

## CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS SERVICE PROVIDERS.

### Subchapter A. GENERAL PROVISIONS.

#### §26.5. Definitions.

The following words and terms, when used in this chapter have the following meanings, unless the context indicates otherwise:

- (1) **Access customer** -- Any user of access services which are obtained from a certificated telecommunications utility (CTU).
- (2) **Access services** -- CTU services which provide connections for or are related to the origination or termination of intrastate telecommunications services that are generally, but not limited to, interexchange services.
- (3) **Administrative review** -- A process under which an application may be approved without a formal hearing.
- (4) **Affected person** --
  - (A) a public utility affected by an action of a regulatory authority;
  - (B) a person whose utility service or rates are affected by a proceeding before a regulatory authority; or
  - (C) a person who:
    - (i) is a competitor of a public utility with respect to a service performed by the utility; or
    - (ii) wants to enter into competition with a public utility.
- (5) **Affiliate** --
  - (A) a person who directly or indirectly owns or holds at least 5.0% of the voting securities of a public utility;
  - (B) a person in a chain of successive ownership of at least 5.0% of the voting securities of a public utility;
  - (C) a corporation that has at least 5.0% of its voting securities owned or controlled, directly or indirectly, by a public utility;
  - (D) a corporation that has at least 5.0% of its voting securities owned or controlled, directly or indirectly, by:
    - (i) a person who directly or indirectly owns or controls at least 5.0% of the voting securities of a public utility; or
    - (ii) a person in a chain of successive ownership of at least 5.0% of the voting securities of a public utility;
  - (E) a person who is an officer or director of a public utility or of a corporation in a chain of successive ownership of at least 5.0% of the voting securities of a public utility; or
  - (F) a person determined to be an affiliate under Public Utility Regulatory Act §11.006.
- (6) **Aggregate customer proprietary network information (CPNI)** -- A configuration of customer proprietary network information that has been collected by a telecommunications utility and organized such that none of the information will identify an individual customer.
- (7) **Alternate 9-1-1 routing** -- The routing of 9-1-1 calls to a designated alternate location if all dedicated 9-1-1 trunks to a primary public safety answering point are busy or out of service.
- (8) **Assumed name** -- Has the meaning assigned by Texas Business and Commerce Code, §36.10.
- (9) **Automatic dial announcing device (ADAD)** -- Any automated equipment used for telephone solicitation or collection that:
  - (A) is capable of storing numbers to be called, or has a random or sequential number generator capable of producing numbers to be called; and
  - (B) alone or in conjunction with other equipment, can convey a prerecorded or synthesized voice message to the number called without the use of a live operator.
- (10) **Automatic location identification (ALI)** -- The automatic display at a public safety answering point of a caller's telephone number, the address/location of the telephone number, and supplementary emergency services information for the location from which a call originates.

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- (11) **Automatic number identification (ANI)** -- The telephone number associated with an access line, connection, or station from which a call originates that is automatically transmitted by the local switching system to an interexchange or other communications carrier or to the operator of a 9-1-1 system.
- (12) **Base rate area** -- A specific area within an exchange area, as set forth in the dominant certificated telecommunications utilities' tariffs, maps or descriptions, wherein local exchange service is furnished at uniform rates without extra mileage charges.
- (13) **Basic local telecommunications service** -- Flat rate residential and business local exchange telephone service, including primary directory listings; tone dialing service; access to operator services; access to directory assistance services; access to 911 service where provided by a local authority or dual party relay service; the ability to report service problems seven days a week; lifeline services; and any other service the commission, after a hearing, determines should be included in basic local telecommunications service.
- (14) **Basic network services (BNS)** -- Those services identified in Public Utility Regulatory Act §58.051.
- (15) **Baud** -- Unit of signaling speed reflecting the number of discrete conditions or signal elements transmitted per second.
- (16) **Bellcore** -- Bell Communications Research, Inc.
- (17) **Billing agent** -- Any entity that submits charges to a billing telecommunications utility on behalf of itself or any service provider.
- (18) **Billing telecommunications utility** -- Any telecommunications provider, as defined in the Public Utility Regulatory Act §51.002 that issues a bill directly to a customer for any telecommunications product or service.
- (19) **Bit Error Ratio (BER)** -- The ratio of the number of bits received in error to the total number of bits transmitted in a given time interval.
- (20) **Bit Rate** -- The rate at which data bits are transmitted over a communications path, normally expressed in bits per second.
- (21) **Bona fide request** -- A written request to an incumbent local exchange company (ILEC) from a CTU or an enhanced service provider, requesting that the ILEC unbundle its network/services to the extent ordered by the Federal Communications Commission. A bona fide request indicates an intent to purchase the service subject to the purchaser being able to obtain acceptable rates, terms, and conditions.
- (22) **Business service** -- A telecommunications service provided a customer where the use is primarily of a business, professional, institutional or otherwise occupational nature.
- (23) **Busy hour** -- The clock hour each day during which the greatest usage occurs.
- (24) **Busy season** -- That period of the year during which the greatest volume of traffic is handled in a switching office.
- (25) **Call aggregator** -- Any person or entity that owns or otherwise controls telephones intended to be utilized by the public, which control is evidenced by the authority to post notices on and/or unblock access at the telephone.
- (26) **Call splashing** -- Call transferring (whether caller-requested or operator service provider-initiated) that results in a call being rated and/or billed from a point different from that where the call originated.
- (27) **Call transferring** -- Handing off a call from one operator service provider (OSP) to another OSP.
- (28) **Caller identification materials (caller ID materials)** -- Any advertisements, educational materials, training materials, audio and video marketing devices, and any information disseminated about caller ID services.
- (29) **Caller identification service (caller ID service)** -- A service offered by a telecommunications provider that provides calling party information to a device capable of displaying the information.
- (30) **Calling area** -- The area within which telecommunications service is furnished to customers under a specific schedule of exchange rates. A "local" calling area may include more than one exchange area.
- (31) **Calling party information** --
  - (A) the telephone listing number and/or name of the customer from whose telephone instrument a telephone number is dialed; or

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- (B) other information that may be used to identify the specific originating number or originating location of a wire or electronic communication transmitted by a telephone instrument.
- (32) **Capitalization** -- Long-term debt plus total equity.
- (33) **Carrier of choice** -- An option that allows an individual to choose an interexchange carrier for long distance calls made through Telecommunications Relay Service.
- (34) **Carrier-initiated change** -- A change in the telecommunications utility serving a customer that was initiated by the telecommunications utility to which the customer is changed, whether the switch is made because a customer did or did not respond to direct mail solicitation, telemarketing, or other actions initiated by the carrier.
- (35) **Central office** -- A switching unit in a telecommunications system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks or trunks only.
- (36) **Census block group (CBG)** -- A United States Census Bureau geographic designation that generally contains between 250 and 550 housing units.
- (37) **Certificated service area** -- The geographic area within which a company has been authorized to provide basic local telecommunications services pursuant to a certificate of convenience and necessity (CCN), a certificate of operating authority (COA), or a service provider certificate of operating authority (SPCOA) issued by the commission.
- (38) **Certificated telecommunications utility** -- A telecommunications utility that has been granted either a CCN, a COA, or a SPCOA.
- (39) **Class of service or customer class** -- A description of utility service provided to a customer which denotes such characteristics as nature of use (business or residential) or type of rate (flat rate or message rate). Classes may be further subdivided into grades, denoting individual or multiparty line or denoting quality of service.
- (40) **Commercial mobile radio service (CMRS)** --
- (A) As defined in 47 C.F.R. §20.3, a mobile service that is:
- (i) provided for profit with, i.e., the intent of receiving compensation or monetary gain;
- (ii) an interconnected service; and
- (iii) available to the public, or to such classes of eligible users as to be effectively available to a substantial portion of the public; or
- (B) the functional equivalent of such a mobile service described in subparagraph (A) of this paragraph.
- (41) **Commission** -- The Public Utility Commission of Texas.
- (42) **Commission on State Emergency Communications (CSEC)** -- The state commission with the responsibilities and authority as specified in Texas Health and Safety Code, Chapter 771.
- (43) **Competitive exchange service** -- Any of the following services, when provided on an inter- or intrastate basis within an exchange area: central office based PBX-type services for systems of 75 stations or more; billing and collection services; high speed private line services of 1.544 megabits or greater; customized services; private line and virtual private line services; resold or shared local exchange telephone services if permitted by tariff; dark fiber services; non-voice data transmission service when offered as a separate service and not as a component of basic local telecommunications service; dedicated or virtually dedicated access services; services for which a local exchange company has been granted authority to engage in pricing flexibility pursuant to §26.211 of this title (relating to Rate-Setting Flexibility for Services Subject to Significant Competitive Challenges); any service initially provided within an exchange after October 26, 1992, if first provided by an entity other than the incumbent local exchange company (companies) certificated to provide service within that exchange; and any other service the commission declares is not local exchange telephone service.
- (44) **Competitive services (CS)** -- Those services as defined in Public Utility Regulatory Act §58.151, and any other service the commission subsequently categorizes as a competitive service.
- (45) **Completed call** -- A call that is answered by the called party.

