

For the purposes of this Agreement, any Service Orders, Rate Sheets, Terms and Conditions and/or other documents incorporated in the Agreement by reference, the following terms will have the following meanings if not otherwise defined in the Agreement:

“1010xxx” means a code to manually choose a long distance provider for an outbound call, commonly referred to as a ‘dial around’ code.

“411” means a directory services allowing the lookup of residential or business contact information.

“511” means the FCC-designated nationwide telephone number for traveler information.

“711” means a Telecommunications Relay Services (TRS) which permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY), or other device, to call persons with or without such disabilities.

“900” or **“966”** means a premium rate area code that is charged at a higher rate than normal.

“911 / E911” means functionality that allows End Users to contact emergency services.

“911 Enabled Two-Way Number” means a telephone number assigned by USAD to Licensee (or ported to USAD by Licensee): (i) enabled to allow end users to contact emergency services by dialing the digits 9-1-1, (ii) for which Licensee has provided a Registered Address for or on behalf of Licensee or Licensee’s customer(s) or Subscriber(s), and (iii) has functionality that allows two-way inbound and outbound voice communication.

“911 Services” means functionality that allows end users to contact emergency services by dialing the digits 9-1-1.

“ANI” means automatic number identification.

“API” mean an application program interface(s) and is the system(s) provided by Provider that enables Customer to remotely transmit requests to Provider’s interfacing system(s) to perform certain transactions.

“Basic 911 Service” means the ability to route an emergency call to the designated entity authorized to receive such calls serving the Registered Address. With Basic 911 Service, the emergency operator answering the phone will not have access to the caller’s telephone number or address information unless the caller provides such information verbally during the emergency call.

“BTN” means the NPA (area code) and NXX (exchange) of the Billing Telephone Number that correctly identifies the physical geographic location of any Customer telephony equipment.

“Call Detail Record (CDR)” means the electronic record of individual telephone calls, and may include such call components as: from, to, date/time, destination, duration of call.

“Call Rating” means the methodology used to define the type and jurisdiction of a specific call. Call Rating criteria may include the originating Automatic Number Identification (ANI) (sometimes referred to as the ‘from’ or ‘source’ fields), the terminating ANI provided in the call signaling (sometime referred to as the ‘destination’ or ‘To’ fields, the BTN, or, in the case of SIP, a P-Assert. Call Rating defines the type of calls and correlating costs per call.

“Call Signaling” means the process of sending control information during a call. Call signaling may be in-band (muting the audio while sending control information) or out-of-band (on a separate signaling channel (such as SS7) during the call. Provider utilizes Session Initiation Protocol (SIP) Call Signaling, as defined in RFC 3261.

“Call Traffic” or **“Voice Traffic”** means the transmission of telephone calls over Provider’s network, and generally is descriptive of patterns of Usage, such as: time of day, call duration, minutes of use.

“Class 5 Features” means additional phone features beyond standard routing and audio. For example, both call hunting and voicemail are Class 5 Features. Class-5 switch services include basic dial-tone, calling features, and additional digital and data services to subscribers using the local loop.

“CNAM” means Caller ID with Name.

“Collect Calling” means a service in which calling party is able to place a call at the called party's expense.

“Concurrent Call” or **“Concurrent Call Channel”** means the number of active calls at any given moment which may be supported by Customer service as contracted depending upon number of channels ordered (a Concurrent Call Channel is the same as a Session).

“CPN” means called party number.

“CPNI” means Customer Proprietary Network Information and is defined and regulated by the FCC and includes such data as: CDRs, the type of services/network a Customer subscribes to, and any other information that appears on a Customer's invoice.

“Dedicated Interconnection” means a dedicated data connection between Customer and Provider used to pass Voice Traffic.

“DID” or **“DID/DOD”** means “Direct Inward Dialing” and “Direct Inward Dialing / Direct Outward Dialing” associated with a telephone number assigned by Provider to Customer for use by Customer and/or an End User.

