Glossary

•Access Connection

Access Connection provides the physical connection of the Access Local Loop to the Company's POP and the coordination of the Access Local Loop with that of the IOC.

•Access Coordination

Access Coordination is the functions performed by the Company for the coordination of the maintenance, trouble shooting and repair of the Access Local Loop.

•Access Line

A local channel for voice, data, or video communications which connects the Customer location to a location of the Company or its underlying carrier or service provider.

•Access Local Loop

A dedicated line and related facilities that connect the Customer location to the Company's Point of Presence (POP). Access Local Loop facilities are attached at both ends of an end-to-end circuit.

•Account

An Account is established for a Customer who has agreed, orally or in writing, to honor the terms of service established by the Company. An Account may have more than one service or telephone number and/or telephone numbers billed to the same Customer address. An Account may include multiple locations for the same Customer.

•Account Code

A numerical code, assigned to the Customer, to enable the Company to complete calls as authorized by the Customer. Multiple Account Codes may be assigned to the Customer.

•Agency Coordination

Agency Coordination are the functions performed by the Company acting as the customer's agent for the design, ordering, installation, pre-service testing and service turn-up of an Access Local Loop. When acting as the Customer's agent, the Company will design the service based on standard engineering considerations. These considerations may not produce a minimum price configuration.

Glossary, (Cont'd.)

•Aggregator

Any person or other legal entity that may be a Customer and, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises, for interstate or international telephone calls using a provider of operator services.

•Authorization Code

A pre-defined series of numbers to be dialed by the Customer upon access to the Company's system to identify the caller and validate the caller's authorization to use the services provided and to identify the Customer for billing purposes. The Customer is responsible for charges incurred through the use of his or her assigned Authorization Code. An example of an Authorization Code is a Travel Card account number and personal identification number.

•Business Customer

A Business Customer is a Customer of the Company whose primary use of the Company's service is for business purposes. A Business Customer is also a Customer who accesses the Company's service using an access line that has been assigned a business class of service by the local service provider.

•Calling Card Call

A Calling Card Call is an operator assisted or automated call placed by a Customer where the call charges are billed to a local telephone company issued authorization code rather than to the originating or terminating telephone number.

•Carrier Identification Code (CIC)

A unique three (3) or four (4) digit code assigned to a carrier and used to identify that carrier to the Local Exchange Carrier and for placing calls on a non-presubscribed basis.

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•Collect Call

A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

Glossary, (Cont'd.)

•Company

Verizon Long Distance LLC unless stated otherwise. (C)

•Consumer

A person who is not a Customer initiating any in-state, interstate, or international telephone calls using operator services.

•Conversation Minutes

For billing purposes calls are billed based on Conversation Minutes, which begin when the called party answers, as determined by answer supervision, and end when the calling party disconnects.

•Customer

Any person, firm, partnership, corporation or other entity which subscribes to or uses service under the Company's terms and conditions. The Customer is responsible for the payment of charges for service offered by the Company which are subscribed to or used by the Customer. The Customer is also responsible for payment of charges for a third person's use of service to which the Customer subscribes.

•Incomplete Call

An incomplete call is a call in which the called station does not answer, or a person-to-person call in which the station does not answer or the requested person is unavailable, or a collect call for which the called party refuses to accept the charges.

•Initial and Additional Period

The Initial Period denotes the interval of time allowed at the rate specified for a connection between given service points. The Additional Period denotes the interval of time used for measuring and charging for time in excess of the Initial Period.

•International

Calls and related charges for calls to international countries or areas outside the United States and its territories.

Glossary, (Cont'd.)

•Interoffice Channel (IOC)

The IOC is the dedicated transport facility between the Company's points of presence.

•LATA

Local access and transport area. A geographic area established by the US District Court for the District of Columbia in Civil Action No. 82-0192.

•Long Distance Message Telecommunications Service (LDMTS)

Basic long distance telecommunications services offered by the Company.

•Minimum Monthly Charge (MMC)

A charge to an account that does not meet a specified minimum total amount for a particular service. The MMC will be charged only when actual charges for the account are less than the MMC for the month in question.

•Minimum Spend Level (MSL)

A charge to an account that does not meet a specified minimum total billing during the billing period for a particular service. The MSL will be charged only when the actual charges for the account during the billing period are less than the MSL for the billing period in question.

•Monthly Recurring Charge (MRC)

A charge that may be associated with a particular service that requires a charge each month for the service.

•Non-Recurring Charge (NRC)

A charge that may be associated with a particular service that is billed on a one-time basis, (i.e. service connection charges).

•Operator Station Call

A service whereby the Customer places a call, other than a Person-to-Person call, with the assistance of an operator (live or automated).

Glossary, (Cont'd.)

•Person-to-Person Call

A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached.

•PIC

Primary Interexchange Carrier. The default carrier selected by the Customer to complete long distance calls when the user dials 1 or 01, plus the destination telephone number, without first dialing an access code.

•Point-Of-Presence (POP)

The actual (physical) location at which the network of the underlying carrier is accessed within the state or LATA.

•Premium Termination

Premium Termination may include: international calls that terminate to wireless telephones, pagers, personal computers and personal digital assistants (PDA's), international calls that require satellite technology and international calls to chat lines or other information services such as 900-type numbers. Premium Termination may result in additional or increased charges as reflected in the applicable Product Guide.

•Residential Customer

A Residential Customer is a Customer of the Company whose primary use of the Company's service is for personal use in a house, apartment or other residential dwelling. A Residential Customer is also a Customer who accesses the Company's service using an access line that has not been assigned a business class of service by the local service provider.

•Service Agreement

This agreement describes the terms and conditions for services that were previously provided in accordance with tariffs that the Company filed with the Federal Communications Commission as well as services that you may order in the future.

•Service Guides

These guides contain the specific service descriptions, terms and conditions, prices and charges associated with calling plans and special offers available to Customers.

Glossary, (Cont'd.)

•Sub-Minute Rating

Consists of an initial period rated at the appropriate initial period rate. Each increment thereafter is rated at the appropriate additional period rate, which is less than one full minute.

•Term Plan

A service arrangement under which the Customer makes a minimum term and/or revenue commitment for the Company's Services.

•Terminal Equipment

Telecommunications devices, apparatus and associated wiring on the Premises that is owned and/or operated by the Customer or a third party.

•Third Party Billing

A billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

•United States

The forty-eight contiguous states, the District of Columbia, Alaska, Hawaii, Guam, Puerto Rico, Northern Mariana Islands, US Virgin Islands and American Samoa.

•United States Mainland

The 48 contiguous states and the District of Columbia.