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- (46) **Complex service** -- The provision of a circuit requiring special treatment, special equipment, or special engineering design, including but not limited to private lines, WATS, PBX trunks, rotary lines, and special assemblies.
- (47) **Consumer good or service** --
- (A) Real property or tangible or intangible personal property that is normally used for personal, family, or household purposes, including personal property intended to be attached to or installed in any real property;
  - (B) A cemetery lot;
  - (C) A time-share estate; or
  - (D) A service related to real or personal property.
- (48) **Consumer telephone call** -- An unsolicited call made to a residential telephone number to:
- (A) solicit a sale of a consumer good or service;
  - (B) solicit an extension of credit for a consumer good or service; or
  - (C) obtain information that will or may be used to directly solicit a sale of a consumer good or service or to extend credit for the sale.
- (49) **Cooperative** -- An incumbent local exchange company that is a cooperative corporation.
- (50) **Cooperative corporation** --
- (A) An electric cooperative corporation organized and operating under the Electric Cooperative Corporation Act, Texas Utilities Code Annotated, Chapter 161, or a predecessor statute to Chapter 161 and operating under that chapter; or
  - (B) A telephone cooperative corporation organized under the Telephone Cooperative Act, Texas Utilities Code, Chapter 162, or a predecessor statute to Chapter 162 and operating under that chapter.
- (51) **Corporate name** -- Has the meaning assigned by Texas Business Corporation Act, Article §2.05.
- (52) **Corporation** -- A domestic or foreign corporation, joint-stock company, or association, and each lessee, assignee, trustee, receiver or other successor in interest of the corporation, company, or association, that has any of the powers or privileges of a corporation not possessed by an individual or partnership. The term does not include a municipal corporation, except as expressly provided by the Public Utility Regulatory Act.
- (53) **Custom calling-type services** -- Call management services available from a central office switching system including, but not limited to, call forwarding, call waiting, caller ID, or automatic recall.
- (54) **Customer access line** -- A unit of measurement representing a telecommunications circuit or, in the case of ISDN, a telecommunications channel designated for a particular customer. One customer access line shall be counted for each circuit which is capable of generating usage on the line side of the switched network or a private line circuit, regardless of the quantity or ownership of customer premises equipment connected to each circuit. In the case of multiparty lines, each party shall be counted as a separate customer access line.
- (55) **Customer-initiated change** -- A change in the telecommunications utility serving a customer that is initiated by the customer and is not the result of direct mail solicitation, telemarketing, or other actions initiated by the carrier.
- (56) **Customer premises equipment (CPE)** -- Telephone terminal equipment located at a customer's premises. This does not include overvoltage protection equipment, inside wiring, coin-operated (or pay) telephones, "company-official" equipment, mobile telephone equipment, "911" equipment, equipment necessary for provision of communications for national defense, or multiplexing equipment used to deliver multiple channels to the customer.
- (57) **Customer proprietary network information (CPNI), customer-specific** -- Any information compiled about a customer by a telecommunications utility in the normal course of providing telephone service that identifies the customer by matching such information with the customer's name, address, or billing telephone number. This information includes, but is not limited to: line type(s), technical characteristics (*e.g.*, rotary service), class of service, current telephone charges, long distance billing record, local service billing record, directory assistance charges, usage data, and calling patterns.

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- (58) **Customer trouble report** -- Any oral or written report from a customer or user of telecommunications service received by any telecommunications utility relating to a physical defect, difficulty, or dissatisfaction with the service provided by the telecommunications utility's facilities. Each telephone or PBX switchboard position reported in trouble shall be counted as a separate report when several items are reported by one customer at the same time, unless the group of troubles so reported is clearly related to a common cause.
- (59) **dBrn** -- A unit used to express noise power relative to one Pico watt (-90 dBm).
- (60) **dBrnC** -- Noise power in dBrn, measured with C-message weighting.
- (61) **dBrnCO** -- Noise power in dBrnC referred to or measured at a zero transmission level point.
- (62) **D-Channel** -- The integrated-services-digital-network out-of-band signaling channel.
- (63) **Dedicated signaling transport** -- Transmission of out-of-band signaling information between an access customer's common channel signaling network and a CTU's signaling transport point on facilities dedicated to the use of a single customer.
- (64) **Dedicated 9-1-1 trunk** -- Refers to either:
- (A) a single purpose telephone circuit, or Internet Protocol (IP) equivalent, that originates at a CTU's (CTU's) switching office or point of presence and connects to a port of termination at an E9-1-1 selective router, 9-1-1 tandem, IP-based 9-1-1 system, or next generation 9-1-1 system, as described to the CTU by the appropriate 9-1-1 administrative entity or entities in its 9-1-1 service arrangement requirements for each applicable rate center (direct dedicated 9-1-1 trunk); or
  - (B) any other single purpose telephone circuit, or IP equivalent, that is used by a CTU to provide 9-1-1 service consistent with the 9-1-1 administrative entity's or entities' 9-1-1 service arrangement requirements that does not connect directly to a port of termination as described in subparagraph (A) of this paragraph (indirect dedicated 9-1-1 trunk). A direct dedicated 9-1-1 trunk includes transport, port usage, and termination.
- (65) **Default routing** -- The capability to route a 9-1-1 call to a designated public safety answering point when the incoming 9-1-1 call cannot be selectively routed due to an automatic number identification failure or other cause.
- (66) **Depreciation expenses** -- The charges based on the depreciation accrual rates designed to spread the cost recovery of the property over its economic life.
- (67) **Deregulated company** -- An incumbent local exchange company (ILEC) for which all of the company's markets have been deregulated.
- (68) **Direct-trunked transport** -- Transmission of traffic between the serving wire center and another CTU's office, without intermediate switching. It is charged on a flat-rate basis.
- (69) **Disconnection of telephone service** -- The event after which a customer's telephone number is deleted from the central office switch and databases.
- (70) **Discretionary services (DS)** -- Those services as defined in the Public Utility Regulatory Act §58.101, and any other service the commission subsequently categorizes as a discretionary service.
- (71) **Distance learning** -- Instruction, learning, and training that is transmitted from one site to one or more sites by telecommunications services that are used by an educational institution predominantly for such instruction, learning, or training--including: video, data, voice, and electronic information.
- (72) **Distribution lines** -- Those lines from which the end user may be provided direct service.
- (73) **Dominant carrier** -- A provider of a communication service provided wholly or partly over a telephone system who the commission determines has sufficient market power in a telecommunications market to control prices for that service in that market in a manner adverse to the public interest. The term includes a provider who provided local exchange telephone service within certificated exchange areas on September 1, 1995, as to that service and as to any other service for which a competitive alternative is not available in a particular geographic market. In addition with respect to:
- (A) intraLATA long distance message telecommunications service originated by dialing the access code "1-plus," the term includes a provider of local exchange telephone service in a certificated

