SECTION 1 - DEFINITION OF TERMS AND ABBREVIATIONS

Acceptance and Confirmation - Written acknowledgment to Customer that an Application for Service has been accepted by Verizon Select Services Inc.

Access Arrangement - Any equipment or access facility necessary to interconnect Customer's voice/data/video equipment to a Carrier Point of Presence for transmission purposes.

Additional Period - Unit of time used for measuring and charging for a connection in excess of the Initial Period.

Alternate Operator Service (AOS) - Resold Operator Service generally provided via a pay phone which has been presubscribed to Carrier.

Application for Service - Customer request in the form of standard Carrier order that provides applicable service description, technical data and pertinent information that allows Verizon Select Services Inc. to design the network facilities for Customer and its authorized users.

Authorization Code - Numerical code, one or more of which are available to Customer to enable it to access Carrier's network, and which are used by Carrier both to prevent unauthorized access to its facilities and to identify Customer for billing purposes.

Authorized user - Person, firm or corporation authorized by Customer to be connected to Customer through private line facilities.

Automatic Number Identification (ANI) - Refers to the calling telephone number identification, which will be forwarded to Carriers' network by the Local Exchange Company (LEC) as a call is placed. (N) (N)

B8ZS - Bipolar with eight zero substitution (B8ZS) is a line coding technique which permits DS-0 and DS-1 transmission with more than 15 consecutive zeros. B8ZS supports 64 Kbps clear channel transmission.

Bandwidth - In Hertz, the approximate size of the channel or termination and represents the difference between the highest and lowest frequencies of a band.

Bit - Smallest unit of information in a binary system of notation.

Bits per second (Bps) - Number of Bits transmitted in a one second interval.

Calling Card - Billing arrangement by which a call may be charged to an authorized calling card account.

Carrier - Verizon Select Services Inc.

SECTION 1 - DEFINITION OF TERMS AND ABBREVIATIONS (Continued)

Central Office Connection - Connection between local access facilities and Carrier service components for facilities.

Channel - Electrical transmission path for two-way communications.

Clear Channel Capability - Allows Customer to utilize 64 Kbps per DS-0 channel by allowing DS-0 or DS-1 transmission independent of the number of consecutive zeros or pulse density.

Collect Call - Billing arrangement by which the charge for a call is assessed upon the called station.

Contract Service Arrangement - Agreement in which Carrier provides services under specific terms and conditions of this Tariff.

Conversation Minutes - Begins when the called party answers, as determined by answer supervision, and end when either party disconnects.

Customer - Company, individual, or other entity that orders or uses service and is responsible for the payment of charges due and for compliance with Carrier's tariff regulations.

Customer Dialed Direct Station-to-Station - Service by which the person originating the call dials the telephone number desired, the message is connected without the assistance of an Operator, and the message is billed to the originating number.

Customer Premise - Customer or user's premises, including Customer designated non-Carrier premises.

Customer-Provided Access - Access arrangement where Customer assumes responsibility for ordering, coordinating, maintaining and payment of local loop charges to applicable provider. (N) (N)

Data - Information represented as characters in digital or analog form to which meaning can be assigned.

Database Routing - Used to specify routing based on either the digits a caller enters on the keypad or the caller’s automatic number identification.

Department - Massachusetts Department of Telecommunications and Energy.

Digital Transmission - Information transmitted using digitally encoded signals.

SECTION 1 - DEFINITION OF TERMS AND ABBREVIATION (Continued)

DS-0 - Facilities provide for the two-way transmission of isochronous bipolar serial data at a rate of 56/64 Kbps.

DS-1 - Facilities provide for the two-way transmission of isochronous bipolar serial data at a rate of 1.544 Mbps.

DS-3 - Facilities provide two-way transmission of isochronous bipolar serial data signals at 44.736 Mbps. The service can be provided with either an optical or electrical interface as specified by Customer.

Enhanced Routing - Provides routing and control features which Customer may utilize by Voice Intelligent Network - Enhanced Toll Free. The routing features may be combined to create a customized routing plan for each Enhanced Routing number. Command Routing can be utilized to activate alternate routing plans by placing a call to designated Carrier personnel.

Entrance Facility - Physical circuit arrangement which connects an Entrance Site to a Carrier Point of Presence.

Entrance Site - Location of Carrier's transmission facilities from which services can be provided for Customer to any other Entrance Site or Point of Presence.

Ethernet - A local area network used for connecting devices within the same building. (N)

Facility (or Facilities) - Any item or items of communications plant or equipment used to provide or to connect to specialized services.

Full Service - Includes all components from one Customer premise to another Customer premise. This includes local access facilities and any network components covered in this Tariff. Carrier is responsible for ordering, installation, maintenance, coordination, repair, billing, and test and turn up of the service from premises to premises. Customer is responsible for accurate information pertaining to ordering, repair, contact information, billing and product specific requirements.

Initial Period - Minimum unit of time for which a rate is charged for a connection between given points.

Interactive Toll Free (IVR) - Allows callers to access information in Customers computer database and to receive that information using an ordinary touch-tone phone. This system also enables callers to execute certain transactions without the intervention of customer service personnel.

InterOffice Channel - Private line service element that connects two central offices or Points of Presence.

Local Access Facility - Channel provided by the local telephone company or alternative provider to connect Carrier's Point of Presence to Customer's location.

Local Telephone Company - Company which furnishes exchange telephone service.

Local Access and Transport Area (LATA) - Defined geographic area within which the local telephone company provides telephone services and/or facilities.

SECTION 1 - DEFINITION OF TERMS AND ABBREVIATION (Continued)

Main Billed Account - Customer name, address and account number to which charges are billed.

Multipoint - Private line service that connects three or more central offices.

Network Interface - Demarcation point on Customer's premise that defines the end of the supplier's responsibility.

Office Connection - Private line service element that interconnects channels and other service elements to a central office, including access connections and function connections.

Operator - Automated or live operator.

Operator Assisted Person-to-Person - Service by which the person originating the call asks the Operator to reach a particular person, mobile station, or location.

Operator Assisted Station-to-Station - Service by which the person originating the call asks the Operator to connect to a particular number.

Point of Presence (or POP) - Location in Carrier's system where local access facilities connect to an interexchange carrier's network.

Presubscription - An arrangement whereby a Customer may select and designate Carrier as the carrier they wish to access, without an access code, for completing intraLATA and/or interLATA calls.

Real Time ANI – Refers to the delivery of calling party ANI to Customers using the Real Time ANI feature.

Service - Any or all service(s) provided by Carrier pursuant to this Tariff.

Service Period - Service date to Customer requested end date.

Serving Wire Center - Physical location within a Service Wire Center area used to determine mileage sensitive rates.

STS-1 – Synchronous Transport Signal level 1, basic rate (51.840 Mpbs) and associated byte interleaved multiplex structure that all SONET products are based on, equivalent to a DS3. (N) (N)

Sub-Minute Rating - Method of charging for a connection in which the appropriate rate is assessed for an Initial Period of 18 seconds and for each Additional Period of six seconds thereafter.