

TENNESSEE GUIDEBOOK

1. DEFINITION OF TERMS

CALLING AREA

See "Local Service Area".

CENTRAL OFFICE

A switching unit providing telephone service to customers connected thereto.

CLASS OF SERVICE

A description of main station service furnished a customer in terms of:

a. For Exchange Service: Class of Service

Class of Service is defined as being a type of line (Flat or Messaged Rate, Key C.O. line, Residence).

b. Exchange Service: Grade of Service

Grade of Service is defined as being a grade of line (Individual access line).

c. Long Distance Service is classified as to type of call (Station-to-Station, Person-to-Person, Collect, Third Party, Credit Card, etc.)

COLLECT CALL

The procedure by which certain messages, upon request, may be reversed (charged to the called station) upon acceptance of the call at the called station.

COMPANY

Whenever used in this Guidebook, "Company" refers to United Telephone Southeast LLC unless the context clearly indicates otherwise.

COUNTY SEAT EXCHANGE CALLING

County Seat Exchange Calling is a billing arrangement whereby boundary mismatched customers and customers within a County Seat Exchange are not billed for their one (1) plus dialed toll calls among themselves.

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CUSTOMER

Any person furnished communication service by the Company under the provisions and regulations of the Guidebook

DEMARCATIION POINT

That point on the premises of the customer at which provision is made for connection of other than Company provided facilities to exchange facilities provided by the Company.

DIRECTORY LISTING

The publication in the Company's directory and/or information records of information relative to a customer's telephone number, by which telephone users are enabled to ascertain the call number of a desired station.

- a. Foreign Exchange Listing: The listing of a customer in the alphabetical list of an exchange other than that for the exchange from which the customer is served.
- b. Custom Listing: A directory listing consisting of upper case alpha and/or numeric characters in lieu of standard numeric characters.

DROP WIRE

Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the inside wiring.

EXCHANGE

A central office or group of central offices, together with the customer's stations and lines connected thereto, forming a local system furnishing means of telephonic intercommunication without toll charges between customers within a specified area, usually a single city, town or village.

When an exchange includes only one central office, it is termed a single office exchange; but when it includes more than one central office, the exchange is termed a multi-office exchange.

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EXCHANGE SERVICE

Exchange service is a general term describing as a whole the facilities provided for local intercommunications, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this Guidebook.

a. Flat, Measured Rate and Residence Budget Service

- (1) Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount used.
- (2) Measured Service: A classification of individual access line exchange service which is charged for on the basis of amount of use.
- (3) Residence Budget Service: A classification of individual residence access line service which is charged for on the basis of amount of use.

b. Individual Access Line Service

- (1) Individual Access Line Service: A classification of exchange service which provides that only one customer shall be served by the circuit connecting said customer with the serving central office/switching unit.
- (2) Key Trunk Access Line: A classification of exchange service which terminates more than one access line through the protector into common equipment (Company/Customer provided) for key systems.
- (3) Foreign Central Office Service: A classification of exchange service furnished to a customer in a multi-office exchange from a central office other than the one from which service would normally be furnished.
- (4) Foreign Exchange Service: A classification of exchange service furnished to a customer from an exchange other than the one from which he normally would be served.
- (5) Extension Service: A classification of exchange service, furnished to a customer that is connected on the same central office access line as a main station. Extension instruments may be provided by the Company or by the customer on individual line service.

EXCHANGE SERVICE AREA

The territory served by an exchange within which local telephone service is furnished at the exchange rates applicable within that area.

EXPRESSTOUCH SERVICE

A set of advanced custom calling features allowing customers to better manage their calls. ExpressTouch is United's service mark for Custom Local Area Signaling Services (CLASS).

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EXTENDED AREA SERVICE

A type of telephone service whereby customers of a given exchange may complete calls to and receive messages from one or more exchanges without the application of long distance message telecommunications charges.

FLAT RATE SERVICE

See "Exchange Service".

FOREIGN LISTING (U6)

See "Directory Listing".

FOREIGN EXCHANGE SERVICE (U3)

See "Exchange Service".

HARM

Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user of the subject terminal equipment, as well as the calling or called party.

INCOMING BILLED NUMBER SCREENING

An operator service which screens incoming collect or third number billed calls that are placed to the customer. IBNS is limited by the number of toll centers subscribing to the national database.

INITIAL SERVICE PERIOD

The minimum period of time for which service, facilities and equipment are provided.

LATE PAYMENT CHARGE

The late payment charge is applicable for billed charges unpaid at next billing.

INSTALLATION CHARGE

A non-recurring charge applying to the installation of optional items of equipment or facilities and is in addition to non-recurring Service Connection Charges applying to the establishment of basic telephone service.

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LOCAL ACCESS AND TRANSPORT AREA (LATA)

A geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges which are grouped to serve common social, economic, and other purposes.

LOCAL CALLING AREA

See "Local Service Area".

LOCAL DIRECTORY ASSISTANCE SERVICE

Local Directory Assistance is furnished to the customers of the Company's local service for the obtaining of local telephone numbers of other customers served by the Company.

