channel	A PRI configuration in which the D channel is shared (e.g., several PRIs having a 24B+ 0D configuration share a D channel).
Short Message Service (SMS)	Mobile-to-mobile text messaging.
Signaling	The information exchange concerning establishment and control of a connection and management of the network, in contrast to user information transfer.
Signaling System Number 7	An out-of-band digital signaling system used by common carriers for call control.
Signaling Transfer Point (STP)	The STP in a common-channel signaling network is a packet switch that provides for the transfer of signaling messages from one signaling link to another.
Simultaneous Voice/Data	The transmitting, switching ad/or receiving of voice and data over the same lines.
Smart terminals	Contain internal computer memory. An independent PC is a smart terminal.
SONET	A Synchronous Optical Network (SONET) is a fiber optic communication network that transports both asynchronous and synchronous digital signals using the Synchronous Transport Signal (STS) format.
Specification	A document intended primarily for use in a procurement that clearly and accurately describes the essential technical requirements for items, materials, or services, including the procedure by which it will be determined that the requirements have been met.
Speed calling	A feature that allows a station user to reach any of a preselected group of stations by dialing single-digit codes.
Start date	The date on which a service becomes effective and billing begins.
Station	A data terminal or voice terminal used to access a network.
Station Equipment	The telephone set and all associated telephone equipment located at the site.
Station Message Detail Record	A tracking mechanism for tolls, message units and services.

Term	Definition
Station-to-station dialing	A feature that allows a station user to directly dial other stations within the same system without the assistance of the attendant.
Subscriber	One that uses telecommunications service (see User).
Sustained Cell Rate	Sustained Cell Rate is the maximum rate at which Variable Bit Rate cells may be constantly transmitted with a high assurance that no cells will be lost.
Switch Module (SM)	A basic growth application system interface converting signals of external lines and trunks into digital format.
Switched Voice Circuit (SVC)	A connection established only for the duration of the call.
Synchronous transmission	Digital transmission in which the time interval between any two similar significant instants in the overall bit stream is always an integral number of unit intervals.
System Quality Assurance Center (SQAC)	The SQAC, located at the Headquarters of the GSA's National Capital Region, is used by the government to oversee the WITS contractor's compliance with contractual requirements.
T1	The digital service that provides transmission between two stations at an aggregate data rate of 1.544 Mb/s. Also known as T1 service.
T3	The digital service that provides transmission between two stations at an aggregate data rate of 44.736 Mb/s. Also known as T3 service.
Tandem switch	A switch that is capable of interconnecting WITS 3s, end offices, or serving offices.
Telecommunications	Any process that permits the passage of information from a sender to one or more receivers in any usable form by means of any electromagnetic system.
Telecommunications Device for the Deaf (TDD)	Telecommunications equipment adapted for the needs of the hearing impaired (see Text Telephone).
Telecommunications Ordering and Pricing System (TOPS)	TOPS is an integrated telecommunications on-line ordering, processing, and billing system. It is one of GSA's billing initiatives to improve agency-wide telecommunications inventory management.
TOPS Order Number	A unique, sequentially generated number that identifies a customer order entered into TOPS. First three characters – 3-digit telephone system ID Next three characters – 3-digit customer ID Next two characters – fiscal year Last five characters – system-generated sequential number
TOPS VON (vendor order number)	A unique identifier assigned by TOPS to a vendor order.
Teleconferencing	A conference between persons remote from one another but linked by a telecommunications system.
Telephone Inventory Account System (TIAS)	The monthly accounting record of the agencies inventories.
Telephone System	A collection of integrated equipment and services tied together by one or more local switches that are used by many agencies. A telephone system is procured by GSA to provide less expensive service to many customer agencies and may be procured by tariff or contract.