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- exchange area for whom the use of that access code for the origination of “1-plus” intraLATA calls in the exchange area is exclusive; and
- (B) interexchange services, the term does not include an interexchange carrier that is not a certificated local exchange company.
- (74) **Dominant certificated telecommunications utility (DCTU)** -- A CTU that is also a dominant carrier. Unless clearly indicated otherwise, the rules applicable to a DCTU apply specifically to only those services for which the DCTU is dominant.
- (75) **Dual-party relay service** -- A service using oral and printed translations, by either a person or an automated device, between hearing- or speech-impaired individuals who use telecommunications devices for the deaf, computers, or similar automated devices, and others who do not have such equipment.
- (76) **Educational institution** -- Accredited primary or secondary schools owned or operated by state and local government entities or by private entities; institutions of higher education as defined by the Texas Education Code, §61.003(13); the Texas Education Agency, its successors and assigns; regional education service centers established and operated pursuant to the Texas Education Code, Chapter 8; and the Texas Higher Education Coordinating Board, its successors and assigns.
- (77) **Electing local exchange company (LEC)** -- A CTU electing to be regulated under the terms of the Public Utility Regulatory Act, Chapter 58.
- (78) **Electric utility** -- Except as provided in Chapter 25, Subchapter I, Division 1 of this title (relating to Open- Access Comparable Transmission Service for Electrical Utilities in the Electric Reliability Council of Texas), an electric utility is: A person or river authority that owns or operates for compensation in this state equipment or facilities to produce, generate, transmit, distribute, sell, or furnish electricity in this state. The term includes a lessee, trustee, or receiver of an electric utility and a recreational vehicle park owner who does not comply with Texas Utilities Code, Chapter 184, Subchapter C, with regard to the metered sale of electricity at the recreational vehicle park. The term does not include:
- (A) a municipal corporation;
- (B) a qualifying facility;
- (C) a power generation company;
- (D) an exempt wholesale generator;
- (E) a power marketer;
- (F) a corporation described by Public Utility Regulatory Act §32.053 to the extent the corporation sells electricity exclusively at wholesale and not to the ultimate consumer;
- (G) an electric cooperative;
- (H) a retail electric provider;
- (I) the state of Texas or an agency of the state; or
- (J) a person not otherwise an electric utility who:
- (i) furnishes an electric service or commodity only to itself, its employees, or its tenants as an incident of employment or tenancy, if that service or commodity is not resold to or used by others;
- (ii) owns or operates in this state equipment or facilities to produce, generate, transmit, distribute, sell or furnish electric energy to an electric utility, if the equipment or facilities are used primarily to produce and generate electric energy for consumption by that person; or
- (iii) owns or operates in this state a recreational vehicle park that provides metered electric service in accordance with Texas Utilities Code, Chapter 184, Subchapter C.
- (79) **Element** -- Unbundled network elements, including: interconnection, physical-collocation, and virtual-collocation elements.
- (80) **Eligible telecommunications provider (ETP) service area** -- The geographic area, determined by the commission, containing high cost rural areas which are eligible for Texas Universal Service Funds

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- support under §26.403 or §26.404 of this title (relating to Texas High Cost Universal Service Plan (THCUSP) and Small and Rural Incumbent Local Exchange Company (ILEC) Universal Service Plan).
- (81) **Embedded customer premises equipment** -- All customer premises equipment owned by a telecommunications utility, including inventory, which was tariffed or subject to the separations process of January 1, 1983.
- (82) **Emergency service number (ESN)** -- A three to five digit number representing a unique combination of emergency service agencies designated to serve a specific range of addresses within a particular geographic area. The ESN facilitates any required selective routing and selective transfer to the appropriate public safety answering point and the dispatching of the proper service agencies.
- (83) **Emergency service zone (ESZ)** -- A geographic area that has common law enforcement, fire, and emergency medical services personnel that respond to 9-1-1 calls.
- (84) **End user choice** -- A system that allows the automatic routing of interexchange, operator-assisted calls to the billed party's chosen carrier without the use of access codes.
- (85) **Enhanced service provider** -- A company that offers computer-based services over transmission facilities to provide the customer with value-added telephone services.
- (86) **Entrance facilities** -- The transmission path between the access customer's (such as an interexchange carrier) point of demarcation and the serving wire center.
- (87) **Equal access** -- Access which is equal in type, quality and price to Feature Group C, and which has unbundled rates. From an end user's perspective, equal access is characterized by the availability of "1-plus" dialing with the end user's carrier of choice.
- (88) **Exchange area** -- The geographic territory delineated as an exchange area by official commission boundary maps. An exchange area usually embraces a city or town and its environs. There is usually a uniform set of charges for telecommunications service within the exchange area. An exchange area may be served by more than one central office and/or one certificated telephone utility. An exchange area may also be referred to as an exchange.
- (89) **Exempt Carrier** -- A nondominant telecommunications utility that satisfies any of the criteria of PURA § 52.154.
- (90) **Expenses** -- Costs incurred in the provision of services that are expensed, rather than capitalized, in accordance with the Uniform System of Accounts applicable to the carrier.
- (91) **Experimental service** -- A new service that is proposed to be offered on a temporary basis for a specified period not to exceed one year from the date the service is first provided to any customer.
- (92) **Extended area service (EAS)** -- A telephone switching and trunking arrangement which provides for optional calling service by DCTUs within a local access and transport area and between two contiguous exchanges or between an exchange and a contiguous metropolitan exchange local calling area. For purposes of this definition, a metropolitan exchange local calling area shall include all exchanges having local or mandatory EAS calling throughout all portions of any of the following exchanges: Austin metropolitan exchange, Corpus Christi metropolitan exchange, Dallas metropolitan exchange, Fort Worth metropolitan exchange, Houston metropolitan exchange, San Antonio metropolitan exchange, or Waco metropolitan exchange. EAS is provided at rate increments in addition to local exchange rates, rather than at toll message charges.
- (93) **Extended local calling service (ELCS)** -- Service provided pursuant to §26.219 and §26.221 of this title (relating to Administration of Expanded Local Calling Requests; and Applications to Establish or Increase Expanded Local Calling Service Surcharges).
- (94) **E911 or E9-1-1** -- 9-1-1 service that is capable of providing automatic number identification, automatic location identification, selective routing, and selective transfer.
- (95) **Facilities** -- All the plant and equipment of a public utility, including all tangible and intangible real and personal property without limitation, and any and all means and instrumentalities in any manner owned, operated, leased, licensed, used, controlled, furnished, or supplied for, by, or in connection with the business of any public utility, including any construction work in progress allowed by the commission.

