

Effective: December 1, 2008

DEFINITIONS

Certain terms and phrases used in the following Product Guide have the meaning as given in the Definitions set forth below:

Abandoned Service

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

Advanced Credit Management (ACM)

A process whereby the Company will establish credit limits for new and existing customers. The customer may also designate their own credit limit provided that limit does not exceed the limit established by the Company. (See Schedule Cal. P.U.C. No. D&R, Rule No. 5)

Applicant

An individual or concern making application to the Company for telephone service or installation of facilities.

Authorized Equipment

Registered or grandfathered customer-provided equipment authorized for connection to the telecommunications network in accordance with the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations or of the California Public Utilities Commission's certification program General Order 138.

Authorized User

A person, firm, or corporation (other than the customer) on whose premises an exchange service, special access line (SAL) or a private line termination is located and who is authorized to communicate over the service according to the terms of the schedule. An authorized user must be specifically named in the order for service.

Automatic Bank Payment (ABP)

An option available to customers to enable payment of telephone bills automatically. The customer's bank, savings and loan or credit union account is debited each month for the amount owing on their telephone bill. Twelve days after the monthly telephone statement is issued, the payment is deducted from the customer's account.

Auxiliary Line

An additional individual line from the same central office to the same premises as the main individual line and associated therewith.

Effective: December 1, 2008

DEFINITIONS

Base Rate or Rate Area

A specific area within an exchange wherein individual and party line business and residence service and private branch exchange system service is furnished without the application of mileage charges.

Base Rate Point

A designated point within an exchange area for which base rates apply.

Battery Power

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

Baud

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

Billed Number Screening (BNS)

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

Blanket Agency Form

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

Bridging

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

Bridging Wire Center

The Company designated wire center in which bridging is accomplished.

Effective: December 1, 2008

DEFINITIONS

Building

A nonmobile ground supported structure intended to give protection from the elements and usually enclosed by a system of essentially continuous exterior walls. A building may contain more than one premises. Carports, driveways, passageways, patios or similar connecting elements not intended for occupancy, covered or not, do not create a single building.

Abutting structures having common hallways above ground level, occupied by a customer or his personnel as a permanent work location and appearing to function as one entity, are treated as a single building.

A pier or wharf for mooring one or more boats is treated as a single building.

A trailer pad improved for regular use is treated as a single building.

For provision of service connection facilities, each of several single occupancy "Townhouse" living units constructed on a separate lot within a continuous property is treated as a separate building.

A building may be subdivided by one or more interior walls preventing passage between portions of the building, as in a row of business establishments. All portions of a building need not have single owner-ship as in a condominium.

Buried Cable

A cable designed for use in underground construction and utilized in extending the Company's telephone plant.

Business Service

Exchange service furnished to individuals engaged in a business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, hotels receiving individual or party line service, and individuals conducting any business or practicing a profession having no other office than their residence and where the actual or obvious use of the service is principally or substantially of a business, professional or occupational nature.

Effective: December 1, 2008

DEFINITIONS

Central Office

A switching office unit by means of which telephone stations may be connected to one another.

CENTRAL OFFICE AREA

A specific portion of an exchange area served by a particular central office.

CENTREX SERVICE (See also Private Branch Exchange Service)

The term "primary line" as used in connection with Centrex Service denotes a line capable of receiving direct in-dialed calls and capable of direct out-dialing of calls.

The term "extension line" (additional termination of a primary service) as used in connection with Centrex Service denotes a line connected to the same telephone number terminal as the primary line with which it is associated.

The term "customer location" as used in connection with Centrex Service denotes space occupied by the customer in a building or buildings located on the customer's continuous property.

The term "customer primary location" as used in connection with Centrex Service denotes the customer location at which attendant positions are installed for the purpose of receiving incoming directory number traffic. The term "Company premises" as used in connection with Centrex Service denotes space which is owned by the Company.

CERTIFIED EQUIPMENT

Denotes customer-provided ancillary and data equipment that has been issued a registration number by the Public Utilities Commission of the State of California and said number has been permanently affixed to the certified equipment by means of an identification plate.

Certified equipment may be connected to the telecommunications network through a connecting arrangement.

