

Glossary

800 SERVICE - INWATS

Long distance services permitting "TOLL FREE" calling to the subscriber. Uses the 800 "AREA CODE". Sometimes called INWATS. Dialing an 800 number is free to the person making the call. The call is billed to the person or company receiving the call. There are various billing options that are offered.

900 OR 976 SERVICE

These are pay-per-call service numbers, which provide information or entertainment at a cost to the caller.

900 numbers are national numbers.
976 numbers are only accessible within a specific LATA.

911 SERVICE\ E911 - EMERGENCY SERVICE

911 is the number for fire, police and ambulance emergencies. It is called either 911 or E911 (Enhanced 911 Service).

Emergency service number - is a unique code, assigned by PRTC, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which combinations are designated by the customer.

E911 Control office - is the office-providing tandem switching capability for E911 calls.

E911 Service Area - is the geographic area in, which the government agency will respond to any 911 calls and dispatch the appropriate emergency assistance.

E911 Customer - denotes the government agency, which is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of this service.

Enhanced E911 Service - This service includes automatic number and location identification, selective routing where required automatic number and location identification master controllers, auxiliary controllers, trunk lines, and display units.

End office - is the central office (s) in the E911 system from which 911 calls are originated.

Puerto Rico Telephone will be the interface between our customer information and 911.

911 DATA BASE UPDATE CHARGE

Fees will be charged to Resellers & other facility based providers for the inclusion of the customer information into the 911 database.

ABBREVIATED BILL

The abbreviated bill is a hard copy summary page version of the Reseller/Competitive Local Exchange Carrier (CLEC) monthly bill.

ACCESS CHARGE

A charge billed to Inter-exchange Carriers (IXCs) for the origination and termination of inter-exchange calls through a LEC.

ACCESS CODE

A short sequence of digits assigned by the Telephone Company to an individual customer to access a specific service, feature or function of a telecommunications network or computer system. The five-digit code has the form 10XXX, and the seven-digit has the form 101XXXX or 950-XXXX.

The X'S represent the carrier identification code (**CIC**) that allows a customer to access a long distance carrier other than the primary carrier.

Other access codes are also used within an end user switching vehicle for PBX or CENTREX. A three-digit code for TIE-TRUNK, FX WATS, etc., or a one digit used in hotels for accessing various telecommunications services.

ACCESS CUSTOMER NAME ABBREVIATION - (ACNA)

A three to four character code assigned to each IXC; designates the customer to which circuits are billed.

The Reseller secures the ACNA code from the Sales Account Manager.

ACCESS CUSTOMER'S PREMISES

The customer is responsible for making arrangements or obtaining permission for company employees to enter the premises of the customer or joint user at any reasonable hour for the purposes of inspecting, repairing, testing or removing any part of the customer's facilities or making collections where coin telephone service is

Glossary

provided. In addition, PRTC may have also had the same options.

ACCESS LINE

An access line is a circuit that provides dial tone. It connects a subscriber from the customer premises to the local telephone company for access to the telephone network; also represents the connections between the serving toll center and the serving office of the inter-exchange carrier used for access to public switched network services. Also known as local loop. Lines can be purchased as residence or business and either as bundled or unbundled.

ACCESS SERVICE

Includes service and facilities provided for the origination or termination of INTER-LATA or Foreign Telecommunications.

ACCESS TANDEM

A Telephone Company switching system that provides a concentration and distribution function for originating or terminating traffic between end offices and customer's premises. An access Tandem provides the inter-exchange carrier with access to more than one end office within the LATA.

ACCOUNT NUMBER

Every customer account is assigned an account number. Once an account number is established for a customer, it is used to associate lines, circuits & billing items to a bill.

ADDRESS-BILLING

A billing address is the location where the customer's bill is sent. It includes the following: Street or PO Box, CITY, state and Postal Zip.

ADDRESS - DIRECTORY LISTINGS

All listings must contain a complete street address. The address is the location of the telephone service.

ADDRESS - PHYSICAL OR SERVICE

A service address is the location where the service terminates. It is also the address that is listed in the directory and where the directory is delivered, unless otherwise specified. An address is made up of the following: (1) house number, (2) street direction (optional), (3) street name, (4) street type, (5) location, (6) city, (7) state and (8) postal zip code.

ADJUSTMENTS

An adjustment to a customer account can be in the form of a payment, debit or a credit to the customer's account.

AIRLINE MILEAGE

The monthly line for many leased circuits is based on "airline mileage" between the two points. The mileage is between two rate centers whose position is laid down according to industry standards.

ALLOWANCE FOR SERVICE INTERRUPTIONS

A credit allowance will be made when an interruption occurs because of a failure of any component of service as outlined in the tariff. Currently the credit is not automatic. Customers must call and request credit.

ALPHA ACCOUNTING CODES

Codes used by PRTC to identify products and services. Resellers and CLEC's will use alpha accounting codes to order products and services

ALTERNATE ROUTING (AR)

Allows E911 calls to be routed to a designated alternate location of (1) all E911 exchange lines to the primary PSAP, or if the lines are busy or the PSAP is not in operation (night service).

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.

ANNOUNCEMENTS

PRTC electronic switches will provide the announcements. The announcements and their content are at the option of PRTC. Messages may be withdrawn at any time.

ANNOYANCE CALLS

Annoyance calls often called harassing or nuisance calls are defined under annoyance call or call trace procedures.

ANONYMOUS CALL REJECTION (A CC FEATURE)

This service, when activated, allows customers to reject calls from numbers designated as "PRIVATE" through the uses of the "Identification Protection" feature. Calls will be blocked and

Glossary

directed to a recorded announcement at the central office.

ANSWER SUPERVISION

Answer Supervision is an electronic signal, which indicates that the called telephone has gone off hook. As telephone networks have evolved to digital; answer supervision has advanced from software answer to true hardware supervision.

◆ **HARDWARE SUPERVISION**

Hardware answer supervision is an intelligent message (signal) is transmitted by the operating company with a precise indication of the call status. That is whether the call has been answered or not answered. The message is transmitted when the calling party has disconnected or when the called party has answered, or when a "default condition exists" which is provided by the carriers switch. In the case of PRTC, which is provided by the dex400 when the caller has allowed a call to ring for a considerable period (3 minutes or more)?

◆ **SOFTWARE SUPERVISION**

When hardware supervision is not provided analysis for the received signal on an outgoing trunk. The signal analysis processes the received signal and attempts to categorize the signals as: (1) voice, (2) busy or reorder tone, (3) silence/continuous tone, and (4) ring back tone. The signal analysis answer detection process will be able to detect conversation within six seconds of actual answer. A call progress tone detector (**CPTD**) facilitates the answer supervision process. The CPTD detects when answer occurs in a terminating circuit and thus provides a time point to begin billing the call. The CPTD Card uses a 280 microprocessor to monitor 64 channels for tone changes. The 280 microprocessor interfaces with hardware, which analyzes PCM data for each channel.

APPOINTMENT DATES & TIMES

Appointments for installation are offered by PRTC. These appointments are based on service types.

APPOINTMENT - MISSED

An appointment is considered missed whenever service has not been delivered or repaired within the interval promised to the customer.

AREA CODE

An area code is a three-digit code designating a geographic area "TOLL CENTER" within North America. See also NPA Numbering Plan Area.

ASCII - American Standard Code for Information Interchange

An eight-level code or data transfer adopted by the American Standards Association. (Primarily used with data services).

ASYNCHRONOUS

Asynchronous is a Transmission in which each information character is individually synchronized usually by the use of start-stop elements. The gap between each character is not of a fixed length. (Primarily used with data services).

AUDIO TELECONFERENCING SERVICE (ATS)

Audio Teleconferencing Service (ATS) is the furnishing of telecommunications between two or more voice stations. An end user with touch-tone service can establish and control the call or elect to have the teleconference established through an operator. An end user with rotary service must use the operator. Conferees may either use rotary OT touch typesets.

AUDIT TRAIL

PRTC mechanized order system will track order changes and updates to customer information.

AUTHORIZATION CODE

An authorization code is an alpha/numeric code, which a customer uses to gain access to the PRTC system and/or service. It is also used to override the facilities restriction level. If you are making a call out on a line you are not authorized to use, you will be asked for an authorization code. If you have one, your call will go through. If not, your call will be denied.

AUTHORIZATION LEVELS

Authorization levels provide the ability for specific employees of PRTC to debit or credit adjustments for a specific dollar value:

Order Coordinator	Up to - 100.00
Supervisor	100.01 - 1000.00
Office Manager	1000.01 - 5000.00
Director	Over 5000.00

Glossary

AUTOMATIC CALL BACK CALLING (ACC FEATURE)

"Automatic Call Back Calling" allows an end user, after reaching a busy station, to dial a code to activate automatic call back. When the busy station becomes available, the end user is rung back. Upon answer of the originating caller, the previous busy station is rung. This feature is available with CENTREX Service.

AUTOMATIC LOCATION IDENTIFICATION - (ALI)

The name and address associated with the calling party's telephone number (identified by ANI) 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. This is associated with 911.

AUTOMATIC NUMBER IDENTIFICATION (ANI)

ANI is equipment that automatically records the calling number. This equipment passes this information to other equipment so the call can be billed and/or identified. E911 makes use of this system.

AUTOMATIC ROUTE SELECTION - (ARS)

A telephone system feature, which enables the system to be programmed to choose the most appropriate trunk, based on, the digits dialed. Often called leased cost routing - a telephone system feature that automatically chooses the lowest cost phone line to the destination. Tables programmed into the PBX determine the lowest cost route.

BARGE-IN

This function facilitates the action of interrupting a call in progress.

BILLING INFORMATION - BACKBILLING

PRTC shall not charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than 24 months prior to the mailing of the bill or the upward adjustment unless the conduct of the customer caused or contributed to the failure of the company to render timely accurate billing.

Unless the customer caused the late billing, the company shall: (1) explain the reason for the late

billing, (2) Advise the customer that suspension is not permitted for charges billed in excess of 6 months after

service was provided, and (3) offer the customer the opportunity to pay the charges on the installment plan on a schedule equal in time to the back-billing period.

BILLING INFORMATION - BILLING DISPUTES

Telephone service cannot be suspended or terminated for non-payment of any billed charge or deposit that is in dispute.

BILLING INFORMATION - BILLING PERIODS

Billing periods are bill dates (c1-4-7-10-13-16-19-22-25-28). A bill period normally includes 30 days worth of billing including advance charges for all services to be provided during the ensuing billing period, and unbilled usage charges, which are billed one month in arrears. The billing period is assigned according to the NXX.

BILLING INFORMATION - POST BILL (BILLED)

Post bill information is displayed on the system, and has the same information as the customer bill.

BILLING INFORMATION - PRE BILL (UNBILLED)

Pre bill information is not displayed on the system prior to the printing and mailing of the customer copy.

BILLING SUMMARY - LOCAL SERVICE

Local service is always billed one month in advance. Local service charges include access line and related services.

BILLING SUMMARY - MEASURED SERVICE

Measured service charges are billed one month in arrears.

BILLING SUMMARY - OCC'S - OTHER CHARGES AND CREDITS

OCC's is the acronym for "Other Charges and Credits". They may include connection charges; late payment charges, credits or other fees that are not related to monthly local service, toll and/or measured service.

BILLING SUMMARY - TOLL SERVICES

Toll service is always billed one month in arrears.

Glossary

BLOCKING SERVICES

The PRTC Tariff offers the blocking of service as a feature that permits end users to restrict access from their telephone line to various discretionary services.

The following blocking options are available to residential and business customers.

BUSINESS MAIN LINE

Individual C.O. Line for business customer terminated in a Multi-line Telephone, Key Telephone Equipment, Intercommunicating System or any other similar arrangement. The customer will usually have access to more than one Business Main Line at the same location. Group Hunting could be provided as an optional feature. The customer shall rent from the company the number of business main lines required to insure that no more than 1% of the total calls offered during the busy hour on the average day, receive busy tone indication.

