
DEFINITIONS

ACCESS LINE

An individual circuit directly connecting a customer with a central office. C

AIRLINE MEASUREMENT

The shortest distance between two points.

BACKBONE CABLE

A facility (e.g. pathway, cable or conductors) between telecommunication closets, or floor distribution terminals, the entrance facilities, and the main terminal rooms within or between buildings.

BASE RATE AREA

The area within which individual exchange service is furnished at basic monthly rates. |

BASIC SERVICE (as defined in Telecom Decision CRTC 84-18)

A basic service is one that is limited to the offering of transmission capacity for the movement of information. In offering this capacity, a communications path is provided for the analog or digital transmission of information of various types such as voice, data and video. Different types of basic services are offered depending on (a) the bandwidth desired, (b) the analog and/or digital capabilities of the transmission medium, (c) the fidelity, distortion or other conditioning parameters of the communications channel to achieve a specified transmission quality, and (d) the amount of transmission delay acceptable to the customer. Under these criteria, customers are afforded transmission capacity which suits their particular communications needs.

A basic service should be limited to the offering of transmission capacity between two or more points suitable for a customer's transmission needs and subject only to the technical parameters of fidelity or distortion criteria, or other conditioning. Use internal to the service provider's facility of companding techniques, bandwidth compression techniques, circuit switching, message or packet switching, error control or other techniques that facilitate economical, reliable movement of information does not alter the nature of the basic service. Similarly, internal speed, code and protocol conversion that is not manifested in the outputs of the service does not alter the nature of the basic service. In the provision of a basic service, memory or storage within the network is used only to facilitate the transmission of the information from the origination to its destination, and the service provider's basic transmission network is not used as an information storage system. Thus, in a basic service, once information is given to the communication facility, its progress towards the destination is subject to only those delays caused by congestion within the network or transmission priorities given by the originator.

In offering a basic service, therefore, a service provider essentially offers a pure transmission capability over a communications path that is virtually transparent in terms of its interaction with customer supplied information.

BOARDING HOUSE

A place where the keeper, tenant or owner boards or lodges more than four persons for profit, or advertises the premises as a boarding house.

BOOTH

A cabinet for housing a telephone instrument where privacy or quietness is required in carrying on telephone conversations.

BUILDING

(see Premises).

BUSINESS SERVICE

A customer's service shall be classed as business service if used primarily, chiefly or in part for business or professional purposes, or if publicly advertised in connection with any class of business.

PRIVATE SERVICES

DEFINITIONS (Continued)

CENTRAL OFFICE

One or more central office units, at the same location, serving a common area.

CENTRAL OFFICE AREA

The area served by a single central office.

CENTRAL OFFICE UNIT

An assembly of equipment arranged for inter-connecting customers' lines and trunks for providing telephone communication between customers in a given group, and for furnishing access for these customers to other such units and to the long distance facilities of the Company.

CENTREX

Digital switching equipment located on Company premises. Centrex provides PSTN connectivity, switching equipment and local facilities.

CENTREX CO

Dial switching equipment located on the premises of the Company.

CHANNEL

An electrical path which carries information.

CIRCUIT

The name applied to a wire or pair of wires over which telephone service is furnished. The former is termed a "grounded" circuit and the latter, a "metallic" circuit.

CIRCUIT MEASUREMENT

The measurement upon which is based a charge for the use of part or all of a circuit furnished by the Company.

COIN COLLECTOR

(see Public and Semi-public Coin Telephone Stations).

COMPANY

TELUS Communications (B.C.) Inc. Where reference is made to "BC TEL" or "British Columbia Telephone Company", it shall be taken to mean TELUS Communications (B.C.) Inc.

CONNECTING COMPANY

A corporation, association, firm or individual owning and operating a toll line or one or more central offices with which traffic is interchanged.

CONSECUTIVE NUMBERS

(see Overlined Numbers).

CONSTRUCTION CHARGE

A charge billed to a customer based upon the cost of labor and material where unusual costs are involved in the establishment of the service.

CONTROLLED STATION

A telephone station depending upon another station for certain of its functions.

CUSTOMER

A person or legal entity, including a reseller or sharing group, that purchases telecommunications services from the Company, and is liable to the Company for those services. (Also see "for purposes of this definition" under Item 24, "reseller" and "sharing group").