LOCAL MEASURED SERVICE

See "Exchange Service".

LOCAL MESSAGE

See "Message".

LOCAL SERVICE

A type of localized calling whereby a customer can complete calls from his station to other stations within a specified area without the payment of long distance charges.

LOCAL SERVICE AREA

The area within which telephone service is furnished customers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.

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LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

The furnishing facilities for customers' communications between stations in different rate centers.

a. Person-to-Person Call

A service whereby the person originating the call specifies to the Company operator a particular person to be reached, a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX or Centrex attendant.

b. Station-to-Station Call

A Long Distance MTS service where the person originating the call dials the telephone number desired or gives to the Company operator the telephone number of the desired station. Three classes of station-to-station service are offered as follows:

(1) "Dial" is that station-to-station service in which a call is

- (a) dialed by the customer,
- (b) billed to the originating number,
- (c) completed without the assistance of a Company operator, except when an operator
 - records the originating telephone number where no automatic recording equipment is available,
 - reaches the called telephone number where facilities are not available for dial completion,
 - places a call for a calling party who is identified as being handicapped and unable to dial the call because of the handicap, or
 - re-establishes a call which has been interrupted after the called number has been reached,

c. Bill to Third Party Call

Bill to third party denotes a billing arrangement by which a call may be charged to an authorized line as determined by the Company other than the line originating the call or the line where the call is completed.

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MAINTENANCE OF SERVICE CHARGE

The non-recurring charge applicable in connection with a service difficulty, or acceptance testing of customer-provided premises wiring when it is determined that the difficulty was caused by or resulted from the use of customer-provided terminal equipment, protective circuitry, or communications system connected to company facilities or customer-provided premises wiring.

MESSAGE

A communication between two communicating devices. Messages may be classified as follows:

- a. Local messages: A communication between communicating devices within the same local service area.
- b. Toll (Long Distance) message: A communication between communicating devices in different exchange areas for which a toll charge is made.

MISCELLANEOUS EQUIPMENT

Equipment furnished at additional charges associated with the various classes of customer service.

NETWORK INTERFACE DEVICE

The Network Interface Device provides an interface or demarcation point for the connection of customer premises inside wire and consists of a modular standard jack and is provided as part of the Exchange Access Line.

NONLIST NUMBER

A telephone number associated with an Exchange Access Line which at the request of the customer has the listing omitted from the telephone directory but is on records available to the general public upon request.

NONPUBLISHED NUMBER

A telephone number associated with an Exchange Access Line which at the request of the customer has the listing omitted from the telephone directory and is not shown on records available to the general public upon request.

PERSON-TO-PERSON CALL

See "Long Distance Message Telecommunications Service".

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PREMISES (Same)

The term "same premises" shall be interpreted to mean:

- a. The building or buildings, together with the surroundings land occupied as, or used in the conduct of one residence and not intersected by a public thoroughfare or by the property occupied by others.
- b. The portion of the building occupied by the customer, either in the conduct of his residence and not intersected by a public corridor or by space occupied by others.
- c. The continuous property operated as a single farm whether or not intersected by a public thoroughfare.

In connection with inside moves, the term "same premises" is to be interpreted to mean the building or portion of a building occupied as a unit by the customer as a residence, and not intersected by a public thoroughfare, a corridor, or space occupied by others.

PRIMARY CLASS OF SERVICE

A class of exchange service which the Company undertakes to furnish at any point within the exchange service area at a rate common to all applicants for the same class.

PUBLIC SWITCHED NETWORK (PSN)

The communications network of the Company and the other landline telephone companies, interexchange (InterLATA) carriers to which the Company completes local exchange and toll calls.

RESIDENCE

A place to live.

RESIDENCE BUDGET SERVICE

See "Exchange Service"

ROTARY TRUNK HUNTING

A central office arrangement designed to select the next available line of a customer's group of hunting lines when the line associated with the called number of the customer is busy.

SERVICE CONNECTION CHARGE

A non-recurring charge applying to the establishment of basic telephone service and is in addition to installation charges applying to optional items of equipment or facilities.

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STATION LINES

Station lines are sub-divided as follows:

- a. Main Station Line: A circuit connecting a main station or jack with a central office.
- b. Extension Station Line: A circuit connecting an extension station with a main station line.

STATION-TO-STATION CALL

See "Long Distance Message Telecommunications Service".

SUSPENSION OF SERVICE

An arrangement made at the request of the customer, or initiated by the Company for violation of regulations by the customer, for temporarily discontinuing service without terminating the service agreement or removing the telephone equipment from the customer's premises.

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this Guidebook.

TELEPHONE NUMBER

A designation assigned to an Exchange Access.

TOLL MESSAGE (LONG DISTANCE MESSAGE)

See "Message".

TOLL RESTRICTION SERVICE

Toll Restriction Service is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange access lines. This capability is provided only by means of recorded announcement restriction and is provided only where facilities are available.

TOLL SERVICE

See "Long Distance Message Telecommunications Service".

VACATION DISCONNECT

Vacation disconnect is a temporary suspension of service arranged upon the request of a residence customer.