BUSINESS SERVICE

Business service is furnished in office buildings, stores, factories, and all other places of a business nature. Any location where a listing or public advertising indicates a business or a profession; in hotels, apartment houses, clubs and rooming houses, except when service is within the customer's domestic establishment and no business listings are provided; also in colleges, hospitals and other institutions; and in churches. If one business line exists in the church, a residential line may be provided to an individual of the clergy for their personal use. Business service is also required at any location where the customer resells or shares exchange service.

Public access line service is also classified as business. The following business access options are offered: (1) Business access lines, (2) trunk Access Lines, (3) Coin Access Lines, (4) CENTREX, and (5) E.

A business access line provides a business customer with a single, analog, voice graded line that can be used to place or receive one call at a time. Local measured usage charges apply to all local calls. There are two types of service: (1) standard line port, which provides a connection of customer equipment such as station sets, facsimile machines or key systems, and (2) dedicated line port, which provides a line sided

connection of a DS-1 digital fiber optic facility, operating at 1.544 Mbps and time division multiplexed into 24 analog voice grade channels.

BYPASS

This is a term that is used when a customer chooses to use non-Telco facilities.

CABLE

May refer to a number of different types of wires, or groups of wires capable of carrying voice or data transmissions. The most common interior telephone cable has been two-pair, consisting of 4 separate wires, each covered with plastic insulation, and with all four wrapped in an outer plastic covering.

CALL CENTER

The call center is the point of contact between the retail provider and the Network Company. This area will handle all issues except order requests, negotiations and completion.

CALL DETAIL RECORDING- (CDR)

A feature of the telephone system, which allows the system to collect and record information on outgoing phone, calls. The call accounting system will record information about telephone calls, organize the information and can prepare reports. Gathers information such as which extension the call came from, what number it is calling, and which circuit is used for the call.

CALL DURATION

The time the call is actually begun (i.e. answered) until either party hangs up.

CALL FORWARD BUSY LINE (ACC FEATURE)

The Central Office equipment automatically transfers all calls received on a busy telephone number to a telephone number previously designated by the customer.

CALL FORWARD DON'T ANSWER (ACC FEATURE)

Calls received at a telephone number that are not answered after a specified length of time or amount of rings are automatically transferred by the Central Office equipment to a telephone number previously designated by the customer.

CALL FORWARDING (CUSTOM CALLING FEATURE)

Permits the customer to direct all incoming calls so that they may be answered at another telephone.

The calling party is billed for that part of the call to the called number. If the number the call is forwarded to is billable, the customer with call forwarding is billed for the call. The customer can choose to call forward if the line is busy, or if there is no answer or for both. Call forward is activated in the switch; however, the customer can choose the type of activation.

CALL HOLD - (A CUSTOM CALLING FEATURE)

Allows a user to put an in-progress call on hold and originate a second call. The held call cannot be added to the original call to create a conference call.

CALL ID - (A CUSTOM CALLING FEATURE)

Permits an end user to receive the calling telephone number for calls that are not placed from outside the call id area, or through an operator or via a credit card, and provided that the calling party has not activated the per call or all call restrict.

The calling number is displayed either with the telephone set or through a unit attached to the set.

CALL INITIATION

The moment when the telephone receiver is picked up and the caller initiate a call by dialing a number. This activates the network and exchange facilities and in turn allocates resources for the establishment of the call.

CALL PICKUP- GROUP (A CC FEATURE)

Group call pickup is a feature that is available on CENTREX service only. This feature allows a user to answer any call within a preset pickup group. If more than one line in the pickup group has an unanswered incoming call; the call to be answered is selected by the switching system. Call pickup answers a call that has been directed to another station within the same preset group

CALL REPEAT (A CC FEATURE)

This custom-calling feature allows a customer to automatically redial the last number of the most recent outgoing call. If the called number is busy, this feature will attempt to place the call for 30 minutes. The witch is updated to include this feature; however the customer may place and receive calls while the busy line is being monitored. Types of calls that cannot be automatically re-dialed:

- ◆ Calls to 800 or 900 service numbers.
- ◆ Calls proceeded by an Inter-exchange Carrier Access Code.
- ◆ International Direct Distance Dialed Calls.
- ◆ Operator Assisted Calls
- ◆ Calls to Directory Assistance.
- ◆ Calls to 911.

CALL RETURN (A CC FEATURE)

This feature allows an end user to return the most recent incoming call, even if it is not answered.

Some INTRA-LATA toll calls cannot be returned due to network limitations. Call return will not return calls outside the Puerto Rico LATA.

CALL TERMINATION

The point when the exchange network facility allocated to a specific call is released for reuse by the network.

CALL TRACE (A CC FEATURE)

This service allows the customer, after dialing the activation code, to automatically initiate the identification of the telephone number generating the last call received; and permits the creation of an activation record without legal authorization and without the Telephone Company's assistance. The information will be registered at the customer's serving central office and will be made available only to an authorized law enforcement agency when required by the customer, and after a police complaint has been filed and/or a valid juridical or administrative order exist.

CALL TRANSFER (A CC FEATURE)

Call transfer allows a station user to transfer an established call to another station. The station from which the call is transferred will be assessed any long distance charges incurred as a result of the transfer. This service is only offered on CEXTREX and business service.

CALL WAITING (A CC FEATURE)

Provides a tone signal to indicate to a customer already engaged in a telephone call that a second call is waiting. It also permits him to hold the first call, answer the second call and then alternate between both calls.

Call waiting can be deactivate by dialing special Code * 80 (touch-tone) or 1180 (Rotary/Pulse) before placing a call.

CALLEER ID & CALLER ID PLUS NAME (A CC FEATURE)

This service allows a customer, who is equipped with alphanumeric display device, to preview the telephone number of an incoming call and the Directory Name associated to the calling number, as well as the time and day of call

CALLING CARD

A credit card issued by companies that are used by customers to charge long distance and or local calls. Typically the number on the calling card is the phone number at which you receive bills plus a four-digit pin (Personal Identification Number). The company that issued the card will bill them. PRTC's calling cards are used for intra-island calls.

CARE CLEARING HOUSE - CUSTOMER ACCOUNT RECORD CLEARING HOUSE

The Care Clearinghouse is used to facilitate the exchange of customer account information between alternative local telephone service providers and long distance carriers.

CARRIER ACCESS SERVICE

Carrier access service is offered to other telecommunications carriers desiring direct trunk side access to PRTC switch.

CARRIER IDENTIFICATION CODE

A four-character code used to identify long distance companies (ACC, AT&T, MCI, SPRINT, LDDS, ETC.) Those customers subscribe to for toll through the equal access process.

CARRIER SYSTEM

A system where several different signals can be combined onto one carrier by changing some features of the signals transmitting them (modulation) and then converting the signals back to their original form.

CASUAL CALLING

The ability of a customer to use a long distance carrier's service by dialing the carrier's access code (10XXX). The special access codes may be used if a carrier elects to provide casual calling in a service area.

CCS - 100 CALL SECONDS

A CCS is a unit of telephone traffic measurement. CCS's are used instead of minutes.

CENTRAL OFFICE - CO (also known as End Office and Entity)

Refers to the local telephone switching system within a LATA that connects lines to lines and lines to interoffice trunks.

It is an operating unit by means of which telephone communication is established between the stations located within a specific area, and between such stations and other central offices.

CENTRAL OFFICE LINE

A Central Office Line is 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.

CENTRAL OFFICE PREFIX

The first three digits (NXX) of a seven digit telephone number under which up to 10,000 telephone numbers are grouped; exchange area boundaries are associated with the central office code and several central office codes may be served by a central office switching system.

CENTREX

CENTREX service consists of digital switching equipment on the network provider's premises, connected to station lines on the end-users' premises. IT enables the customer to originate and receive local calls within its system at no additional charge. A basic business voice grade link supports CENTREX. The Port is an interface to the network and grouped to support certain CENTREX features. Many features are available.

CENTREX MANAGEMENT SYSTEM (CMS)

The CENTREX Management System (CMS) allows CENTREX end users to manage and control their CENTREX lines and certain features. End users may transmit, via a dial up terminal, request for line feature changes and inside rearrangements of single lines where all wiring and central office equipment is in place. CMS utilizes an AT&T system, which is marketed under the name MACSTAR. The end user must provide the customer premise equipment that is required or the CMS.

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY (CPCN)

A CPCN is a document that registers a company as a carrier with the respective Public Utilities Commissions in the states where it provides service.

PRTC Network Interconnection Services are provided to Resellers who have obtained the appropriate Certificate of Public Convenience & Necessity (CPCN). This certificate is required if a company plans to operate as a CLEC in Puerto Rico. The Reseller must offer reciprocal arrangements to PRTC. The Puerto Rico Telecommunications Regulatory Board (PRTRB) issues the CPCN.

CHANNEL

A channel is a point-to-point unidirectional 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 a single physical facility or route. One 1.544 Mbps service is equivalent to 24 channels. Also defined as a path of communication, either electrical or electromagnetic, between two or more points. Also called a circuit, facility, line, link or path.

CHANNEL BANK

A device used to convert analog 24 circuits to a t1 digital. It is used at either the customer premise or at the PRTC POP or at both. The two types used by PRTC are NEW BRIDGE and ROCKWELL. A DLC is a time-sharing type of channel bank that converts analog voice lines and puts them over T-1'S.

CHANNEL CONNECTIONS

The channel connection is a non-switched connection for each link or between a link and a dedicated interoffice transport circuit, and consists of the cross-connection of a private line or dedicated access link. There are numerous channel connections available from PRTC.

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. The customer can furnish the channel conversion.

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 digital signals, recognition and correction of signal format errors and provides remote loop-back capabilities.

CHECKS - DISHONORED

When the bank as returns a check dishonored for various reasons, including insufficient funds, the customer will be responsible for a return check charge.

CIRCUIT

A circuit is the physical connection of channels, conductors and equipment between two given points. Includes both sending and receiving capabilities. The term circuit means the path over which electric current flows.

CLASSIFIED HEADING

A classified heading is a heading in the yellow pages of the directory under which the business may be listed that best describes the nature of the business. The classified heading is often called the yellow page heading.

CLLI CODE

The Common Language Location Identification used in the creation of the Nation Information Systems (NIS) tape, which contains the equal access customer information. These codes insure uniform abbreviations of equipment facility names.

COIN TELEPHONE SERVICE

Coin Telephone Service is an access line service provided by a single, analog, business voice grade link that can be used to connect a customer owed coin- operated telephone (COCOT). PRTC links

Glossary

will terminate at a demarcation point, consistent to all coin service providers.

Features such as call blocking and screening are optional. Local measured usage charges apply to all local calls.

COLLECTION AGENCIES

A collection agency is used to assist in the collection of moneys owed to the company on accounts that are finals.

COLLECTION PROCESS

The term collection process refers to the steps or activities that take place to collect the moneys owed on a bill.

COLLOCATED INTERCONNECTION SPACE

Suitable space intended for occupancy by Collocated Interconnection equipment required for telecommunications operations and the work area required maintaining that equipment.

COLLOCATOR'S FACILITIES

The telecommunications cable and equipment owned/leased and installed by the Collocator for the sole use of the Collocator in connection with equipment installed within its Collocated Interconnection Space

COMMUNICATIONS SYSTEMS

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

COMPANY CODE

The company code is defined in a system table and is used to determine rates for specific products.

COMPETITIVE OR CERTIFIED LOCAL EXCHANGE COMPANY (CLEC)

A Competitive Local Exchange Company (CLEC) is a company that provides service using a switch only. CLECs usually collocate or purchase facilities from a facility based provider.

COMPLAINTS - CONSUMER

Representatives in any of our Customer Service Centers should quickly and efficiently handle all consumer complaints. If the representative is unable to assist with the complaint, the

representative should note the account with information related to the complaint and refer the problem to their supervisor.

CONDITIONING FOR LEASED CHANNELS FOR DATA TRANSMISSION

These channels are similar in transmission characteristics to channels furnished for private line service. Terminal equipment required to condition the signals generated by the subscriber provided data processing equipment to signals suitable for transmission and to condition the signals received from such a channel to signals suitable for delivery to subscriber provided data processing the subscriber shall provide equipment.

CONTRACTS

Contracts may be established based on the type of service, proposed service offering or individually negotiated.

