
DATA PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 1 – DEFINITIONS AND ABBREVIATIONS

Access or Access Line: A transmission line used to transmit voice and/or data calls from Customer's Premises to a telephone company serving Wire Center or a Company-designated POP or from a telephone company serving Wire Center or a Company-designated POP to Customer's Premises.

Airline Mileage: The distance in mileage between two Wire Centers whose position is specified by industry standards.

Alternate Routing PVC: Provides a logical connection to an alternate host site process/server in the event of an outage at the primary location. Alternate Routing PVCs are utilized in the event of an outage at the primary location only, not typical day-to-day use.

Ancillary Charges: Charges for supplementary Services as set forth in this Guidebook that may consist of both nonrecurring and monthly recurring charges.

ANSI: American National Standards Institute. A standards-setting, non-governmental organization that develops and publishes standards for voluntary use in the United States.

Applicant: Any entity or individual who applies for Service under this Guidebook.

ASR: Access Service Request. Used to request the provision of special access or Switched Access as specified by the Local Access Provider.

Asynchronous Transfer Mode (ATM): Also known as ATM/Cell Relay Service.

ATM/Cell Relay Service: Asynchronous Transfer Mode/Cell Relay Service. A high-speed digital data service that utilizes packet switching technology to transmit data in fixed length cells.

Authorized User: A person, firm, corporation, or other entity (including Customer) that (a) is authorized by Customer to be connected to and utilize the Company's Services under these terms and conditions or (b) either is authorized by Customer to act as Customer in matters of ordering, changing, or canceling Service or is placed in a position by Customer, either through acts or omissions, to act as Customer in such matters. Such actions by an Authorized User shall be binding on Customer and shall subject Customer to any associated charges.

B-Channel: The Bearer or B Channel. A basic communication Channel with no enhanced or value-added services included other than the bandwidth transmission capability. A 64 KBPS full Duplex Channel that is a fundamental component of ISDN.

B8ZS (Bipolar 8 Zero Substitution): Line coding technique used in the SONET STS-1 (Synchronous Transport Signal-Level 1) electrical signal which is then converted to an optical signal for transmissions over the SONET optical fiber.

Bandwidth: The total frequency band, in Hertz, allocated for a Channel.

Base Rate: The monthly recurring charge for Data Services without discounts.

BER: Bit Error Ratio. The percentage of received bits in error compared to the total number of bits received, expressed as a number the power of 10.

Bit: Binary Digit. Bit denotes the smallest unit of information in a binary system of notation and is the basic unit in data communications.

Blocking: A temporary condition that may be initiated so that Customer cannot complete a telephone call.

Bonding: Refers to the joining of two or more 64-Kbps B-Channels together to get one Channel of 128Kbps or (nx64)Kbps Bandwidth. Bonding is also known as Channel aggregation.

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Burst Rate: The upper Bandwidth limit the PVC is allowed to send data through the FRS network. The Burst Rate is limited by the actual physical Port access speed.

Business Customer: A Customer whose use of the Services is primarily or substantially for a business, professional, institutional, or occupational purposes.

Cancellation Charge: Also referred to as Service Order Cancellation Charge

CAP: Competitive Access Provider.

Carrier Common Line Charges: The charges IXCs pay to LECs for the privilege of connecting to the end user through LEC local loop facilities.

CC: Country Code. The one, two, or three-digit number in the world numbering plan that identifies each country or integrated numbering plan in the world.

CCITT: Consultative Committee on International Telegraphy and Telephone (now known as the ITU). Establishes standards for telecommunications equipment, systems, networks, and services.

Cell Loss Ratio: The ratio of the number of cells lost to the total number of incoming cells.

CEPT: European Conference of Postal and Telecommunications Administrations that is a standards-setting body.

Channel or Circuit: A communications path between two or more points having a standard Bandwidth or Transmission Speed selected by Customer.

