

Contingency Fee, 21, 31  
 Contractor Duty Station, 19  
 Contractor Personnel, 22  
 Copper, 10, 31  
 Copper-to-Fiber Converter, 12, 31  
 Cost Allocation, 7, 8, 10, 13, 24  
 Cost-Effective, 7, 13, 19, 21, 29, 41  
 Couplers, 10, 31  
 Creation Configuration, 5  
 Creation Maintenance, 5  
 Creation of Video Content, 17  
 CSU, 12, 30  
 Custom Calling Services, 4, 31  
 Dark Fiber, 5, 8, 31  
 Data Distribution, 11, 28, 35, 37, 38, 41, 45, 46  
 Data Distribution Equipment, 37  
 Data Protection, 11, 32, 33, 34, 37, 40, 41, 42, 43, 44  
 Design, 21, 22  
 DHCP (Dynamic Host Configuration Protocol), 13, 33  
 Diagnostic Services, 19  
 Diagrams, 32  
 DID, 4, 32  
 Digital Subscriber Line, 7, 32  
 Digital Transmission Services, 3  
 Digital Video Disc, 30  
 Direct Broadcast Satellite, 5, 32  
 Direct Inward Dialing, 4, 32, 42  
 Direct Station Selection, 42  
 Directory Advertising, 5, 32  
 Directory Assistance Charges, 4, 32  
 Directory Listings, 5, 32  
 Disaster Recovery, 16, 32  
 Distance Learning, 3, 32  
 Distinctive Ring, 31  
 DNS (Domain Name Server), 13  
 Documentation, 15, 32  
 Domain Name, 7, 13, 33  
 Domain Name Registration, 7  
 DS-1, 3, 33  
 DS-2, 3, 33  
 DS-3, 3, 33  
 DSL, 7, 32  
 DSU, 12, 30  
 Duplicative Services, 22, 33  
 DVD, 14, 17, 30, 38  
 E911, 4, 14, 28, 33  
 Electrical Power, 33  
 Electrical System Upgrades, 15, 33  
 Eligible Users and Locations, 25  
 E-Mail, 6, 13, 14, 16, 17, 33, 40, 45  
 E-Mail Services, 6, 33  
 Encyclopedias, 15  
 End-User Equipment, 39  
 End-User Products, 22  
 End-User Training, 22  
 Engineering, 21  
 Environmental Monitoring, 16, 33  
 Extended Warranties, 21  
 Faceplate Cover, 34  
 Faceplates, 10  
 Fax Machines, 4, 17, 34, 45  
 Fiber Coax, 10, 37  
 Fiber Optics, 3, 29, 31, 34  
 File Servers, 24  
 Filtering Service, 9, 34  
 Finance Charges, 5, 8, 17, 22  
 Fire Alarm, 28  
 Firewall, 7, 12, 13, 34  
 Flat Rate, 4, 34, 37  
 Floppy Disk Drive, 14  
 Floppy Disks, 17, 42  
 Fractional T-1, 3, 43  
 FRAD, 12, 34  
 Frame Relay, 3, 34, 39  
 Freight Assurance Fees, 21  
 Gateways, 12, 34  
 Global Service Provider, 34  
 Glossary, 1, 28  
 GSP, 34  
 GSP fees, 34  
 GSP Fees, 7  
 Hard Disk Drive, 35  
 Homework Hotline Equipment, 35  
 Homework Hotline Service, 4, 17, 35  
 Hubs, 11, 35  
 Incidental Charges, 22  
 Ineligible Components, 15, 22  
 Ineligible Features, 25  
 Ineligible Services, 5, 8  
 Infrastructure, 26  
 Initial Configuration, 21, 22  
 Initial Planning, 22  
 Inside Wire Maintenance Plan, 4, 35  
 Installation, 3, 4, 8, 10, 15, 21, 22  
 Installation Tools, 16  
 Instruction, 21, 22, 32  
 Instructional Television Fixed Service, 22  
 Integral Component, 2, 6, 13, 14, 15, 17, 21  
 Integrated Services Digital Network, 3, 35  
 Interactive Television, 3, 35

Intercom, 15, 17, 36, 42  
 Interconnected VoIP, 21, 36  
 Interest, 22  
 Interface/Edge Device, 12, 36  
 Interfaces, 12, 28, 29, 30, 31, 34, 36, 37, 38, 42, 43, 44, 45  
 Internal Connections, 1, 5, 10, 11, 12, 15, 17, 19, 21, 22, 26  