The contract agreement is between Puerto Rico Telephone and the vendor of choice.

COUNTRY CODE

A country code is a 1, 2 or 3 digit number that, in the world numbering plan, identifies each country.

CREDIT APPLICATION

PRTC will determine credit requirements for CLEC's and Resellers.

CREDIT CLASS

A Credit Classification denotes the type of treatment and collection procedures a customer will receive. The following are examples:

- A- Protected Credit - Special Treatment
- B- Good Credit/ BUSINESS - SEND NOTICE
After \$100.00 or 2 months.
- C- Fair/New Credit/Business - send Notice after \$50.00
- D- Poor Credit/Business - send notice
After \$50.00/bus, \$20.00/res

CREDITS - LOCAL SERVICE

A credit is also referred to as an adjustment. Any adjustments over \$10.00 will require supervisor's approval. Local Service adjustments will appear as OCC's on the customer's next bill.

Glossary

CREDITS - OTHER

A credit or adjustment for other reasons may also be applied to a customer's bill. These could include items such as directory advertising, returned check charge etc. A Supervisor approval is required for any adjustment over \$10.00. This would also appear as an OCC on the customer's next bill.

CREDITS - TOLL

A credit for specific toll call (s) will also require supervisor's approval if the amount exceeds \$10.00. These adjustments will not appear as an OCC.

CROSSTALK

Crosstalk is an impairment in the line and/or trunk that causes the conversation on one pair of wires to be heard on an adjacent pair.

CUSTOM CALLING FEATURES

Custom Calling Features are services that enable the customer to perform specialized functions by operating the dial or switch-hook of his telephone. There are different features; some are provided as stand alone or as a part of the service package.

CUSTOMER, SUBSCRIBER OR USER

Any individual, public agency, partnership, corporation, or other organization operating as a single business entity in whose name service is furnished as evidenced by the application and/or contract for that service, or in the absence of a signed document, by the receipt and payment of bills regularly issued in his name.

CUSTOMER ACCESS LINE CHARGE-(CALC)

Cost of communications users for access to the local or regional exchange to send or receive calls as well as for access to specialized telecom services inter-exchange, interstate message toll telephone network to originate and receive interstate toll calls, as well as access to the customer's local access and transport area (LATA).

The FCC mandates the CALC. A charge per line applies. If the service is a multi line business, the multi line rate CALC charge applies.

CUSTOMER ACCOUNT RECORD EXCHANGE (CARE)

Care is a Telcordia Technologies* industry standard for formatting exchange of subscription

information.

CUSTOMER OWED AND MAINTAINED (COAM)

The term customer owed and maintained equipment refers to station equipment, such as telephone sets, answering machines, fax machines, key sets, outlets or any other equipment beyond the protector and/or demarcation point.

CUSTOMER OWNED COIN OPERATED TELEPHONE-(COCOT)

The term COCOT means that the Customer Owns the Coin Operated Telephone. Our company will provide the access line; however, the customer will be responsible for maintenance and collections.

CUSTOMER PREMISE EQUIPMENT (CPE)

The term CPE (Customer Premise Equipment) includes station sets, PBX's key and other devices located at the customer's premise that are owed and maintained by the customer.

CUSTOMER PROPRIETARY INFORMATION

PRTC has established safeguards to protect proprietary information. Those PRTC employees involved with order provisioning, marketing & billing of these services will only use this information. This includes all information pertaining to locations, types and quantities of these services to which a CLEC or other Reseller / carrier subscribes.

PRTC has established a separate organization (NSAD) to interface with the wholesale customer. This group has no connection with PRTC retail. PRTC expects carriers to treat information that is provided by PRTC with confidentiality.

CUSTOMER SERVICE CENTERS / PUBLIC OFFICES

A customer service center offers customers the flexibility to come into the office to order service, pay bills and deposits and discuss issues.

CUSTOMER TYPE

A Customer Type is defined in an on-line table. The type defines business, residence, etc.

CUSTOMIZED NUMBER SERVICE

Customized number service allows a customer to order a specific telephone number rather than the next available number. Both a one-time charge and monthly charges apply for this service.

DACS CHANNEL CONNECTION

A DACS Channel connection will enable customers to terminate a 1.544 Mbps facility and cross-connect individual DS0 Channels. Through the use of Digital Access Cross-Connect System (DACS), located in the PRTC HUB, customers will be able to utilize digital transmission facilities for the transport of ds0 channels between the end user serving central office and the PRTC. DACS. The DACS functions as an electronic switching node that allows circuits to be cross-connected.

DATA BRIDGE

A piece of equipment located in a Central Office that allows an end user to communicate data to several. The maximum number of locations is 6, including the host.

DATA CIRCUIT

A full data circuit is a dedicated point-to-point circuit that provides data communications between to or more terminals.

DEDICATED LINE

A communication circuit or channel provided for the exclusive use of a particular subscriber. Dedicated lines are used for computers when large amounts of data need to be moved between points. Also known as a "private line". A transmission circuit installed between two sites of a private network and "open," or available, at all times.

DEFAULT ROUTING (DR)

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

DELAYED ORDER

A delay order is an order that has gone beyond the due date.

DEMARCATON POINT OR POINT OF DEMARCATON (POD)

The demarcation point will be defined as the location where the protector exists or the nearest MDF or Internal Distribution Frame (IDF) nearest the PRTC Network. For multi-tenant buildings there will be a single demarcation point for this building. The Customer or end user will be

responsible for maintenance from the demarcation point to the point of service.

The customer is responsible for all maintenance of all equipment and wiring unless specified with a maintenance agreement. Each specific building and or customer may have different demarcation points. Some examples are: (1) protector, (2) house cable, (3) jack or inside wire, (4) switch, (5) or any other point where the company and the customer agree. This information will be available to all Resellers.

DEMODULATION

Demodulation is the process of turning analog format electrical pulses back to sound waves.

DEPARTMENT CODE

The user on an on-line table defines this department code. It established internal departments and is utilized within the job step process.

DEPOSITS - RULES AND REQUIREMENTS

An amount of money that may be required from a Reseller before a service order can be established. Also an amount of money required from a treated customer before service can be reconnected. The company may require a deposit from a new customer or an existing customer. If a deposit is requested the company must keep the following information: name, address, date of deposit, amount of deposit, interest accrued at the interest rate of 5.00%.

DIAL PULSE - (DP)

The pulse type employed by a rotary dial station set.

DIAL TONE

The sound you hear when you pick up a telephone. This is a signal sent over the local loop by the co voice switch.

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 transmit a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

DIGITAL DATA SERVICE BRIDGING

Digital Data Service Bridging (used with low speed digital service) allows an end user to bridge 2.4, 4.8, 9.6, 19.2 or 56 Kbps data circuit using a multi junction unit. The control LEG of the circuit transmits and receives from all of the Branch Legs. The branch legs transmit to and receive from the control leg only and not other branch legs. The service is only available between customer premises and a PRTC designated digital node.

DIGITAL LOCAL CHANNEL CONNECTION

A "Digital Local Channel" denotes a path for low speed service furnished from the designated serving central office to the end-user premises. Digital terminating equipment is required by the end user in order to terminate low speed digital service at the end users premises.

DIRECT DISTANCE DIALING (DDD)

DDD is a common synonym for long distance calling without operator assistance.

DIRECT INWARD DIALING- ANALOG (DID)

Direct inward dialing is a service which allows an incoming exchange call to be dialed directly by a calling party to a station associated with a switching system located on the end user's premises without attendant's assistance.

The facilities for the service, which are located in the central office, out-pulse digits to the switching equipment on the end user's premises. The number of digits out-pulsed will be uniform for both the listed number to the attendant's console and for the stations associated with the switching equipment.

DIRECT INWARD DIALING - DIGITAL (DID)

Digital Direct Inward Dialing (DID) allows an incoming exchange call to be dialed directly by a calling party to a station associated with a switching system located on the end user's premise without attendant assistance. The facilities for the service, which are located in the central office, transmit and receive digital signals to and from the switching equipment on the end user's premises. The number of digits transmitted will be uniform for both the listed number to the attendant's console and for the stations. Associated with the switching equipment.

DIRECT OUTWARD DIAL (DOD)

A service attribute that allows individual station users to access and dial outside numbers directly.

DIRECTED CALL PICKUP (A CC FEATURES)

Directed call pickup is available with CENTREX Service. There are two different features: (1) directed call pickup with barge in; this feature answers calls directed to a specific line from any other telephone line in the user group; and (2) directed call pickup without barge in; this feature is identical except if the line being picked up has already answered.

DIRECTORIES (Telephone Books)

Are delivered to customers at no charge. A residential customer is given one free listing for each access line in the white pages; a business customer is given a free listing in the white pages and a free listing in the yellow pages for each access line. A customer is given one directory for each access line.

DIRECTORY ASSISTANCE

Customers and/or end users may obtain telephone numbers by calling directory assistance. The charges that apply will either be according to tariff or contractual arrangements may be established between Puerto Rico and other facility-based providers for the provision of directory assistance services. Currently PRT allows a maximum of two (2) requests for telephone numbers per DA call.

DIRECTORY CLOSING AND SHIP DATES

A directory closing date is the last date a listing can appear in a directory. A directory ship date is the day the directory is shipped from the printer

DIIRECTORY CODE

A Directory Code identifies each line type. based on the Directory Company's definitions and requirements. These codes are used as a validation when entering service orders. Directory codes are defined in an on-line table.

DIRECTORY DELIVERY

The directories are currently delivered to the physical address/end user locations.

DIRECTORY ERRORS

A directory error is defined when a listing is omitted or printed incorrectly in the directory.

DIRECTORY LISTING - NON PUBLISHED/NON LISTED

A customer may choose to have his or her telephone number remain private by not listing it in

Glossary

a directory and not having it available on directory assistance. The term to describe this is called a non-pub or non- published. A non-listed number appears on directory assistance but does not appear in the directory.

DIRECTORY LISTINGS - WHITE & YELLOW PAGES

Telephone directories providing information to telephone users so they may ascertain the telephone number of a customer station. A customer is entitled to a free listing in the white pages of the directory. In addition a business customer also receives a free listing in the yellow pages.

DISCONNECT DATE

The disconnect date assigned to the customer and established by the disconnect order. Services will not be billed after this date.

DISCONNECT SERVICE - NON PAYMENT

A disconnect/suspension of service cannot be made until at least 20 days after the written notice has been issued. At least 1 attempt (by telephone) to contact the customer during non working business hours must be made prior to the date of suspension / termination.

The service may only be disconnected or terminated between the hours of 8:00 a.m. and 4:00 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.

DISCONNECT SERVICE - PERMANENT

The subscriber or at the request of the company, breaks or releases the circuit. If the subscriber or the subscriber's agent requests that service be disconnected, they must pay the minimum of 30 days service unless the reason for the disconnect is due to the death of the subscriber. If the company requests the disconnection/termination they must provide written notification to the customer.

DISTINCTIVE RINGING (A CC FEATURE)

This service, when activated, allows a customer to identify incoming calls from a list of up to 12 telephone numbers by a distinctive ringing pattern of his/her telephone.

DLC – DIGITAL LOOP CARRIER

Network Transmission Equipment used to provide pair gain on local loop. The DLC derives multiple channels typically 64 Kbps voice-grade from a single four wire distribution cable running from the central office to a remote site.

DROP WIRE

That portion of a circuit between the pole line or cable distributing box and the building in which the station is located.

DS0 - 64 KILOBITS PER SECOND

A DS-0 - 64 Kilobits per second (Kbps) circuit is a communication channel having a transmission speed of 64 kilobits per second to be transmitted. 64 KBPS is the standard speed, at which voice is digitized; so 1 DS0 normally carries one conversation at a time.

DS-1 - 1.544 MEGABITS PER SECOND

A DS-1 circuit is a communication channel having a transmission speed of 1.544 Megabits per second (Mbps). This service is equivalent to 24 DS-0 channels. Often called T1. A DS-1 link provides a channel for the transmission of serial digital data at rates of 1.544 Mbps. DS-1 links support. 1) Digital PBX service and 2) Digital DID Service.