Term	Definition
Text Telephone (TTY)	TTY's are also called teletypewriters. A TTY is a telecommunications device equipped with a typewriter keyboard and a text screen. A TTY allows persons with hearing and/or speech loss to make or receive telephone calls by typing their conversations, via two-way text. The conversation is read on a lighted display screen and/or a paper printout in the TTY.
Terminal/Workstation	A computer terminal is any input/output device (monitor screen and keyboard) use for transmitting information to a host computer.
Three-way conference calling	See conference calling.
Tie trunk	A dedicated circuit linking two WITS 3s.
Traffic	The information moved over a communications channel. A quantitative measurement of the total messages and their length, expressed in calls, Erlangs, one hundred call seconds (CCSs), or other units, during a specified period of time.
Transition	The process of planning for and transferring services from the WITS2001 network to the WITS 3 network.
Transmission Control Protocol/Internet Protocol (TCP/IP)	The language used to exchange data on the internet, usually abbreviated IP.
Transmission facility	The physical wires, amplifiers, and other equipment used to transmit an electrical signal.
Transparent LAN Service (TLS)	High-speed data service using a shared fiber network to allow for the interconnection of Local Area Networks (LANs) across selected metropolitan areas. Formerly offered as FDDI/FNS.
Trouble	Failure of a system or circuit or item of equipment or software to perform to specification.
TSP Level Change	The change from one to another of five Telecommunications Service Priority (TSP) levels.
TSP Provisioning	The priority installation of a new circuit.
TSP Restoration	A term which establishes and maintains a restoration priority for a circuit.
Two-Wire Circuit	A transmission circuit composed of two wires - signal and ground - used to both send and receive information. SVS local access connections are generally two-wire circuits.
Type D Set	An AT&T ISDN-type terminal with management function performed by the switch. Also includes directory numbers.
Usage Charge	The contractor may assess usage charges for specified WITS 3 services and features. In some cases, a charge per unit time (e.g., per six seconds, one minute, 15 minutes) is allowed, this charge may be higher for the Initial Period than for each Additional Period. In other cases, only a charge per call is allowed.

Term	Definition
User	One that uses telecommunications service (see Subscriber).
Value-Added Service	A service that extends the basic service, such as Video Conferencing Service over Asynchronous Transfer Mode Service or Frame Relay Service over Dedicated Transmission Service.
Vanity number	A directory number that can be dialed using a meaningful alphanumeric representation.
Variable Bit Rate	A Variable Bit Rate is a flow of information that is bursty. Used to support applications such as e-mail where a Constant Bit Rate is not required.
Vendor	A private company in the business of supplying products and services to the government and/or to private industry.
Virtual circuit	A communication arrangement in which data from a source user may be passed to a destination user over various real circuit configurations during a single period of communication.
Virtual Local Area Network	An internetworking arrangement in which a logically separate Local Area Network functions as though it were part of the client's Local Area Network.
Voice mail	A voice messaging system.
Voice over Internet Protocol (VoIP)	Technology for transmitting voice calls over IP-based networks. Also called IP telephony.
Wink start	A short-duration off-hook signal.
Wireless Application Protocol (WAP)	Protocol that enables Internet services to be delivered to mobile devices.
WITS contract	The prior Washington Interagency Telecommunications System (WITS) contract was awarded to Chesapeake and Potomac Telephone Company (now Verizon) by GSA on January 12, 1989 and expired on January 11, 1999. The contract provided specified local telecommunication products and services to authorized customers in the National Capital Region.
WITS program	The Washington Interagency Telecommunications System (WITS) program provides voice, video and data telecommunications services to Federal agencies in the National Capital Region.
WITS 3 contract	The contract superseding the WITS2001 contract. Information regarding the WITS 3 contract is available on the World Wide Web at http://www.verizon.com/wits3 .
WITS 3 line	The service which provides a WITS 3 subscriber with a single, voice-grade telephonic communications channel. The functional requirements of a WITS 3 line and a Centrex-like line are similar.
Work Site	The physical location where work takes place such as product installation.
Workstation	The physical location where work takes place such as product installation.

Term	Definition
X.25	The ITU recommendation that specifies the interface between user data terminal equipment and packet-switched data terminating equipment.
xDSL	A generic name for a Digital Subscriber Loop (DSL), a form of transmission over a local access connection whereby the bit rate to the subscriber is much higher than the bit rate from the subscriber. See also ADSL.

6.2 Acronyms

3G	Abbreviation for Third Generation Wireless
5ESS	Electronic Switching System Number 5
AAA	Authentication, Authorization, and Accounting
ABC	Agency Bureau Code
AC	Access Concentrator
ACB	Agency Clustered Building
ACD	Automatic Call Distribution
ACO	Administrative Contracting Officer
ADM	Add/Drop Multiplexer
ADSL	Asymmetric Digital Subscriber Loop
AE	Account Executive
AIN	Advanced Intelligent Network
AIU	Access Interface Unit
ALS	Advanced Logic System
AM	Account Manager
AM	Administrative Module
AMA	Automatic Message Accounting
AM	Account Manager
AMCU	Audio Multipoint Control Unit
AMS	Automated Management System
ANI	Automatic Numbering Identification
ANSI	American National Standards Institute
AOMS	Automated Order Management System
ARS	Automatic Route Selection

