

Quantum Shift Communications, Inc.,  
d/b/a vCom Solutions  
NY PSC No. 1 - Telephone  
Initial Effective Date: April 17, 2012

Section 10  
Leaf: 1  
Revision: 0  
Superseding Revision

## SECTION 10 - EXPLANATION OF TERMS

### AGENCY

For 910 or E910 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

### ANALOG

A transmission method employing a continuous (rather than a pulsed or digital) electrical signal that varies in amplitude or frequency in response to changes of sound, light, position, etc., impressed on a transducer in the sending device.

### APARTMENTS

A building or group of buildings used primarily to provide complete residential apartments but not lodging on a day-to-day basis.

### 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. E910 Service makes use of this system.

Quantum Shift Communications, Inc.,  
d/b/a vCom Solutions  
NY PSC No. 1 - Telephone  
Initial Effective Date: April 17, 2012

Section 10  
Leaf: 2  
Revision: 0  
Superseding Revision

## SECTION 10 - EXPLANATION OF TERMS (Cont'd)

### 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.

### CHANNEL CONVERSION

The termination of 1.544. Mbps Service at a customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the customer.

### CHANNEL SERVICE UNIT ("CSU")

The equipment located at the customer's premises which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

Quantum Shift Communications, Inc.,  
d/b/a vCom Solutions  
NY PSC No. 1 - Telephone  
Initial Effective Date: April 17, 2012

Section 10  
Leaf: 3  
Revision: 0  
Superseding Revision

## SECTION 10 - EXPLANATION OF TERMS (Cont'd)

### COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable of two-way communications between subscriber-provided terminal equipment or Telephone Company stations, even when not connected to exchange and message toll communications service.

### COMPANY

QuantumShift Communications, Inc., d/b/a vCom Solutions ("vCom"), unless otherwise clearly indicated from the context.

### COMMISSION

The New York State Public Service Commission.

### CUSTOMER

The person, firm, corporation, or other entity which orders service pursuant to 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 Company's 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, PBX, or other communication system.

### DEFAULT ROUTING ("DR")

When an incoming E910 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E910 Control Office to a default PSAP. Each incoming E910 facility group to the Control Office is assigned to a designated default PSAP.

### DEMARCATIION POINT

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

### DIRECT INWARD DIAL ("DID")

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

Quantum Shift Communications, Inc.,  
d/b/a vCom Solutions  
NY PSC No. 1 - Telephone  
Initial Effective Date: April 17, 2012

Section 10  
Leaf: 4  
Revision: 0  
Superseding Revision

SECTION 10 - EXPLANATION OF TERMS (Cont'd)

DIGITAL

A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

DUAL TONE MULTI-FREQUENCY ("DTMF")

The pulse type employed by tone dial station sets. (Touch tone)

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.

E910 SERVICE AREA

The geographic area in which the government agency will respond to all E910 calls and dispatch appropriate emergency assistance.

E910 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 E910 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.

Quantum Shift Communications, Inc.,  
d/b/a vCom Solutions  
NY PSC No. 1 - Telephone  
Initial Effective Date: April 17, 2012

Section 10  
Leaf: 5  
Revision: 0  
Superseding Revision

SECTION 10 - EXPLANATION OF TERMS (Cont'd)

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.

INTERFACE

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

INTERRUPTION

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

JOINT USER

A person, firm, or corporation which uses the telephone service of a subscriber as provided in Section 1 of the Tariff.

Quantum Shift Communications, Inc.,  
d/b/a vCom Solutions  
NY PSC No. 1 - Telephone  
Initial Effective Date: April 17, 2012

Section 10  
Leaf: 6  
Revision: 0  
Superseding Revision

SECTION 10 - EXPLANATION OF TERMS (Cont'd)

LATA

Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside this area ("interLATA") service is provided by long distance companies.

LINK

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

LOCAL CALL

A call which, if placed by a customer over the facilities of the Company, is not rated as a toll call.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

LOCAL SERVICE

Telephone exchange service within a local calling area.

LOOP START

Describes the signaling between the terminal equipment or PBX interface and the Company's switch. It is the signal requesting service.

MOVE

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

MULTI-FREQUENCY ("MF")

An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBXs.

Quantum Shift Communications, Inc.,  
d/b/a vCom Solutions  
NY PSC No. 1 - Telephone  
Initial Effective Date: April 17, 2012

Section 10  
Leaf: 7  
Revision: 0  
Superseding Revision

## SECTION 10 - EXPLANATION OF TERMS (Cont'd)

### NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

### NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

### PBX

A private branch exchange.

### PORT

A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the customer. A port connects a link to the public switched network.

### PREMISES

The space occupied by a customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

### PRIVATE BRANCH EXCHANGE SERVICE

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

### PUBLIC SAFETY ANSWERING POINT ("PSAP")

An answering location for E910 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

Quantum Shift Communications, Inc.,  
d/b/a vCom Solutions  
NY PSC No. 1 - Telephone  
Initial Effective Date: April 17, 2012

Section 10  
Leaf: 8  
Revision: 0  
Superseding Revision

## SECTION 10 - EXPLANATION OF TERMS (Cont'd)

### RATE CENTER

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

### REFERRAL PERIOD

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

### RESALE OF SERVICE

The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without `adding value') for profit.

### SAME PREMISES

All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

### SELECTIVE ROUTING ("SR")

A feature that routes an E910 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

### SERVING CENTRAL OFFICE

The central office from which local service is furnished.

### SUSPENSION

Suspension of service for nonpayment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

Quantum Shift Communications, Inc.,  
d/b/a vCom Solutions  
NY PSC No. 1 - Telephone  
Initial Effective Date: April 17, 2012

Section 10  
Leaf: 9  
Revision: 0  
Superseding Revision

SECTION 10 - EXPLANATION OF TERMS (Cont'd)

SYNCHRONOUS

Transmission in which there is a constant time interval between bits, characters or events.

TELEPHONE CALL

A voice connection between two or more telephone stations through the public switched exchange system.

TELEPHONE GRADE LINES

Lines furnished for voice transmission or for certain signaling purposes.

TERMINATION OF SERVICE

Discontinuance of both incoming and outgoing service.

TOLL CALL

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

TWO WAY

A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

USER

A customer, joint user, or any other person authorized by a customer to use service provided under this Tariff.