DS-1 DIGITAL CHANNEL CONNECTION

A DS-1 digital channel connection joins a DS-1 link to other facilities and terminating equipment. A channel service unit is the equipment located at the customer's premise, which terminates each DS-1 channel.

DS-3 - 44.736 MEGABITS PER SECOND

A DS3 circuit is a communication channel having a transmission speed of 44.736 megabits per second. This service is equivalent to 28 DS1 channels. Often called a T3. A DS-3 link provides a channel for transmission of serial digit data at rates of 44.736 Mbps asynchronous serial data. A DS-3 channel connection joins a DS-3 link to other facilities and terminating equipment.

DUAL TONE MULTI-FREQUENCY - DTFM

A type of switched access line address signaling that uses two tones transmitted simultaneously to indicate a digit (0 to 9) or character (* or #).

Glossary

DUE DATE

The date an event is to occur (e.g., an installation, a change or a connection.

END OFFICE SWITCH

Denotes a local switching system where telephone exchange service and customer station loops are terminated for purposes of interconnection to trunks.

END USER

Denotes any individual, partnership, association, corporation, governmental agency or any other entity which subscribes to interstate/intrastate service (s) provided by an access line services customer (ac) or uses the services of an access line services customer (ac) when the ac provides interstate/ intrastate service (s) for its own use. The term also denotes residential and business telephone users who purchase telecommunications services or an end user denotes residential or business service users who purchase telecommunications service from any certified interstate telecommunications provider.

ENHANCED DIGITAL TELEPHONE SERVICE - (EDTS)

This service is available with isdn ports. It is comprised of several features, which provide the end users with the functionality of a key system, from the central office, thereby eliminating the need for control equipment & complex wiring at the end user premises. The end user must obtain the ISDN terminals.

EQUAL ACCESS

A requirement that all local access telephone operating companies allow local subscribers to select their long distance company of choice. These long distance companies must be accessible by dialing "1" and not a string of dialing codes. Subscribers can choose their primary inter-exchange carrier (PIC), who they will be able to reach by dialing 1 before their long distance number.

ERRORS

A discrepancy or unintentional deviation by the company from what is correct or true. Reference to an "error" can also include omission in records.

ESCALATION PROCESS

The escalation process is a process that outlines the areas of responsibilities in order to aid in the solution of an unresolved problem.

ESS - ELECTRONIC SWITCHING SYSTEM

ESS means electronic switching system or a digital central office switching system. This is a central office where the subscriber receives their dial tone and the office that actually delivers the dial tone, often called an end office.

EXCHANGE

Denotes a unit established by the Company for communication service in a specific geographic area, called the exchange area, which usually embraces a city, town or village and a designated surrounding or adjacent area. It consists of one or more central offices together with the associated plant used in providing communication service to the general public within that area.

An area in which there is a uniform set of charges for telephone service. The long distance rates, which apply in a given exchange, are based on the distance from that exchange's "Rate Center" to the rate center in the distant exchange. An exchange may be defined as an area with its own rate center and/or as 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 the direct or indirect access to the exchange system.

EXCHANGE SERVICE

Telephone service furnished between customer stations within an exchange area or local. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

FACILITIES

Facilities refer to the equipment and services that make up a telecommunications package. This usually denotes any cable, poles, conduit, microwave or carrier equipment; wire center distribution frames, central office switching equipment, etc. Utilized to provide services that are offered by the service provider (s).

FACILITIES RENT

Facilities rent is used by telecommunications providers, (including cellular office space in Puerto

Glossary

Rico's central offices, towers or other facilities will be charged based on contract rates.

FACILITY BASED PROVIDER

A facility-based provider is a competitive access provider with local outside facilities at the end user locations.

FACILITY TYPE

This is a code that is used with a trouble ticket. This code describes the type of facility and or line.

FACSIMILE - FAX

A facsimile is a technology used for sending images by telephone.

FAST BUSY

A busy signal, which sounds at twice the normal, rate (120 interruptions/minute vs. (60/minute). A "Fast Busy" signal indicates that all trunks are busy.

FEDERAL COMMUNICATIONS COMMISSION (FCC)

The FCC is a board of commissioners having the power to regulate interstate (not intrastate) and foreign communications originating in the United States. The FCC plays a role in implementing the Telecommunications Act of 1996.

The FCC regulates: (1) the prices for interstate phone data and video service; (2) Licenses carriers to provide telecommunications throughout the United States; and (3) Determines the electrical and physical standards for telecommunications equipment, and (4) Matters pertaining to interstate services offered by PRTC are regulated by the FCC.

FEDERAL IDENTIFICATION NUMBER

The federal identification number is required on all business accounts. This information is entered on the contract.

FINAL ACCOUNT

A customer whose service has been disconnected and who has outstanding charges still owed to the company.

FLAT RATE SERVICE

This is a method of pricing a service. The fixed monthly charge a residential subscriber in a local exchange will pay to be allowed to make an unlimited number of local calls. Customers may have a choice between flat rate and measured service.

FOREIGN DIRECTORIES

A foreign directory is any telephone book that is other than your local directory. This can be a directory from anywhere in the world.

FOREIGN EXCHANGE SERVICE - FX

Telephone exchange service furnished to a customer through a central office other than the one regularly serving the area in which the customer is located. This is usually provided when a customer does not want to pay a toll charge and is willing to pay the rate plus mileage.

FOUR-WIRE CIRCUIT

A four-wire circuit is a communication service that provides a separate communication channel in each direction. Digital communications channels are inherently four-wire, while usually voice telephone lines are two-wire. Four-wire is used to provide superior transmission.

FRAME - MAIN DISTRIBUTION FRAME

A frame is a rectangular long metal structure that is housed in a central office, or can be found in telephone rooms. The frame has "verticals and Horizontals" and is used to connect the jumper (wire connections) from the outside facility, cable pair carrier, etc. to the inside facility, equipment number.

GRADE OF SERVICE

A term associated with telephone service, indicating the probability that a call attempted will receive a busy signal. A P.01 Grade of Service means the user has a 1% chance of receiving a busy signal.

GROUND START

A way of signaling on subscriber trunks in which one side on the two wire trunk (typically the "RING" conductor of the tip and ring) is momentarily grounded to get dial tone. Ground start is a required software change in a ESS. It indicates that dial tone should not be sent as loop start, which is the normal method. It is usually required with PBX service. Normal single lines and key systems work on loop start lines. Ground start will be defined by an alpha accounting code.

GROUP NUMBER PLAN

Reserves a range of numbers for CENTREX and ISDN customers.

HANDICAPPED PERSON

Glossary

The term "Handicapped Person" denotes those who are legally blind or visually handicapped, under the following definitions from the federal register.

HANDICAPPED SERVICES

The handicapped service that is offered is discounted service for the hearing and speech impaired.

HIGH SPEED DIGITAL TRANSMISSION

These transmission facilities are high-speed digital fiber optic high-capacity services (T1.5 and T45).

HOLIDAYS

PRTC will not provide installation services on holidays. Repair will be available only for emergency services.

HOST OFFICE

The term "Host Office" denotes an electronic switching system, which provides call-processing capabilities for one or more remote switching modules or remote switching systems.

HOTLINE SERVICE

Hot line service permits a telephone access line to be programmed to automatically establish a pre-designed connection the moment the calling line goes off hook. This service requires a predetermined number. This service is not available on coin telephones or on ISDN Access Lines.

IDENTIFICATION PROTECTION (A CC FEATURE)

Free per-call blocking will be provided to all customers. By dialing a special code each time a call is made the customer can prevent the disclosure of his/her telephone number to the called party subscribed to Caller ID Service. When the service is activated before the call is placed a private status message will be sent instead of the number.

INCOMING SERVICE GROUP

Two or more central office lines arranged so that a call for the first line is completed to a succeeding line in the group when the first line is in use. Also, commonly called Hunting and or Trunk Hunting.

INCUMBENT LOCAL EXCHANGE CARRIER (ILEC)

As defined in the Telecommunications Act of 1996 with respect to an area, the Local Exchange

Carrier that on the date of enactment of the Act, provided telephone exchange service in that area. In this document, the ILEC is the PRTC operating Telephone Company.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

Integrated Services Digital Network is a totally new concept of what the world's telephone system should be. The system should overcome the following system limitations: (1) each voice line has only 4 kHz, which is very narrow; (2) most signaling is in-band signaling, which is very consuming of bandwidth (i.e. bandwidth is expensive and inefficient; (3) the little out-of-band signaling that exists today runs on lines separate to the network; (4) most users have separate voice and data networks which is (inefficient, expensive; (5) premises telephone and data equipment must be separately administered from the network it runs on; (6) there is a wide and growing variety of voice, data and digital and interface standards, many of which are incompatible.

ISDN service is voice and data capabilities combined into a single line.

INTER-LATA

As defined in the Telecommunications Act of 1996, means telecommunications between a point located in a Local Access and Transport Area (LATA) and a point located outside such area.

INTERACTIVE INFORMATION NETWORK - (IINS)

Interactive Information network Services (IINS) consists of service and facilities whereby end users, by calling a particular central office designation and number, can obtain subscriber-provided pre-recorded announcement or interactive program. An Interactive Program is a program whereby an end user, by the use of a touch-tone telephone or similar device, can communicate with the subscriber's equipment for the purpose of sending or receiving information. A subscriber to the IINS System is an Information Provider (IP) who provides the program. An end user is a person who makes a call to an IINS number is responsible for the payment of the Subscriber Selected Price (SSP) for such a call PRTC provides to the subscriber (Information Providers), IINS Access Lines and Transport over the telephone network. Billing and collection

services have been grand-fathered for customers in existence as of 12/31/94.

INTERCEPT

An intercept is a line connecting a central office line or a PBX station line or turret line to equipment for answering incoming calls. Calls that cannot reach their destination may be intercepted and be diverted to a recording to an operator. Intercept must provide sufficient information to callers to indicate the reasons for being intercepted as well as the directions to assist them in making their calls.

PRTC allows a 30-day minimum period intercept services for residential and 60 days for business service. (See Announcement on Intercept Procedures).

Intercept recordings are the property of PRTC.

INTERCHANGE CARRIER OR INTEREXCHANGE COMMON CARRIER (IXC)

Any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged for hire in interstate or foreign communication by wire or radio, between two or more exchanges.

Inter-exchange channel or Inter-exchange carrier as contrasted to the LEC (Local Exchange Carrier) a new word for a local phone company. Inter-exchange carriers used to called "Other Common Carriers" except that did not include AT&T. Now AT&T and all the other common carriers are called *Inter-exchange carrier*.

INTERCONNECTION

As described in the Telecommunications Act of 1996, Interconnection means the connection of separate pieces of equipment or transmission facilities within, between, or among networks. The architecture of Interconnection may include, but is not limited to, collocation arrangements, entrance facilities, and Mid-Span Fiber Meet arrangements

INTEREXCHANGE CARRIER (IC)

The term "Inter-exchange Carrier" (IC) or "Inter-exchange Common Carrier" denotes any individual, partnership, association, joint-stock option company, trust, government entity, or corporation engaged for hire in intrastate

communication by wire or radio, between two or more exchanges.

INTEREXCHANGE SERVICE (IX)

Any service that crosses exchange boundaries.

INTERFACE

That point on the premise of the subscriber at, which provision is made for connection of facilities provided by someone other than the telephone company to facilities provided to the telephone company.

INTERNATIONAL DIRECT DISTANCE DIALING (IDDD)

International Direct Distance Dialing allows you to dial (no operator assistance) an international call. If your exchange does not have IDDD capability you must dial O for an operator. And you will be charged at the DDD rate.

INTEROFFICE MILEAGE

Inter-office mileage is the segment of a line, which extends between the central offices serving the originating and terminating points.

INTERRUPTIONS IN SERVICE

The inability to complete calls, either incoming or outgoing or both, due to company facilities malfunction, weather or human error. If the company needs to interrupt service for the purpose of working on the lines and/or equipment, the company should attempt to do the work when it causes the minimal damage. The company must also arrange to provide emergency service during the duration of the interruption.

INTERSTATE

Calls placed between states and foreign communications.