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- (96) **Facilities-based provider** -- A telecommunications provider that provides telecommunications services using facilities that it owns or leases or a combination of facilities that it owns and leases, including unbundled network elements.
- (97) **Foreign exchange (FX)** -- Exchange service furnished by means of a circuit connecting a customer's station to a primary serving office of another exchange.
- (98) **Foreign serving office (FSO)** -- Exchange service furnished by means of a circuit connecting a customer's station to a serving office of the same exchange but outside of the serving office area in which the station is located.
- (99) **Forward-looking common costs** -- Economic costs efficiently incurred in providing a group of elements or services that cannot be attributed directly to individual elements or services.
- (100) **Forward-looking economic cost** -- The sum of the total element long-run incremental cost of an element and a reasonable allocation of its forward-looking common costs.
- (101) **Forward-looking economic cost per unit** -- The forward-looking economic cost of the element as defined in this section, divided by a reasonable projection of the sum of the total number of units of the element that the DCTU is likely to provide to requesting telecommunications carriers and the total number of units of the element that the DCTU is likely to use in offering its own services, during a reasonable time period.
- (102) **Geographic scope** -- The geographic area in which the holder of a COA or of a SPCOA is authorized to provide service.
- (103) **Grade of service** -- The number of customers a line is designated to serve.
- (104) **Health Center** -- A federally qualified health center service delivery site.
- (105) **Hearing** -- Any proceeding at which evidence is taken on the merits of the matters at issue, not including prehearing conferences.
- (106) **Hearing carryover** -- A technology that allows an individual who is speech-impaired to hear the other party in a telephone conversation and to use specialized telecommunications devices to send communications through the telecommunications relay service operator.
- (107) **High cost area** -- A geographic area for which the costs established using a forward-looking economic cost methodology exceed the benchmark levels established by the commission.
- (108) **High cost assistance (HCA)** -- A program administered by the commission in accordance with the provisions of §26.403 of this title.
- (109) **Identity** -- The name, address, telephone number, and/or facsimile number of a person, whether natural, partnership, municipal corporation, cooperative corporation, corporation, association, governmental subdivision, or state agency and the relationship of the person to the entity being represented.
- (110) **Impulse noise** -- Any momentary occurrence of the noise on a channel significantly exceeding the normal noise peaks. It is evaluated by counting the number of occurrences that exceed a threshold. This noise degrades voice and data transmission.
- (111) **Incumbent local exchange company (ILEC)** -- A local exchange company that had a CCN on September 1, 1995.
- (112) **Informational notice** - Notice that is filed in connection with nonbasic services, new service offerings, and pricing and packaging flexibility if required by Public Utility Regulatory Act Chapters 52, 58, or 59.
- (113) **Information sharing program** -- Instruction, learning, and training that is transmitted from one site to one or more sites by telecommunications services that are used by a library predominantly for such instruction, learning, or training, including video, data, voice, and electronic information.
- (114) **Integrated services digital network (ISDN)** -- A digital network architecture that provides a wide variety of communications services, a standard set of user-network messages, and integrated access to the network. Access methods to the ISDN are the Basic Rate Interface (BRI) and the Primary Rate Interface (PRI).



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- (115) **Interactive multimedia communications** -- Real-time, two-way, interactive voice, video, and data communications conducted over networks that link geographically dispersed locations. This definition includes interactive communications within or between buildings on the same campus or library site.
- (116) **Intercept service** -- A service arrangement provided by the local exchange carrier whereby calls placed to a disconnected or discontinued telephone number are intercepted and the calling party is informed by an operator or by a recording that the called telephone number has been disconnected, discontinued, changed to another number, or otherwise is not in service.
- (117) **Interconnection** -- Generally means: The point in a network where a customer's transmission facilities interface with the dominant carrier's network under the provisions of this section. More particularly it means: The termination of local traffic including basic telecommunications service as delineated in §26.403 of this title or integrated services digital network (ISDN) as defined in this section and/or EAS/ELCS traffic of a CTU using the local access lines of another CTU, as described in §26.272(d)(4)(A) of this title (relating to Interconnection). Interconnection shall include non-discriminatory access to signaling systems, databases, facilities and information as required to ensure interoperability of networks and efficient, timely provision of services to customers without permitting access to network proprietary information or customer proprietary network information, as defined in this section, unless otherwise permitted in §26.272 of this title.
- (118) **Interconnector** -- A customer that interfaces with the dominant carrier's network under the provisions of §26.271 of this title (relating to Expanded Interconnection).
- (119) **Interexchange carrier (IXC)** -- A carrier providing any means of transporting intrastate telecommunications messages between local exchanges, but not solely within local exchanges, in the State of Texas. The term may include a CTU or CTU affiliate to the extent that it is providing such service. An entity is not an IXC solely because of:
- (A) the furnishing, or furnishing and maintenance of a private system;
  - (B) the manufacture, distribution, installation, or maintenance of customer premises equipment;
  - (C) the provision of services authorized under the FCC's Public Mobile Radio Service and Rural Radio Service rules; or
  - (D) the provision of shared tenant service.
- (120) **Internet Protocol (IP)** -- A data communication protocol used in communicating data from one computer to another on the Internet or other networks.
- (121) **Internet Protocol enabled service** -- a service, capability, functionality, or application that uses Internet Protocol or a successor protocol to allow an end user to send or receive a data, video, or voice communication in Internet Protocol or a successor protocol.
- (122) **Interoffice trunks** -- Those communications circuits which connect central offices.
- (123) **IntraLATA equal access** -- The ability of a caller to complete a toll call in a local access and transport area (LATA) using his or her provider of choice by dialing "1" or "0" plus an area code and telephone number.
- (124) **Intrastate** -- Refers to communications which both originate and terminate within Texas state boundaries.
- (125) **Least cost technology** -- The technology or mix of technologies that would be chosen in the long run as the most economically efficient choice. The choice of least cost technologies, however, shall:
- (A) be restricted to technologies that are currently available on the market and for which vendor prices can be obtained;
  - (B) be consistent with the level of output necessary to satisfy current demand levels for all services using the basic network function in question; and
  - (C) be consistent with overall network design and topology requirements.
- (126) **License** -- The whole or part of any commission permit, certificate, approval, registration, or similar form of permission required by law.
- (127) **Licensing** -- The commission process respecting the granting, denial, renewal, revocation, suspension, annulment, withdrawal, or amendment of a license.

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### Subchapter A. GENERAL PROVISIONS.

- (128) **Lifeline Service** -- A program certified by the Federal Communications Commission to provide for the reduction or waiver of the federal subscriber line charge for residential consumers.
- (129) **Line** -- A circuit or channel extending from a central office to the customer's location to provide telecommunications service. One line may serve one customer, or all customers served by a multiparty line.
- (130) **Local access and transport area (LATA)** -- A geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges, which are grouped to serve common social, economic and other purposes. For purposes of these rules, market areas, as used and defined in the Modified Final Judgment and the GTE Final Judgment, are encompassed in the term local access and transport area.
- (131) **Local call** -- A call within the certificated telephone utility's toll-free calling area including calls which are made toll-free through a mandatory EAS or expanded local calling (ELC) proceeding.
- (132) **Local calling area** -- The area within which telecommunications service is furnished to customers under a specific schedule of exchange rates. A local calling area may include more than one exchange area.
- (133) **Local exchange carrier (LEC)** -- A telecommunications utility that has been granted either a certificate of convenience and necessity or a COA to provide local exchange telephone service, basic local telecommunications service, or switched access service within the state. A local exchange company is also referred to as a local exchange carrier.
- (134) **Local exchange telephone service or local exchange service** -- A telecommunications service provided within an exchange to establish connections between customer premises within the exchange, including connections between a customer premises and a long distance provider serving the exchange. The term includes tone dialing service, service connection charges, and directory assistance services offered in connection with basic local telecommunications service and interconnection with other service providers. The term does not include the following services, whether offered on an intra-exchange or inter-exchange basis:
- (A) central office based PBX-type services for systems of 75 stations or more;
  - (B) billing and collection services;
  - (C) high-speed private line services of 1.544 megabits or greater;
  - (D) customized services;
  - (E) private line or virtual private line services;
  - (F) resold or shared local exchange telephone services if permitted by tariff;
  - (G) dark fiber services;
  - (H) non-voice data transmission service offered as a separate service and not as a component of basic local telecommunications service;
  - (I) dedicated or virtually dedicated access services;
  - (J) a competitive exchange service; or
  - (K) any other service the commission determines is not a "local exchange telephone service."
- (135) **Local message** -- A completed call between customer access lines located within the same local calling area.
- (136) **Local message charge** -- The charge that applies for a completed telephone call that is made when the calling customer access line and the customer access line to which the connection is established are both within the same local calling area, and a local message charge is applicable.
- (137) **Local service charge** -- The charge for furnishing facilities to enable a customer to send or receive telecommunications within the local calling area. This local calling area may include more than one exchange area.
- (138) **Local telecommunications traffic** --
- (A) Telecommunications traffic between a DCTU and a telecommunications carrier other than a commercial mobile radio service (CMRS) provider that originates and terminates within the mandatory single or multi-exchange local calling area of a DCTU including the mandatory EAS areas served by the DCTU; or