CIR: Committed Information Rate. Refers to the minimum data transmission rate committed to by Customer for transmission over the FRS network. Customer may transmit or "burst" up to the Port speed but any amount of data over the CIR will be marked as DE. All data marked as DE will be discarded in the event of network congestion.

Circuit Switched Data (CSD): Provides the ability to process calls whether they are voice or data over the public switched telephone network. The network must recognize how to appropriately handle each call, voice or data, ISDN coupled with CSD can provide videoconferencing and broadband data communications by Bonding B-Channels together. CSD data calls are measured in the same manner as voice calls, in units of minutes of use and B-Channel equivalents.

CLEC: Competitive Local Exchange Carrier. Any carrier or reseller offering local exchange telecommunications services other than the incumbent LEC.

CNMI: Commonwealth of Northern Mariana Islands.

Commission: Federal Communications Commission or any succeeding agency.

Company: SBC Long Distance, LLC, d/b/a SBC Long Distance; d/b/a AT&T Long Distance.

Company-Provided: The switching, transmission, and other related telecommunications or computer equipment/facilities provided by the Company or by any combination of the Company, the LEC or CLEC, or other authorized Third Party Vendors contracted by the Company.

CPE: Customer-Provided Equipment. Terminal equipment connected to the telephone network owned by Customer or leased by Customer from a supplier.

CPNIP: Customer Premises Network Interface Points.

CRC: Cycle Redundancy Check. A process used to check the integrity of a block of data.

Credit Card: Visa®, MasterCard®, or other Credit Cards issued by other companies the Company may accept.

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CS: Controlled Slip. The occurrence at the receiving terminal of a replication or deletion of the information Bits in a frame.

CS Event: The occurrence of a Controlled Slip.

CSA: Canadian Standards Association. A non-profit, independent organization that operates a listing service for electrical and electronic materials and equipment.

CSD: Circuit Switched Data.

CSU/DSU: Channel Service Unit/Data Service Unit.

Customer: A person or legal entity which subscribes to the Company's Services and thereby assumes responsibility for the payment of charges and compliance with this Guidebook.

Customer Commitment Date: The date in which the Company receives a firm commitment from Customer for the provision of one of the Company's Data Service offerings.

Customer('s) Premises: Location(s) designated by Customer where Service is originated/terminated.

D-Channel: The Delta, Data, or D Channel. Used to carry signaling and control information associated with B-Channels. Provides out-of-band signaling for a faster call setup, dynamic Channel allocation, and other call information. Also known as non-facility associated signaling.

Data Services: Communication Services designed to allow the transfer of formatted information between points. Data Services include Relay Service, ATM/Cell Relay Service, and Primary Interface-ISDN ("PRI").

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DE: Discard Eligible. A Frame Relay Service standard that specifies that data sent across a PVC in excess of that connection's CIR will be marked by the network as being eligible for discard by the network in the event of network congestion.

Dedicated Access: Service utilizing a non-switched connection from Customer's Premises to the POP selected by the Company for origination and or termination of calls. When the Dedicated Access is used for overlaid Switched Services, the Dedicated Access is referred to as a Dedicated Voice Access line. When Dedicated Access is used to provide Data Services, the Dedicated Access is referred to as the local loop.

Defects or Defective Service: A shortcoming or an imperfection in Data Service(s) as a result of mistakes, accidents, errors, omissions, interruption, or delays in Service.

Disaster Recovery PVCs: PVCs that allow for the implementation of logical connections between branch locations and a secondary processor/server center (disaster recovery site) should a non-recoverable disaster occur at the primary host site.

Diversity: Customer-designated routing which indicates a Customer-designated departure from the primary route, usually with physical separation.

DLCI: Data Link Connection Identifier. The address information assigned to Customer-designated end points used to identify PVCs and route frames of data.

DS0: Digital Signal Level Zero. Composed of one 64 KBPS Channel.

DS1: Digital Signal Level One. Composed of twenty-four 64 KBPS Channels with a throughput capacity of 1.544 MBPS. Also called T-1.