 Internet, 1, 2, 6, 7, 8, 11, 12, 13, 21, 26, 29, 30, 32, 33, 34, 36, 40, 44, 45  
 Internet Access, 1, 2, 6, 7, 8, 11, 12, 21, 22, 26, 29, 32, 33, 34, 36, 45  
 Internet Content, 36  
 Internet2, 2, 5, 8, 36  
 ISDN, 3, 35, 43, 45  
 ITFS, 22  
 ITV, 35  
 Jacks, 10  
 Key System, 14, 36  
 Keyboard, 13, 36  
 KVM Switch, 13, 36  
 Labor, 22  
 LAN, 28, 37, 45  
 LAN Components, 26  
 Laptop Computer, 16, 36  
 Late Payment Fees, 22  
 Lease fees, 21  
 Lightning Arrestors, 16, 37  
 Local Area Networks, 11, 35, 37, 42, 44, 46  
 Local Measured Service, 4, 37  
 Local Network, 30  
 Local Phone Service, 2, 3, 37  
 Long Distance, 2, 3, 35, 37, 40  
 Maintenance, 1, 4, 5, 8, 19, 26, 35  
 Master Control Unit, 15, 37  
 Masts, 12, 37  
 MCU, 37, 38  
 Media Converter, 12, 37  
 Memory, 10, 15, 37  
 Message Rate Service, 4  
 Microphones, 17  
 Miscellaneous Components, 12, 31  
 Miscellaneous Fees and Charges, 21  
 Miscellaneous Services, 1, 4, 5, 8, 15, 17, 21  
 Modem, 4, 29  
 Modulating Electronics, 31  
 Module, 13, 37, 45  
 Monitor, 13, 36, 38  
 Monitoring, 4, 5, 19, 29  
 Multimedia, 15, 38  
 Multimedia Kits, 15  
 Multiplexer, 11, 38  
 Multipoint Control Unit, 15, 38  
 Network Access Register, 4  
 Network Architecture, 22  
 Network Interface Cards, 10, 38, 44  
 Network Interface Device, 12, 38  
 Network Management, 19, 23, 38  
 Network Switch, 11, 38  
 NIC, 10, 38, 44  
 Notebook Computer, 16, 36  
 Numeric Message, 39  
 OC-1, 3, 38  
 OC-12, 3, 38  
 OC-3, 3, 38  
 OC-n, 3  
 Off-Site Location, 19, 41  
 On-Site Technical Support, 19  
 On-Site Training, 21  
 Operating System, 13, 14, 16, 38  
 Operating System Software, 39  
 Optic Cable, 31  
 Other Eligible Telecom Services, 4  
 Pagers, 17, 39  
 Paging Service, 3, 39  
 Panels, 10  
 Payphone, 5, 39  
 PBX, 10, 14, 29, 30, 33, 36, 40, 41, 42, 44, 45, 46  
 PCS, 3, 39  
 PDA, 17, 40  
 Per Diem, 22  
 Performance Bond, 22  
 Permanent Virtual Circuits, 3, 39  
 Personal Communications Services, 3, 39  
 Personal computers, 39  
 Personal Digital Assistants, 17  
 Phone Calling Cards, 4  
 Phone Modems, 11, 40  
 PIC, 4, 40  
 PIC Change Charge, 4  
 Plain Old Telephone Service, 3  
 Point-to-Point, 8  
 POTS, 3, 28, 40  
 Power Strips, 16  
 PRI, 3, 35  
 Primary Interexchange Carrier, 40  
 Printers, 17, 40  
 Private Branch Exchange, 14, 32, 40, 44, 46  
 Processor Terminator Card, 11, 40  
 Processors, 10

Program Advice, 22  
 Programming, 15, 22, 28  
 Project Management, 21  
 Proxy Server, 11, 13, 40  
 PSAP, 28  
 Public Address System, 15, 17, 41  
 Public Safety Answering Point, 28  
 PVBX, 15, 41  
 PVC, 3, 39  
 Rack, 15, 41, 46  
 Rack Computer Room, 33  
 Radio, 12, 16, 28, 29, 30, 38, 39  
 Radio Loop, 3, 41  
 Recorders, 17  
 Redundant, 16  
 Relay I/O Module, 12, 41  
 Remote, 10  
 Remote Access, 13, 41, 43  
 Remote Access Components, 13, 41  
 Remote Access Router, 41  
 Repair and Upkeep, 19  
 Residential Telephone Service, 5, 41  
 Reverse Directory Assistance, 5, 41  
