

1 **Telecommunications – Operations**
2 **UT-990146**
3 **WAC 480-120-021**
4 **Definitions - Draft**

5 **May 14, 2001**
6
7

8 **“Access charge”** means a charge imposed by applicable access tariffs or price
9 lists that compensates the LEC for the provision of connections between end
10 users and interexchange carrier or other access customers through LEC-
11 provided facilities. (*Bellcore*) (-X11, -X18)
12

13 **“Access code”** means a sequence of numbers that, when dialed, connect the
14 caller to the provider of operator telecommunications services associated with
15 that sequence. (-141)
16

17 **“Access line”** means a circuit between a customer’s point of demarcation and a
18 serving switching center. (-031, -033, -051, -056, -081, -138, -141, -510, -525,
19 -535, -X02, -X21)
20

21 **“Affiliate”** means a person or company that (directly or indirectly) owns or controls,
22 is owned or controlled by, or is under common ownership or control with, another
23 person or company. For purposes of this paragraph, the term “own” means to own
24 an equity interest (or the equivalent thereof) of more than 10 percent. (*47 U.S.C.*
25 *153*) (-106, -151, -X11)
26

27 **“Aggregator”** is referenced in these rules as a call aggregator, defined below.
28

29 **“Alternate operator services company”** is referenced in these rules as an
30 operator service provider (OSP), defined below.
31

32 **“Applicant”** means any person, firm, partnership, corporation, municipality,
33 cooperative organization, governmental agency, or other entity, applying to a
34 telecommunications company for new service or reconnection of discontinued
35 service. (throughout chapter)
36

37 **“Authorization code”** means a numerical code which may be required in order
38 to access a company's service. (-052)
39

40 **“An automatic dialing and announcing device (ADAD)”** is a device that
41 automatically dials telephone numbers and plays a recorded message once a
42 connection is made.” (*definition in –088*) (-088)
43

44 **“Automatic location identification/data management system (ALI/DMS)”**
45 means a feature that forwards to the public safety answering point (PSAP) a
46 caller’s telephone number, the name and service address associated with the

47 telephone number, and supplementary information as defined in the DMS for
48 automatic display at the PSAP. The DMS is a combination of manual procedures
49 and computer programs used to create, store, manipulate, and update data
50 required to provide selective routing, ALI, emergency service numbers, and other
51 information associated with the calling party's telephone number. (-350)

52

53 **“Basic service”** means, for the purposes of universal service, service that
54 includes the following:

- 55 (1) Single-party service;
- 56 (2) Voice grade access to the public switched network;
- 57 (3) Support for local usage;
- 58 (4) Dual tone multifrequency signaling (touch-tone);
- 59 (5) Access to emergency services (911);
- 60 (6) Access to operator services;
- 61 (7) Access to interexchange services;
- 62 (8) Access to directory assistance; and
- 63 (9) Toll limitation services

64 (-046, -056, -151, -X06, -X08, -X21)

65

66 **“Billing agent”** means a person or entity that facilitates billing and collection
67 between a company and the entity that provides the company's bill to and
68 collects payment from the customer.

69 (-106)

70

71 **“Billing increment”** means the unit of measure used to record customer usage
72 for billing purposes. Billing increments include, but are not limited to, seconds or
73 minutes. (-052)

74

75 **“Business”** means a for profit or not for profit organization, including, but not
76 limited to, corporations, partnerships, sole proprietorships, organizations, and
77 associations. (-031, -046, -052, -081, -106, -138, -151, -525, -X06, -X08, -X18,
78 -X21)

79

80 **“Business days”** means days of the week excluding Saturdays, Sundays and
81 official state holidays. (-051, -056, -081, -101, -106, -X21)

82

83 **“Business office”** means an office or service center provided and maintained by
84 a company. (-041, -052, -061, -081, -510)

85

86 **“Business service”** means, for the purposes of this chapter,
87 telecommunications service and auxiliary services that are not residential
88 service. (-X21)