CHANNEL

The electrical communications path provided by the Company between two or more points of terminations in the Company's offices, furnished by wire, radio or a combination thereof, (or photonic communications path in the case of fiber optic based transmission systems).

CIRCUIT

SEE CHANNEL

COAM

Customer-owned and -maintained

Effective: December 1, 2008

DEFINITIONS

COINLESS CUSTOMER-OWNED PAY TELEPHONE (COPT)

Coinless COPT is a pay telephone that employs call processing capabilities, either internal to the instrument or through remote call processing capabilities, and is capable of receiving payment by means other than coin. Coinless COPT telephones may also accept coins.

COIN SERVICE

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

COMMUNICATIONS SYSTEMS

Denotes facilities which are capable, when not connected to exchange or message toll service or private line services, of two-way communications between customer-provided terminal equipment or Company stations.

CONTINUOUS PROPERTY

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

The three basic types of Continuous Properties are:

Single-tenant commercial in which one owner or tenant occupies all buildings.

Mixed commercial and residential (e.g., buildings with both commercial and residential space or campus type configurations such as colleges and military bases) in which a mixture of business and residential uses exists.

Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

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

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

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

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

Effective: December 1, 2008

DEFINITIONS

CONTRACT

The term "Contract" refers to the service agreement between a customer and the Company under which facilities for communication between specified locations, for designated periods, and for the use of the customer and the authorized users specifically named in the contract are furnished in accordance with the provisions of the Company's terms and conditions in this Product Guide.

COORDINATING FACILITIES

The term "Coordinating Facilities" denotes those used for communication between stations on program networks to enable the customer to pass information necessary for the proper handling of his programs.

CONTRIBUTION IN AID OF CONSTRUCTION TAX

Specific information and applicability in Schedule Cal. P.U.C. No. D&R, Rule No. 2.

COORDINATING FACILITIES

The term "Coordinating Facilities" denotes those used for communication between stations on program networks to enable the customer to pass information necessary for the proper handling of his programs.

CUSTOMER

The person in whose name the service is furnished as evidenced by the signature on the application or contract for that service, or in the absence of a filed instrument, by the receipt and payment of bills regularly issued in his name regardless of the identity of the actual user of the service.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Private Line Service)

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

Effective: December 1, 2008

DEFINITIONS

DATA ACCESS ARRANGEMENT

Denotes a protective "Connecting Arrangement" for use with the network control signaling unit to permit the transmitting and/or receiving of signals that have been converted from data signals to voice frequency signals by customer-provided data sets. The protective "Connecting Arrangement" may be located either on the customer's premises and/or at the Company's option, in the Company's central office building.

DATA SET OF DATA SUBSET

Denotes a facility which converts data signals to voice frequency signals for sending and converts voice frequency signals to data signals for receiving.

DEMARCATON OF EXCHANGE FACILITIES

The regulated network point of demarcation is at the protector or standard network interface (SNI), if installed, all facilities beyond that point, will be considered the responsibility of the customer.

DIAL TELEPHONE SERVICE

Service by means of a telephone system in which the central office equipment is of the automatic or machine-switching type and in which the customer's telephone is equipped for originating calls therefrom.

DIRECT CONNECT SERVICE

Allows automatic dialing of calls to a preselected telephone number when the telephone handset is taken off-hook.

DIRECT ELECTRICAL CONNECTION

Denotes a physical connection of the electrical conductors in the communication path.

DIRECTORY LISTING

Essential information in the telephone directory whereby telephone users may ascertain the telephone numbers of a customer's service.

DISTRIBUTION FACILITIES

The Company's cables, wires and associated supporting structures and appurtenances, located in dedicated streets and utility easements, designed to serve more than one property and extending from the serving central office to the points of connection with service connection facilities. (See Line Extension and Service Connections)

DISTRIBUTION TERMINAL

A connecting block. A base with terminals or connecting strips used to interconnect wires, cables, or cords.

DEFINITIONS

DISTRICT AREA

A specific portion of an exchange area served by a particular central office or by a group of central offices common only to that portion, and for which there is a designated principal central office.

DUPLEX SERVICE

Provides for simultaneous transmission in both directions.