AS	Autonomous System
ASCII	American Standard Code of Information Interchange
ASP	Aggregated System Procurement
ATDNet	Defense Advanced Research Projects Agency's Advanced Technology Demonstration Network
ATIS	Alliance for Telecommunications Industry Solutions
ATM	Asynchronous Transfer Mode
ATMF	Asynchronous Transfer Mode Forum
ATMS	Asynchronous Transfer Mode Services
ATP	Acceptance Test Plan
ATS	Audio Teleconferencing Services
ATSC	Advanced Television Systems Committee
AU	Access Unit
AWG	American Wire Gauge
AWT	Actual Work Time
B@o	Bill at Once
B Channel	A 64 kb/s bi-directional digital equivalent of two analog lines.
BAC	Billing Account Code
BAN	Billing Account Number
BECN	Backward Explicit Congestion Notification
BGP	Border Gateway Protocol
BICI	Broadband Interconnection Interface
BICSI	Building Industry Consulting Service International
BISDN	Broadband Integrated Services Digital Network
BLF	Busy Lamp Field
BOAC	Billing Office Accounting Code
BRCS	Business and Residence Customer Service
BRI	Basic Rate Interface
BSS	Business Support Service
BTN	Button
BWM	Broadcast Warning Message
CH EKTS	Call Handling Electronic Key Telephone system

CAD/CAM	Computer Aided Design/Computer Aided Manufacturing
CAM	Customer Account Manager
CAT3	Category 3
CAT5	Category 5
CBR	Constant Bit Rate
CBS	Contract Billing System
CCI	Customer Care Index
CCITT	Consultative Committee on International Telephone and Telegraph
CCS	Hundred Call Seconds
CDMA	Code Division Multiple Access
CD-ROM	Compact Disc, Read Only Memory
CDPD	Cellular Digit Packet Data
CDQ	Customer Driven Quality
CDR	Call Detail Report
CDRL	Contract Data Requirements List
CDVT	Cell Delay Variation Tolerance
Centrex	Tariffed Telephone Service
CF	Call Forwarding
CGI	Common Gateway Interface
CIA	Central Intelligence Agency
CIC	Carrier Identification Code
CID	Caller ID
CIR	Committed Information Rate
CIX	Commercial Internet Exchange
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CLIN	Contract Line Item Number
CLST	Closet
CM	Communication Module
CM	Contract Manager
CNE	Customer Network Engineering
CNI	Common Network Interface

COAPS	Contract Accounts Processing System
CO	Central Office
Codec	Coder/DECoder
COOP	Continuity of Operations Planning
COR	Contracting Officer's Representative
COS	Class of Service
COTR	Contracting Officer's Technical Representative
CPE	Customer Premises Equipment
CPMS	Competitive Procurement Management System
CRC	Cyclic Redundancy Check
CR	Communications Representative
CRMC	Customer Relations Management Center
CSC	Customer Service Center
CS	Consultative Services
CSD	Circuit Switched Data
CSDS	Circuit Switched Data Services
CSR	Customer Service Record
CSU	Channel Service Unit
CSV	Circuit Switched Voice
CTX	Centrex
DAR	Designated Agency Representative
DARPA	Defense Advance Research and Planning Agency
DC	District of Columbia
DCE	Data Communications Equipment
DCP	Digital Communications Protocol
DCR	Dynamically controlled routing
DCS	Digital Cross—connect System
DCTN	Defense Consolidated Telecommunications Network
DDD	Direct Distance Dialing
DDS	Digital Data Services
DFS	Dark Fiber Service
DID	Direct Inward Dialing

DISA	Defense Information Systems Agency
DISN	Defense Information Systems Network
DIU	Digital Interface Unit
DIX	Digital Internet Exchange
DLC	Digital Loop Carrier
DLCI	Digital Link Control Identifier
DNS	Domain Name Service
DoD	Department of Defense
DOD	Direct Outward Dialing
DOID	Delivery Order Identification Code
DOJ	Department of Justice
DOSS	Delivery Order Support System
DOTTS	Department of Treasury Telecommunications Services
DP/ DTMF	Dial Pulse/Dual Tone MultiFrequency
DPA	Delegation of Procurement Authority
DP	Dial Pulse
DQDB	Distributed Queue Dual Bus
DRAL	Disaster Recovery Access Line
DS0	Digital Signal Level 0
T1	Digital Signal Level 1 (2,3 for a digital carrier system)
DSC	Data Services Center
DSL	Digital Subscriber Line
DSN	Defense Switched Network
DSS	Direct Station Select
DSU	Data Service Unit
DSX	Digital System Cross-Connect
DTE	Data Terminal Equipment
DTE	Dedicated Transmission Equipment
DTMF	Dual Tone Multi—Frequency
DTS	Dedicated Transmission Services
DTS-W	Defense Telecommunications Service -Washington
DWDM	Dense Wave Division Multiplexing

