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SECTION 11 - EXPLANATION OF TERMS (cont'd)

COMPANY

Zone Telecom, LLC, unless otherwise clearly indicated from the context.

COMMISSION

The New York State Public Service Commission.

CONTRACT

The agreement between the Company and the Customer that together with this Tariff, governs the provision of Exchange Services by the Company to the Customer.

CUSTOMER

The person, firm, corporation, or other entity which orders service pursuant to the contract and this Tariff and utilizes service provided under Tariff by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the contract and the Tariff.

CUSTOMER PREMISES EQUIPMENT (CPE)

Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

DEFAULT ROUTING ("DR")

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

DEMARCATON POINT

The physical dividing point between the Company's network and the customer.

DIAL PULSE ("DP")

The pulse type employed by a rotary dial station set.

DIRECT INWARD DIAL ("DID")

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.