ELECTION SERVICE

New or additional service or facilities for use in connection with a Federal, State or local election campaign for political office, including fund raising activities, or in connection with a proposition, bond, initiative, or any other matter which is on, or may be on, an election ballot.

EMERGENCY

A situation which exists when serious sickness, public safety, necessity or war conditions are involved.

EQUALIZATION

Equipment and services furnished to broaden the range through which transmission of approximately uniform level may be attained.

EXCHANGE

Consists of one or more central offices, usually located in the same city, town or village, forming a local system providing local service between customers in the city, town or village, or contiguous thereto, at rates established for that area.

EXCHANGE AREA

The total area within which the Company holds itself out to furnish exchange telephone service from central offices serving that area.

EXCHANGE MESSAGE

A completed telephone call or telephonic communication between primary exchange services in the same local service area except messages between toll points.

EXCHANGE SERVICE

Telephone service furnished between customers within an exchange area.

Effective: December 1, 2008

DEFINITIONS

EXTENDED SERVICE

Exchange service available to customers in a particular exchange area for communication throughout that exchange area and other designated areas in accordance with the provisions of this Product Guide.

EXTENSION STATION (Additional Termination of a Primary Service)

An additional termination of a primary service both of which use the same circuit to the central office, or in the case of the private branch exchange, the extensions to the primary terminations.

FARMER LINE SERVICE OR COOPERATIVE RURAL SERVICE

Farmer line service or cooperative rural service is exchange service furnished in the suburban or farmer line area where the lines are built, owned and maintained by individuals and join the Company's line at the boundary of the primary rate area or the city limits. In case the latter boundary is located a greater distance from the central office than the former, the connection of these lines with the exchange serving them is made at the Company's central office and the customers are exchange customers.

FLAT RATE SERVICE

Unlimited exchange service furnished for a fixed periodic charge.

FOREIGN EXCHANGE SERVICE

Exchange service furnished by means of a circuit connecting a customer's premises with a central office in an exchange area other than that in which the premises is located.

Effective: December 1, 2008

DEFINITIONS

HARMFUL MATTER

"Harmful Matter" as defined in California Penal Code, Section 313, means matter, taken as a whole, which to the average person, applying contemporary statewide standards, appeals to the prurient interest, and is matter which, taken as a whole, depicts or describes in a patently offensive way, sexual conduct and which, taken a whole, lacks serious literary, artistic, political or scientific value for minors.

"Matter" includes live or recorded telephone messages when transmitted, disseminated or distributed as part of a commercial transaction.

"Minors" means any person under 18 years of age.

HERTZ

An electrical term meaning one cycle per second.

IMMEDIATE FAMILY

A group of persons, related either by blood, marriage or adoption.

INDIVIDUAL LINE SERVICE

Exchange service furnished by means of a central office line or circuit assigned for use for one primary service only.

INFORMATION ACCESS SERVICE

A serving arrangement which enables a customer to offer a pre-recorded announcement or interactive program to clients (callers) by dialing an IAS telephone number for a charge.

INFORMATION PROVIDER

The customer of the Company who subscribes to the Company's Information Access Service and/or Information Calling Service Transport and provides a recorded audiotex or videotex service for callers to access.

INFORMATION PROVIDER BLOCKING

The Company's customer's ability to block access to Information Calling Service (900) and Information Access Service (976).

Effective: December 1, 2008

DEFINITIONS

INTERFACE

Denotes the junction of point of interconnection between customer-provided equipment and the facilities of the Company.

INTERFACE (Private Line Service)

Denotes that point on the premises of the customer or authorized user at which provision is made for connection of other than Company-provided facilities to facilities provided by the Company.

LARGE TELEPHONE ACCOUNTS

An account for which the average monthly billing account is \$10,000 per month. This would include composite accounts, but would not include a sum total of all bills paid by one business entity.

LINE EXTENSION

Line extensions consist of overhead or underground extension of existing distribution facilities to new service connections and exclude additions to plant along existing telephone facilities. (See Distribution Facilities and Service Connections)

LIVE PROGRAM

An Information Calling Service offering which allows a caller to join a live conversation with one or more other parties.

LOCAL SERVICE

Exchange service available in a particular exchange area for communication throughout that exchange area.