DS3: Digital Signal Level Three. Composed of 28 DS1 Channels and operating at 44.736 MBPS. Also called T-3.

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DVA: Dedicated Voice Access. DVA is also known as Dedicated Access Lines or Dedicated Access. Dedicated Access provides a path between Customer's Premises/Customer's equipment and the Company-designated POP bypassing the LEC switch facilities. Dedicated Access typically consists of two Channel terminations at the Circuit's ends and may include mileage components. Mileage is computed by V&H coordinates. A Dedicated Access facility is provided by a Local Access Provider or a LEC.

E1: A European equivalent of the North American T-1 except that E-1 carries information at the rate of 2.048 MBPS. Equivalent to 32 DS0s. ITU Standard.

E3: A CEPT signal that carries information at the rate of 32 MBPS. ITU Standard.

EFS: Error Free Seconds. A measure of the percentage of total seconds when measured over a consecutive 30-day period that do not contain Bit errors.

End User: The person or legal entity that uses the Service provided by the Company.

ES: Errored Second. A count of one-second intervals containing one or more CRC-6 code violations, one or more CS events, or one or more SEF events.

ESF: Extended Super Frame or Extended Superframe Format. A T1 format that uses the framing bit for non-intrusive signaling and control.

Exemption Certificate: A written notification provided by Customer certifying that its dedicated facility should be exempted from the monthly Special Access Surcharge because (a) the facility terminates in a device not capable of interconnecting Service with the local exchange network or (b) the facility is associated with a Switched Access Service that is subject to Carrier Common Line Charges.

Extended Area: For the purpose of this Guidebook, the Extended Area refers to the United States territories of Puerto Rico, United States Virgin Islands, Guam, and CNMI. The Extended Area does not include the United States territories of American Samoa, Midway Island, or Wake Island.

Extended Super-Frame Format: A DS1 framing standard. With this format twenty-four frames, instead of twelve, are grouped together

FCC: Federal Communications Commission or any successor agency.

FE: Framing-Bit Error or Framing Error. An error occurring when a receiver improperly interprets the set of bits within a frame.

FE Event: The occurrence of a framing error or framing-Bit error.

FOC: Firm Order Confirmation.

Frame: A group of data Bits, in a specific format, with a flag at either end to indicate the beginning and end of the frame. The defined format enables network equipment to recognize the meaning and purpose of specific Bits.

Frame Relay Service Port: A communications interface through which Customer obtains connection to the Frame Relay network.

FRATM: Connects two Customer sites, one having a Frame Relay Port and the other an ATM Port, to provide transparent inter-working between the Frame Relay and ATM networks.

FRS: Frame Relay Service. A wide area data service that provides high throughput and low delay via packet-switching technology. It offers Customer the capability to connect locations via PVCs for data transmission.

F RTP: Frame Relay Term Plan.

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FX: Foreign Exchange Service provides local telephone service from a central office message switch outside of (foreign to) Customer's exchange area.

GBPS: Gigabits per second. A billion Bits per second.

Guidebook: The applicable SBC Long Distance, LLC Product Reference and Pricing Guidebook, which contains Service descriptions, service level agreements, and current rates and charges posted on the Internet at: www.sbc.com/ldguidebooks.

Hertz: A unit of frequency equal to one cycle per second.

IA: Integrated Access.

IA Hub: Integrated Access hub. A point within a network where Circuits are connected. The IA Hub is the core of a physical configuration that connects multiple service providers to multiple customers.

ICB: Individual Case Basis. A Service provided involving a nonstandard arrangement.

ILEC: Incumbent Local Exchange Carrier.

Interexchange: Service between two exchanges.

InterLATA: Any call or transmission that originates in one LATA and terminates in a different LATA.

International: Involving two or more nations.

International ATM (IATM): A high-speed digital data service that utilizes packet switching technology to transmit data in fixed length cells between two countries.

International Mobile Termination Charge: An additional per minute charge incurred by international calls terminating to a wireless device, such as a cellular phone, pager, personal computer, or personal digital assistant.