INTRA-LATA TOLL USAGE

As defined in the Telecommunications Act of 1996, INTRA-LATA Service means telecommunications between two points located within the same Local Access Transport Area. Toll calls are charged to customers according to the rates outlined in P.S.C. NO. 3 - Access. Customers will be charged originating & terminating access (LOCAL SWITCHING & LOCAL TRANSPORT).

Glossary

INTRASTATE

Remaining entirely within the boundaries of a single state and therefore if related to telephone, falling entirely under the jurisdiction of that state's regulatory procedures.

JOINT TRENCH

Whenever possible and practical, electric and communication cable shall be installed in the same trench simultaneously at random separation. If contract services are used to provide cable, they must comply with their requirements.

JUMPERS

The Conductors/Wire used to cross connect between the "Outside Plant" side of the distribution frame and the "Inside Plant" equipment side.

KILOBITS

A measure, representing 1,000 bits, generally used to express the speed per second of telecommunications services and equipment. A "bit" is the smallest unit used to express digital information.

KILOMETER

A kilometer is a measurement of distance, which equals 1000 meters or approximately 0.62 miles.

LEASED CHANNEL

An electrical path used for the connection of equipment furnished by the subscriber to the equipment furnished by the subscriber or the telephone company for a specific purpose.

LETTER OF AGENCY (LOA)

The Letter of Agency (LOA) allows a Reseller to obtain end user record information from PRTC Network. An LOA by itself does not change a *customer's primary local operating carrier (PLOC)*. A wholesale PRTC order that includes PLOC information is necessary.

LIDB

LIDB assigns a code that describes restrictions applying to local or public telephones. An example would be to restrict a public coin telephone from accepting a collect call.

LINE

A line is an electrical path (TWO WIRES) between a phone company central office and a subscriber's equipment. Also called central office line.

LINE CLASS CODES

A line class code is the terminology for the code that is used to update the switch. Switch updates will be administered by PRTC.

LINE EQUIPMENT

Line equipment is equipment in a central office, which is there to serve one phone line. The line equipment includes a line relay or equivalent, which starts to work when the customer's telephone goes off-hook. In a digital office the line equipment is now called a LEN (Logical Equipment Number) or a SLEN (SLC Logical Equipment Number).

LINE EQUIPMENT NUMBER (LEN)

The LEN identifies the line appearance on a stage 0 switch of a line unit. The module processor needs the information during the call processing for the purpose of path completion. The LEN is the line equipment number used with the host switch and is made up of 8 digits.

LINE NUMBER

A feature used for customers that have lines without phone numbers attached (I.E. DATA CIRCUITS, EXTENSIONS, ETC.).

LINK UP AMERICA

The link up America program is a connection assistance plan which provides for the reduction on one-half of the charges associated with connection of telephone service, up to \$30.00, subject to the following eligibility criteria: (1) the applicant must meet the same qualifications for lifeline telephone service. (2) Assistance can only apply for a single telephone line at the principal place of residence of the applicant. (3) The applicant must not be a dependent for federal income tax purposes, unless he or she is over 60.

LOCAL ACCESS AND TRANSPORT AREA (LATA)

A geographic area within a telephone company's franchised territory, which has been established in accordance with the Modification of Final Judgment (MFJ) for the purpose of defining the area within which a telephone company may offer its telecommunications services (both local and long distance ("INTRALATA") service. For calls to numbers outside this area, the long distance company provides INTERLATA service.

Glossary

LOCAL CALL

A call placed by a customer over facilities of the company, is not related as a toll call. A local call can either be associated with flat rate service or can be billed as measured rate service.

LOCAL CALLING AREA

The local calling area is a geographical area, as defined in the Telephone Company's Local and/or General Exchange Service tariff, in which an end user (Telephone Exchange Service subscriber) may complete a call without incurring Toll charges.

LOCAL EXCHANGE CARRIER (LEC)

A local exchange company is the company who has provided customers with traditional telephone services. A LEC has the ability to be both a network wholesale provider and a retail service provider.

LOCAL LOOP

The physical wires that run from the subscriber's telephone set, from a PBX or a key telephone system, to the telephone company central office.

LOCAL MEASURED SERVICE

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the timed usage of the local network. This service is offered on residential and business service. (See - Local Measured Service Procedures).

LOCAL SERVICE

Local service is a telephone exchange service within a local calling area.

LOCAL SERVICE AREA

The local service area is the area through which a customer, at a given rate, obtains telephone service without the payment of a toll charge. A local service area may consist of one or more central offices.

LOCAL SERVICE PROVIDER (LSP)

The company that provides an end user the ability to place and receive local telephone calls. The same company serves as a conduit for the end user to place and receive long distance calls

LOCAL USAGE

Local usage for business end users and measured rate residence end users are charged to customers on a per-minute of use basis. These

are separate charges for a one-minute call, a two-minute call, a three-minute call, and calls that are four or more minutes in length.

Local usage for residence flat rate end users that make an excess of 750 minutes of call per month will be charged to the end user's carrier. The same arrangement as residential measured service will apply for calls beyond the 750-minute mark.

LOCALITY NAMES

Locality names are the description for the area code and or exchange. Also used with a Directory Listing to Identify the Town. (See- Directory Information - White & Yellow Pages).

LONG DISTANCE

Any telephone call to a location outside the local service calling area. Also called toll call or trunk call.

LOOP

Local circuit between and exchange and a subscriber telephone station. Also called subscriber loop and local line.

Also, is 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 within the PRTC area

LOOP START

You "START" (Seize) a phone line or trunk by giving it a supervisory signal. That signal is typically taking your phone off-hook. There are two ways you can do that, ground start or loop start. With loop start, you seize a line by bridging through a resistance tip and ring (Both Wires) of your telephone line. All lines will be assumed to be loop start unless a ground start USOC appears on the order.

LOUDSPEAKER PAGING (A CENTREX FEATURE)

This feature allows dial access to end user owned loudspeaker-paging equipment. The called party can dial an access code from any station in the CENTREX group to be connected to the paging party. End user must provide necessary on-premise equipment for this feature.

Glossary

LOW SPEED DIGITAL

Low speed digital service provides Point-To-Point and Multi-Point data transmission service designed to transmit data in digital form, end to end over digital facilities routed through a central office node. Low speed digital links are capable of the simultaneous two-way transmission of digital signals at synchronous speeds of 2.4, 4.8, 9.6 or 56 KBPS between two or more points.

MAINTENANCE, INSPECTIONS & TESTS

The company is required to adopt a program of periodic tests.

MAINTENANCE SERVICE INCENTIVE & REBATE PLAN

The company shall provide a rebate for local exchange service to customers in accordance with part 603, service standards for telephone companies, Title 16. In the event that a central office having more than 3,000 access lines has a customer trouble report rate of 8.4 or more for three consecutive months, or a central office entity having 3,000 or fewer access lines has a customer trouble report rate of 8.4 for more than five consecutive months.

A rebate must be made to each consumer of record of one or more access lines in the central office in the month subsequent to any three or five month period, whichever is applicable, in the amount equal to 20% of the basic local service charges. Local service charges are equal to the total of port and link charges, excluding units of usage, state local and federal surcharges, features and services.

MEASURED SERVICE

It is the local exchange service that is furnished based on a minimum rental charge for a fixed number of message units and additional charges for additional message units.

MEDIA TYPE

The type of bill the customer will receive, options are magnetic tape, paper or disc. The user in an on-line table describes the media type.

MESSAGE UNIT

A message unit is the unit of measurement for local messages within an exchange.

MINIMUM SERVICE PERIODS

Minimum period of time required for an equipment or facilities to remain in service. The period is one month by contract, if service is terminated as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer.

MODEM

A modem is a contradiction of modulator-demodulator. A device that modulates and demodulates signals transmitted over communication facilities.

MODULATION

Modulation is the process of translating various high/low frequencies of sound waves into high/low electrical voltages.

MONTHLY SERVICE CHARGES

Monthly service charges may be called rates and/or pricing. They are also known as re-occurring charges.

MOVE CHARGE

A charge made for the transfer of telephone service or equipment from one location to another in the same premises made at the customer's request when there is no interruption of the service other than the one incident where the work is involved.

MULTI-FREQUENCY (MF)

An Inter-Machine Pulse-Type used for signaling between telephone company switches, or between telephone company switches and PBX/KEY Systems.

MULTI-POINT LINES

Multi-point lines are line having one originating point and more than one terminating point.

NATIONAL EXCHANGE CARRIER ASSOCIATION (NECA)

Formed in 1983 by the Federal Communications Commission (FCC), NECA is a not for profit corporation whose members are local telephone companies; NECA helps administer the FCC's access charge plan and other federal and state telecommunications programs.

They also provide the Operating Company Number (OCN) to any company certified to provide telecommunications services.

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 network.

NETWORK CONTROL SIGNALING UNIT

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

NETWORK PROVIDER

The term "Network Provider" denotes entities that construct or do their own switching, transmission or other telecommunications facilities for the purpose of providing telecommunications services to themselves or others.

NNX CODE

Until recently this was the telephone term for a three-digit code used to identify the central office serving a particular phone number. The "N" is any digit other than a 1 or 0. "X" is any digit. Now we use "NXX". Each CLEC that provides switched service is given a unique NNX.

NODE

The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

NON PUBLISHED SERVICE

Non-published service is when a customer chooses to have their telephone number not be included in any directories or be given out by directory assistance. A customer pays a monthly premium for this service.

NON RECURRING CHARGE

One time charges applicable when service is furnished to a new customer or additional services to an existing customer. Is also called as "order charge or a connection charge". These charges will be offered to Resellers on a terrified basis, reflecting time and material cost. Charges may apply to the following:

- ◆ The installation of new service.
- ◆ The transfer of an existing service to a different location.

- ◆ Changes in service.
- ◆ Service charges, basic order charges, record order, premium installation charges, and other miscellaneous charges.

NUMBERING PLAN AREA- (NPA)

The area code defining a geographic area within which telephone switching systems and numbering schemes are grouped, no two telephone lines may have the same 7 digit phone number.

NXX CODE

In recent years, shortages of telephone numbers have forced Telco's to use 7 digit numbers in which the second digit is a 1 or a 0. Thus the term "NNX" has given way to "NXX".

OPEN MARKET

An open market is the term used to describe a geographic location where Competitors provide local service within the Puerto Rico Geographic Area.

OPERATING COMPANY NUMBER (OCN)

The OCN is a 4-character code that is secured and assigned by the National Exchange Carrier Association (NECA) to identify any telecommunications service provider on usage detail records. The CLEC must provide Puerto Rico Telephone with the four digits Operating Company Number (OCN). Service requests cannot be processed without an OCN.

OPERATOR SERVICES

Operator services will be available for Resellers' local telephone customers 24 hours a day. The conditions and procedures are in the operator services contract agreement between the Reseller and Puerto Rico Telephone. The services provided could be for "0" dialing when and customer needs assistance for many different reasons, help, and report of an emergency, assistance at a coin telephone. Also directory assistance for local and long distance requests all operator services provided to CLEC or bypass companies will be based on contractual agreements.

OPTICAL FIBER

An optical fiber is a transmission medium in which modulated light wave signals are transmitted through glass or plastic and demodulated into electrical signals by a light sensitive receiver.

Glossary

OPTIONAL CALLING PLANS

An Optional Calling Plan allows a customer to make long distance calls at a reduced rate or under a special package plan. There are numerous plans. The vendor of choice usually handles these.

ORDER HISTORY

Histories of all the orders against a specific account are available in the system.

ORDER TRACKING

Order tracking is done through jeopardy codes and job steps.

ORDER TYPE/ACTION/SUFFIX

Order type & order action is controlled through a type/action table. There are various types and actions. The order type defines the action and the routing. Use in out or change on order requests.

ORIGINATING DIRECTION

Originating direction is the use of Access Service for the origination of calls from an End User premise to a customer premise.

OTHER CHARGES AND CREDITS (OCC)

The term OCC means other charges and credits. These are one-time charges or non-recurring charges made to a customer's bill or a credit/adjustment given to a customer.

OUTSIDE MOVE CHARGE

A charge for the transfer of telephone service from one location to another, not on the same premises, made at the customer request.