89

90 **“Call aggregator”** means any corporation, company, partnership, or person,
91 who, in the ordinary course of its operations, makes telephones available to the
92 public or to users of its premises for telephone calls using a provider of operator

93 services, including but not limited to hotels, motels, hospitals, campuses, and pay
94 phones (see also pay phone service providers). (-141)
95
96 **“Central office”** means a telephone company facility that houses the switching
97 and trunking equipment serving telephones in a defined area. (WAC 118-65-030)
98 (-042, -051, -126, -515, -525, -530, -535)
99
100 **“Centrex”** means a telecommunications service providing a subscriber with
101 direct inward dialing to telephone extensions and direct outward dialing from
102 them. (-151 CPNI rule)
103
104 **“Class A Company”** means a company with 2% or more of the access lines
105 within the state of Washington.
106
107 **“Class B Company”** means a company with less than 2% of the access line
108 within the state of Washington.
109
110 **“Commission (agency)”** in a context meaning a state agency, the Washington
111 utilities and transportation commission.
112
113 **“Company”** means any corporation, utility, association, joint stock association,
114 partnership, person, their lessees, trustees or receivers appointed by any court
115 whatsoever, owning, controlling, operating or managing any telephone plant
116 within the state of Washington for the purpose of furnishing telephone service to
117 the public for hire and subject to the jurisdiction of the commission.
118
119 **“Competitive local exchange company (CLEC)”** means local service providers
120 that are competitively classified. (-051, -X21)
121
122 **“Competitively classified company”** means a telecommunications company
123 that is classified as such by the commission pursuant to RCW 80.36.320. (-033,
124 -X01, -X15)
125
126 **“Competitively classified service”** means a service that is classified as such
127 by the commission pursuant to RCW 80.36.330. (-X15)
128
129 **“Customer”** means a person to which the telecommunications company is
130 currently providing service.
131
132 **“Customer premises equipment (CPE)”** is equipment owned by the company
133 located on the premises of a person (other than a carrier) to originate, route, or
134 terminate telecommunications. (from 47 U.S.C. 153 and definitions –154) (-151, -
135 525)
136
137 **“Customer proprietary network information (CPNI)”** is:

138 (a) Information that relates to the quantity, technical configuration, type,
139 destination, and amount of use of a telecommunications service subscribed to by
140 a customer of a telecommunications carrier, and that is made available to the
141 carrier by the customer solely by virtue of the customer-carrier relationship; and
142 (b) Information contained in a customer's bill pertaining to telephone
143 exchange service or telephone toll service received by a customer of a carrier.
144 Customer proprietary network information does not include subscriber list
145 information. (-151, -152, -153)
146
147 **"Demarcation"** (-515) (refer to Standard Network Interface definition)
148
149 **"Disasters"** means fire, flood, earthquake, windstorm, avalanche, mudslide, and
150 other similar events. (-515, -520, -531, -X08)
151
152 **"Disconnect; disconnection; disconnected"** is the means by which the calling
153 end of a telecommunication notifies the called end that the connection is no
154 longer needed and should be released, usually with an on-hook signal that is
155 transmitted toward the called end. (*Bellcore*) (-041, -051, -056, -061, -081, -088,
156 -510, -X07)
157
158 **"Drop wire"** means company-supplied wire and pedestals placed between a
159 premise and the company distribution plant at the applicant's property line. For
160 drop wire installed after the effective date of this section, a drop wire must be
161 sufficient in capacity to allow the provisioning of three individual basic exchange
162 voice-grade access lines. (-X05, -X20)
163
164 **"Emergency calling"** means the ability to access emergency services by dialing
165 911, or dialing a local number to police and/or fire where 911 is not available,
166 without the use of a coin or the entering of charge codes. Where enhanced 911
167 is operational, the address displayed to the public safety answering point (PSAP)
168 shall be that of the phone instrument if different from the public access line
169 demarcation point and the phone number must be that of the pay phone. (-088,
170 -138)
171
172 **"Exchange"** means a unit established by a telecommunications company for
173 communication service in a specific geographic area, which unit usually
174 embraces a city, town or community and its environs. It usually consists of one
175 or more central offices together with the associated plant used in furnishing
176 communication service to the general public within that area. (-042, -045, -046,
177 -051, -056, -151, -510, -515, -525, -535, -X06, X08)
178
179 **"Extended Area Service (EAS)"** means local telephone service extending
180 beyond a customer's exchange, for which the customer may pay an additional
181 amount per month. (-515)
182