 Routers, 10, 11, 30, 34, 36, 41, 45  
 Satellite, 3, 5, 12, 22, 29, 32, 42  
 Satellite Dishes, 12  
 Satellite Television, 22  
 Scheduling Service, 3, 5  
 Security Features, 40  
 Security Hazards, 11  
 Servers, 10, 13, 14, 15, 16, 28, 29, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 45  
 Service Contracts, 21  
 Shipping Charges, 21  
 SMDR, 30, 42  
 SMDS, 3, 43  
 Software, 7, 13, 16, 17, 19, 22, 28, 30, 31, 34, 38, 39, 42, 43, 45  
 Software Applications, 7, 13, 45  
 Spare Parts, 15, 42  
 Speakers, 16, 38, 41, 42  
 Specialized Services, 8  
 Speed Calling, 31  
 Standby, 16  
 Station Message Detail Recording, 30, 42  
 Storage, 5, 13, 14, 16, 17, 30, 35, 39, 42  
 Storage Media, 42  
 Surcharges, 21  
 Surge Protectors, 15, 16, 42  
 Switch, 13  
 Switchboard, 14  
 Switchboard or Attendant Console, 42  
 Switched Multimegabit Data Service, 3, 43  
 System Improvements, 15, 43  
 System Upgrade, 43  
 T-1, 3, 7, 34, 43  
 T-2, 3, 43  
 T-3, 3, 34, 43  
 Tape Backup, 11, 43  
 Taxes, 21  
 Technical Support, 4, 8, 19  
 Technology Plans, 22  
 Telecommunications, 2, 3, 4, 5, 6, 8, 11, 12, 26, 28, 36, 38, 39, 41, 43, 45  
 Telecommunications Services, 1, 2, 4, 5, 21, 22, 26  
 Telephone, 3, 4, 7, 14, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 45, 46  
 Telephone Components, 4, 14  
 Telephone Features, 4  
 Telephone Service, 3, 4, 5, 14, 28, 30, 31, 34, 37, 39, 40, 41, 46  
 Telephone Sets, 17, 43  
 Television, 12, 15, 16, 17, 22, 28, 29, 32, 35, 38, 44  
 Terminal Adapter, 12, 43  
 Terminal Server, 13, 43  
 Termination Charges, 5, 8, 17, 22  
 Test Equipment, 23, 43  
 Text Messages, 33, 39  
 Text Paging, 39  
 Toll Charges, 28  
 Toll-Free, 4, 28, 35  
 Tools, 22  
 Towers, 12  
 Training, 8, 21, 22  
 Transceiver, 12, 44  
 Travel Time, 22  
 Trunk Lines, 3, 44  
 Trunk Route, 42  
 Twisted Pair, 10, 37  
 Two-in-Five Rule, 10, 19, 26  
 Two-Way Radios, 17, 44  
 TX-to-FX, 12, 31  
 Uninterruptible Power Supply, 12, 44  
 Universal Service Fees, 21  
 Upgrade, 33  
 UPS, 12, 41, 44  
 Video, 3, 4, 5, 8, 10, 13, 15, 17, 29, 30, 31, 32, 36, 37, 38, 41, 44, 45

Video Amplifier, 15, 44  
Video Channel Modulator, 15, 44  
Video Components, 15, 29, 31, 37, 38,  
41, 44  
Video Encoder, 31  
Video Services, 3, 44  
Videocassette Recorders, 17, 41, 44  
Virtual Private Network, 8, 11, 44  
Voice Compression Module, 14, 45  
Voice Interface Card, 14, 45  
Voice Mail, 4, 14, 17, 22, 45  
Voice Mail Components, 14, 45  
Voice Message, 39  
Voice/Fax Network Module, 12, 45  
Voice/Video over IP, 11, 45  
VPN, 11, 44  
WAN, 26, 46  
WAN Components, 26  
Warranty, 21  
Web Casting, 9, 45  
Web Hosting, 7, 33, 45  
Web Server, 13, 45  
Web Site Creation Fee, 45  
Wide Area Network, 7, 26, 30, 46  
Wide Area Network Infrastructure, 26  
Wide Area Networks, 26  
Wire, 19, 35, 46  
Wire Managers, 10  
Wireless, 3, 7, 11, 14, 25, 28, 30, 37,  
39, 40, 44, 46  
Workstation, 39, 46  
Workstations, 12, 15, 16, 17, 35, 37,  
39, 40, 43  
Yellow Pages, 32