LOCAL SERVICE AREA

An area within which are located the primary services which customers may call at exchange rates, in accordance with the provisions of this Product Guide. The local service area may include the whole or a part of an exchange area, or parts or all of two or more exchange areas.

Effective: December 1, 2008

DEFINITIONS

MEASURED RATE SERVICE

A telephone service, the charges for which are based upon a basic monthly charge plus an additional fixed charge applicable to each exchange unit.

MEMBER OF A FIRM OR BUSINESS

Individuals, firms, companies or associations engaged in the same business or profession on one premises, receiving service from the same facilities, are considered as members of a firm or business if the individuals or members of the firms, company or association file a joint income tax return and also if any individual member of a firm, company or association substantially participates in the earnings of his fellow members of such firm, company or association.

MESSAGE RATE SERVICE

A telephone service, the charges for which are based upon a basic monthly charge plus an additional fixed charge applicable to each outgoing message.

MOBILEHOME PARKS

A mobilehome park, is defined as any area or tract of land where two or more mobilehome lots accommodate manufactured homes or mobilehomes and (1) which is subject to the permit to operate requirements under the Mobilehome Parks Act (Health and Safety Code Section 18200, et.seq.) or (2) that (a) is owned, operated and maintained by a government entity, (b) is for residential occupancy by the public and (c) is not used for government employee housing or occupancy.

In addition, employee housing within the definition of the Health and Safety Code Section 17008, regardless of the number of employees does not constitute a "mobilehome park" unless such employee housing is incidental to the operation of the mobilehome park and such park is otherwise subject to the permit to operate requirement under the Mobilehome Parks Act.

Effective: December 1, 2008

DEFINITIONS

NETWORK CONTROL SIGNALING

Denotes the transmission of signals used in the exchange and toll network which perform functions such as supervision (control, status, and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of the central office equipment in the exchange and toll network.

NONRECURRING CHARGE (NRC)

The initial charge made under certain conditions to cover all or a portion of the cost of installing Network Services.

OPTIONAL PREFIX SERVICE

A prefix furnished within an exchange or district area but, at the request of the customer, served from a central office which is not the serving central office as designated by the Company.

OWNERSHIP

1. Property owner/Landlord/Agent: The owner of real property who occupies, leases or rents property for residential or commercial purposes, or the owner's authorized representative.
2. Tenant: A person or entity paying rent to occupy or use real property owned by a landlord for residential or commercial purposes.

Effective: December 1, 2008

DEFINITIONS

PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

PERSONALIZED TELEPHONE NUMBER (PTN)

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

PREMISES

1. A room or portion of a room of a building occupied by the customer or the customer's personnel for his exclusive business or residential use.
2. A group of rooms which are contiguous, on the same floor or on separate floors occupied exclusively by the customer or the customer's personnel.
3. When the customer occupies more than one building and the buildings are connected by an enclosed walkway, under exclusive control of the customer, which is capable of handling pedestrian traffic and necessary wiring, the buildings so connected will be considered as one premises subject to compliance with 2. above.
4. A mobile home, boat, room, apartment or that portion of an individual house or building entirely occupied by an individual or by one family, or jointly occupied by two or more individuals functioning as one domestic household. Private garages, patios, servants quarters which are part of the customers domestic establishment and used as part of his residence if located on the same continuous property and not separated from the residence by a public thoroughfare.

Effective: December 1, 2008

DEFINITIONS

PRINCIPLE CENTRAL OFFICE

The term Principal Central Office refers to the central office in a single office exchange or district area, or to that office (usually the toll office) of a multioffice exchange or district area which is designated as such for (1) the purpose of measuring local channel mileage and (2) termination of an interdistrict area or interexchange channel and its connection to a Local Loop.

PRIVATE BRANCH EXCHANGE SERVICE

Inward Dialing Service is a type of private branch exchange service which provides for direct access, without the intervention of the attendant, from the exchange system to station lines of the inward dialing system.

Centrex Service is a type of private branch exchange service which provides inward dialing service.

PRIVATE LINE NETWORK

Two or more private line units of the same type which are permanently connected, or may be connected by a switching arrangement.

