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## SECTION 2 - GENERAL RULES AND REGULATIONS

### 2.15 Explanation of Terms (Cont'd)

#### 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.

#### EVENING

Evening Rates apply for any portion of a call occurring Monday through Friday during the period from 5:00 P.M. to but not including 11:00 P.M.

#### EXCHANGE

A geographical area established for the administration of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may contain one or more central offices together with the associated plant, equipment and facilities used in furnishing communication service within that area.

#### EXCHANGE AREA

The area within which the telephone Company furnishes complete telephone service from one specific exchange at the exchange rates applicable within that area.

#### 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.