183 **“Facility or facilities”** means lines, conduits, ducts, poles, wires, cables, cross-
184 arms, receivers, transmitters, instruments, machines, appliances,
185 instrumentalities and all devices, real estate, easements, apparatus, property and
186 routes used, operated, owned or controlled by a telecommunications company to
187 facilitate the provision of telecommunications service. (*RCW 80.04.010*) (-051, -
188 141, -520, -X08)
189
190 **“Force Majeure”** means acts of war or civil unrest when an emergency has
191 been declared by appropriate governmental officials. (-520, -525, -530)
192
193 **“Held orders”** means orders for exchange access lines where the company is
194 temporarily unable to provide service due to lack of facilities or for any other
195 reason. (-535)
196
197 **“Incumbent local exchange company (ILEC)”** means, with respect to an area,
198 the local exchange carrier that:
199 (A) On the date of enactment of the Telecommunications Act of 1996,
200 provided telephone exchange service in such area; and
201 (B) On such date of enactment:
202 (i) Was deemed to be a member of the exchange carrier
203 association pursuant to section 69.601(b) of the federal communications
204 commission’s regulations (47 C.F.R. 69.601(b)); or
205 (ii) Was a person or entity that, on or after such date of enactment,
206 became a successor or assign of a member described in clause (i). (-051, X08)
207
208 **“Information service”** means the offering of a capability for generating,
209 acquiring, storing, transforming, processing, retrieving, utilizing, or making
210 available information via telecommunications, and includes electronic publishing,
211 but does not include any use of any such capability for the management, control,
212 or operation of a telecommunications system or the management of a
213 telecommunications service. (-089, -151)
214
215 **“Interexchange”** – describing telephone calls, traffic, facilities or other items that
216 originate in one exchange and terminate in another. (-041, -056, -061, 081, -106,
217 -138, -515, -530, -535, -X11, -X18)
218
219 **“Interexchange company”** means a telecommunications company, or division
220 thereof, that does not provide basic local service. (041, -061, -106, -141, -530)
221
222 **“Interoffice facilities”** means facilities connecting two or more telephone
223 switching centers. (-515)
224
225 **“InterLATA”** means a term used to describe services, revenues, functions, etc.,
226 that relate to telecommunications originating in one LATA and terminating in
227 another LATA or outside of the originating LATA. (*Bellcore*) (-041, -106)
228

229 “**IntraLATA**” means a term used to describe services, revenues, functions, etc.,
230 that relate to telecommunications that originate and terminate within the same
231 single LATA. (*Bellcore*) (-041, -106, -X11)
232

233 “**Local Access and Transport Area (LATA)**” means a local access transport
234 area as defined by the commission in conformance with applicable federal law.
235 (*RCW 80.04.010*)
236

237 “**Local calling area**” means the area where a person can place a call without
238 incurring long-distance (toll) charges. (-045)
239

240 “**Local exchange company (LEC)**” means a company providing local exchange
241 telecommunications service. (*RCW 80.04.010*) (-041, -042, -046, -051, -056, -61,
242 -081, -087, -088, -089, -106, -138, -151, -340, -350, -510, -515, -525, -530, -535,
243 -X06, -X08, -X12)
244

245 “**Local exchange telecommunications service**” means local switched access
246 service, exchange access service, and private line service.
247

248 “**Major outages**” means one thousand customer hours lost; total loss of service
249 to a governmental emergency response agency; intercompany trunks or toll
250 trunks not meeting service requirements for four hours or more; or an intermodal
251 link blockage (no dial tone) in excess of ten per cent for more than one hour in
252 any switch or remote switch. (-520, -525, -530)
253

