

CENTURYLINK GUIDEBOOK

EXPLANATION OF TERMS

Access Line - This term denotes the line between the central office equipment and the customer's premises, up to and including protection equipment.

Accessories - The term denotes devices which are mechanically attached to or used with, the communicating devices furnished by the Company and which are independent of, and not connected to the conductors in the communications part of the telecommunications system.

Airline Mileage - The standard form of measurement for computing mileage - the direct or airline distance point-to-point.

Approved Information and Referral Service Provider - The organization authorized by the Indiana Utility Regulatory Commission to administer the 211 dialing code. Recognized as the Indiana 211 Partnership, Incorporated.

Authorized User - A person, firm or corporation (other than the customer) on whose premise a telephone, Key System Private Branch Exchange, or private line service or channel is located and who may communicate over such channels in accordance with the terms of this guide.

Base Rate Area - That portion of the exchange area in which exchange service is furnished at scheduled rates for each class of service without extra zone or exchange line mileage charges.

Central Office - A switching unit, in a system which provides telecommunications services to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

Central Office Area - A geographical sub-division prescribed by the Company within which service is provided from a specific central office or offices.

CenturyLink Local Operating Company (a.k.a. CenturyLink LOC)- The term used to describe the CenturyLink Incumbent Local Exchange Carrier (ILEC).

Circuit Measurement - The actual length of a conductor used to provide a service.

Channel - A path for communication between two or more stations or Company offices, furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by single facility or route.

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Class of Service – A designation given exchange service dependent upon the nature of its use, such as business or residence services.

Communicating Device - A device consisting of a transmitter, receiver, network control signaling unit, and associated apparatus and so connected as to permit the sending and receiving of telecommunications messages through the exchange and long distance network.

Communications Systems - Channels and other facilities which are capable, when not connected to telecommunication service, of 2-way communications between company/customer-provided termination equipment.

Company – The applicable CenturyLink local operating company providing the products and services described in these terms and conditions, including the general terms and any service-specific terms, also defined as “CenturyLink” in the general terms and certain, service-specific terms.

Connecting Arrangement - The term "connecting arrangement" denotes the equipment required to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company, when such customer-provided equipment does not conform to Part 68 of the F.C.C. Rules and Regulations for direct connection of customer-provided terminal equipment.

Connecting Company - A firm operating one or more telephone central offices with which traffic is interchanged by this Company at any point.

Continuous Property - A continuous plot of ground occupied by the customer which is not separated by a public thoroughfare.

Customer - A person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc., receiving service from the Company.

Customer Line - The circuit or channel used to connect the customer termination with the central office equipment.

Customer Premises Wiring - Customer premises wiring is defined as that wire, including connectors, blocks and jacks, on a customer's premises that extends between the termination of the exchange access line and those standard jack locations on the customer's premises to which terminal equipment can be connected for access to the exchange access line.

Customer-Provided Terminal Equipment – The term denotes devices, apparatus and their associated wiring, provided by a customer, which are used with the network control signaling unit, data set or other station equipment furnished by the Company and does not include customer-provided communications systems.

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

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

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Exchange - A basic unit of Company investment for the administration of telecommunication service in a specified area which may embrace a city, town or village and its environs. It may consist of one (1) or more central offices together with the associated plant used in furnishing telecommunication services with that area.

Exchange Area - A territory included within the boundaries of an exchange.

Exchange Service - This term refers to any and all of the various classes of service connected to the Company's central office switching apparatus.

Extended Area Service - A service arrangement whereby customers may place calls to other specified exchanges without incurring message toll charges.

Extension Service - Extension service is a classification of Individual Line Service that permits additional station terminations to be connected to the individual access line in addition to the main station termination. Extension station instruments may be provided by the Company or the customer.

Extension Station - The second and additional telephones on an exchange access line

Facilities - The physical plant necessary in connection with providing service.

Flat Rate Service - Service furnished at a fixed monthly rate.

Foreign Central Office - Any central office other than that which serves the area in which the customer is located.

Foreign Exchange - Any other exchange than that in which the customer is located.

