

#### ADSL

Asymmetrical Digital Subscriber Line number.

#### Alternate Numbers

A VoIP feature, this allows a user to have alternate phone numbers and extensions.

#### Anonymous Call Rejection With Caller Id

Combines anonymous call rejection and caller id with name for additional savings.

#### Anonymous Call Rejection

Automatically rejects calls from numbers you specify or the last number that called you. You never even hear a ring. Instead, callers hear a recording: "We are sorry, the party you're calling is not accepting calls at this time." You can block a number on the spot, even if you don't know who the caller is.

#### Area Code

First 3 numbers of your phone number (the greater area covered)

#### Attendant Console

A VoIP feature, this allows a user to monitor another user's phone using an attendant application

#### Auto Attendant

A VoIP group function, this is a customizable, automated receptionist that allows callers to dial by extension or dial by name.

#### Auto Call Back

Allow you to call back the last incoming call. Automatic Callback only returns incoming calls. Use Repeat Dialing to return the last call you made. Automatic Callback only returns the last incoming call you received, whether you answered the call or not.

#### Barge-in Exempt

A VoIP feature, this allows a user to block barge-in attempts from other users with Directed Call Pickup with Barge-in.

#### BTN

Billing Telephone Number. This is the number that the LEC uses to bill the customer. Also known as ANI. This is used to identify your account (possibly with extra digits on the end).

#### Call Block

Block calls from specific numbers so your phone does not even ring. Send blocked numbers to a pre-recorded message telling them that Call Block has been activated.

#### Call Capacity Management

A VoIP group function, this allows a system administrator to limit the number of active sessions for a user in a group.

#### Call Center

A VoIP group function, this a hunt group that queues callers and plays comfort messages while callers are on hold.

#### Call Forward Busy / Don't Answer Combined

Automatically forwards calls to a pre-designated number when there is no answer or the line is busy.

#### Call Forward Busy With Call Paths

Automatically forwards calls to a pre-designated number when your line is busy. Additional call paths allow for multiple calls to be forwarded for customers with high volume calls.

#### Call Forward Busy

Automatically forwards calls to a pre-designated number when your line is busy.

#### Call Forward Don't Answer Ring Control

Allows subscribers real time control over the number of rings that occur prior to forwarding an unanswered call.

#### Call Forward Don't Answer

Automatically forwards calls to a pre-designated number when there is no answer on your line.

#### Call Forward Variable Multipath

Increases the number of forward paths on a line. Calls are forwarded in consecutive order as they are received.

#### Call Forwarding Always

A VoIP feature, this allows a user to forward all calls to a specified phone numbers.

#### Call Forwarding Don't Answer Multipath

Increases the number of forward paths on a line. Calls are forwarded in consecutive order as they are received.

#### Call Forwarding Overflow

Allows customer to have incoming calls forwarded to another predetermined number in the same CO.

#### Call Forwarding Selective

A VoIP feature, this allows a user to forward calls from selected callers to another phone number.

#### Call Forwarding

Automatically forwards a call from an old number to a new one, or from one number to another number that you choose. You cannot answer calls when Call Forwarding is activated. As a reminder that Call Forwarding has been activated, you will hear one short ring each time a call is forwarded.

#### Call Management

Service Features that BET has available to our customers, such as Call Waiting, Call Forwarding, etc. Different features are available in different areas, depending on the ILEC (SBC, Verizon and Bell South).

#### Call Minimum

The minimum amount of time charged for the call, regardless of the length. BET charge an 18 second minimum.

#### Call Notify

A VoIP feature, this allows e-mail notifications of calls made to the user's phone number

#### Call Park

A VoIP group function, this allows user to suspend a call for an extended period of time and then retrieve that call from any extension.

#### Call Pickup

A VoIP group function, this is when users assigned to a call pickup group can answer calls from any phone in that group.

#### Call Return Deny

Prevent customer from using call return.

#### Call Return

Allows an end user to call back the last incoming call.

#### Call Screening

Automatically rejects calls from numbers that you have specified, or the last number that called you. You never even hear a ring -instead, callers hear the following: "We are sorry, the party you're calling is not accepting calls at this time." You can block a number on the spot, even if you don't know who the caller is.

#### Call Selector

Call Selector announces "special" callers with a short-long-short ring. You determine what numbers to put on your Call Selector service. You can have up to 6 numbers on your Call Selector list.