254 “**Operator service provider (OSP)**” means any corporation, company,
255 partnership, or person providing a connection to intrastate or interstate long-
256 distance or to local services from locations of call aggregators. The term
257 "operator services" in this rule means any intrastate telecommunications service
258 provided to a call aggregator location that includes as a component any
259 automatic or live assistance to a customer to arrange for billing or completion, or
260 both, of an intrastate telephone call through a method other than: Automatic
261 completion with billing to the telephone from which the call originated; or
262 completion through an access code used by the customer with billing to an
263 account previously established by the customer with the company. (-138, -141)
264

265 “**Pay phone**” or “**pay telephone**” means any telephone made available to the
266 public on a fee-per-call basis independent of any other commercial transaction. A
267 pay phone or pay telephone includes telephones that are coin-operated or are
268 activated by calling collect or using a calling card. (-052, -138, -141)
269

270 “**Pay phone access line,**” “**public access line,**” “**pay telephone access line,**”
271 “**pay station service,**” “**pay phone service (PAL)**” is referenced in these rules
272 as an access line, see above. (-138) “**Pay phone services**” – means provision
273 of pay phone equipment to the public for placement of local exchange,
274 interexchange, or operator service calls.

275
276 **“Pay phone service provider (PSP)”** means any corporation, company,
277 partnership, or person who owns or operates and makes pay phones available to
278 the public. (-138)
279
280 **“Payment agency”** means a physical location established by a local exchange
281 company, either in its own premises or through a subcontractor, for the purpose
282 of receiving cash and urgent payments from customers. (-081, -510)
283
284 **“Person”** unless the context indicates otherwise, means an individual, or an entity
285 such as a firm, partnership, corporation, municipal corporation, agency, or
286 association. (-042, -052, -138, -152, -510, -515, -525, -X04, -X19, -X21)
287
288 **“Premise”** means land and the buildings on it. (-051, -061, -081, -138, -151,
289 -515, -525, -X03, -X07, -X16, -X20)
290
291 **“Prepaid calling services”** means any transaction in which a customer pays for
292 telecommunications service before use and the prepaid account is depleted as a
293 customer uses the service. PPCS may require the use of an access number or
294 authorization code. The transaction often includes an object the size of a credit
295 card that displays relevant information about the service. These objects are
296 defined as prepaid calling cards. (-052)
297
298 **“Presubscribed operator service provider”** means the provider of operator
299 services to which the customer is connected when the customer places a call
300 using a provider of operator services without dialing an access code.
301 (-138)
302
303 **“Private branch exchange (PBX)”** means customer premises equipment
304 installed on the subscriber's premises that functions as a switch, permitting the
305 subscriber to receive incoming calls, to dial any other telephone on the premises,
306 to access a tie trunk leading to another PBX or to access an outside trunk to the
307 public switched telephone network. (-340)
308
309 **“Private line”** means a dedicated, nonswitched telecommunications channel
310 provided between two or more points, and includes the nonswitched portions of a
311 line that has been split. (-515)
312
313 **“Private rights-of-way”** are those that have been ascertained not to be public.
314 (-061)
315
316 **“Provider of operator services”** means an Operator Service Provider (OSP),
317 defined above or any company that provides operator services. (-141)
318
319 **“Public safety answering point (PSAP)”** means an answering location for
320 enhanced 911 (E-911) calls originating in a given area. PSAPs are designated