IntraLATA: Any call or transmission that originates in one LATA and terminates within the same LATA.

IOC: Interoffice Channel.

ISDN: Integrated Services Digital Network. Integrates voice, data, and video communications services via standard interfaces. Designed for telephone switches, computer telephony and voice processing systems. ISDN can deliver dedicated voice trunking over its B-Channels, video-conference and broadband data applications by Bonding B-Channels together.

ITU: International Telecommunications Union. An organization established by the United Nations with membership from virtually every government in the world. Its objectives are to set telecommunications standards and allocate frequencies to various uses.

IXC: Interexchange Carrier.

Joint User: A corporation, association, partnership, or individual that is permitted to use Customer's Service by agreement between Customer and the Joint User in accordance with these terms and conditions.

KBPS: Kilobits per second. One thousand bits per second.

LATA: Local Access Transport Area. A geographically defined regulatory boundary established by the Modification of Final Judgement.

LEC: Local Exchange Carrier.

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Local Access: The service between Customer's Premises and a Company-designated point of presence ("POP").

Local Access Provider: An entity providing Local Access.

MBPS: Megabits per second. Million Bits per second.

Modification of Final Judgment: The judicial opinion United States vs. American Telephone & Telegraph Company, 552 F. Supp. 131 (D.C. 1982). See United States v. Western Electric Co., 552 F. Supp. 131 (D.D.C. 1982), aff'd. sub nom. Maryland v. United States, 460 U.S. 1001 (1983).

MRC: Monthly Recurring Charge.

MTM: Month-to-Month.

MTTR: Mean Time to Repair. The average time required to return a failed system to Service.

NATM: National ATM Service or PremierSERVsm ATM

NFRS or NFR: National Frame Relay Service or PremierSERVsm Frame Relay Service.

NNI: Network to Network Interface. The interface defines the point of interconnection between two service providers.

NNI - Port and Access: Connects Customer's network to the Company FRS network, based upon the standards defined NNI signaling protocol. Each NNI Port and Access may accommodate multiple Permanent Virtual Circuits, based upon the speeds selected.

NNI - Port Only: Connects Customer's network to the Company FRS network, based upon the standards defined NNI signaling protocol. Each NNI Port may accommodate multiple Permanent Virtual Circuits, based upon the speeds selected.

Non-Channelized: The capability to permit the unrestricted use of a digital communication channel independent of the number of consecutive zeros and pulse density requirements (i.e., 64 KBPS usable bandwidth for a DS0 channel and 1.36 MBPS usable bandwidth for a DS1 channel).

NRC: Non-recurring charge.

NSEP: National Security Emergency Preparedness

OC: Optical Carrier. Optical Carrier Level-1 is the optical counterpart of STS-1 (the base rate, 51.840 MBPS, on which SONET is based). Direct electrical-to-optical mapping of the STS-1 signal with frame synchronous scrambling. All higher levels are direct multiples of OC-1 (i.e., OC-3 = 3 times OC-1, etc.)

OC3: Optical Carrier Level 3.

OC12: Optical Carrier Level 12.

OPT: Office of Priority Telecommunications

Off-Net: A location where the Company's primary Third Party Vendor does not have facilities.

On-Net: A location where the Company's primary Third Party Vendor has facilities.

OTC: One Time Charge.

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Over-subscription: Over-subscription allows the sum of the CIRs for all PVCs connected to an access port to exceed the speed of the access port. No individual PVC may be provisioned at a speed greater than either of its associated port speeds.

PBX: Private Branch Exchange.

POP: Point-of-Presence. A physical place at which the local telephone company terminates subscriber Circuits for long distance dial-up or leased-line communications or a Company-designated location where a facility is maintained for the purpose of providing access to the Company's Service.

Port: The physical or electrical interface through which access to the communications network is obtained.

PRI: Primary Rate ISDN.

Priority PVCs: Priority Quality of Service offers reduced delay and packet loss between end-points when used with small fixed-length frame traffic.