CUSTOMER DEMARCATION POINT

(See Item 96-A B. DEFINITIONS)

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PRIVATE SERVICES

DEFINITIONS (Continued)

DEMARCATIION POINT

A specific location in telephone wire, cable, or other transmitting media on a property owner's premises which is the separation between facilities furnished and owned by the Company and any other facilities. (See also Items 96-A B. and 97, if applicable)

DIRECTORY LISTING

A customer's name, address and telephone number published in the Company's telephone directory.

Directive Listing

A listing referring to another telephone number.

Extra Listing

A chargeable listing additional to the free listing.

Foreign Exchange Listing

The free listing furnished with foreign exchange service.

Foreign Exchange Reference Listing

The listing of a customer in the alphabetical section of a directory for an exchange other than that from which he is served, or a listing in the normal exchange directory referring to a foreign exchange listing, for either of which an extra charge is made.

Indented Listing

A listing indented under another listing.

Non-published Telephone Number

A primary listing which is listed neither in the directory nor in the Directory Assistance records.

Primary Listing

The free listing provided in the alphabetical section of the directory with each separate main service.

Reference Listing

A listing referring to another listing.

EMERGENCY CALLS

Calls put through in any exchange in case of fire or accident or other emergency when assistance is quickly and urgently required.

EMERGENCY SERVICE

Service supplied out of regular hours at exchanges where continuous service is not provided.

ENHANCED SERVICE (as defined in Telecom Decision CRTC 84-18)

An enhanced service is any offering over the telecommunications network which is more than a basic service. In an enhanced service, for example, computer processing applications are used to act on the content, code, protocol, and other aspects of the customer's information. In these services, additional, different or restructured information may be provided the customer through various processing applications performed on the transmitted information, or other actions, such as editing or formatting, can be taken by either the vendor or the customer based on the content of the information transmitted.

Moreover, in an enhanced service, the content of the information need not be changed and may simply involve customer interaction with stored information. Many enhanced services feature voice or data storage and retrieval applications, such as in a "mail box" service.

This is particularly applicable in time-sharing services where the computer facilities are structured in a manner such that the customer or vendor can write its own customized programs and, in effect, use the time-sharing network for a variety of electronic message service applications. Thus, the kinds of enhanced store and forward services that can be offered are many and varied.

PRIVATE SERVICES

DEFINITIONS (Continued)

NC

EXCHANGE

A system of telephone equipment serving one or more closely associated communities throughout which Flat Rate Service customers are permitted unlimited calling and where the application of rates and charges is uniform for the classes of service offered.

EXCHANGE AREA

An area served by a single exchange, beyond which either message toll charges apply in all instances, or message toll charges apply on calls interchanged with points situated beyond the exchanges embraced by Extended Area Service.

EXCHANGE AREA RADIOTELEPHONE SERVICE

An automated fixed station radiotelephone service for business and residential customers provided in remote areas of the Company's operating territory.

EXCHANGE SERVICE

The services provided within an exchange area, including connection to the nearest toll switchboard.

EXCHANGE TRUNK

A circuit connecting a private branch exchange switchboard with a central office.

EXTENDED AREA SERVICE

Interexchange telephone service furnished between two or more exchange areas at flat or measured exchange service rates. The service may be introduced by the Company on a non-optional basis subject to its acceptance by a majority of the customers involved under the extended area service plan.

EXTENDED AREA SERVICE - ONE WAY

Interexchange telephone service furnished from one exchange to one or more exchange areas at flat or measured exchange service rates. The service may be introduced by the Company on a non-optional basis subject to its acceptance by a majority of the customers involved under the Rural to Center Extended Area Service Plan.

EXTENDED SERVICE AREA

The area comprising one or more exchange areas, defined under an extended area service plan.

EXTENSION CIRCUIT

A circuit connecting an extension station with a main station, or a private branch exchange station with a private branch exchange switchboard.

EXTENSION LINE MILEAGE

The air line measurement of an extension circuit for which a charge is made.

EXTENSION STATION

An additional station connected to the same circuit as the main private branch exchange station.

EXTRA LISTING

(see Directory Listing).

F.A.C.T.S.

Ferry Automatic Coin Telephone System. Provides radiotelephone access to the public switched telephone network for those customers who originate calls from public radiotelephones located specifically on B.C. Ferries Corporation ships.

PRIVATE SERVICES

DEFINITIONS (Continued)

FAXCOM

Faxcom provides for transmission of printed and graphic documents from one location to another in the same or different exchanges via normal voice facilities. (Private line and telephone switched network).

