

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - A transmission path which connects the customer's location to a carrier switching center or point of presence.

Application for Service - A standard order form that contains information to enable the Company to provide the service required by the customer.

Calling Card - A billing convenience whereby the customer may bill the charges for a call to an approved telephone company-issued calling card. The terms and conditions of the local telephone company will apply to payment arrangements.

Collect Billing - A billing convenience whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

Company or Carrier - ITS Telecommunications Systems, Inc. unless otherwise clearly indicated by the context.

Customer - The person, firm, corporation or other entity which orders or uses services provided by the Company and is responsible for the payment of charges for the services.

Credit Card - A billing convenience whereby the customer may bill the charges for a call to an authorized charge card.

Dial Access - Provision of access to the interexchange network via a local telephone line provided by the LEC or by other access connection facilities provided by other carriers or entities.

FPSC - Florida Public Service Commission

Holidays - Holidays observed by the Carrier are: New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

LEC - Local Exchange Company

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (Cont'd)

Operator-Station Call - A service whereby the originating End User requests the assistance of a Company operator to place or bill the call. Calls billed Collect or to a telephone company-issued Calling Card or to an authorized Credit Card are Operator-Station calls unless the call is placed on a Person-to-Person basis. Automated Calling Card calls are not Operator-Station calls.

Person-to-Person Call - A Service whereby the originating End User specifies to the Company operator a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

Project Code - A three digit numerical code available to customers to enable identification of users on the customer's account for purposes of allocating costs of service to particular users.

Serving Wire Center - A geographic point from which the vertical and horizontal coordinate is used in calculation of airline mileage for the purposes of rating a call.

Subscriber - A term synonymous with Customer.

Third Party Billing - A billing convenience by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

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