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Individual Line Service - A classification of exchange service which provides that only one (1) access line may be served by a central office circuit.

Information Services -Information provisioning via the telecommunications network. Callers to Information Services receive the verbal delivery of entertainment or information both by recorded announcement and live response. (Often referred to as 976 and 900 number services.)

Interexchange Channel - That portion of a channel which connects stations in two or more exchanges.

Jack – A fixed socket designed to permit the establishment of a connection between terminal equipment with cords ending in plugs and the local exchange facilities.

Leased Instrument - A telephone station instrument provided by the Company for use by a customer.

Left-in-Station - A station left on the premises after discontinuance of service. Also referred to as "equipment left in place" (ELI).

Limited Availability - Service and equipment offerings which are available for new or additional installations only as long as the equipment required to provide such service is immediately available from existing Company stock.

Local Service Area-Local Calling Area - The area within which telephone service is furnished customers under a specific schedule of exchange rates and without toll charges. A local service area may include one (1) or more exchange areas or portions of exchange areas.

Main Station Termination - Also referred to as "Primary Station", this is the first telephone or termination on an individual access line connected to the switching apparatus in one of the Company's central offices.

Message - A completed customer telephone call.

Message Toll Service - The completion of calls via the toll network of this Company and/or Connecting Companies.

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

Network Control Signaling Unit - The term "Network Control Signaling Unit" denotes the terminal equipment furnished for the provision of network control signaling.

Network Interface (Demarcation Point) - The point of interconnection between Company communications facilities and equipment, protective apparatus or wiring at a customer's premises. The network interface shall be located on the customer's side of the Company's protector or the equivalent thereof.

Network Interface Device - A device which readily permits the disconnection of all customer premises wiring from the Company network and provides access to the Company network through an industry registered jack as required under Part 68 of the F.C.C. Rules and Regulations.

Premises - The property occupied by the customer or authorized user, either under lease or ownership.

Primary Station - Refer to "Main Station Termination."

Private Right-of-Way - A facility route granted to the Company on or over private property.

Residence Service - Exchange Service furnished to customers where the actual or obvious use is for domestic purposes.

Rural Zone Service Area - That area within the exchange service area which lies beyond the base rate area.

Same Building - A structure on one foundation or structures on separate foundations with abutting walls and a direct access between structures through such walls.

Same Premises - All buildings on continuous property. In the case of a multi-office building, that portion occupied by the same customer on the same or separate contiguous floors of the building are considered same premises.

Service Point - The term when used in connection with customer-provided communication channels denotes the point on the customer's premises where such channels or facilities are terminated in switching equipment used for communications with stations or customer-provided terminal equipment located on the premises.

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Serving Central Office - The Central Office from which a customer or authorized user would normally be served for exchange telephone service.

Standard Exchange Service - This term refers to normal telephone service within an exchange without regard to class of service.

Standard Jacks – Data or voice jacks as required under Part 68 of the F.C.C. Rules and Regulations for all connections of registered terminal equipment to the telephone network.

Station - A telephone instrument, consisting of a transmitter, receiver and associated apparatus, so connected as to permit sending and receiving telephone messages. It also denotes the network control signaling unit, data set or other equipment located at the customer's premises which enables the customer to establish the communications connections and to effect communications through such connections.

Subscriber - See "Customer."

Telecommunications Service - The services offered by the Company accessing the exchange switching network.

Telephone Company - A person, firm, partnership, cooperative organization, or corporation engaged in the business of furnishing telephone service to the public under the jurisdiction of the Public Service Commission of Indiana.

Termination Charge - A charge applied under certain conditions, when a contract for service is terminated by the customer before the expiration of the minimum contract period.

Toll Rate - The initial period and over-time period charge for toll messages based on the length of call and distance between the rate centers of the calling and called station.

Toll Service
See Message Toll Service.

Touch-Tone Service

A classification of exchange service furnished from central offices, whereby, calls are originated through the use of pushbuttons in lieu of a rotary dial.

Zone Rate Area, Rural

That portion of an exchange area located beyond the base rate area within which Individual Line Service may be offered at a flat rate without mileage charges.