“Directory Listing” means the inclusion of Customer's activated TN in the United States or Canada and associated subscriber name in a relevant public database for directory listing.

“Disconnect Charge” means a non-recurring charge charged by Provider and payable by Customer for any request to disconnect a Provider-assigned DID, DID/DOD, TFN or TN, including any port outs from Provider.

“End User” means an entity or individual receiving service from Customer.

“Enhanced 911 Services,” “E911 Services” or **“E911”** means the ability to route an emergency call to the designated entity authorized to receive such calls, which in many cases is a Public Safety Answering Point (“PSAP”), serving the Registered Address and to deliver the Subscriber's telephone number and Registered Address information automatically to the emergency operator answering the call.

“FCC” means the Federal Communications Commission.

“Flat Rate Plan” means a fixed per minute pricing format whereby the rate is delineated by Interstate and Intrastate jurisdiction for the provided Services, regardless of NPA-NXX or LATA/OCN.

“Improper Calls” means call types that (i) would result in Provider incurring originating access charges, local exchange carrier “DIP” fees or other call types that may be subject to a reverse billing process, (ii) 911 / E911 or other emergency service calls; (iii) any unauthorized or fraudulent communications on pay-per-call numbers, information service calls, directory assistance calls or the like; and/or (iv) mass calling events, excessive non-completed and invalid calls and failed calls due to inadequate Customer capacity.

“Inbound Calling” (or **“Inbound Calls”**) means a call from the PSTN through Provider or another IP endpoint to Customer.

“International Call Termination” means outbound calls destined for anywhere outside of the United States, its Territories or Possessions.

“Interoperability” means the ability to exchange calls between Customer and Provider effectively.

“**Interstate**” means a call which is originated and terminated in different states.

“**Intrastate**” means a call which is originated and terminated in the same state.

“**IP**” means Internet Protocol.

“**IP Originated**” means traffic utilizing TCP/IP as a transmission protocol from the originating equipment (i.e. SIP phones, SIP PBX, TDM to SIP Gateway, IP-adapter, etc.) to a TCP/IP gateway, for termination to an IP destination or the PSTN.

“**LATA**” means Local Access Transport Area. A geographic area within a telephone company's franchised territory which has been established in accordance with the Modification of Final Judgment (MFJ) entered by the United States District Court for the District of Columbia in Civil Action number 82-0192 or any other geographic area designated as a Local access and transport area (LATA) in the National Exchange Carrier Association, Inc. Tariff FCC No. 4 for the purpose of defining the area within which a local telephone company may offer services.

“**LATA/OCN Rate Type**” means a pricing format where rates per minute are set for each unique OCN within a LATA for Interstate and Intrastate calling.

“**LIDB**” means Line Information Database.

“**LNP**” means Local Number Portability as defined by the FCC.

“**Local Inbound Services**” means DID.

“**Local Phone Service**” means calls originating and terminating with a LATA boundary.

“**Location Routing Number (LRN)**” means a telephone number (e.g. 10 digit number) that is used to route calls to an end office switch that allows for the processing of portable (assignable) telephone numbers.

“**MRC**” means monthly recurring charge.

“**NADP or NANP**” means the North American Dialing (or Numbering) Plan.

“**NPA-NXX**” means the area code and exchange of a telephone number.

“**NPA-NXX Rate Type**” means a pricing format where rates per minute are set for each unique NPA-NXX (area code – exchange) for Interstate and Intrastate calling.

“**NRC**” means non-recurring charge.

“**OCN**” means **Operating Company Number**. A four-character code assigned by the National Exchange Carrier Association (NECA) to any telecommunications provider.

“**Operator Assisted Calling**” means a telephone call during which an operator places a call for the caller.

“**Operator and Directory Assistance**” means live or automated operator assistance for the placement of Subscriber calls, listing services and/or related information.

“**Operator Intercept**” means a service by which a caller is routed to an operator or automated messaging when a call error or special handling request is received.

“**Operator Services**” means live operator assistance to caller usually when dialing “0”.