#### Call Trace

Used for harassing phone calls this feature will trace a bothersome call, record your number and the number of the caller, then forward the information Unlawful Call Center. Call Trace works with Touch-tone or Rotary Service. The trace request must be initiated immediately after receiving an unwanted call and before receiving any other call or call waiting tone. The service cannot trace calling card or operator-assisted calls.

#### Call Waiting

You can put one call on hold while you answer a second one, then alternate between the two. This feature enables a single phone line to function like two for incoming calls. If a third caller tries to reach you, they'll get a busy signal or be forwarded to voice mail. To end your first call before taking the second, hang up when you hear the Call Waiting tone. Your phone will ring with the second call. You can switch between calls as often as you want by repeating the steps above. Available for local and long distance calls.

#### Caller Id Basic

Shows the number of the person calling before you pick up the phone. Caller ID also allows customer equipment to log the information of who called if the doesn't leave a message.

#### Caller Id Deluxe

Shows the number and name of the person calling before you pick up the phone. Requires caller ID Number to be placed on same line.

#### Caller Id With Name Or Telephone Number Displayed

Know the name and/or number of the person calling before you pick up the phone. Caller ID also allows your equipment to log the information of who called if the caller chooses not to leave a message.

#### Caller Id With Name

Shows the number and name of the person calling before you pick up the phone. Requires caller ID Number to be placed on same line.

#### CLEC

Competitive local exchange carrier.

#### Client Call Control

A VoIP feature, this allow external or third party clients to use the Client Application Protocol for call client applications.

#### Cramming

Cramming is the act of illegally adding charges to telephone bills for products or services a customer has not ordered and may not have received. These charges can include products and services such as service charges, 800 set-up, monthly maintenance fees, calling card programs, monthly service fees, and credit check services.

#### Customer Controlled Call Forward Busy Line

Provides the capability to activate or deactivate call forward busy line feature. Call Forward Busy Line must be removed when adding customer controlled as this feature includes the Call Forward Busy Line

#### Dedicated Connection

Dedicated service is limited in availability to a single location - the connection is in fact "dedicated" to that location -but the data speed that can be delivered to that location usually (though not always!) far exceeds the speeds available by means of a dial up connection. Both DSL and T1 services are the most common examples of dedicated connections found in the marketplace for commercial data communication services.

#### Dedicated Loop ADSL

(Asymmetrical Digital Subscriber Line) A best effort, UNE-L data service that customers can use without an ILEC phone line.

#### Demarc

A demarc (an abbreviation for demarcation point) marks the point where communications facilities owned by one organization interface with that of another organization. In telephone terminology, this is the interface between customer-premises equipment and network service provider equipment.

#### DID Direct Inward Dialing

Allows an outside caller to reach an internal company extension without having to connect through an attendant.

#### Directed Call Pickup with Barge-in

A VoIP feature, this allows a user to pick up or barge-in on a call to another group member using a feature access code followed by the extension.

#### Distinctive Ring

Allows you to have multiple numbers, each with its own distinctive ring, all on one phone line. Multi-Ring is perfect for separating business calls from personal calls, or sales from service calls.

#### DNS

Domain Name Services. To allow computers to communicate, information must follow a logical path to and from one location to the next. Each addressable device - whether a router or a workstation - on the Internet requires an Internet Protocol (IP) address, much as a telephone is identified by a number. Domain names are a means by which computer users can specify addresses to which e-mail and other communication formats are to be sent - it is much easier to remember a company name followed by "dot-com" than it is to remember a long sequence of numbers. Domain name services are now a standard means by which companies identify themselves to other Internet users, through both e-mail and web site addresses.

#### Do Not Disturb

A VoIP feature, this allows a user to restrict all incoming phone calls.

#### DSL

Digital Subscriber Lines. Is a telecommunications service that makes it possible to transform ordinary telephone lines into conduits for high speed voice, data, and video. DSL can be offered in various speeds to the user depending upon their distance from the closest telephone central office. We provide SDSL and ADSL business class service for high-bandwidth data needs as an economical alternative to T1 services where available.

#### Email Hosting and Boxes

Communicate professionally and efficiently with our hosted email services and user names specified by you under your own domain name.

#### ETF

Early Term Fee.

#### EUCL

End User Carrier Line Charge. FCC allowed charge created to compensate LECs for the use of the local loop for purposes of originating/terminating InterLata long distance calls. Flat, monthly fee that allows for recovery of a portion of loop and switch costs that allow the telephone networks to be active. Also referred to as a subscriber line charge, this fee is part of a comprehensive system of tariffed access charges to recover costs associated with the origination and termination of interstate calls.