OUTSIDE PLANT

The outside plant includes all cables and wires extending outward from the network protectors on the main distribution frame, supporting structures, and other associated apparatus necessary to connect the terminal equipment to the outside plant. The order system will request whether the facilities are OFF NET (Not a part of our network, or On-Net (A part of our network). When the facilities are Off Net, the provisioning area will determine the facility vendor.

PARTY LINE ADMINISTRATION

Party line service will not be a company offering.

PATH

The route a signal follows, though a circuit or through the air.

PAY PHONE

Used to be just a coin phone. Now pay phones can be "coin less" and can read credit cards.

PAYMENTS

A payment shall be considered accomplished on the date when the full amount of the bill or an agreed upon partial payment is received by the company or the company's agent. If the payment is mailed to the company or its agent, the payment shall be considered accomplished at the time the payment is mailed.

PAYMENTS - OVERPAYMENTS

The company will not provide interest on overpayments that are not refunded within 30 days of the date the company receives the overpayment, unless the customer agrees that the credit can be applied to the next bill. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of an erroneous company billing error.

PAYMENTS - PARTIAL PAYMENTS

Upon receipt of a partial payment from the customer, the company shall apply as directed by the customer. If the customer does not include directions on how to apply the partial payment to the bill, and there is no billing dispute pending on the account, the company will apply such a payment in the following order: (1) The full amount of the partial payment will be applied to basic local exchange services, which includes tone signaling and non-published listings, and exclude charges for features and long distance calls. (2) Next, any residual or subsequent payment received during the same billing period will apply to InterLATA on distance services billed by the company. (3) Next the payment will be applied to other regulated services. Note: If a dispute is pending over any of the charges, the disputed amount will not be used in the application of partial payments.

PAYMENTS - PAYMENT AGENCIES

A payment agency is a company other than PRTC that accepts payments of PRTC bills. Payment agencies can be banks, other Telco's, supermarkets or any company that has and

Glossary

agreement with PRTC to act as a collection agent on its behalf.

PAYMENTS - PAYMENT CODE

A payment code is used to define the types of payments, cash, check, etc.

PAYMENTS - PAYMENT PROCESSING

The payment is posted to the customer's account on the day the payment is processed on line.

PHONE PRODUCTS

Phone products are considered terminal equipment and/or station equipment, which are not offered by PRTC. Customer may purchase sets, key systems, etc. from vendors or product centers.

POINT OF PRESENCE (POP)

A place within a LATA from which a long distance carrier transfers the long distance traffic of its subscribers from the local operating company's central office network to its own long haul network.

PORT

A connection to the PRTC switched network. A port consists of the cross connection to the switch, the switch port, dial tone and access to optional calling features. The same port element will apply regardless of whether the connection is to a PRTC Loop or an interconnected loop.

POWER SUPPLY

The Reseller or the customer must provide the necessary electric power. If there is a failure, PRTC is not responsible.

PREFERENTIAL TELEPHONE NUMBER SERVICE

Preferential Telephone Number Service is provided to customers who request a telephone number than the telephone number randomly offered by Puerto Rico Telephone Company (PRTC). Both a one-time charge and monthly charges apply for this service.

PREMISES

Any room of a building where the customer's personnel thereof occupy all of the room or a portion. Any two or more adjoining rooms located on the same floor of a building provided all rooms or portion of each of the rooms are occupied personally by the customer or the customer's personnel. Any rooms on two or more successive or adjoining stories of a building where the

customer or the customer's personnel occupy all of the rooms or portion of each of them personally. That portion of an individual house or building entirely occupied by one family, or one flat or apartment occupied by one family. Private garages and caretaker's quarters and other locations such as private laundries, patios, garden houses and private swimming pools, which are a part of the customer's domestic establishment and used in connection with an individual residence are considered as part of the premises of that residence if located on the same continuous property and not separated from the residence by a public thorough fare.

The space occupied by a customer or authorized user in a building or buildings or contiguous property not separated by a highway.

PRICING - FLEXIBLE

Flexible pricing sets a minimum and maximum rate that can be charged for telephone services. This plan gives the company the option of charging a specific rate within the range of established minimum and maximum rates.

- ◆ The company can change a rate by filing a rate adjustment to the telecommunications regulatory board.
- ◆ A customer must be notified of a rate increase.
- ◆ A rate shall not be changed unless it has been in effect for at least (30) days.
- ◆ A customer can request that the company disconnect service that is provided under the flexible pricing plan due to a price increase. The customer will be credited for the difference between the new price and the old price retroactive to the effective date of the price increase if the customer notifies the company within 10 days of receiving notification of the price increase.

PRIMARY INTEREXCHANGE CARRIER (PIC)

Equal Access is a long distance dialing program that allows you to choose a primary long distance company to handle calls placed outside the LATA. With Equal Access, your selected long distance company will complete your calls outside the LATA. The rates and regulations of this company apply to each of these calls. Customers can find out their long distance carrier by dialing 700-555-4141.

Glossary

PRIMARY LOCAL OPERATING CARRIER (PLOC)

This term is used to define the Primary Local Operating Carrier.

PRIVATE BRANCH EXCHANGE (PBX)

Private Branch Exchange is a private phone system allowing communication within a business and between the business and the outside world. A PBX differs from a key system in one respects - namely that to make an outgoing call on a PBX, you must dial "9". On a key system, a user can typically access an outside line by pushing a button on the telephone. We will provide facilities for connecting central trunks and tie lines to PBX stations, and connecting PBX stations by means of switchboard or dial apparatus.

PRIVATE LINE

A service furnished for the customer's sole use by means of a line to which two or more telephone stations are permanently connected and which shall not be connected for exchange service.

PRIVATE LINE - ANALOG 4 WIRES

4 wire analog private line links provide Point-To-Point line without access to the exchange system for communication over 4 wires using equipment furnished by the network providers.

PRIVATE LINE CARRIER (PLC)

The term "Primary Local Carrier" (PLC) denotes entities that either purchase network services from a network provider or own facilities that provide such services, and sell telecommunications services to end users.

PLC is a 3 digit alphabetic code that defines the carrier; the information is added to an order followed by the telephone number of the carrier. An example is PLC/FCR, 956-0001

PRODUCT CATEGORY

A product category is defined in an on-line table. These categories are used to define the product code (USOC) to the product category.

PRODUCT CODE

A product code is defined in an on-line table. The product code is also called a USOC (Universal Service Order Code) or USEC (Universal Service Equipment Code).

PROMOTIONAL TRIALS

The company may elect to offer a free or reduced rate trial of any custom calling feature (s) to customers within 90 days of the establishment of the new feature. The company may establish temporary promotional programs waiving and reducing non-recurring charges.

PROTECTOR

A protector is a device to protect against hazardous voltages such as lightning striking the phone lines. The protector is normally the point of demarcation.

PRPC RETAIL

PRTC retail will provide services to the end user, their customer. These services can be purchased from the PRTC network.

PUBLIC SAFETY ANSWERING POINT - (PSAP)

An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the **point** 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.

PUERTO RICO RELAY SERVICE

The company will provide access to a telephone relay center for New York relay service. This service permits telephone communications between hearing and/or speech-impaired individuals who must use a Telecommunications Device (TDD) or Teletypewriter (TTY) and individuals with normal speech. The relay service can be reached by dialing an 800 number. Specific 800 numbers have been designated for impaired and non-impaired customers to use.

PUERTO RICO TELECOMMUNICATIONS REGULATORY BOARD (PRTRB)

This agency oversees intrastate communications services provided in Puerto Rico.

PUERTO RICO TELEPHONE NETWORK

Services on the PRTC network will be provided to both the Resellers and CLECS based on tariff or contract rates.

PULSE CODE MODULATION (PCM)

PCM is a method of taking an analog voice signal and encoding it into a digital bit stream. Advantages to the digital switching are: (1) Cost

Glossary

digital is less expensive; (2) Can be interwoven with other digital signals for computers and facsimile, and (3) Less noise.

PURCHASE ORDER NUMBER (PON)

The Purchase Order Number is a unique number identifier, assigned by the carrier for tracking purposes. PON revisions keep the same number with an added sequence number.

RADIO ACCESS PAGING - A CENTREX FEATURE

This feature allows attendants and station end users to access radio paging equipment and page individuals carrying pocket radio receivers. The paged party, upon receiving the page, establishes a voice connection with the paging party by dialing a unique answer code from any station in the Centrex group. The end user must provide any necessary on-premise equipment for this feature.

RATE CENTER

A point used for determining rates such as mileage. The rate center of a central office district is the location of the central office. Also the rate center is used to determine local calls verses toll.

RATE GROUP

A rate group is a number between 1 and 5 assigned to an area. The rate group determines the monthly for a residential flat line service.

RECENT CHANGE

A term used to define the area that updates the translations from the order to the switch. Information processing will perform the recent change function at PRTC.

REFUNDS

Customers may be entitled to refunds due to overcharging, overpayments and or deposit refunds. Customers may choose to have the refund applied to the account, or to have refund sent in the form of a check made payable to the customer

REMOTE CALL FORWARDING SERVICE (RCF)

This feature is a local exchange feature that utilizes a telephone number and central office facilities in the RCF local calling area to automatically forward all incoming calls dialed to the RCF telephone number to another telephone number in the same exchange as the RCF number

or in a different exchange. There are numerous terms and conditions.

REMOTE CALL FORWARDING SERVICE (OPTIONAL CUSTOM CALLING SERVICE)

This service allows customers to automatically forward an incoming call to a remote telephone directory number by renting a directory number at the central office. The customer will be billed for the transferred portion of the call

REMOTE SWITCHING MODULE - RSM AND OR REMOTE SWITCHING SYSTEMS

The term "Remote Switching Modules and/or Remote Switching Systems" denotes small, remotely controlled electronic end office switches that obtain there call processing capability from an ESS TYPE Host Office. The RSM/RSS cannot accommodate direct trunks to the customer.

REPAIR SERVICE

Both customer service and repair will handle repair service calls. The repair will be responsible for testing, and/or dispatching to clear the trouble condition.

REPAIR WORK AREA

The repair work area is used in the trouble ticket to describe an area within repair.

REPEAT CALL (A CC FEATURE)

This service, when activated, automatically redials the last number the customer attempted to call, whether the call was answered, not answered or the number is not known. The following types of calls will not be automatically dialed:

1. Calls to 800 Service numbers
2. Calls to 900 Service Numbers
3. Calls to numbers preceded by long distance companies' access codes.
4. Calls to Operator Assistance Services.
5. Calls to the Emergencies Services 911 (Future).

This service is available to residential and business customers on a monthly-subscription basis and on a per-activation/occasion basis

Glossary

RESALE OF SERVICE

Resale of service is the subscription to communications services and facilities by one entity and the re-offering of communications services to the public (with or without adding value) for profit.

RESELLER

A company that is able to provide local service without having to make a large capital investment in expensive switching equipment and/ or outside plant facilities. A Reseller provides service to the end user. The Reseller must obtain a certificate of public convenience & necessity and have filed a retail tariff.

RESELLER BILL PERIOD ACCOUNT

Each bill period account will carry the charges for every end user sub-account having that bill period, and will itself have the same bill period.

RESELLER SUB-ACCOUNTS

Each converted end user account automatically becomes a Reseller Sub-Account.

RESIDENCE MAIN LINE

Individual C.O. Line for residence customer terminated in a Multi-line Telephone, Key Telephone Equipment, Intercommunicating System or any other similar arrangement. The customer will usually have access to more than one residence main line at the same location. Group Hunting could be provided as an optional feature.

RESIDENTIAL SERVICES

Residential Service and Rates apply to end user service that is furnished.

- ◆ In any part of an end user's home or apartment.
- ◆ In an office of any doctor, nurse or veterinary surgeon, provided that the office is located in a domestic establishment.
- ◆ In the study of the clergy that is located in a church.
- ◆ In college fraternity or sorority houses and college dormitories, where member lodge or board within the house.
- ◆ In patient's rooms in hospitals or institutions.