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- (B) Telecommunications traffic between a DCTU and a CMRS provider that, at the beginning of the call, originates and terminates within the same major trading area.
- (139) **Long distance telecommunications service** -- That part of the total communication service rendered by a telecommunications utility which is furnished between customers in different local calling areas in accordance with the rates and regulations specified in the utility's tariff.
- (140) **Long run** -- A time period long enough to be consistent with the assumption that the company is in the planning stage and all of its inputs are variable and avoidable.
- (141) **Long run incremental cost (LRIC)** -- The change in total costs of the company of producing an increment of output in the long run when the company uses least cost technology. The LRIC should exclude any costs that, in the long run, are not brought into existence as a direct result of the increment of output.
- (142) **Mandatory minimum standards** -- The standards established by the Federal Communications Commission, outlining basic mandatory telecommunication relay services.
- (143) **Market** -- An exchange in which an incumbent local exchange company provides residential local exchange telephone service.
- (144) **Master street address guide (MSAG)** -- A database maintained by each 9-1-1 administrative entity of street names and house number ranges within their associated communities defining emergency service zones and their associated emergency service numbers to enable proper routing of 9-1-1 calls.
- (145) **Meet point billing** -- An access billing arrangement for services to access customers when local transport is jointly provided by more than one CTU.
- (146) **Message** -- A completed customer telephone call.
- (147) **Message rate service** -- A form of local exchange service under which all originated local messages are measured and charged for in accordance with the utility's tariff.
- (148) **Minor rate change** -- A change, including the restructuring of rates of existing services, that decreases the rates or revenues of the small local exchange company (SLEC) or that, together with any other rate or proposed or approved tariff changes in the 12 months preceding the date on which the proposed change will take effect, results in an increase of the SLEC's total regulated intrastate gross annual revenues by not more than 5.0%. Further, with regard to a change to a basic local access line rate, a minor change may not, together with any other change to that rate that went into effect during the 12 months preceding the proposed effective date of the proposed change, result in an increase of more than 50%.
- (149) **Municipality** -- A city, incorporated village, or town, existing, created, or organized under the general, home rule, or special laws of the state.
- (150) **National integrated services digital network (ISDN)** -- The standards and services promulgated for integrated services digital network by Bellcore.
- (151) **Negotiating party** -- A CTU or other entity with which a requesting CTU seeks to interconnect in order to complete all telephone calls made by or placed to a customer of the requesting CTU.
- (152) **Next generation 9-1-1 system (NG9-1-1 system)** -- A system of securely managed IP-based 9-1-1 networks and elements that augment and are capable of interoperating with present-day E9-1-1 features and functions and add new capabilities. NG9-1-1 may replace or complement the present E9-1-1 system. NG9-1-1 is designed to provide access to emergency services from all sources, and to provide multimedia data capabilities for public safety answering positions and other emergency service organizations.
- (153) **New service** -- Any service not offered on a tariffed basis prior to the date of the application relating to such service and specifically excludes basic local telecommunications service including local measured service. If a proposed service could serve as an alternative or replacement for a service offered prior to the date of the new-service application and does not provide significant improvements (other than price) over, or significant additional services not available under, a service offered prior to the date of such application, it shall not be considered a new service.
- (154) **Nonbasic services** -- Those services identified in Public Utility Regulatory Act §58.151, including any service reclassified by the commission pursuant to Public Utility Regulatory Act §58.024.

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- (155) **Non-discriminatory** -- Type of treatment that is not less favorable than that an interconnecting CTU provides to itself or its affiliates or other CTUs.
- (156) **Non-dominant certificated telecommunications utility (NCTU)** -- A CTU that is not a DCTU and has been granted a CCN (after September 1, 1995, in an area already certificated to a DCTU), a COA, or a SPCOA to provide local exchange service.
- (157) **Nondominant carrier** --
- (A) An interexchange telecommunications carrier (including a reseller of interexchange telecommunications services).
  - (B) Any of the following that is not a dominant carrier:
    - (i) a specialized communications common carrier;
    - (ii) any other reseller of communications;
    - (iii) any other communications carrier that conveys, transmits, or receives communications in whole or in part over a telephone system; or
    - (iv) a provider of operator services that is not also a subscriber.
  - (C) A deregulated company that holds a COA.
- (158) **North American Numbering Plan (NANP)** -- Use of 10-digit dialing in the format of a 3-digit "NPA" followed by a 3-digit "NXX" and a 4-digit line number, NPA-NXX-XXXX.
- (159) **Numbering plan area (NPA)** -- The first three digits of a ten-digit North American Numbering Plan (NANP) local telephone number uniquely identifying a Numbering Plan area. Generally referred to as the area code of a NANP telephone number.
- (160) **NXX** -- A 3-digit code in which N is any digit 2 through 9 and X is any digit 0 through 9. Typically used in describing the "Exchange Code" fields of a North American Numbering Plan telephone number.
- (161) **Open network architecture** -- The overall design of an ILEC's network facilities and services to permit all users of the network, including the enhanced services operations of an ILEC and its competitors, to interconnect to specific basic network functions on an unbundled and non-discriminatory basis.
- (162) **Operator service** -- Any service using live operator or automated operator functions for the handling of telephone service, such as local collect, toll calling via collect, third number billing, credit card, and calling card services. The transmission of "1-800" and "1-888" numbers, where the called party has arranged to be billed, is not operator service.
- (163) **Operator service provider (OSP)** -- Any person or entity that provides operator services by using either live or automated operator functions. When more than one entity is involved in processing an operator service call, the party setting the rates shall be considered to be the OSP. However, subscribers to customer-owned pay telephone service shall not be deemed to be OSPs.
- (164) **Originating line screening (OLS)** -- A two digit code passed by the local switching system with the automatic number identification (ANI) at the beginning of a call that provides information about the originating line.
- (165) **Out-of-service trouble report** -- An initial customer trouble report in which there is complete interruption of incoming or outgoing local exchange service. On multiple line services a failure of one central office line or a failure in common equipment affecting all lines is considered out of service. If an extension line failure does not result in the complete inability to receive or initiate calls, the report is not considered to be out of service.
- (166) **P.01 grade of service** -- A standard of service quality intended to measure the probability (P), expressed as a decimal fraction, of a telephone call being blocked. P.01 is the grade of service reflecting the probability that one call out of one hundred during the average busy hour will be blocked.
- (167) **Packaged Service** - The combination of any regulated service with any other regulated or unregulated service or with any service of an affiliate, offered to customers at a packaged rate or rates.
- (168) **Partial deregulation** -- The ability of a cooperative to offer new services on an optional basis and/or change its rates and tariffs under the provisions of the Public Utility Regulatory Act, §§53.351 - 53.359.
- (169) **Pay-per-call-information services** -- Services that allow a caller to dial a specified 1-900-XXX-XXXX or 976-XXXX number. Such services routinely deliver, for a predetermined (sometimes time-