Effective: December 1, 2008

DEFINITIONS

PROGRAM

Any live or recorded service furnished by an Information Provider and/or Sponsor by which the Company's customer can access Information Calling Service and/or Information Access Service.

PROMOTIONAL ITEMS/SWEEPSTAKES

The Company may occasionally give away promotional items at trade shows or other promotional events. The Company may also conduct contests and/or sweepstakes with prizes funded by the Company. The value of the prizes will not exceed a nominal dollar value per contestant.

PUBLIC NEWS CUSTOMER

Public News Customers include public news associations which collect or disseminate general news for publications, newspapers, magazines, periodicals, and other publications, of general circulation which collect, disseminate, or publish general news for the information of the public. "General News" includes a balanced account of current events, public announcements, information relating to finance, science, commerce, religion, civic or other public organizations, and all like information of general public interest.

PUBLIC TELEPHONE SERVICE

A nonlisted, noncustomer exchange service provided for the convenience of the public at locations designated by the Company. This service is deregulated with FCC Docket No. 96-128.

RATE AREA

See Base Rate Area

Effective: December 1, 2008

DEFINITIONS

RATE CENTER

The designated point within an exchange or district area which is used in computing mileage for application of interexchange mileage rates.

RECORDED PROGRAM

An Information Access Service and/or Information Calling Service offering which allows callers to access an Information Provider's Audiotex or Videotex Program.

REGISTERED EQUIPMENT

Terminal equipment, multiline terminating systems, and protective circuitry which comply with and have been approved in accordance with the registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

RESIDENCE SERVICE

Residence service is exchange service furnished customers where the actual or obvious use is for domestic purposes.

ROOM

Space in a building surrounded by walls or closed partitions provided the opening, if any, between the top of such walls or partitions and the ceiling is less than two feet.

SALES REPRESENTATIVE (See Sales Agency Program)

A Company approved vendor contracted to market, on a commission basis, Network and Exchange Services in accordance with authorized rates, charges, terms and conditions as set forth in the Company's Product Guide.

SALES AGENCY PROGRAM (See Sales Representative)

The Sales Agency Program allows a Company authorized Sales Representative (vendor) to market, on a commission basis, within geographical area designated by the Company, Network and Exchange Services at rates, charges, terms and conditions as set forth in the Company's Product Guide. A Company authorized Sales Representatives may also be compensated for sale of the Company Services under the G. O. 96-A contract process.

Effective: December 1, 2008

DEFINITIONS

SALES AGENCY PROGRAM - Continued

Each Sales Representative must sign a Verizon Authorized Sales Representative Agreement. The Sales Representative shall meet all requirements and standards as set forth in the agreement and failure to do so shall result in termination of the vendor from the plan at the option of the Company.

The Company shall receive a letter of authorization signed by the Sales Representative and applicant/customer or a Blanket Agency Form to represent such application/customer in regard to their telephone service. This accommodation does not remove the responsibility of the applicant/customer for payment of service, usage or adherence to other terms and conditions set forth in the Company's Product Guide.

A customer who is represented by an authorized Sales Representative shall retain the same remedial rights against the Company as if the services were subscribed to directly from the Company.

Once the customer order is received by the Company a confirmation letter will be forwarded, by the Company, to the customer. The confirmation letter shall also state that the customer has been informed of their remedial rights against the Company, including the ability to file a complaint as set forth in Schedule Cal. P.U.C. D&R Rule No. 12, Disputed Bills.

Authorized Sales Representatives will receive compensation for the marketing of Network and Exchange Services as specified by the Company. For each network service offered in the Sales Agency Program, commissions paid by Verizon California, Inc. to authorized sales representatives may not exceed 50% of the annual recurring revenue for the service sold, nor may the commission paid by Verizon California, Inc. to sales representatives exceed Verizon California, Inc.'s own costs to sell the service.

SEMPUBLIC SERVICE

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

SERVICE AREA

A specific portion of an exchange area served by one or more central offices as shown on exchange maps in this Product Guide.

Effective: December 1, 2008

DEFINITIONS

SERVICE CONNECTION

Wire or cable, and associated underground supporting structure where used, from the point of connection with the Company's distribution facilities to the point of connection with the network device at the building served. A service connection serves only the continuous property on which it is located. An incidental segment may be located in the adjacent dedicated street or Utility easement.