“**Originating**” means the party initiating a call or request for service.

“**Origination**” or “**Voice Origination**” means a service which includes TNs to provide Inbound Calling.

“**Originating Equipment**” means equipment beginning a call session.

“**Phone System**” means a communication system that transmits information between distant points. For the purpose of clarity, a phone system such as a Key-system (i.e. IP-Key-system, Analog Key-system, Digital Key-system or Hybrid key-system), a Private Branch Exchange (PBX) (aka IP-PBX) system, or any other voice application or appliance.

“**PSTN**” means the Public Switched Telephone Network.

“**Public Internet**” means a global system of interconnected computer networks that interchange data by packet switching using the standardized protocols.

“**PUC**” means a public utilities commission (or other similar governmental agency).

“**Rate Center**” means a geographic area (determined by the applicable ILEC) within a local calling area or market that is associated with one or more specific NPA/NXX codes. A list of available Rate Centers is available upon request.

“**Rate Deck**” means the rate sheet describing the Rates applicable to Services and attached to an applicable SOF.

“**Rate Plan**” means the rate format option delivered to Customer, which will be either NPA-NXX or LATA/OCN or Flat.

“**Registered Address**” means the address provided by Licensee (for or on behalf of Licensee or Licensee’s customer(s) or Subscriber(s)) in written format (i) on the Service Order, (ii) entered into appropriate USAD-provided portals or (iii) other written communication from Licensee (for or on behalf of Licensee or Licensee’s customer(s) or Subscriber(s)) to USAD, which address represents the physical location from which the Service will be used.

“**RBOC**” means Regional Bell Operating Company.

“**Responsible Organization**” means the party hereto that is responsible for managing and administering the account records in the Toll Free Service Management System Database.

“**Session**” means mean one (1) Concurrent Call Channel.

“**Short Duration Call**” means any call of a duration of less than six (6) seconds.

“**Short Message Service**” or “**SMS**” is the text communication service component of mobile communication systems that allows the exchange of short or long text messages between fixed line or mobile phone devices.

“**SIP**” means “Session Initiation Protocol” which is the signaling protocol established in RFC 3261 used between networks (such as VoIP networks) to establish, control and terminate signaling for SIP-based services such as voice calls and SMS messages.

“**SMPP**” means Short Message Peer-to-Peer protocol which is an open message-transfer protocol that enables short message entities to establish, control and terminate signaling for SMPP-based services like SMS.

“**Subscriber**” means an individual End User of Customer’s service assigned a DID/DOD.

“**Tariff**” means an open contract between telecommunications carriers and the FCC. Tariffs contain the rates, terms and conditions of certain services provided by telecommunications carriers.

“**TCP/IP**” means Transmission Control Protocol / Internet Protocol.

“**TDM**” Time-division multiplexing is commonly used for circuit mode communications with a fixed number of channels and constant bandwidth per channel.



“**TFN**” or “**TF**” means a telephone number that supports NADP and is assigned by Provider to Customer that Customer ports to Provider for use with the Provider Toll-Free service.

“**TN**” means a telephone number assigned by Provider to Customer (or that Customer ports to Provider) and is used by Customer in connection with voice service.

“**Toll Free Calling**” or “**Toll Free**” means a call placed to a Toll Free number.

“**Toll Free Service**” means an TDM or IP termination service for PSTN originated calls to terminate to TFNs provided by Provider. Provider is the Responsible Organization for TFNs for Toll Free Service. Toll Free Service may be used only as a toll-free inbound-only service and does not provide any outbound calling, 911 / E911 service, 411 or any Operator Services.

“**Usage**” means call traffic (including SMS) measured in units, usually in minutes or seconds (except with respect to SMS).

“**U.S. Domestic**” means the continental United States (excluding Alaska and Hawaii).

“**1+ Voice Termination**” (or “**Termination**”) means outbound calling from Customer to Provider’s network for purposes of delivering (terminating) the call on the PSTN or another IP endpoint.

“**VoIP**” means Voice over Internet Protocol.