321 as primary or secondary. Primary PSAPs receive E-911 calls directly from the
322 public; secondary PSAPs receive E-911 calls only on a transfer or relay basis
323 from the primary PSAP. Secondary PSAPs generally serve as centralized
324 answering locations for a particular type of emergency call. (-138, -141, -350)
325
326 **“Radio Communications Service Company”** means every corporation,
327 company, association, joint stock association, partnership, and person, their
328 lessees, trustees, or receivers appointed by any court, and every city and town
329 making available facilities to provide radio communication service, radio paging,
330 or cellular communication service (CMRS and PCS included) for hire, sale, or
331 resale. (-151)
332
333 **“Recharge”** means additional service or time purchased or added to a prepaid
334 account. (-052)
335
336 **“Residential”** means service to a residence. (-031, -042, -046, -056, -081, -089,
337 -X18)
338
339 **“Regulated charges”** means the charges from services shown in the tariffs of a
340 company. (-081)
341
342 **“Reseller”** means companies registered with the commission and authorized to
343 resell service. (-057)
344
345 **“Results of operations”** means a fiscal year financial statement concerning
346 regulated operations that include revenues, expenses, taxes, net operating
347 income, and rate base. The rate of return is also included as part of the results of
348 operations. The rate of return is the percentage net operating Income to the rate
349 base. (-031, -X02, -X18)
350
351 **“Reverse search of ALI/DMS data base”** means a query of the automatic
352 location identification (ALI/DMS) data base initiated at the public safety
353 answering point (PSAP) to obtain electronically the ALI data associated with a
354 known telephone number for purposes of handling an emergency call when the
355 searched telephone line is not connected to the PSAP. (*Glossary*)
356 **“Reverse ALI search capability”** means the ability to query the ALI data base
357 to electronically obtain the ALI data associated with a known telephone number
358 for purposes of handling an emergency. (*WAC 118-65-030*)
359
360 **“Service interruption”** means a loss of or impairment of service that is not due
361 to, and is not, a major outage. (-515, -535, -X16)
362
363 **“Service provider”** means any entity that offers a product or service to a
364 customer, the charge for which appears on the customer’s telephone bill. (-106, -
365 138, -151)
366

367 **“Special circuit”** means an access line specially conditioned to give it
368 characteristics suitable for handling special or unique services. (-515)
369

370 **“Standard network interface (SNI)”** is the protector that generally marks the
371 point of interconnection between telecommunications company communications
372 facilities and terminal equipment, protective apparatus, or wiring at a subscriber's
373 premises. The network interface or demarcation point is located on the
374 subscriber's side of the telecommunications company's protector, or the
375 equivalent thereof in cases where a protector is not employed. (-X05)
376

377 **“Station”** means a telephone instrument installed for the use of a subscriber to
378 provide toll and exchange service. (-052, -138, -340, -510, -515, -525)
379

380 **“Support structure”** For purposes of this section, “support structure” means the
381 trench, pole, or conduit used to provide a path for placement of drop facilities.
382 (From -X20) (-X05, -X20)
383

384 **“Telephone exchange service”** means:
385 (a) Service within a telephone exchange, or within a connected system of
386 telephone exchanges within the same exchange area operated to
387 furnish to subscribers intercommunicating service of the character
388 ordinarily furnished by a single exchange, and which is covered by the
389 exchange service charge; or
390 (b) Comparable service provided through a system of switches,
391 transmission equipment, or other facilities (or combination thereof) by
392 which a subscriber can originate and terminate a telecommunications
393 service. (47 U.S.C. 153) (none)
394

395 **“Toll restriction;” “toll restricted”** means a service that prevents the use of a
396 local access line to initiate a long distance call using a presubscribed
397 interexchange provider. (-056, -061, -081, X21)
398

399 **“Traffic”** means telephone calls traversing the telephone network, normally used
400 in connection with measurements of capacity of various parts of the network.
401 (-088, -515)
402

403 **“Trouble report”** means a report of service affecting network problems either
404 reported by customers or detected by the company, and does not include
405 problems on the customer side of the demarcation point. (-525, -535)
406

407 **“Trunk”** means, in a network, a communication path connecting two switching
408 systems used in the establishment of an end-to-end connection. In selected
409 applications, it may have both of its terminations in the same switching system.
410 (Bellcore) (-515, -520, -535)
411

412 **“Utility”** means any corporation, company, association, joint stock association,
413 partnership, person, their lessees, trustees or receivers appointed by any court
414 whatsoever, owning, controlling, operating or managing any telephone plant
415 within the state of Washington for the purpose of furnishing telephone service to
416 the public for hire and subject to the jurisdiction of the commission. (X22)