E2S2	End to End Single Source
EADAS	Engineering and Administration Data Acquisition System
EAIU	Expansion Access Interface Unit
ECP	Engineering Change Proposal
ECS	Enterprise Communications Service
EDI	Electronic Data Interchange
EDS	Electronic Data Systems
EDS	Electronic Directory Services
EIA	Electronic Industries Association
EO	Executive Order
EPA	Environmental Protection Agency
EPL	Ethernet Private Line
ESF	Extended Super Frame
ESP	Essential Service Protection
ESS	Electronic Switching System
ESS	Electronic Switching System
EXNet	Energy Sciences Network
FAR	Federal Acquisition Regulation
FCC	Federal Communications Commission
FDDI	Fiber Distributed Data Interface
FECN	Forward Explicit Congestion Notification
FIPS	Federal Information Processing Standards
FIRMR PBX	Federal Information Resources Management Regulation Private Branch Exchange
FIRMR	Federal Information Resources Management Regulation
FISFC	Federal Information Systems Forecast Conference
FNS	FDDI Network Services
FNW	FDDI Network Service
FOA	First Office Application
FRACAS	Failure Reporting and Corrective Action System
FRAD	Frame Relay Access Device
FR-F	Frame Relay Forum

FRS	Frame Relay Service
FSO	Free Space Optical
FTP	File Transfer Protocol
FTR	Federal Telecommunications Recommendation
FTS	Federal Technology Service
FTS 2001	Federal Telecommunications System 2001
FWTS	Federal Wireless Telecommunications Service
FX	Foreign Exchange
Gb/s	Gigabits per second
GD	Government Data Services (Class of Service)
GDIXC	Government Designated Interexchange Carrier
GDR	GSA Designated Representative
GES	Gigabit Ethernet Service
GETS	Government Emergency Telephone Service
GMAN	Government Metropolitan Area Network
GPS	Global Positioning System
GS	Government Services (Class of Service)
GSA	General Services Administration
GSM	Global System for Mobile communication
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HRF	Human Relations Factors
HTML	Hyper Text Markup Language
HTTP	Hyper Text Transfer Protocol
HUD	Housing and Urban Development
HVAC	Heating Ventilation Air Conditioning
IAB	Internet Activities Board
IAC	Intelligent Application Center
IAS	Internet Access Services
IBM	International Business Machines
IBT	Intellilight Broadband Transport
IC	InterLATA Carriers

ICB	Intelligent Channel Bank
IDF	Intermediate Distributing Frame
IDIQ	Indefinite Delivery, Indefinite Quantity
IDP	Individual Dialing Plans
IDSR	Intelligent Dedicated SONET Ring
IETF	Internet Engineering Task Force
IMA	Intelligent Messaging Architecture
IMAP	Internet Messaging Access Protocol
IMTC	International Multimedia Teleconferencing Consortium
INC	International Carriers
IOF	Interoffice Facilities
IOP	Input/Output Processor
IOS	Interoperability Standard
IP	Internet Protocol
IPM	Inside Plant Module
IPR	In Progress Review
IPT	Integrated Product Team
IPSec	Internet Protocol security
ISCP	Integrated Services Control Point
ISD	Instructional System Design
ISDM	Instructional System Design Model
ISDN	Integrated Services Digital Network
ISP	Internet Services Provider
IT	Information Technology
ITD	Internet Standards
ITU	International Telecommunications Union
IVR	Interactive Voice Response
IXC	Interexchange Carrier
kb/s	Kilobits per second, also Kbps
LAN	Local Area Network
LASS	Local Area Signaling Services
LATA	Local Access Transport Area

LC	Location Code
LCM	Line Configuration Module
LDAP	Lightweight Directory Access Protocol
LEC	Local Exchange Carrier
LFACS	Loop Facility Assignment Control System
LG	Line Group
LG	Location Group
LOC	Location
LP	Location Portability
LRQA	Lloyd's Register for quality Assurance
LTOP	Lease To Ownership Plan
MAE	Metropolitan Area Exchange
MAN	Metropolitan Area Network
MAT	Maintenance Administration Terminal
MB	Megabits
MBS	Maximum Burst Size
Mb/s	Megabits per second, also Mbps
VERIZONAS	Multi-Channel Intelligent Announcement System
MCU	Multipoint Control Unit
MDF	Main Distribution Frame
MDW	Marketing Data Warehouse
MEM	Managed Electronic Messaging
MFOS	Multifunctional Operating System
MIB	Management Information Base
MIME	Multipurpose Internet mail Extension
ML	Messaging Lines
MLHG	Multi-Line Hunt Group
MMF	Multimode Fiber
MMI	Man-Machine interface
MOA	Memorandum of Agreement
MOU	Minutes of Use
MOSMS	Mobile Originated Short Messaging Service

