

GENERAL PROVISIONS (Cont.)

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SECTION 2 - DEFINITIONS

1. Applicant
 The person that requests service from the Company.
2. Assignment of Service Contact
 The Assignment of a customer's complete service, including the telephone number, from one party to another with no change in type of location of the equipment or wiring and including the responsibility for payment of outstanding charges against the service.
3. Authority
 Authority shall mean Puerto Rico Telephone Authority.
4. Base Rate
 Rate Schedule for any form of exchange service, exclusive of kilometer charges and additional equipment charges, applicable within a specified section of a central office district known as the Base Rate Area.
5. Base Rate Area
 That specified portion of the exchange area surrounding and including the central office (or offices, or exchange rate center) comprising substantially the built-up areas, within which schedule rates for local service apply without exchange line kilometer charges or without special rates in lieu of kilometer.
6. 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.
7. Business Main Station
 Individual C.O. Line for business customer terminated in a primary station.
8. Central Office
 A Central Office 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.
9. Central Office Area
 Base rate area and rural area served by a given central office.
10. Central Office Line
 A circuit directly connecting an individual, main station, and a private branch exchange switchboard or an intercommunication system with a central office.

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GENERAL PROVISIONS (Cont.)

SECTION 2 - DEFINITIONS (Cont.)

- 11. Centrex C.O. Service (Company)
PBX service consisting of control equipment and switching equipment located on Telephone Company premises.
- 12. Change
Substitution of a different type of telephone equipment or rearrangement of equipment , which does not involve moving the instrument to another location. (T)
- 13. Coin-box Service
Telephone service furnished from stations equipped with a device controlled from the central office for collecting coins in payment of telephone service.
- 14. Company
The term Company shall mean the Puerto Rico Telephone Company.
- 15. Continuous Property
A property owned or leased by a customer where all portions may be served without crossing a public thoroughfare or the property of another. The property of a customer, when divided by a public thoroughfare, is considered to be continuous provided the customer furnishes at his expense a pedestrian overhead passageway suitable for telephone circuits between the portions of the property separated by the public thoroughfare.
- 16. Custom Calling Service
Service enabling the customer to perform specialized functions by operating the dial or switch-hook of his telephone.
- 17. Customer
See definition number 69.
- 18. Date of Delivery
The date upon which a bill or notice is mailed or delivered to the customer.
- 19. Dial Telephone Service
Service by means of a telephone system in which the central office equipment is of the automatic or machine-switching type and in which the customer station is equipped with a dial for use in originating calls without the intervention of a company operator.
- 20. Directory Listing
Information in the telephone directory whereby telephone users may ascertain the telephone number of a customer station.
- 21. Disconnect or Service Denial Notice
Written notice addressed to a customer or an applicant indicating the intention of the Company to disconnect or deny service.

GENERAL PROVISIONS (Cont.)

SECTION 2 - DEFINITIONS (Cont.)

- 22. Equipment (M)
 The telephone instruments used in providing telephone service. (M)
- 23. 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.
- 24. Exchange Area
 Denotes the territory served by or purported to be served by an exchange.
- 25. Exchange Message
 A telephone call between exchange stations in the same local service area.
- 26. Exchange Service
 Telephone service furnished between customer stations within an exchange area or local.
- 27. Extension Station
 A secondary station connected to a primary station directly or by means of a switching device excluding private branch exchange or intercommunication system stations.
- 28. Flat Rate Service
 Exchange service furnished at fixed period charge.
- 29. Foreign Attachment
 Equipment or other device, attached or connected to Company equipment, not owned or not authorized by the Company for use with the telephone service provided.
- 30. Foreign Exchange Service
 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.
- 31. Individual Line Service
 Exchange service furnished by means of a central office line or circuit assigned for use by one main station only.
- 32. Installation Charge
 An initial, non-recurring charge, made under certain conditions to cover all or a portion of the cost of installing telephone equipment and associated wiring, not including the wiring of a conduit section. The payment of an installation charge gives the customer no ownership, wholly or in part, to the property installed.

GENERAL PROVISIONS (Cont.)

SECTION 2 - DEFINITIONS (Cont.)

- 33.

Interception
 Service information given to the calling party to indicate the condition of the called party.

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- 34.

Intercommunication System
 An equipment arrangement consisting of two or more telephone stations and one or more exchange lines, each station being equipped with a switching device by which it may be connected with any other station in its own system or with the central office.

- 35.

Interconnection
 Connection of customer owned and maintained equipment to the facilities of the Company.

- 36.

Key Telephone Service
 Exchange service furnished by means of assembling one or more individual or Private Branch Exchange station lines, including at least one key telephone set, and associated apparatus arranged for various combinations of cutoff, holding, intercommunicating, signal, pickup and generation within the capacity of the equipment. All stations in the assembly are multi-line telephone stations.

