SECTION 11 – EXPLANATION OF TERMS

Authorized User – A person, corporation or other entity that is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User

Attendant – An operator of a PBX console or telephone switchboard.

Automatic Location Identification ("ALI") – The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification ("ANI") - A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

BIT – The smallest unit of information in the binary system of notation.

Building – A structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent occupancy.

Call Initiation – The point in time when the exchange network facility are initially allocated for the establishment of a specific call.

Call Termination – The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

Central Office – An operating office of the Company where connections are made between telephone exchange lines.

Central Office Line – A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

Channel – A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

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