Residential services are purchased wholesale from PRTC. Rates are based on rate group. The residential service types available are as follows:

- ◆ Flat Rate Residential - Link & Port (Bundled).
- ◆ Measured Rate Residential - Link & Port (Bundled).
- ◆ Measured Rate Residential - Link Only.
- ◆ Measured Rate - Port Only

RESTORAL OF SERVICE CHARGE

A reconnection charge applies each time a service is reconnected after suspension or termination for non-payment but before cancellation of the service.

RETAIL PROVIDER

A Retail provider is a company that provides service to the end user.

RETURN CALL (A CC FEATURE)

This service enables a Customer to place a call to a telephone number associated with the most recent call received whether or not the call was answered or the number is known

RETURN CHECK CHARGE

When a check that has been presented to the company as payment for charges is returned from the bank, the customer will be responsible for a \$10.00 return check charge. This charge will be billed as an OCC by the company and will appear on the customer's next bill.

RIGHT OF WAY - EASEMENTS

Right of way or easements apply when the company has constructed, owns, operates and maintains distribution lines along public streets, roads and highways which we have a legal right to occupy, and on public land and private property across which right-of-way and easements satisfactory to the company have been obtained. Any questions on right-of-way or easements should be referred to the engineering.

SAME PREMISES

All spaces in the same building occupied solely by one subscriber and all space in different buildings on continuo property when occupied solely by one 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.

SECURITY

Secured information is essential to the open market plan. Systems will require passwords and confidentiality of information will be implemented.

SELECTIVE CALL ACCEPTANCE (A CC FEATURE)

This service, when activated, allows the customer to selectively accept incoming calls from numbers on a list of up to 12 telephone numbers

SELECTIVE CALL FORWARDING (A CC FEATURE)

This service, when activated, allows the customer to selectively transfer to another telephone number, calls from a list of up to 12 telephone numbers.

SELECTIVE CONTROL OF FACILITIES

This CENTREX feature allows the end user to busy out private facilities and thereby deny all originating access. Selective routing a feature those routes an e911 call from a central office to the designated primary PSAP based upon the identified number of the calling party.

SELECTIVE INCOMING CALL RESTRICTION (A CC FEATURE)

This service, when activated, allows the customer to selectively reject incoming calls from numbers on a list of up to 12 telephone numbers.

SERVICE AREA

The geographic area served by a supplier. The area in which the supplier, theoretically, stands ready to provide the offered service.

SERVICE CATEGORIES

The partitioning of service into service categories is required for the purpose of applying partial payments to bills and for the disconnection and reconnection of service. There are 4 categories: (1) Basic Local Service, (2) LEC INTRATOLL, (3) Non Basic LEC, and (4) other.

SERVICE MEASUREMENTS REQUIREMENTS

The following are the "Quality of Service" Measurements.

- ◆ Obtain 800 Local Dial Service Measurement over a 3 month period on all originating Serving more Than 10,000 access lines and on all originating entities serving more than 5,000 access lines that are a part of a local dial network of 15,000 access lines. The measurements shall be reasonably distributed over the period.
- ◆ Dial tone speed performance in all originating entities serving more than 3,000 access lines.

- ◆ Provide, maintain and operate load or service indicating devices on traffic load sensitive originating equipment for all entities not equipped with a dial tone speed-measuring device.
- ◆ Every final choice inter building trunk group shall be equipped with a load or service indicating device.
- ◆ Measure accessibility performance for all customer contact locations that receive more than 200 contacts per average business day.
- ◆ Service levels are as follows:

MAINTENANCE SERVICE - (1) Reports per 100 access lines, (2) Percent missed appointments, (3) Percent us out of service in 24 hours.

DIAL LINE SERVICE - (1) Percent blockage, (2) Percent IML incoming match loss, (3) Dial Tone Speed % over 3 seconds.

ANSWERS PERFORMANCE - Business Office & Repair percentage answered within 20 seconds. Directory Assistance percentage answered within 10 seconds. AND AVERAGE ANSWER TIME IN SECONDS) INTERCEPT. Toll & Assistance percentage answered within 10 seconds; *Installation* (1) % installed within 5 days, percentage missed.

SERVICE ORDER

A service order is used to establish, change, move or remove a customer's service. An order issued to change or correct a customer's records.

SERVICE TYPE

A service type is used to establish a different rate from the base tariff rate (residence, business, pay station, key, etc.).

SERVING CENTRAL OFFICE

Local service is furnished from the serving central office.

SIGNALING SYSTEM NETWORK (SS7)

SS7 is digital data network carrying signaling information that interfaces with the telephone company voice/data network for services using the American National Standards Institute (ANSI) Common Channel Signaling (CCS7) signaling protocol.

Glossary

The PRTC signaling system 7 (SS7) is accessible by other network providers. Other network providers may obtain this capability by leasing ports on PRTC's local signaling transfer points. Connection to these ports is provided by low speed private line service, which can be leased from PRTC or other network providers

"SLAMMING"

"Slamming" is a term used to describe the change of an end user's PIC or LPIC without the end user's authorization. Slamming is unlawful.

SLEN - SLC LOGICAL EQUIPMENT NUMBER

A SLEN is the name used for the originating equipment number that resides on a remote terminal (RSM).

SPEED CALLING - (A CC FEATURE)

Permits the dialing of pre-selected frequently called 7 or 10 digit telephone numbers by means of an abbreviated code. This feature is available in either an 8-number or 30 number capacity. (1) Speed Calling eight allows a user to dial selected numbers using a single digit. Up to eight numbers can be selected. The activation code is *74, (2) Speed Call thirty is for Centrex and business service only. It allows users to select numbers using two digits. Up to thirty numbers can be selected. The activation code is *75.

STANDARD INDUSTRIAL CODES - SIC

This is a code used to describe the type of business.

STATION

Each telephone on a line and, where no telephone associated with the line is provided on the same premises and in the same building, the first termination is station key or a jack for the use with a portable telephone set.

STATION EQUIPMENT

Telephone instruments and associated equipment furnished to subscribers. Station equipment will not be leased, sold or maintained by PRTC.

STATION MESSAGE DETAIL RECORDING (SMDR)

Station message detail recording (SMDR) is an enhanced service for CENTREX and measured business lines. SMDR is the collection of call detail information on a station-by-station basis,

which provides the end user with the data to perform a wide variety of reporting and manipulation functions. End users require premise equipment and account codes.

STATION TO STATION CALLING

Station to station calling allows conversations between users with Centrex service. This is accomplished by dialing an abbreviated number (usually 4 digits).

SUSPENSION

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

SWITCH HOOK

A switch on a telephone set associated with a receiver.

SWITCH HOOK FLASH

This is a brief on-hook signal produced by momentarily pressing the switch hook.

SWITCH (HOST AND REMOTE)

A central office-switching machine, which opens or closes circuits, completes or breaks an electrical path, or selects paths or circuits. The switch route the call according to the number sequences dialed or pulsed into it and connects the caller to the corresponding destination. Switches can either be called a host or remote. One host switch can provide dial tone to many remote switches (RSM'S). A RSM (Remote Switch) can usually serve between 2000 and 7000 lines.

SWITCHED CIRCUIT

A switched circuit is a connection that is established by dialing, a means of linking a circuit or channel to switching facilities.

SYNCHRONOUS

A form of communications where characters or bits are sent in a continuous stream, with the beginning of one continuous with the end of the preceding one; separation of one from the other requires the receiver to maintain synchronization to a master timing signal.

SYSTEM

A system is referred to as one T- Carrier system equivalent to 24 voice channels.

Glossary

T-1 DIGITAL TRANSMISSION LINK

A T-1, Trunk Level 1, is a digital transmission link with the capacity of 1.544 Mbps (Mega Bits per second). Normally can handle 24 voice conversations. T-1 is the standard for digital transmission in North America and Canada.

T-2 DIGITAL TRANSMISSION LINK

A T-2 is a digital transmission link with the capacity of 6.312 Mbps (Mega Bits per second). It is capable of handling 96 voice conversations. T-2 is 4 times the capability of T-1.

T-3 DIGITAL TRANSMISSION LINK

A T-3 transmits data at 44.736 million bits per second. Commonly referred to as 45 megabits per second. It is capable of handling 672 voice conversations. Runs on fiber optic and is typically called FT3.

TANDEM SWITCHED TRANSPORT

The tandem switch transport is described as the transport from the serving wire center of the customers' premises to an end office that is switched at a tandem switch. Tandem Switched Transport consists of circuits dedicated to the use of a single customer from the serving wire center to the tandem and circuits used in common by multiple customers from the tandems to an end office.

The term tandem refers to switching equipment that is used for the interconnecting of local and toll offices.

TANDEM SWITCHING PROVIDER (TSP)

Any Inter-exchange Carrier, End User, or other access provider who provides tandem switching functions for switched transport services.

TANDEM TIE LINE DIALING

This feature allows the routing of calls over multiple private facilities uniform dialing requirements.

TARIFF

Documents filed by a regulated telephone company/provider with a state public utility commission or the federal communication commission. The tariff, a public document, detail services, equipment and pricing offered by the telephone company, a common carrier, to all potential customers.

TELECOMMUNICATIONS ACT OF 1996

Public Law 104-104, enacted February 8, 1996, provides comprehensive reform of the 1934 Communications Act and was designed to foster competition among local telephone, long distance telephone, cable and other communications companies.

TELECOMMUNICATIONS CARRIER (TC)

As defined in the Telecommunications Act of 1996, any provider of telecommunications services, except that such term does not include aggregators of telecommunications services (as defined in Section 226 of the Act).

TELECONFERENCE

A Teleconference is a meeting between two or more individuals that are located remotely from each other but are linked together by a telecommunications system.

TELEPHONE

A telephone performs the following eight functions:

- ◆ When you lift the handset, it signals you wish to use the worldwide phone system.
- ◆ It indicates the worldwide phone system is ready for your wish by receiving a tone called dial tone.
- ◆ It sends the number of the telephone to be called.
- ◆ It indicates the progress of your call by receiving tones- ringing, busy, etc.
- ◆ It alerts you to an incoming call.
- ◆ It changes your speech to electronic signals for transmission to someone distant. It also changes the electronic signals it receives from the distant person to speech so you can understand them.
- ◆ It automatically adjusts for changes in the power supplied to it.
- ◆ When you hang up, it signals the phone system your call is finished.

TELEPHONE CALL

A telephone call is a connection between two telephone stations through the exchange system.

TELEPHONE GRADE LINES

Lines furnished for voice transmission or for certain signaling purposes.

TELEPHONE NUMBER

A seven-digit number assigned to a line and/or circuit. This is a number that is used to reach a

Glossary

particular point, and or person. An end user that changes service providers while remaining connected to the same PRTC. Port, may retain the same telephone number following the change. If the end user changes his or her network carrier, he or she may be able to keep the same telephone number. PRTC will determine if this is feasible.

PRTC holds all rights to telephone numbers assigned within its network. PRTC may change such number assignment as needed. Neither PRTC nor its customers have any ownership of the numbers.

All telephone numbers entered in the system for Rochester PRTC customers will be entered as non-line based.

TELEPHONE NUMBER CHANGE

When a customer requests a number change the intercept referral period will be a minimum of 30 days for residential and 60 days for business customers.

TERMINAL GROUP AND STATION RESTRICTION

This feature is available on CENTREX SERVICE ONLY; it defines a Station's Network access capability, either individually within a Centrex group or for the whole group as a whole. It defines the Centrex group and what level of access a station will have; i.e., intra-group only, toll restriction, etc.

TERMINATION OF SERVICE

Termination of service is a discontinuance of both Incoming and Outgoing service.

TESTING CHARGE

A testing charge will apply when a trouble is referred to PRTC. And PRTC tests and concludes that the trouble is not within the network. If a dispatch of personnel is required, then time charges for fieldwork applies.

THREE WAY CALLING (A CC FEATURE)

The three way calling feature allows a phone user to add another user to an existing conversation and have a three party conference call. While connected to the first party, press the switch hook once, this puts the 1st party on hold, once the third party is reached, bring the 1st party into the conversation by flashing the switch hook.

TIE LINE

A circuit connecting two Private Branch Exchange Systems for the purpose of interconnecting the stations of one with those of the other without the use of trunks to the Company's central office.