(See Distribution facilities and Line Extensions.)

SERVICE CONNECTION CHARGE

A charge intended to cover in part certain operating expenses incident to the establishment of telephone service and the connection of the service with the network system.

SERVICE POINT (PRIVATE LINE SERVICE)

The term "Service Point" when used in connection with customer-provided communications channels denotes the point on the customer's or authorized user's premises where channels provided by or furnished to the customer are terminated on a standard network device.

SERVICE TERMINAL

The term "Service Terminal", when used in connection with Series 5000 Telpak Channels and Services and Series 8000 Wideband Service Channels denotes the facilities required for terminating the interexchange channel.

SIGNAL SOURCE

A location at which signals are supplied to a local distribution system or an interexchange system.

SINGLE SERVICE (HALF DUPLEX)

Single service (half duplex) provides for transmission alternately in either direction or for transmission on one direction only

Effective: December 1, 2008

DEFINITIONS

SPECIAL ACCESS LINE

A "Special Access Line" consists of the facilities including special transport and special access lines terminating on a standard network device without intermediate switching arrangements.

SPECIAL ACCESS SERVICE

Special Access service is that of furnishing the requisite facilities and channels to enable the customer and authorized users to communicate between specified locations, subject to the availability of such facilities and at rates and conditions set forth in the applicable schedule.

SPECULATIVE PROJECTS

Projects involving oil wells, mining operations, stock or other promotional schemes, club membership or other drives, sales campaigns, resorts, business ventures when experience shows that they are of a type subject to frequent sale or in which the proprietor has only a minor financial interest, and other projects which present more than the usual liability of loss.

SPONSOR

A Sponsor subscribing to the Company's Information Calling Service Transport, offers a live program and provides the bridging equipment.

STANDARD TRANSMISSION LIMITS

Standard transmission limits used herein means an airline distance of one-half mile measured from the primary termination on a network device.

SUBDIVISION

Improved or unimproved land under a definite plan of development where in it can be shown that there are reasonable prospects within the next three years for five or more nontemporary appearances of primary or trunk lines at a density of at least one per acre.

SUBSCRIPTION

The only manner and process by which an Information Provider and/or Sponsor may furnish caller access to programs providing messages containing harmful matter.

Effective: December 1, 2008

DEFINITIONS

SUPERSEDURE

Allowed except when otherwise indicated in this Product Guide.

Exchange Service

The transfer of an entire service, including the telephone number(s), from a customer to an applicant with no interruption of service and no change in the service.

Special Access Service

The transfer of a customer's Special Access service from the customer to the applicant with no change in type or location of Special Access channels.

TELEPHONE MESSAGE

A completed call or telephonic communication.

TELEPHONE SERVICE

A service including both exchange and toll service.

TEMPORARY DISCONNECT

A service is temporarily disconnected when service is denied by the Company, but the telephone facilities are held available for the customer of the service.

TEMPORARY SERVICE

In connection with Special Access, service furnished for a period of less than one month.

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

DEFINITIONS

TIE LINE

A channel connecting two network devices serving private branch exchange systems within one exchange for the purpose of interconnection.

TOUCH CALLING SERVICE

A service arrangement permitting use of customer telephone instruments equipped with keys/buttons, each of which generates a distinctive tone, for the origination of calls, Touch Calling service is offered for use with customer lines served from a central office equipped to furnish the service.

TRACT OR SUBDIVISION

Improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for five or more primary lines at a density of at least one per acre.

TRANSPORT CHARGE - INFORMATION PROVIDER/SPONSOR

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

TRENCHING COSTS

Cost of excavating, backfilling and compacting, and, where necessary, cost of breaking and replacing pavement and of restoring landscaping.

TRUNK LINE

A telephone circuit from one central office unit to another or between a network device serving a private branch exchange system and a Company central office.

UNDERGROUND SUPPORTING STRUCTURE

Conduit, manholes, handholes, and pull boxes where and as required plus trenching costs as defined above.

VOICE SERVICE

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

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Effective: December 1, 2008

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