FIXED STATION

A radiotelephone designed to operate from any one set location which depends on a Public Service Radiotelephone Terminal for connection to a land telephone, a mobile radiotelephone station or another fixed radiotelephone station. In some cases also referred to as a Radio Toll Station.

FIXED RADIOTELEPHONE SERVICE

A service furnished by means of a connection established through a Public Service Radiotelephone Terminal whereby voice communication is established between a Radio Toll Station and a land telephone, a mobile radiotelephone station, or another Radio Toll Station.

FLAT RATE SERVICE

A class of exchange service furnished to a customer for which a charge is made irrespective of the extent of use, as distinguished from measured rate service.

FOREIGN EQUIPMENT

Equipment not provided by the Company, and the use of which is authorized only at the company's discretion.

FOREIGN EXCHANGE LISTING

(see Directory Listing).

FOREIGN EXCHANGE MILEAGE

The air line measurement for the interexchange facilities required to provide foreign exchange service.

FOREIGN EXCHANGE SERVICE

A class of exchange service furnished by means of an independent circuit connecting a customer's station, or private branch exchange system, with a central office of an exchange area other than that which regularly serves the area where the service is required.

FREE CALLING AREA

An exchange area or a group of exchange areas wherein calls between or from stations are not subject to message toll charges.

GENERAL SERVICE

A two-way voice communication between any telephone and any mobile station or radio toll station or between any combination of these.

GENERATOR

A mechanical device for producing energy for ringing.

Generators designed to be hand driven are termed "Hand Generators", and those which are not to be hand driven are termed "Power Generators".

GENERATOR CIRCUIT

A circuit used to convey energy for ringing purposes.

HAND GENERATOR

(see Generator).

IN-BUILDING WIRE

(See Item 96-A B. DEFINITIONS)

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PRIVATE SERVICES

DEFINITIONS (Continued)

INDENTED LISTING

(see Directory Listing).

INDIVIDUAL LINE SERVICE

A class of exchange service which provides for only one customer per circuit.

INFORMATION SYSTEM ACCESS (ISA)

A central office or centrex line connected to a time-sharing computer, information retrieval system, other automated data information system or data coupler.

(See Small Business and Standard Multi-line and Information System Access Service)

INITIAL CONTRACT PERIOD

See Item 10, Article 20. Also referred to as initial service period and minimum contract period.

INITIAL SERVICE PERIOD

See Item 10, Article 20. Also referred to as initial contract period and minimum contract period.

INSIDE WIRE (SINGLE-LINE)

Single-line inside wire and jacks on the property owner's premises on the property owner's side of the Company's service provider demarcation point. (See Item 96)

INSTALLATION CHARGE

A charge based upon the actual cost of labor and material involved in the installation of interior wiring and certain types of equipment.

INTEREXCHANGE CHANNEL

A channel between different free calling areas except as otherwise specified.

INTRAEXCHANGE CHANNEL

A channel wholly within a free calling area or the portion of an interexchange channel between the rate center and the service point of each terminating exchange.

INTRAEXCHANGE SYSTEM

Intraexchange systems are systems configured to operate within an exchange or any two-way extended area service (EAS) associated with that exchange. Under this definition where an exchange has EAS with two or more exchanges, and these latter exchanges do not have EAS with each other, a system carrying traffic between these latter exchanges would not be an intraexchange system.

Private Intraexchange System

Private intraexchange systems are those which are dedicated to the exclusive use of a single user or shared by two or more users for their exclusive use. Private intraexchange systems are not provided for the use of the general public.

Public Intraexchange System

Public intraexchange systems are systems other than private intraexchange systems and include both voice and non-voice systems which offer their services to the public.

Public Non-Voice Intraexchange System

Public non-voice intraexchange systems are public intraexchange systems which do not provide voice service.

ISLAND BASE RATE AREA

An area distant from the main base rate area within which individual exchange service is furnished at basic monthly rates.

ISLAND EXCHANGE AREA

An area considered to be part of a specified exchange where the boundaries are not contiguous with those of the specified exchange. Basic local rates and long distance or toll charges within the Island Exchange Area are consistent with those of the associated specified exchange.

JACK

A fixed socket designed to permit the establishment of a telephone connection by means of plug-ended cord.

See Page 41 for explanation of symbols.

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PRIVATE SERVICES

DEFINITIONS (Continued)

LISTING

(see Directory Listing).

LOCAL

A term sometimes used to denote a private branch exchange station.

LOCAL CHANNEL

(see Intraexchange Channel).