MPC	Multi-Point Control Unit
MPLS	Multi-Protocol Label Switching
MPN	Manufacturer's Part Number
MPOP	Minimum Point of Penetration
MS	Main Station
ms	milliseconds
MSA	Metropolitan Statistical Area
MSG	Message Switch
MSM	MultiServices Module
MTBF	Mean Time Between Failure
MTTR	Mean Time To Repair
MUX	Multiplexer
MWI	Message Waiting Indication
MX	Mail Exchange
NAC	Network Administration Center
NANP	North American Numbering Plan
NAP	Network Access Point
NASA	National Aeronautical and Space Administration
NAVICP	Naval Inventory Control Point
NAVSEA	Naval Sea Systems Command
NCR	National Capital Region
NCS	National Communications System
NCT	Network Control and Timing Link
NE	Network Element
NEAR	National Electronic Accounting and Reporting System.
NEBS	National Electrical Building Standards
NECA	National Electrical Contractor Association
NIC	Network Interface Card
NID	Network Interface Device
NISPOM	National Industry Security Program Operating Manual
NIST	National Institute of Standards and Technology
NIUF	North American ISDN Users Forum

NMA	Network Management Architecture
NMF	Network Management Forum
NMS	NetCare Messaging Services
NNTP	Network News Transfer Protocol
NOC	Network Operations Center
Non-OPAC	Non-Online Payment and Collection (manual payment)
NPA	Number Planning Area
NSAC	Network Service Assurance Center
NS/EP	National Security/Emergency Preparedness
NSPMP	Network Switching Performance Measurement Plan
NTMOS	Network Traffic Management Operating System
NTMS	National Telecommunications Management Structure
NUWC	Naval Undersea Warfare Center
NXX	Central Office Prefix
OA&M	Operations, Administration and Maintenance
OASIS	Office Automation System and Information Service
OC1	Optical Carrier 1 (3, 12, 48 etc.)
OC	Optical Carrier
ODC	Other Direct Cost
ODD	Operator Distance Dialing
ODLC	Optical Digital Loop Carrier
OEM	Original Equipment Manufacturer
OIR	Online Insertion and Removal
OLTM	Optical Line Terminating Multiplexer
OMB	Office of Management & Budget
OPAC	Online Payment and Collection
OPM	Outside Plant Module
OPT	Office of Priority Telecommunications
ORM	Optical Remote Module
OSHA	Federal Occupational Safety and Health Agency
OSI	Open System Interconnection
OSP	Outside Plant

OSS	Operational Support System
PBS	Public Building Services
PBX	Private Branch Exchanges
PC	Personal Computer
PCI	Peripheral Component Interconnect
PCVERIZONA	Personal Computer Memory Card International Association
PCR	Peak Cell Rate
PCS	Personal Communications System
PDN	Primary Directory Number
PHONES	Powerful Hints One Needs for Excellent Service
PHS	Public Health Services
PMI	Preventive Maintenance Inspection
PMO	Program Management Office
PMSS	Program Management Support System
PNS	Private Network Service
POC	Point of Contact
PON	Purchase Order Number
POP	Point of Presence
POP3	Post Office Protocol v3
POTS	Plain Old Telephone Service
POTS	Purchase of Telecommunications Services
PPP	Point-to-Point Protocol
pps	Packets per Second
PRI	Primary Rate Interface
PSN	Public Switched Network
PSTN	Public Switched Telephone Network
PU	Peripheral Unit
PUBS	Publications
PVC	Permanent Virtual Circuit
QAM	Quality Assurance Manager
QAP	Quality Assurance Plan
QoS	Quality of Service

