

Sidera Networks, LLC  
PSC No. 1 – Telephone  
Initial Effective Date: January 1, 2012

Leaf No. 12  
Revision No. 0  
Superseding Revision No.

**EMERGENCY SERVICE NUMBER (“ESN”):** A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which are designated by the customer.

**E911 SERVICE AREA:** The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

**E911 CUSTOMER:** A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

**ERROR:** A discrepancy or unintentional deviation by the Company from what is correct or true. An “error”, can also be an omission in records.

**EXCHANGE:** An area, consisting of one or more central office districts, within which a call between any two points is a local call.

**EXCHANGE ACCESS LINE:** A central office line furnished for direct or indirect access to the exchange system.

**EXCHANGE SERVICE:** The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

**FINAL ACCOUNT:** A customer whose service has been disconnected who has outstanding charges still owed to the Company.

**FLAT RATE SERVICE:** The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

**GROUND START:** Describes the signaling method between the PBX/key system interface and the Company’s switch. It is the signal requesting service.

**HANDICAPPED PERSON:** A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

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