#### Exchange

The 2nd set of 3 numbers in your phone number. Identifies the LEC responsible for carrying local calls

#### External Calling Line ID Delivery

A VoIP feature, this allows caller ID display for group to group.

#### Flash Call Hold

A VOIP Feature, this allows a user to use a flash service for Call Hold.

#### Flash Call Transfer

A VOIP Feature, this allows a user to use a flash service for Call Transfer.

#### Flash Three-Way Call

A VOIP Feature, this allows a user to use a flash service for Three-Way Calling.

#### Frame Relay Private Networking WAN Solutions

We provide frame relay connectivity locally on our own facilities and nationally and internationally in partnership with the most reliable national data network services providers. A Frame Relay is a high-performance WAN protocol used an interface for Wide Area Networking (WAN).

#### Hosted Telephony Seat

Not a really a line, but a phone number that translates into an IP address to work on the IP network.

#### Hunt Group

Multiple lines installed in one location. When a call comes in and the line is busy, the call rollovers to the next available line (using a pre-determined pattern).

#### IAD Integrated Access Device

An IAD is a customer premises device that provides access to wide area networks and the Internet. Specifically, it aggregates multiple channels of information including voice and data across a single shared access link to a carrier or service provider PoP (Point of Presence). The access link may be a T1 line, a DSL connection, a cable (CATV) network, a broadband wireless link, or a metro-Ethernet connection.

#### Incoming Calling Plan

A VoIP group function, this allows a group administrator to restrict incoming calls by call type.

#### Instant Conferencing

A VoIP group function, this allows a group to start instant conferences between many participants.

#### InterLATA

Long Distance - Outside the Lata but within the U.S.

#### Internal Calling Line ID Delivery

Allows caller ID display for within group.

#### Interstate

Calls that originate in one state and terminate in another.

IntraLATA

Local Long Distance - Within the Lata

Intrastate

Calls within the same state

IP

Internet Protocol

IPS

Information Provider Services

ISDN

Integrated Services Digital Network, is a system of digital phone connections which has been available for over a decade. This system allows voice and data to be transmitted simultaneously across the world using end-to-end digital connectivity.

LAN

Local Area Network.

Last Number Redial

A VoIP feature, this allows a user to access and dial the last dialed number using a feature access code.

**LATAs**

Local Access and Transport Areas. A geographic boundary varying in size according to population. Used to determine where an IXC or a LEC may offer service.

Line Share

Refers to an arrangement where two independent entities provide separate voice and data services over a single copper loop, with the copper loop being "shared" by such two independent entities.

Local Call Overflow

If you have elected a Local Call Pack, this figure indicates the total local calls and minutes OVER the allotted number of calls in your pack. If you have not elected a Local Call Pack, this number represents the total local calls and minutes you have placed.

Local Calls

Telephone calls made within your local calling area, e.g., Troy to Troy

Local Number Portability (LNP)

This FCC approved surcharge provides residential and business telephone customers with the ability to retain their telephone number when switching from one local telephone service provider to another.

#### Local Number Portability Charge

Pro-rated charge based on the flat, monthly fee for portability. This fee allows customers with access to public switched networks to keep their telephone numbers when changing from one local service provider to another.

#### Local Toll Calls

Telephone calls made outside your local calling area, but within the LATA, e.g., Troy to Jackson. Also called "IntraLATA calling" or "regional toll calling"

#### Long Distance Calls

Telephone calls made outside your LATA, e.g., Troy to Lansing, or Troy to NY.

#### MACD

Move, Add, Changes, and Deletions. Also known as subsequent activity

#### MULTI-RING 1 And 2

Lets you have up to three separate numbers, each with its own distinctive ring - all on one phone line. Multi-Ring is perfect for separating business calls from personal calls, or sales from service calls. Multi-Ring 1 let's you know who a call is for, just by the sound of the ring. With two different telephone numbers, each with an optional separate listing, that will ring on a single telephone line.

#### Music On Hold

A VoIP group function, this allows a group administrator to specify an audio source, for example, music or advertising that can be played to held parties in various situations.

#### Outgoing Calling Plan

A VoIP group function, this allows a group administrator to restrict outgoing calls by call type.

#### PBX

Private Branch Exchange. A private telephone system located on a customer's premise with an attendant console. It is connected to the central office via trunks (groups of phone lines)

#### POTs

Plain old telephone service.

#### Preferred Call Forwarding

With Preferred Call Forwarding, you select certain callers who can reach you when you forward your calls. Forward your high-priority calls, but not all the others, to another number that you select.