RCDD	Registered Communication Distribution Designer
RDBMS	Relational Database Management System
RFC	Request for Comments
RFDO	Request for Delivery Order
RFP	Request for Proposal
R-G	Robbins-Gioia
ROI	Return on Investment
RSVP	Resource Reservation Protocol
S@o	Service at Once
SABT	SONET Access Broadband Transport
SALT	SONET Access Loop Termination
SAR	Systems Analysis Report
SCM	Service Center Management
SCR	Sustained Cell Rate
SCR	System Change Report
SC	Solutions Center
SDLC	Subscriber Digital Loop Carrier
SDN	Shared Directory Number
SDP	Service Delivery Point
SIC	Service Initiation Charge
SJ	Smart Jack
SLC96	Subscriber Loop Carrier-96
SLG	Service Level Guarantee
SM	Switching Module
SM	System Manager
SMDR	Station Message Detail Record
SMDS	Switched Multimegabit Services
SME	Subject Matter Expert
SMILE	Successfully Managing Irrate Callers with Lasting Effects
SMP	Switching Module Processor
SMS	Short Messaging Service
SMS-C	Short Message Service Center

SMTP	Simple Mail Transport Protocol
SNA	System Network Architecture
SNAL	Subscriber Network Access Line
SNMP	Single Network Management Protocol
SOM	Service Order Menu
SONET	Synchronous Optical Network
SOW	Statement of Work
SPID	Service profile Identifier and Directory
SPOC	Single Point of Contact
SPP	Service Provider Portability
SQAC	System Quality Assurance Center
SS7	Signaling System 7
STD	Specifications of Internet Standards
STP	Signal Transfer Point
STS	Synchronous Transport Signal
SURVIVIR	Surveillance and Visual (V) Reporting system
SVC	Switched Virtual Circuit
SVC	Switched Voice Circuit
SVS	Switched Voice Service
T&M	Time and Materials
TCIF	Telecommunications Industry Forum
TCM	Trunk Capacity Management
TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
TDD	Telecommunications Device for the Deaf
TDM	Time Division Multiplexing
TEA	Technical Engineering Analysis
TESP	Telecommunications Electric Service Priority
THIS	Trouble Handling Information Systems
TIA	Telecommunications Industry Association
TIAS	Telephone Inventory Account System
TIP	Telecommunications Improvement Project

TIRKS	Trunk Integrated Record Keeping System
TLS	Transparent LAN Service
TNM	Telecommunications Network Management
TOPS	Telecommunications Ordering and Pricing System
TQM	Total Quality Management
TS	Teleconferencing Services
TSB	Technical Systems Bulletin
TSC	Technical Subcommittee
TSI	Time Slot Interchanger
TSIU	Time Slot Interchange Unit
TSP	Tactical Sales Plans
TSP	Telecommunications Service Priority
TSPS	Traffic Service Position system
TSS	Telecommunications Services Sector
TTS	Text to Speech
UAWG	Universal ADSL Working Group
UBR	Unspecified Bit Rate
UBS	Unclassified but Sensitive
UDP	User Datagram Protocol
UL	Underwriters Laboratories
UGMT	User Group Management Terminal
UGTM	User Group Telecommunications Managers
UNI	User-to-Network Interface
USA	User Security Access
USDA	United States Department of Agriculture
USOC	Universal Service Order Code
UTP	Unshielded Twisted Pair
VBR	Variable Bit Rate
VCC	Virtual Channel Connection
VCI	Virtual Channel Identifier
VCS	Virtual Circuit Switch
VCSC	Verizon Customer Service Center

VDSL	Very-high-rate Digital Subscriber Loop
VDT	Video Display Terminal
VoIP	Voice over Internet Protocol
VP	Vice President
VPC	Virtual Path Connection
VPI	Virtual Path Identifier
VPN	Virtual Private Network
VS	Voice Services
VTC	Video Teleconferencing
VtoA	Voice Telephony over ATM
VTS	Video Teleconferencing Services
VTS	Voice Teleconferencing Services
WAH	Work at Home
WAM	WITS 3 Account Manager
WAN	Wide Area Network
WAP	Wireless Application Protocol
WASP	Washington Area Switch Procurement Program
WATS	Wide Area Telecommunication Service
WDM	Wave Division Multiplexing
WIC	Wide-Area Network Interface Card
WITS	Washington Interagency Telecommunications System
WITS2001	Washington Interagency Telecommunications System 2001
WITS 3	Washington Interagency Telecommunications System 3
WTIC	Washington Telecommunications Interagency Committee
WWW	World Wide Web
X.25 Packet	Protocol allowing multiple users simultaneous host access
xDSL	(any) Digital Subscriber Loop
XIWT	Cross Industry Working Team

Attachment A: Additions to Clients Guide

SERVICE PROVISIONS FOR OPTICAL TRANSMISSION SERVICES

1. Customer Responsibilities.

1.1 With respect to each Customer-designated location, Customer is responsible for taking all steps necessary to interconnect the Service at such location, including the payment of associated interconnection costs and those associated with Customer personnel, the securing of rights-of-way, and the furnishing of electrical power, heating, ventilating and cooling. The selection of AC or DC power must be mutually agreed to by Customer and Verizon.