TIE LINE TERMINATIONS

Tie Line Termination charges apply for each termination of a TIE LINE on a switch (PBX, Inter-exchange carrier, CENTREX, etc.). TIE LINE Terminations can be digital or analog.

TIME PERIODS - LONG DISTANCE/TOLL

Time periods for long distance may be based on day, evening, late evening, etc. since long distance is not regulated, many optional calling plans may have different flexible off peak pricing.

TOLL CALL

The term "toll call" denotes a telephone call to a station outside the end user's local calling area for which a specific charge applies.

TOLL CREDIT CARDS

A toll credit card allows a customer to make calls while they are away from their telephone and have them billed to their account.

TOLL MESSAGE

A toll message is a message between stations in different local service areas in Puerto Rico (also referred to as a long distance message). Toll messages may be classified as follows:

a) Station to Station Toll Message

A toll message in which the calling party either dials the desired number or informs the operator his desire to communicate with a specified telephone number only or the designation of a specified toll point.

b) Person-to-Person Toll Message

A toll message for which the calling party expresses the desire for communication with a specific person, a particular station, a department, or office to be reached through a private branch exchange at a specified toll point expresses the desire for communicating only with a specific person or persons, at a specified time and at a specified toll point (appointment call). This message is classified as person-to-person. A toll message in which the calling party expresses the desire for communicating only with a specific person or persons at a specified toll point which can only be made by messenger service. This

Glossary

case is classified as person to person and, in addition to the charges for the message, a charge is made for the exact amount expended, if any, for messenger service.

c) Collect Calls

Charges (including messenger charges) for all type of toll messages may, upon request, be reversed; that is, charged against the called telephone, provided that the called party accepts the charges.

TOLL RESTRICTION

Toll restriction restricts a line from being able to access to make a long distance telephone call.

TOUCH-TONE

A trademark owned by AT&T for tone dialing. It also is called touch phone or push-button. Touch phone service allows calls to be placed by using push buttons instead of a rotary dial touch phone service charges apply to business and coin lines.

TRANSFER OF CALLS

Calls that cannot reach the appropriate destination are intercepted either by an announcement or an operator. The new number or the message is given to the calling party.

TRUNK

A telephone communication path, or channel, between two points, one of them usually being a telephone company central office or switching center. A trunk connects switches together, either switches in 2 CO's or smaller switches (CALLED PBX's) on the customer's premise.

TRUNK HUNT

The term trunk hunt means that if there is no answer or a line is busy the caller will automatically be transferred to another live station. There are various types of hunting, they are called: Regular Multi-line Hunt, Circular hunt, series completion and uniform call distribution.

Hunting service (S) provide customers that subscribe to more than one line with the ability to have call be routed automatically to the next line if the 1st line is busy. There are several different types of hunting services available to business customers, they are: (1) Regular Multi-line Hunting is a sequential search of available numbers within the Multi-line group; (2) Circular Hunting Searches for a line that is available regardless of the point of

entry; (3) Series completion allows calls to a busy directory number to be routed to a specific directory number; (4) Uniform call distribution assigns incoming calls uniformly among the stations in the group.

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.

TWO WIRE CIRCUIT

This transmission circuit is composed of two wires-signals and ground-used to both send and receive information. In contrast, a four-wire circuit consists of two pairs. One pair is used to send. One pair is used to receive. (All long distance circuits are four-wire. A two-wire circuit is the standard provided for most services.

UNDERGROUND UNIVERSAL DISTRIBUTION SYSTEM

A distribution system in which a distribution cable section and associated service wire runs are placed below ground either direct buried or in conduit

UNIFORM CALL DISTRIBUTION (A CC FEATURE)

This feature is a hunting arrangement that is available on Centrex and PBX service only. This feature assigns incoming calls uniformly among the stations in the group.

UNIVERSAL SERVICE ORDER CODE OR ACCOUNTING CODES (USOC)

Pronounced "U-SOCK". 3-5 character alphanumeric codes found only in the Service and Equipment (S&E) Section of a service order. A term used to describe a particular product, service and or data element offered under tariff. Also may be called a product code. PRTC uses Accounting Codes to describe Products & Services.

UNIVERSAL SYSTEM OF ACCOUNTING (USOA)

The universal system of accounting will not apply to PRTC.

USAGE

The term "USAGE" means the switching and transport of a transmission to an end office, tandem or other points of interconnection. Specific

Glossary

components include switching, information and in some cases carrier common line.

Usage will be tracked and recorded on Puerto Rico's Telephones automatic message and recording tapes. The following types of usage:

- ◆ Local Usage
- ◆ INTRALATA TOLL

NOTE: Usage may be measured by both distance and duration of calls and may be defined differently in different localities. Usage will be charged to Resellers for local calls on a per minute basis.

USER

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

V-H COORDINATES METHOD

The term "V and H Coordinates Method" denotes a method of computing airline miles between two points by utilizing an established formula, which is based on the vertical (V) and horizontal (H) coordinates of the two points.

VOICE GRADE

A voice grade service is a communications channel that can transmit and receive voice conversation at the range of 300 HERTZ to 3000 HERTZ.

VOICE MAIL

A device used to record, store and receive voice messages.

WHOLESALE CUSTOMER

A wholesale customer purchases products and services under PRTC Wholesale Tariffs.

WHOLESALE SERVICE DEPARTMENT (WSD)

Network Sales and Administration is a separate unit that combines ICSC-Interconnect, the call center and sales and marketing to support the open market plan. This WSD group will handle wholesale customers exclusively. The WSD is the point of contact for all network providers questions and requests.

WIDE AREA TELEPHONE SERVICE (WATS)

Various long distance and local carriers provide WATS. Both intrastate and interstate service is available for outgoing and incoming (800) calls.

WISDOM ORDERING SYSTEM

This web based system use the industry standard forms for Local Service Request ordering process. The description of the system, the GUIs and the processes are described in Section 4 in the Pre-ordering process.

YELLOW PAGES

Yellow pages consist of a directory of telephone numbers classified by type of business.

ZIP CODE - POSTAL INFORMATION

A technique employed for mail delivery wherein each post office is assigned a specific five-digit code. The postal service is eventually going to a nine-digit zip. The last four digits will determine the precise letter carrier routing from the post office into the street.

CROSS REFERENCE GLOSSARY

A

ACCESS CHARGE (See Customer Access Line Charge)
ACCESS LINES - BUSINESS (See Business Service)
ACCESS LINE-RESIDENTIAL (See Residential Service)
ACCOUNT CODES - USOA (See Universal System of Accounting)
ADDITIONAL LISTINGS (See Directory)
ADJUSTED PAYMENTS (See Payments)
ALL NUMBER IDENTIFICATION (See Automatic Number Identification)
ALPHABETICAL DIRECTORY LISTINGS (See Directory)
APPLICATION OF RATES (See Business or Residential Services)
APPOINTMENT - ACCESS (See Access to Customer's Premises)
AR - (See Alternate Routing)
ARS - (See Automatic Route Selection)
AUTOMATIC NUMBER IDENTIFICATION - ANI (See ANI)

B

BACK-BILLING (See Bill Information)
BILL PAYMENTS (See Payments)
BILLING INFORMATION - OVERPAYMENTS (See Payments)
BUSINESS OFFICE (See Customer Service Centers)

C

CABS (See Carrier Access Service)
CALL DETAIL RECORDING (See CDR)
CIRCULAR HUNTING (See Hunting)
CMS (See CENTREX MANAGEMENT SYSTEM)
CO (See Central Office)
COLLECTION PAYMENT CENTERS (See Customer Service Centers)
CONNECTION CHARGE (See Non-Recurring Charge)
CONSULTATION HOLD (See Add/On Consultation Hold)
CPNC (See Certificate of Public Convenience & Necessity)
CREDIT INFORMATION (See Credit Application)
CREDIT RATING (See Credit Class)

CREDITS - INTERRUPTED SERVICE (See Adjustments)
CSU (See Channel Service Unit)
CUSTOMER ORIGINATED TRACE (See Call Trace)
CUSTOMER OWNED AND MAINTAINED (See COAM)
CUSTOMER PROVIDED EQUIPMENT (See COAM)
DEFERRED PAYMENT ARRANGEMENT (See Payments)

D

DIRECT INWARD DIALING (See DID)
DIRECT OUTWARD DIALING (See DOD)
DISHONORED CHECKS (See Return Check Charge)
DISPUTED BILLS (See Billing)
DISTINCTIVE RINGING - A CC FEATURE (See Custom Ring 1&2)
DISTRIBUTION FRAME (See Frame)

E

E911 - EMERGENCY 911 SERVICE (See 911)
EASEMENTS (See Right of Way)
EIGHT HUNDRED WATS (See 800 Services)
ELECTRONIC SWITCHING SYSTEM (See ESS)
ELECTRONIC TRANSFER (See Payments)
EMERGENCY SERVICE (See 911)
EMERGENCY SERVICE NUMBER (See 911)
ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (See 911/E911 Service)
EXTENDED AREA SERVICE (See EAS)

F

FACILITIES SHORTAGE (See Delayed Order)
FEATURES (See CC Features)
FLEXIBLE PRICING (See Pricing)
FX (See Foreign Exchange Service)

H

HUNTING SERVICE (See Call Handling)

Glossary

I

INSTALLATION CHARGES (See Connection Charges)
INTEREST FOR DEPOSITS AND VERPAYMENTS
INWATS (See 800 Service)

L

LATE PAYMENT CHARGE (See Payments)
LINE EQUIPMENT NUMBER (See LEN)
LINK/LOOP (See LOOP)
LISTINGS (See Directory Listings)
LOCAL EXCHANGE COMPANY (See LEC)
LOCKBOX (See Payments - Lock Box)

M

MILEAGE (See Interoffice Mileage)
MISSED APPOINTMENTS (See Appointments)

N

NECA (See National Exchange Carrier Association)
NINE HUNDRED SERVICES (See 976 Service)
NINE ONE- ONE (See 911)
NON-PAYMENT (See Disconnect)
NUMBER CHANGE (See Telephone Number Change)

O

OVERPAYMENTS (See Payments-Overpayments)

P

PAYMENTS - ALLOCATION OF PAYMENTS (See Partial Payments)
PAYMENTS - LOCKBOX (See Customer Lock Box)
POINT OF CONTACT (See Call Center)
POINT OF TERMINATION (See V-H Coordinates)
POP (See Point of Presence)
POSTAL ZIP CODES (See Zip Code Information)
PRIMARY LOCAL CARRIER - PLC (See PLC)
PRIVATE BRANCH EXCHANGE (See PBX)
PRIVATE LINE DIGITAL - UP TO 56 KBPS (See Low Speed Digital)
PULSE CODE MODULATION (See PCM)
PURCHASE ORDER NUMBER (See PON)

R

RCF - (See Remote Call Forwarding)
REDIAL (See Auto Redial)
REGULAR MULTILINE HUNTING (See Hunting Services)
REPAIR SERVICE ADJUSTMENTS (See Allowances for Interruptions)

S

SERIES COMPLETION HUNTING (See Hunting Services)
SERVICE CHARGES (See Connection Charges)
SERVICE INTERRUPTIONS (See Interruptions in Service)
SERVICE INTERVALS (See Appointments)
SERVICE ORDER TYPE (See Order Type/Action)
SERVICE TRIAL (See Promotional Trial)
SIC (See Standard Industrial Codes)
SIGNALING SYSTEM 7 (See SS7)
SUSPENDED SERVICE (See Disconnect /Temp/Seasonal)

T

TERMINAL EQUIPMENT (See Station Equipment)
TRAP CIRCUIT SERVICE (See Call Trace)

U

UNIVERSAL EMERGENCY TELEPHONE NUMBER (See 911)
UNIVERSAL SERVICE EQUIPMENT CODES (See USEC)
UNIVERSAL SERVICE ORDER CODES (See USOC)
UNIVERSAL SYSTEM OF ACCOUNTING (See USOA)

V

VANITY NUMBERS (See Preferred Number Service)
VERIFICATION (See Busy Verification & Interrupt)