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- sensitive) fee, a pre-recorded or live message or interactive program. Usually a telecommunications utility will transport the call and bill the end-user on behalf of the information provider.
- (170) **Pay telephone access service (PTAS)** -- A service offered by a CTU which provides a two-way, or optionally, a one-way originating-only business access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer premises, and the network interface; this service is sold to pay telephone service providers.
- (171) **Pay telephone service (PTS)** -- A telecommunications service utilizing any coin, coinless, credit card reader, or cordless instrument that can be used by members of the general public, or business patrons, employees, and/or visitors of the premises' owner, provided that the end user pays for local or toll calls from such instrument on a per call basis. Pay per call telephone service provided to inmates of confinement facilities is PTS. For purposes of this section, coinless telephones provided in guest rooms by a hotel/motel are not pay telephones. A telephone that is primarily used by business patrons, employees, and/or visitors of the premises' owner is not a pay telephone if all local calls and "1-800" and "1-888" type calls from such telephone are free to the end user.
- (172) **Per-call blocking** -- A telecommunications service provided by a telecommunications provider that prevents the transmission of calling party information to a called party on a call-by-call basis.
- (173) **Per-line blocking** -- A telecommunications service provided by a telecommunications utility that prevents the transmission of calling party information to a called party on every call, unless the calling party acts affirmatively to release calling party information.
- (174) **Percent interstate usage (PIU)** -- An access customer-specific ratio or ratios determined by dividing interstate access minutes by total access minutes. The specific ratio shall be determined by the CTU unless the CTU's network is incapable of determining the jurisdiction of the access minutes. A PIU establishes the jurisdiction of switched access usage for determining rates charged to switched access customers and affects the allocation of switched access revenue and costs by CTUs between the interstate and intrastate jurisdictions.
- (175) **Person** -- Any natural person, partnership, municipal corporation, cooperative corporation, corporation, association, governmental subdivision, or public or private organization of any character other than an agency.
- (176) **Pleading** -- A written document submitted by a party, or a person seeking to participate in a proceeding, setting forth allegations of fact, claims, requests for relief, legal argument, and/or other matters relating to a proceeding.
- (177) **Prepaid local telephone service (PLTS)** -- Prepaid local telephone service means:
- (A) voice grade dial tone residential service consisting of flat rate service or local measured service, if chosen by the customer and offered by the DCTU;
  - (B) if applicable, mandatory services, including EAS, extended metropolitan service, or ELCS;
  - (C) tone dialing service;
  - (D) access to 911 service;
  - (E) access to dual party relay service;
  - (F) the ability to report service problems seven days a week;
  - (G) access to business office;
  - (H) primary directory listing;
  - (I) toll blocking service; and
  - (J) non-published service and non-listed service at the customer's option.
- (178) **Premises** -- A tract of land or real estate including buildings and other appurtenances thereon.
- (179) **Pricing flexibility** -- Discounts and other forms of pricing flexibility may not be preferential, prejudicial, or discriminatory. Pricing flexibility includes:
- (A) customer specific contracts;
  - (B) volume, term, and discount pricing;
  - (C) zone density pricing, with zone to be defined as an exchange;
  - (D) packaging of services; and
  - (E) other promotional pricing flexibility.

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- (180) **Primary interexchange carrier (PIC)** -- The provider chosen by a customer to carry that customer's toll calls.
- (181) **Primary interexchange carrier (PIC) freeze indicator** -- An indicator that the end user has directed the CTU to make no changes in the end user's PIC.
- (182) **Primary rate interface (PRI) integrated services digital network (ISDN)** -- One of the access methods to ISDN, the 1.544-Mbps PRI comprises either twenty-three 64 Kbps B-channels and one 64 Kbps D-channel (23B+D) or twenty-four 64 Kbps B-channels (24B) when the associated call signaling is provided by another PRI in the group.
- (183) **Primary service** -- The initial provision of voice grade access between the customer's premises and the switched telecommunications network. This includes the initial connection to a new customer or the move of an existing customer to a new premises but does not include complex services.
- (184) **Print translations** -- The temporary storage of a message in an operator's screen during the actual process of relaying a conversation.
- (185) **Privacy issue** -- An issue that arises when a telecommunications provider proposes to offer a new telecommunications service or feature that would result in a change in the outflow of information about a customer. The term privacy issue is to be construed broadly. It includes, but is not limited to, changes in the following:
- (A) the type of information about a customer that is released;
  - (B) the customers about whom information is released;
  - (C) the entity or entities to whom the information about a customer is released;
  - (D) the technology used to convey the information;
  - (E) the time at which the information is conveyed; and
  - (F) any other change in the collection, use, storage, or release of information.
- (186) **Private line** -- A transmission path that is dedicated to a customer and that is not connected to a switching facility of a telecommunications utility, except that a dedicated transmission path between switching facilities of interexchange carriers shall be considered a private line.
- (187) **Proceeding** -- A hearing, investigation, inquiry, or other procedure for finding facts or making a decision. The term includes a denial of relief or dismissal of a complaint. It may be rulemaking or non-rulemaking; rate setting or non-rate setting.
- (188) **Promotional rate** -- A temporary tariff, fare, toll, rental or other compensation charged by a certificated telecommunications utility (CTU) to new or new and existing customers and designed to induce customers to test a service. A promotional rate shall incorporate a reduction or a waiver of some rate element in the tariffed rates of the service, or a reduction or waiver of the service's installation charge and/or service connection charges, and shall not incorporate any charge for discontinuance of the service by the customer. Such rates may not be offered for basic local telecommunications service, including local measured service.
- (189) **Promotional Service** - a service offered to customers at a promotional rate or rates.
- (190) **Provider of pay telephone service** -- The entity that purchases PTAS from a CTU and registers with the Public Utility Commission as a provider of PTS to end users.
- (191) **Public safety answering point (PSAP)** -- A continuously operated communications facility established or authorized by local government authorities that answers 9-1-1 calls originating within a given service area, as further defined in Texas Health and Safety Code Chapters 771 and 772. The term includes an emergency communications center.
- (192) **Public utility or utility** -- A person or river authority that owns or operates for compensation in this state equipment or facilities to convey, transmit, or receive communications over a telephone system as a dominant carrier. The term includes a lessee, trustee, or receiver of any of those entities, or a combination of those entities. The term does not include a municipal corporation. A person is not a public utility solely because the person:
- (A) furnishes or furnishes and maintains a private system;
  - (B) manufactures, distributes, installs, or maintains customer premises communications equipment and accessories; or

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- (C) furnishes a telecommunications service or commodity only to itself, its employees, or its tenants as an incident of employment or tenancy, if that service or commodity is not resold to or used by others.
- (193) **Public Utility Regulatory Act (PURA)** -- The enabling statute for the Public Utility Commission of Texas, located in the Texas Utilities Code Annotated, §§11.001 - 66.016, (West 2007, Supplement 2013).
- (194) **Qualifying low-income consumer** -- A consumer that participates in one of the following programs: Medicaid, food stamps, Supplemental Security Income, federal public housing assistance, or Low-Income Home Energy Assistance Program.
- (195) **Qualifying services** --
  - (A) residential flat rate basic local exchange service;
  - (B) residential local exchange access service; and
  - (C) residential local area calling usage.
- (196) **Rate** -- Includes:
  - (A) any compensation, tariff, charge, fare, toll, rental, or classification that is directly or indirectly demanded, observed, charged, or collected by a public utility for a service, product, or commodity, described in the definition of utility in the Public Utility Regulatory Act §31.002 or §51.002; and
  - (B) a rule, practice, or contract affecting the compensation, tariff, charge, fare, toll, rental, or classification.
- (197) **Reciprocal compensation** -- An arrangement between two carriers in which each of the two carriers receives compensation from the other carrier for the transport and termination on each carrier's network facilities of local telecommunications traffic that originates on the network facilities of the other carrier.
- (198) **Reclassification area** -- The geographic area within the electing ILEC's territory, consisting of one or more exchange areas, for which it seeks reclassification of a service.
- (199) **Redirect the call** -- A procedure used by operator service providers (OSPs) that transmits a signal back to the originating telephone instrument that causes the instrument to disconnect the OSP's connection and to redial the digits originally dialed by the caller directly to the local exchange carrier's network.
- (200) **Regional planning commission** -- The meaning established in Texas Health and Safety Code §771.001(10).
- (201) **Regulatory authority** -- In accordance with the context where it is found, either the commission or the governing body of a municipality.
- (202) **Relay Texas Advisory Committee (RTAC)** -- The committee authorized by the Public Utility Regulatory Act, §56.110 and 1997 Texas General Laws Chapter 149.
- (203) **Relay Texas** -- The name by which telecommunications relay service in Texas is known.
- (204) **Relay Texas administrator** -- The individual employed by the commission to oversee the administration of statewide telecommunications relay service.
- (205) **Repeated trouble report** -- A customer trouble report regarding a specific line or circuit occurring within 30 days or one calendar month of a previously cleared trouble report on the same line or circuit.
- (206) **Residual charge** -- The per-minute charge designed to account for historical contribution to joint and common costs made by switched transport services.
- (207) **Retail service** -- A telecommunications service is considered a retail service when it is provided to residential or business end users and the use of the service is other than resale. Each tariffed or contract offering which a customer may purchase to the exclusion of other offerings shall be considered a service. For example: the various mileage bands for standard toll services are rate elements, not services; however, individual optional calling plans that can be purchased individually and which are offered as alternatives to each other are services, not rate elements.
- (208) **Return-on-assets** -- After-tax net operating income divided by total assets.
- (209) **Reversal of partial deregulation** -- The ability of a minimum of 10% of the members of a partially deregulated cooperative to request, in writing, that a vote be conducted to determine whether members prefer to reverse partial deregulation. Ten percent shall be calculated based upon the total number of