- 37.

Key Telephone Sets
 Telephone instruments with keys in the base used, alone or in combination, to provide service.

- 38.

Kilometer Charge
 The additional charges for exchange telephone service based upon distance measurements for service furnished outside the base rate area, or outside the premises of the primary station, or in connection with foreign exchange service.

- 39.

Line Extension
 A pole line or buried wire extension, in addition to existing facilities, required for the establishment of telephone service.

- 40.

Local Service Area
 That 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.

- 41.

Locality Rate Area
 An urbanized area developed at a location separated from the Base Rate Area.

- 42.

Main Station
 A station directly connected to a central office by an individual circuit (excluding extension stations), or the station directly connected to a Private Branch Exchange switchboard.

GENERAL PROVISIONS (Cont.)

SECTION 2 - DEFINITIONS (Cont.)

- 43. Measured Service
 It is the local exchange service which is furnished based on a minimum rental charge for a fixed number of message units and additional charges for additional message units.

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- 44. Message Unit
 The unit of measurement for local messages within an exchange.

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- 45. Minimum Service Period
 Minimum period of time required for an equipment or facilities to remain in service.
- 46. 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.
- 47. Multiple Registration
 The measurement of all or part of local messages in terms of message units through the operation of a register, one or more times on a single message, depending on the connection and destination of the call.
- 48. Non-recurring Charges
 One time charges applicable when service is furnished to a new customer or additional services to an existing customer.
- 49. Outside Extension Stations
 A secondary telephone station connected to a primary station directly, or by means of a switching device, but located in a different premise. Also known as exterior extension station.
- 50. Outside Move Charge
 A charge made for the transfer of telephone service or equipment from one location to another, not on the same premises, made at the customer request.
- 51. Reserved for Future Use.
- 52. Reserved for Future Use.
- 53. Permanent Disconnection
 Discontinuance of a customer service in which the facilities used in the service are made available for use by the Company.

GENERAL PROVISIONS (Cont.)

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SECTION 2 - DEFINITIONS (Cont.)

- 54. Premises
 Any room of a building where all of the room or a portion thereof is occupied by the customer's personnel. 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 when all of the rooms or portion of each of them are occupied personally by the customer or the customer's personnel. 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 thoroughfare.

- 55. Private Branch Exchange Service
 Exchange service furnished and installed in the customer's premises with local stations that intercommunicate, and with local communication to the general telephone system by means of trunks to the central office.

- 56. Private Branch Exchange Trunks
 A central office line connected to a private branch exchange switchboard.

- 57. Private Intercommunication System
 An intercommunication system installed for connections, on the premises only, and without connection to the Company's central office.

- 58. This space is reserved for future use.

- 59. 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.

- 60. Public Announcement Service
 Service contracted by the customer to offer information to the general public.

- 61. Public Telephone Service
 Service furnished by the Company for non-customers, nonlisted stations installed for the convenience of the public at locations chosen or accepted by the Company, both in the base rate or rural areas.

- 62. Reconnection
 The reconnection of service when it has been temporarily disconnected.

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GENERAL PROVISIONS (Cont.)

SECTION 2 - DEFINITIONS (Cont.)

- 63. 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.

- 64. Residence Main Station
 Individual C. O. Line for residence customers terminated in a primary station.

- 65. Rural Area
 The portion of an exchange area located outside the base rate area.

- 66. Rural Service
 Individual service furnished in the rural area.

- 67. Service Connection Charge
 A charge intended to cover in part certain operating expenses incident to the establishment of telephone service and the connection of the service to the telephone system.

- 68. Special Reverse Charge Service
 A Special Number is assigned to the customer for listing in the white or yellow pages of the telephone directories under the sections corresponding to distant cities. Callers in the distant cities ask the toll operator for the Special Number and the connection is established. Toll charges are billed to the Special Number customer.

- 69. Subscriber, User or Customer
 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.

- 70. Tariff Schedules
 The entire body of effective rates, tolls, rentals, charges, classifications, rules, and regulations, as set forth herein.

- 71. Telephone Answering Switchboard
 Telephone answering switchboard is a single non-multiple cord type switchboard designed to serve as an intercept type secretarial board at a telephone answering service bureau.

- 72. Temporary Disconnect
 A temporary disconnection of service without complete termination of the service, in which the facilities and telephone number are held available for resumption of service. (T)

GENERAL PROVISIONS (Cont.)

SECTION 2 - DEFINITIONS (Cont.)

73. Tie Line (M)
 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. | (M)
74. Toll Message
 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. A toll message in which the calling party 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 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 charges are accepted by the called party.