1.2 Customer also undertakes (without limitation) to, obtain, install and maintain all equipment, materials and supplies necessary to interconnect terminal equipment or communications system of the Customer, or any third party acting as its agent ("Customer Equipment"), to the Service, as well as fulfillment of the following: (a) secure all licenses, permits, and other arrangements necessary for interconnection; (b) make necessary arrangements in order that Verizon will have access to such locations at reasonable times for installing, testing, repairing or removing the Service; (c) protect the privacy of any communications carried over Verizon's or its affiliate's facilities; (d) ensure that Customer Equipment is properly interfaced with the Service and that emit signals that: (i) are of the proper mode, bandwidth, power, data speed and signal level for the intended use of the Customer; (ii) are fully compliant with the generally accepted minimum protective standards of the telecommunications industry as endorsed by the FCC; and (iii) do not damage Verizon or its affiliates' facilities, injure their personnel or degrade service to other Verizon customers or that of its affiliates.

1.3 If Customer (or its agent, contractor, or user) fails to maintain and operate Customer Equipment properly, with resulting imminent harm to Verizon's network, Verizon personnel or other Verizon services, Verizon may, upon written notice, require the use of protective interface equipment at Customer's expense. If this action fails to produce satisfactory quality and safety results, Verizon may, immediately upon written notice, suspend the Service without liability. During any such period of suspension, any credit allowance for Service interruptions set forth herein does not apply. Customer shall also reimburse Verizon for damages to Verizon facilities caused by the negligence or willful act of Customer, resulting from Customer's improper use of the Customer Equipment or the Service.

1.4 The Services may be connected with the services or facilities of other carriers. Verizon may, when authorized by Customer and agreed to by Verizon, act as Customer's agent for ordering facilities provided by other carriers to allow such connection of Customer's locations to Verizon's network or to the network of an underlying carrier or service. Customer is responsible for all charges billed by other carriers in connection with the use of Service. Any special equipment or facilities necessary to achieve compatibility between carriers are the sole responsibility of Customer.

1.5 Customer must notify Verizon of any interruption of Service. Before giving such notice, Customer shall ascertain that the trouble is not being caused by any action or omission of Customer and is not in the Customer Equipment.

1.6 Customer is solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of Services.

1.7 Neither Customer nor its agents, subcontractors, third parties or users may rearrange, disconnect, move, remove, modify, or attempt to repair any facilities or Service provided by Verizon, other than by connection or disconnection to any interface means used, without the prior written consent of Verizon.

1.8 Customer is responsible to perform any error detection and error correction of data generated by Customer Equipment. Verizon assumes no responsibility for the quality of the signal generated by the Customer or any Customer Equipment and will deliver the signal to the receiving location in the same format and condition as generated by Customer.

1.9 Facilities: Additional charges may be required if suitable facilities are not available to provide optical products at any location, or if any additional work, services, or quantities of optical products are provided. In the event installation of additional network facilities is required to provide optical products, Verizon will inform Customer of such additional charges, and Verizon will install such facilities only upon mutual written agreement of the parties to such additional charges. If Customer does not agree to pay such charges, then the optical products will not be provided.

1.10 Interstate Certification: Customer warrants and represents that more than ten percent (10%) of the traffic transported over the optical products service provided herein is interstate in nature.

2. Service Limitations.

2.1 The Service may not be used for any unlawful purpose.

2.2 The facilities used to provide the Service will be exclusively of Verizon's choosing. Verizon may at any time substitute facilities used to provide the Service, or it may substitute comparable service for the Service being provided to Customer. Verizon facilities and equipment placed on Customer premises that are utilized by Verizon to provide Service remain the property of Verizon. Such facilities must be returned to Verizon by the Customer, whenever requested, within a reasonable period following the request in as good condition as reasonable wear will permit.

2.3 Verizon's provision of Service is subject to authorization to operate in the jurisdiction(s) where the Services are provided. The obligation of Verizon to provide Service is dependent upon its ability to procure, construct, and maintain facilities that are required to meet Customer's order for service. Verizon will make all commercially reasonable efforts to secure the necessary facilities, providing such Service will not adversely affect Verizon's services.

2.4 Verizon reserves the right to perform network upgrades as required to maintain the Service performance. Verizon will make reasonably commercial efforts to perform these upgrades during the hours of 11 PM and 7 AM local time and to provide notice to Customer.

Verizon reserves the right to perform maintenance at any time, at its discretion, when it believes such unscheduled maintenance is necessary to maintain Service or network performance.