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- members of record as of the calendar month preceding receipt of the request from members for reversal of partial deregulation.
- (210) **Rule** -- A statement of general applicability that implements, interprets, or prescribes law or policy, or describes the procedure or practice requirements of the commission. The term includes the amendment or repeal of a prior rule but does not include statements concerning only the internal management or organization of the commission and not affecting private rights or procedures.
- (211) **Rulemaking proceeding** -- A proceeding conducted pursuant to the Administrative Procedure Act, Texas Government Code, Chapter 2001, Subchapter B, to adopt, amend, or repeal a commission rule.
- (212) **Rural incumbent local exchange company (ILEC)** -- An ILEC that qualifies as a "rural telephone company" as defined in 47 United States Code §3(37) and/or 47 United States Code §251(f)(2).
- (213) **Selective routing** -- The feature provided with 9-1-1 or 311 service by which 9-1-1 or 311 calls are automatically directed to the appropriate answering point for serving the location from which the call originates.
- (214) **Selective transfer** -- A public safety answering point initiating the routing of a 9-1-1 call to a response agency by operation of one of several buttons typically designated as police, fire, and emergency medical, based on the emergency service number of the caller.
- (215) **Separation** -- The division of plant, revenues, expenses, taxes, and reserves applicable to exchange or local service if these items are used in common to provide public utility service to both local exchange telephone service and other service, such as interstate or intrastate toll service.
- (216) **Service** -- Has its broadest and most inclusive meaning. The term includes any act performed, anything supplied, and any facilities used or supplied by a public utility in the performance of the utility's duties under the Public Utility Regulatory Act to its patrons, employees, other public utilities, and the public. The term also includes the interchange or facilities between two or more public utilities. The term does not include the printing, distribution, or sale of advertising in a telephone directory.
- (217) **Service connection charge** -- A charge designed to recover the costs of non-recurring activities associated with connection of local exchange telephone service.
- (218) **Service order system** -- The system used by a telecommunications provider that, among other functions, tracks customer service requests and billing data.
- (219) **Service provider** -- Any entity that offers a product or service to a customer and that directly or indirectly charges to or collects from a customer's bill an amount for the product or service on a customer's bill received from a billing telecommunications utility.
- (220) **Service provider certificate of operating authority (SPCOA) reseller** -- A holder of a service provider certificate of operating authority that uses only resold telecommunications services provided by an ILEC or by a COA holder or by a SPCOA holder.
- (221) **Service restoral charge** -- A charge applied by the DCTU to restore service to a customer's telephone line after it has been suspended by the DCTU.
- (222) **Serving wire center (SWC)** -- The CTU designated central office which serves the access customer's point of demarcation.
- (223) **Signaling for tandem switching** -- The carrier identification code (CIC) and the OZZ code or equivalent information needed to perform tandem switching functions. The CIC identifies the interexchange carrier and the OZZ digits identify the call type and thus the interexchange carrier trunk to which traffic should be routed.
- (224) **Small certificated telecommunications utility (CTU)** -- A CTU with fewer than 2.0% of the nation's subscriber lines installed in the aggregate nationwide.
- (225) **Small local exchange company (SLEC)** -- Any incumbent CTU as of September 1, 1995, that has fewer than 31,000 access lines in service in this state, including the access lines of all affiliated incumbent local exchange companies within the state, or a telephone cooperative organized pursuant to the Telephone Cooperative Act, Texas Utilities Code Annotated, Chapter 162.
- (226) **Small incumbent local exchange company (Small ILEC)** -- An ILEC that is a cooperative corporation or has, together with all affiliated ILECs, fewer than 31,000 access lines in service in Texas.



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- (227) **Spanish speaking person** -- A person who speaks any dialect of the Spanish language exclusively or as their primary language.
- (228) **Special access** -- A transmission path connecting customer designated premises to each other either directly or through a hub or hubs where bridging, multiplexing or network reconfiguration service functions are performed and includes all exchange access not requiring switching performed by the dominant carrier's end office switches.
- (229) **Specialized Telecommunications Assistance Program (STAP)** -- The program described in §26.415 of this title (relating to Specialized Telecommunications Assistance Program (STAP)).
- (230) **Specialized Telecommunications Assistance Program (STAP) voucher** -- A voucher issued by the Texas Department of Assistive and Rehabilitative Services under the equipment distribution program, in accordance with its rules, that an eligible individual may use to acquire eligible specialized telecommunications devices from a vendor of such equipment.
- (231) **Stand-alone costs** -- The stand-alone costs of an element or service are defined as the forward-looking costs that an efficient entrant would incur in providing only that element or service.
- (232) **Station** -- A telephone instrument or other terminal device.
- (233) **Study area** -- An incumbent local exchange company's (ILEC's) existing service area in a given state.
- (234) **Supplemental services** -- Telecommunications features or services offered by a CTU for which analogous services or products may be available to the customer from a source other than a DCTU. Supplemental services shall not be construed to include optional extended area calling plans that a DCTU may offer pursuant to §26.217 of this title (relating to Administration of Extended Area Service (EAS) Requests), or pursuant to a final order of the commission in a proceeding pursuant to the Public Utility Regulatory Act, Chapter 53.
- (235) **Suspension of service** -- That period during which the customer's telephone line does not have dial tone but the customer's telephone number is not deleted from the central office switch and databases.
- (236) **Switched access** -- Access service that is provided by CTUs to access customers and that requires the use of CTU network switching or common line facilities generally, but not necessarily, for the origination or termination of interexchange calls. Switched access includes all forms of transport provided by the CTU over which switched access traffic is delivered.
- (237) **Switched access demand** -- Switched access minutes of use, or other appropriate measure where not billed on a minute of use basis, for each switched access rate element, normalized for out of period billings. For the purposes of this section, switched access demand shall include minutes of use billed for the local switching rate element.
- (238) **Switched access minutes** -- The measured or assumed duration of time that a CTU's network facilities are used by access customers. Access minutes are measured for the purpose of calculating access charges applicable to access customers.
- (239) **Switched transport** -- Transmission between a CTU's central office (including tandem-switching offices) and an interexchange carrier's point of presence.
- (240) **Tandem-switched transport** -- Transmission of traffic between the serving wire center and another CTU office that is switched at a tandem switch and charged on a usage basis.
- (241) **Tariff** -- The schedule of a utility containing all rates, tolls, and charges stated separately by type or kind of service and the customer class, and the rules and regulations of the utility stated separately by type or kind of service and the customer class.
- (242) **Telecommunications provider** -- As defined in the Public Utility Regulatory Act §51.002(10).
- (243) **Telecommunications relay service (TRS)** -- A service using oral and print translations by either live or automated means between individuals who are hearing-impaired or speech-impaired who use specialized telecommunications devices and others who do not have such devices. Unless specified in the text, this term shall refer to intrastate telecommunications relay service only.
- (244) **Telecommunications relay service (TRS) carrier** -- The telecommunications carrier selected by the commission to provide statewide telecommunications relay service.
- (245) **Telecommunications utility** --  
(A) a public utility;