LODGING HOUSE

(see Boarding House).

MAIN LISTING

(see Primary Listing under Directory Listing).

MAIN TERMINAL ROOM

(see Item 96-A B. DEFINITIONS)

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MEASURED RATE SERVICE

A class of exchange service which is charged for wholly or in part on the basis of extent of use, and for which a coin collecting device is not required.

METROPOLITAN AREA

A large community or group of communities served by one or more exchanges and/or central offices.

MILEAGE

The measurement upon which is based a charge for the use of part or all of a circuit furnished by the Company.

MILEAGE CENTER

The point or points within an exchange area from which intra-exchange mileage is measured.

MINIMUM CONTRACT PERIOD

See Item 10, Article 20. Also referred to as initial contract period and initial service period.

MOBILE RADIOTELEPHONE SERVICE

Voice communication between a mobile station, and a telephone, a fixed station or another mobile station furnished by means of a connection established through a radio terminal.

MOBILE STATION

A vehicle, ship or aircraft equipped with radiotelephone equipment suitable for sending or receiving messages through a radio terminal of the Company.

MESSAGE RELAY CENTER (MRC)

The name applied to the Company's message center which acts as an interface between the deaf and hearing community to relay messages for a TDD user

PRIVATE SERVICES

DEFINITIONS (Continued)

NC

MRC

Abbreviation for Message Relay Center.
(see Message Relay Center)

MULTI-LINE SERVICE

One or more analogue circuits connecting multiline terminal equipment with a central office and to which line hunting capability may be provided. (See Small Business and Standard Multi-line and Information System Access Line Service).

MULTI-OFFICE EXCHANGE

An exchange served by two or more central offices.

NON-PRINCIPAL PREMISES

(see Premises).

NON-RECURRING CHARGE

A one time charge considered as in lieu of a monthly charge.

OFF-PREMISES STATION

A private branch exchange station located on premises separate from the private branch exchange switchboard to which it is connected.

OVERLINED NUMBERS

The telephone numbers assigned to the individual circuits of a circuit group, so arranged that although only the first or listed number is called, the call may be completed over the first non-busy circuit in the group.

OVERLINE SERVICE

A central office line that is part of a circuit group arranged so that although only the first or listed number is called, the call may be completed over the first non-busy circuit in the group.

PARTY-LINE SERVICE

A class of exchange service which provides that more than one customer may be served by the same circuit. No longer available for new installations or off-premises moves.

PAY STATION

(see Public Coin Telephone Service).

PERSON

Person includes an individual, partnership, firm, body corporate or politic, government or department thereof and the legal representatives of such persons.

POWER GENERATOR

(see Generator).

PRIVATE SERVICES

DEFINITIONS (Continued)

NC

PREMISES

A term used to denote property owned or occupied by a person, and/or firm and may be further described as follows:

Non-Principal Premises

A term used to denote a supplementary commercial or residential property, other than property defined as principal premises.

Principal Premises

A term used to denote property solely or mainly occupied by a person and/or firm for their exclusive or private use during a calendar year.

Same Premises

The building or portion of a building, or a continuous site occupied by a single customer for his exclusive use.

Where a customer's property is divided by a public thoroughfare, but connected by a covered bridge or tunnel, under the exclusive control of the customer, which is capable of accommodating pedestrian traffic and wiring, the property so connected is considered to be one continuous site.

Separate Premises

Separate buildings or sites, or separate portions of a building or site, not occupied by a single customer for his exclusive use.

PRIMARY LISTING

(see Directory Listing).

PRINCIPAL PREMISES

(see Premises).

PRIVATE BRANCH EXCHANGE SYSTEM

A telephone communications system, installed on a business customer's premises, which provides internal telephone switching (local), outside connections (to a central office) and/or connections to other PABX's (e.g., via tie trunks).

P.S.R.T.

A Public Service Radiotelephone Terminal. It provides a radio extension of the telephone switched network which permits radiotelephone stations to transmit and receive duplex messages to or from telephones or other radiotelephones.

PUBLIC COIN TELEPHONE SERVICE

A telephone installed on the Company's initiative, or at the Company's option, at a location chosen or accepted as suitable and necessary for furnishing service to the general public; also known as a Public Pay Phone and usually equipped with a coin-collecting device.

RADIOTELEPHONE STATION

(see Mobile Station, Fixed Station and Radio Toll Station)

RADIO TERMINAL

(see P.S.R.T.)