Private Line: Discrete communication Bandwidth dedicated for Customer's exclusive use. A Private Line is provisioned on facilities that may be shared and accomplished through a variety of technologies and media.

PVC: Permanent Virtual Circuit. A Circuit which provides Customer with the electronic equivalent of a private line between two locations. At the time of subscription to this form of service, a virtual circuit is established between two specific Customer network addresses on the FRS network. While no physical Circuits are dedicated, the two network addresses are electronically connected together.

QoS: Quality of Service.

Rep.: Republic.

Reseller: A Customer that resells the Company's Service(s) with the Company's authorization.

RFS: Ready For Service.

SBC: SBC Communications Inc. The holding company of SBC Long Distance, LLC.

SBC Affiliated Local Service Providers: LECs and CLECs that are directly or indirectly wholly owned by SBC Communications Inc.

SEF: Severely Errored Framing. The SE (severely errored) indicator of performance report message.

SEF Event: The occurrence of a severely errored frame. A one-second interval with eight or more framing errors/framing-Bit errors.

Service: Any or all services provided by SBC Long Distance, LLC pursuant to this Guidebook.

Service Order: The standard Company order form(s), in effect from time-to-time, or Customer's forms accepted in writing by an authorized representative of the Company for Service which shall enable the Company to provide Service.

Service Order Change Charge: Charge applied for changes in Service Orders.

SES: Severely Errored Seconds. Errored seconds during which the error rate exceeded ten per second.

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SLA: Service Level Agreement.

SOCC: Service Order Change Charge.

SONET: Synchronous Optical NETwork. A family of fiber-optic transmission rates from 51.84 MBPS to 2.488 GBPS. An optical interface standard.

Special Access Surcharge: A charge imposed by the Local Exchange Companies in accordance with Section 69.115 of the FCC Rules and Regulations.

Standard PVCs: Standard Quality of Service is available for Frame Relay applications that contain large bursts in traffic volume.

STS: Synchronous Transport Signal. A SONET electrical signal rate.

Switched Access: If Customer's location has a transmission line that is switched through the LEC or CLEC to reach the long distance network, the access is switched.

Switched Services(s): Any Services that use message switches to share inter-switch transport.

T-1: Composed of twenty-four 64-kilobit Channels with a throughput capacity of 1.536 MBPS. Also called DS1.

T-1C: A digital carrier facility used to transmit a DS-1 formatted digital signal at 3.152 MBPS.

Third Party Vendor: A company, entity, or individual, other than the Company, designated by the Company that provides the facilities and/or the equipment required to provide Service(s).

TLC: Termination Liability Charge. A charge that applies when Customer cancels Service prior to the expiration date of a term plan agreement for Data Service(s).

Transmission Speed: Denotes the line or Channel speed in Bits per second.

TSP: Telecommunications Service Priority System.

TTP: Time to Provision.

TTR: Time to Repair. Measured in terms of hours from the time the Service was released for test and repair to operability within accepted thresholds. The time to restore Service on an event basis.

UNI: User Network Interface. The physical and electrical demarcation point between the user and the service provider.

UNI - Port and Access: Connects Customer to the Company's FRS network, based upon the standards defined in the UNI signaling protocol. Each UNI Port and Access may accommodate multiple Permanent Virtual Circuits, based upon the speeds selected.

UNI -- Port Only: Connects Customer to the Company's FRS network, based upon the standards defined in the UNI signaling protocol. Each UNI Port Only may accommodate multiple Permanent Virtual Circuits, based upon the speeds selected.

United States: For the purpose of this Guidebook, the United States refers to the contiguous forty-eight (48) states, the District of Columbia, Hawaii, and Alaska.

U.S.: United States.

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U.S. Mainland: For the purpose of this Guidebook, the U.S. Mainland refers to the contiguous forty-eight (48) states and the District of Columbia.

V&H: Vertical and horizontal geographic coordinates.

VIP: Volume Incentive Plan.

Wire Center: A specified geographical location used for determining mileage measurements.