#### PRI

Primary Rate Interface

#### PSTN

Public Switched Telephone Network. IXCs and LECs collaborate to provide service via the PSTN.



## QoS

Quality of Service

## Remote Access To Call Forward

This allows end users the ability to access their call forward variable feature from a remote location. They are able to activate, deactivate, or change the number to which a phone forwards. The line must have standard call forwarding and all changes must be made from a phone with touch-tone service.

## Remote Call Forwarding

"Remote Call Forwarding (RCF) is the capability in the switch to forward calls to a different telephone number. This allows a customer to have a telephone number to provide service in a particular area while the customer is physically located in another area. For example, a customer located in Montauk, Long Island needs a New York City number to provide service for his Manhattan clients. This service provides his callers with the ability to call a local number to reach him, rather than incurring IntraLata or InterLata charges. It also provides the ability to maintain an established number when moving out of an area, rather than providing a transfer of calls recording or establishing Foreign Exchange Service.

## Remote Office

A VoIP feature, this allows a user to assign a phone number at a remote site to be the user's current phone number.

## Repeat Dialing Deny

Prevents customer from using repeat dialing.

## Repeat Dialing

Checks up to 10 busy lines and alerts or connects you when the lines become open.

## RTN

Ring-To Number. The telephone number that is really called when an 8XX call is made.

## SDSL

(Symmetrical Digital Subscriber Line) services with speed ranges from 128Kbps to 1.5 Mbps. The speeds offered to the client are dependent upon two things; the distance from the local CO (central office) to your business location and if the required equipment has been installed at the CO.

## Secure Remote Access (IP/VPN)

Virtual private networking (VPN) technology provides the medium to use the public Internet backbone as a channel for private data communication. With encryption and encapsulation technology, a VPN essentially carves out a private passageway, or "tunnel", through the Internet.

## Selective Call Acceptance

A VoIP feature, this allows a user to accept phone calls from selected callers.

## Selective Call Rejection

A VoIP feature, this allows a user to reject phone calls from selected callers.

#### Simultaneous Ring Personal

A VoIP feature, this allows a user to configure secondary phone numbers to ring simultaneously when the user's primary phone number rings.

#### SLA

Service Level Agreement

#### Speed Dialing - Numbers

Lets you to set a one-digit code for up to eight (8) of your most frequently dialed numbers. Speed Calling 8 works from any phone that's connected on the same line.

#### Static IP Address

A static IP address is a numeric address that identifies your company's server online. Choose a static IP address if you: 1) Host your own server for a Web site, e-mail or FTP service, 2) Allow employees remote access through a virtual private network, and 3) Connect multiple LANs or office locations

#### T1 and Fractional T1 High-Speed Dedicated Internet Access

We deliver dedicated access to the Internet at the bandwidths our customers need, on fractional T1 through full T1 with a fixed local loop monthly charge. Our full-port provisioning means that we can upgrade service quickly, entirely in our automated back office.

#### Three Way Calling With Transfer

Allows the user to hold an in-progress call and complete a second call while maintaining privacy from the first call, then add on the previously held call for a three-way conversation. This feature also allows for the transfer of an incoming call to another location.

#### Three-Way Calling Block

Prevents the customer from activating the three way calling feature.

#### Toll Free Service

Toll-free service allows people to call your number without paying any of the associated fees, including surcharges such as payphone use and toll-free directory assistance. The owner of the number absorbs all costs associated with toll-free calls. In the U.S. and Canada all toll-free numbers begin with: 1-800, 1-888, 1-877, or 1-866 and soon, 1-855, too.

#### Trunks

The telephone lines that connect the switches of the central offices to each other are called trunks. Trunks are many telephone lines that are bundled together connecting switches.

#### Virtual Private Networking

Virtual Private Network (VPN). Private data network using public Internet. Provides secure access for extranets. IPSec compliant. 3DES Encrypted data for security

#### Voice Mail

Allow you to never miss a call (busy line or away from the Office).

Voice Messaging Group

A VoIP function, this allows simple phone retrieval of voice messages.

Voice Messaging User

A VoIP feature, this is when a user receives a voicemail and an e-mail with the voice mail attachment is also sent to the user.

Voice Portal Calling

A VoIP feature, this allows a user to make a call from the Voice Portal.

VoIP

Voice Over Internet Protocol.

VPN

Virtual Private Network

WAN

Wide Area Network

WTN

Working telephone number. Usually a secondary line that is billed through another number. The number that you register for 1+ service. This is not the same as your number at work, unless you want to sign that one up!