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- (B) an interexchange telecommunications carrier, including a reseller of interexchange telecommunications services;
  - (C) a specialized communications common carrier;
  - (D) a reseller of communications;
  - (E) a communications carrier who conveys, transmits, or receives communications wholly or partly over a telephone system;
  - (F) a provider of operator services as defined by §55.081, unless the provider is a subscriber to customer-owned PTS; and
  - (G) a separated affiliate or an electronic publishing joint venture as defined in the Public Utility Regulatory Act, Chapter 63.
- (246) **Telephones intended to be utilized by the public** -- Telephones that are accessible to the public, including, but not limited to, pay telephones, telephones in guest rooms and common areas of hotels, motels, or other lodging locations, and telephones in hospital patient rooms.
- (247) **Telephone solicitation** -- An unsolicited telephone call.
- (248) **Telephone solicitor** -- A person who makes or causes to be made a consumer telephone call, including a call made by an automatic dialing/announcing device.
- (249) **Test year** -- The most recent 12 months, beginning on the first day of a calendar or fiscal year quarter, for which operating data for a public utility are available.
- (250) **Texas Universal Service Fund (TUSF)** -- The fund authorized by the Public Utility Regulatory Act, §56.021 and 1997 Texas General Laws Chapter 149.
- (251) **Tier 1 local exchange company** -- A local exchange company with annual regulated operating revenues exceeding \$100 million.
- (252) **Title IV-D Agency** -- The office of the attorney general for the state of Texas.
- (253) **Toll blocking** -- A service provided by telecommunications carriers that lets consumers elect not to allow the completion of outgoing toll calls from their telecommunications channel.
- (254) **Toll control** -- A service provided by telecommunications carriers that allows consumers to specify a certain amount of toll usage that may be incurred on their telecommunications channel per month or per billing cycle.
- (255) **Toll limitation** -- Denotes both toll blocking and toll control.
- (256) **Total element long-run incremental cost (TELRIC)** -- The forward-looking cost over the long run of the total quantity of the facilities and functions that are directly attributable to, or reasonably identifiable as incremental to, such element, calculated taking as a given the CTU's provision of other elements.
- (257) **Transitioning company** -- An incumbent local exchange company for which at least one, but not all, of the company's markets has been deregulated.
- (258) **Transport** -- The transmission and/or any necessary tandem and/or switching of local telecommunications traffic from the interconnection point between the two carriers to the terminating carrier's end office switch that directly serves the called party, or equivalent facility provided by a carrier other than a DCTU.
- (259) **Trunk** -- A circuit facility connecting two switching systems.
- (260) **Two-primary interexchange carrier (Two-PIC) equal access** -- A method that allows a telephone subscriber to select one carrier for all 1+ and 0+ interLATA calls and the same or a different carrier for all 1+ and 0+ intraLATA calls.
- (261) **Unauthorized charge** -- Any charge on a customer's telephone bill that was not consented to or verified in compliance with §26.32 of this title (relating to Protection Against Unauthorized Billing Charges ("Cramming")).
- (262) **Unbundling** -- The disaggregation of the ILEC's network/service to make available the individual network functions or features or rate elements used in providing an existing service.
- (263) **Unit cost** -- A cost per unit of output calculated by dividing the total long run incremental cost of production by the total number of units.

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- (264) **Usage sensitive blocking** -- Blocking of a customer's access to services which are charged on a usage sensitive basis for completed calls. Such calls shall include, but not be limited to, call return, call trace, and auto redial.
- (265) **Virtual private line** -- Circuits or bandwidths, between fixed locations, that are available on demand and that can be dynamically allocated.
- (266) **Voice carryover** -- A technology that allows an individual who is hearing-impaired to speak directly to the other party in a telephone conversation and to use specialized telecommunications devices to receive communications through the telecommunications relay service operator.
- (267) **Voice over Internet Protocol (VoIP)** -- The technology used to transmit voice communications using Internet Protocol.
- (268) **Voice over Internet Protocol service** -- A service that:
- (A) uses Internet Protocol or a successor protocol to enable a real-time, two-way voice communication that originates from or terminates to the user's location in Internet Protocol or a successor protocol;
  - (B) requires a broadband connection from the user's location; and
  - (C) permits a user generally to receive a call that originates on the public switched telephone network and to terminate a call to the public switched telephone network.
- (269) **Volume insensitive costs** -- The costs of providing a basic network function (BNF) that do not vary with the volume of output of the services that use the BNF.
- (270) **Volume sensitive costs** -- The costs of providing a basic network function (BNF) that vary with the volume of output of the services that use the BNF.
- (271) **Wireless provider** -- A provider that:
- (A) provides commercial mobile radio service as defined in paragraph (40) of this section; or
  - (B) utilizes fixed wireless technology to provide local exchange service.
- (272) **Wholesale service** -- A telecommunications service is considered a wholesale service when it is provided to a telecommunications utility and the use of the service is to provide a retail service to residence or business end-user customers.
- (273) **Working capital requirements** -- The additional capital required to fund the increased level of accounts receivable necessary to provide telecommunications service.
- (274) **"0-" call** -- A call made by the caller dialing the digit "0" and no other digits within five seconds. A "0-" call may be made after a digit (or digits) to access the local network is (are) dialed.
- (275) **"0+" call** -- A call made by the caller dialing the digit "0" followed by the terminating telephone number. On some automated call equipment, a digit or digits may be dialed between the "0" and the terminating telephone number.
- (276) **311 answering point** -- A communications facility that:
- (A) is operated, at a minimum, during normal business hours;
  - (B) is assigned the responsibility to receive 311 calls and, as appropriate, to dispatch the non-emergency police or other governmental services, or to transfer or relay 311 calls to the governmental entity;
  - (C) is the first point of reception by a governmental entity of a 311 call; and
  - (D) serves the jurisdictions in which it is located or other participating jurisdictions.
- (277) **311 service** -- A telecommunications service provided by a certificated telecommunications provider through which the end user of a public telephone system has the ability to reach non-emergency police and other governmental services by dialing the digits 3-1-1. 311 service must contain the selective routing feature or other equivalent state-of-the-art feature.
- (278) **311 service request** -- A written request from a governmental entity to a CTU requesting the provision of 311 service. A 311 service request must:
- (A) be in writing;
  - (B) contain an outline of the program the governmental entity will pursue to adequately educate the public on the 311 service;
  - (C) contain an outline from the governmental entity for implementation of 311 service;

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- (D) contain a description of the likely source of funding for the 311 service (i.e., from general revenues, special appropriations, etc.); and
  - (E) contain a listing of the specific departments or agencies of the governmental entity that will actually provide the non-emergency police and other governmental services.
- (279) **311 system** -- A system of processing 311 calls.
- (280) **9-1-1 administrative entity** -- A regional planning commission as defined in Texas Health and Safety Code §771.001(10) or an emergency communication district as defined in Texas Health and Safety Code §771.001(3).
- (281) **9-1-1 database management services provider** -- An entity designated by a 9-1-1 administrative entity to provide 9-1-1 database management services that support the provision of 9-1-1 services.
- (282) **9-1-1 database services** -- Services purchased by a 9-1-1 administrative entity that accepts, processes, and validates subscriber record information of telecommunications providers for purposes of selective routing and automatic location identification, and that may also provide statistical performance measures.
- (283) **9-1-1 network services** -- Services purchased by a 9-1-1 administrative entity that routes 9-1-1 calls from an E9-1-1 selective router, 9-1-1 tandem, next generation 9-1-1 system, Internet Protocol-based 9-1-1 system or its equivalent to public safety answering points or a public safety answering point network.
- (284) **9-1-1 network services provider** -- A CTU designated by the appropriate 9-1-1 administrative entity to provide 9-1-1 network services in a designated area.
- (285) **911 system** -- A system of processing emergency 911 calls, as defined in Texas Health and Safety Code §772.001, as may be subsequently amended.
- (286) **9-1-1 selective routing tandem switch** -- A switch located in a telephone central office that is equipped to accept, process, and route 9-1-1 calls to a predetermined, specific location. Also known as E9-1-1 control office or E9-1-1 selective router.
- (287) **9-1-1 service** -- As defined in Texas Health and Safety Code §771.001(6) and §772.001(6).
- (288) **9-1-1 service agreement** -- A contract addressing the 9-1-1 service arrangements for a local area that the appropriate 9-1-1 administrative entity enters into.
- (289) **9-1-1 service arrangement** -- Each particular arrangement for 9-1-1 emergency service specified by the appropriate 9-1-1 administrative entity for the relevant rate centers within its jurisdictional area and that is subject to a 9-1-1 service agreement.