2.5 Common carrier interstate services that may be used with the Service will be provided pursuant to tariff rates, terms, and conditions of applicable tariffs or WITS 3 Contract.

2.6 No license (other than the limited license to use) is granted by Verizon nor may any be implied or arise by estoppel, with respect to the service.

2.7 The use and restoration of Service during emergency conditions will be performed consistent with Section C.6 of WITS 3 Contract.

3.2.1.1.1 Service Level Guarantee Performance

An optical service is interrupted when Customer's data traffic cannot be transmitted or received over the contractor's network solely because of a failure of a facility provided by the contractor to furnish the optical service ("Service Interruption"). A Service Interruption period starts when the Customer reports the interruption to the contractor personnel. Customer shall be eligible for a credit of 100 percent (100%) of the MRC for each affected facility for a Service Interruption period that exceeds one minute. Customer must request such credit from the contractor in writing within 30 days following such Service Interruption in accordance with the instructions of the contractor. Only one such credit per affected facility is allowed in a single month's billing period.

No credits will be granted for:

1. Service Interruptions caused by the negligence of the Customer or a third party.
2. Service Interruptions caused by the failure of power, equipment, systems, facilities or Services not provided by the contractor.
3. The period of time during a Service Interruption when the contractor or its representatives are not afforded access to the premises where the optical service is terminated.
4. The period of time during a Service Interruption when the Customer has released the optical service to the contractor or its representative for maintenance, optical service rearrangement, or the implementation of a Customer service order for a change in the optical service during the time that was negotiated with the Customer prior to the release of that such service. Thereafter, a credit allowance applies as set forth above.
5. The period of time during a Service Interruption when the Customer has chosen not to release the optical service for testing and/or repair.
6. A Service Interruption which continues because the Customer has failed to authorize replacement of any element of new construction following the receipt of written notification by the contractor of the need for such replacement. The period for which no credit allowance is made begins on the seventh day after the customer receives the contractor's written notification of the need for such replacement and ends on the day after receipt by the contractor of the Customer's written authorization for such replacement.

7. A Service Interruption caused by a force majeure event.

Provisioning and installation of optical facilities will not begin until the Customer and Verizon mutually agree on the service design and configuration. The Customer is responsible to identify and disclose to Verizon any conditions (including but not limited to, the need for conduit construction on Customer's property and additional site preparation work on Customer's property) that might be affected by or might affect the installation of the optical service.

The following pricing note applies to 3- and 5-year pricing arrangements for DSR service:

In the event this plan is disconnected within the first 24 months, 100% of the MRC for the unused portion of the first 24 months and 25% of the MRC for the remaining months of the plan is the formula that shall be applied. If plan is disconnected after the first 24 months, 25% of the MRC for the remaining months of the plan is the formula that shall be applied. Refer to Section 3.0 of the pricing instructions for billing information.

Attachment B:

SPECIAL CONDITIONS APPLICABLE TO E911 SOLUTIONS

E911 software is a cloud-based solution that enables customers to register end user telephony device locations in a remotely hosted computer so that Emergency 911 calls from a particular device can be routed to the correct Public Service Answering Point (PSAP) for dispatch of emergency assistance to the device's precise location. Verizon may offer similar solutions from various suppliers under WITS 3 to accommodate customer choices and preferences for this commercially available software solution.

1. Regardless of supplier the E911 solution is subject to the following conditions:

1.1 It is the customer's responsibility to understand and comply with 911 emergency calling laws.

1.2 This solution enables 911 calling from telephones connected to the customer's existing PBX equipment and from IP telephony devices that remotely connect to the customer's network using client software provided as part of this solution.

1.3 End Users may not use their IP telephony devices for 911 calling from a location that is different from the registered device location.

1.4 IP-enabled 911 calling from a wireless device is prohibited. Native 911 calling from the wireless device is required.

1.5 Customer is responsible for instructing End Users on the various restrictions of this solution.

1.6 Customer is responsible for accuracy of location information registered using this solution.

1.7 Customer assumes all risks, including injury and death for it or its end users' failure to comply with the various restrictions of this service offering.

1.8 Customer assumes all risk for failure to comply with operational requirements of this service offering.

1.9 Verizon will only be liable for loss of customer data resulting from Verizon's willful misconduct or gross negligence.

1.10 Verizon will be liable for any direct damages resulting from its solution functioning improperly, with such direct damages not exceeding the contract price of the solution. In no event will Verizon be liable for any consequential, special or incidental damages, including lost savings, arising under or related to this solution, even if Verizon has been advised of the possibility of such damages.