RADIO TOLL STATION

A radiotelephone fixed at one location which is dependent upon a Public Service Radiotelephone Terminal for connection to other points. In some cases also referred to as a Fixed Station.

PRIVATE SERVICES

DEFINITIONS (Continued)

NC

RATE CENTER

The point in each exchange from which distances are measured for the calculation of charges for inter-exchange services and for computing rates for long distance calls. For Radio Toll Stations the Rate Center is the location of the customer's premises. For mobile stations the Rate Center is the exchange rate center of the P.S.R.T.

REFERENCE LISTING

(see Directory Listing)

REMOTE RADIOTELEPHONE SERVICE

A manual fixed station radiotelephone service for business and residential customers provided in remote areas of the Company's operating territory.

RESIDENCE SERVICE

A customer's service shall be classed as residence service when installed in a private residence or private living quarters, and used primarily for the social or domestic affairs of the household.

RESTRICTED SERVICE

A limited service providing one way calling or intercommunicating service only.

RESTRICTED STATION

A private branch exchange station receiving restricted service only.

RING CIRCUIT

(see Generator Circuit).

ROUTE MEASUREMENT

The actual length of a circuit between two points.

SAME PREMISES

(see Premises).

SEMI-PUBLIC TELEPHONE STATION

An exchange station equipped with a coin collector and installed with the approval of the Company in locations to which both the customer and general public have access, minimum daily receipts being guaranteed by the customer.

SEPARATE PREMISES

(see Premises).

SERVICE CHARGE

A charge intended to recover part of the expense of processing the customer's request, connection of telephone lines to the telephone network and the work required at the customer's premises to add, change or rearrange telephones and miscellaneous equipment.

SERVICE ENTRANCE

The cable or wire that enters the customer's premises from the exchange cable feed to the main cross-connecting terminal within a building

PRIVATE SERVICES

DEFINITIONS (Continued)

SERVICE POINT

A point at which a channel is connected with equipment, machine or instrument of the customer.

SERVICE PROVIDER DEMARCATION POINT

(See Items 96-A B. and 97)

SINGLE LINE SERVICE

A single analogue circuit connecting terminal equipment with a central office.

SMALL BUSINESS MULTI-LINE AND INFORMATION SYSTEM ACCESS SERVICE

Three or less multi-lines or Information System Access Lines on a particular billing number.

STANDARD MULTI-LINE AND INFORMATION SYSTEM ACCESS SERVICE

Four or more multi-lines or Information System Access Lines on a particular billing number.

SUBSCRIBER

(See Customer)

SUSPENSION OF SERVICE

(see Temporary Disconnection).

TDD

(see Telecommunications Device for the Deaf)

TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD)

A keyboard device used to provide visual communication for a hearing or speech-impaired user.

TELEPHONE NUMBER

The number assigned to exchange services and certain other services and facilities for use in operating.

TELEPHONE STATION

A telephone instrument, consisting of a transmitter, receiver and associated apparatus which permits telephone conversations with other stations.

TEMPORARY DISCONNECTION

A temporary or partial discontinuance of service without termination of contract.

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PRIVATE SERVICES

DEFINITIONS (Continued)

TIE LINE

A circuit providing intercommunication between private branch exchange or centrex systems with no central office access.

TIE TRUNK

A circuit providing intercommunication between private branch exchange or centrex systems of the same or separate customers, and over which central office service may be extended at either end, but not over both ends simultaneously.

TOLL ACCESS TRUNK

A circuit providing direct access from the customer's premises to the Company's toll operating center for outgoing long distance calls.

TOLL CENTER

The traffic operating center through which Radiotelephone connections are made.

TRANSACTION CHARGE

A charge intended to recover part of the expense of processing a customer-dialed station-to-station calling card call.

TRANSFER OF CALLS

An arrangement by which calls for one telephone number may be transferred to another specified telephone number for a stated period.

TRUNK

A circuit connecting an automatic call distribution system, private branch exchange or centrex switchboard with a central office.

TRUNK-COMPUTER

(see Computer Trunk)

USER

(see Customer)

VOICE SERVICE

A two-way telecommunications service involving direct real-time voice communication between two or more natural persons, but does not include a service the voice aspect of which is limited to the co-ordination or setting up of a data service.

WIRE MILEAGE

(see Route Measurement).

TIME PERIOD - LONG DISTANCE MESSAGE TOLL SERVICE - Cancelled
See Page 41 for explanation of symbols.

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