**Section 793.20 Definitions**

As used in this Part, the following terms shall have these definitions:

"Access line" means the connecting facility between a customer's premises network interface device and the local exchange carrier's facility that provides access to the switching network for local exchange and interexchange telecommunications service. This includes the network interface or equivalent, the outside plant facilities, the office frame and frame wiring and the office line termination.

"Act" means the Public Utilities Act [220 ILCS 5].

"Business end user" means

an end user engaged primarily or substantially in a paid commercial, professional or institutional activity;

an end user provided telecommunications service or interconnected VoIP service in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay;

an end user whose telecommunications or VoIP service is listed as the principal or only number for a business in any yellow pages directory; or

an end user whose telecommunications or interconnected VoIP service is used to conduct promotions, solicitations or market research for which compensation or reimbursement is paid or provided; however, use of telecommunications service or interconnected VoIP service, without compensation or reimbursement, for a charitable or civic purpose shall not constitute business use of a telecommunications or interconnected VoIP service.

"End user" means any person, corporation, partnership, firm, municipality, cooperative, organization, governmental agency, building owner, or other entity provided with a telecommunications or interconnected VoIP service for its own consumption and not for resale. Notwithstanding the above, end users should include agents of telecommunications or interconnected VoIP providers that provide service under traditional marketing arrangements. For example, include as end users shared tenant service providers.

"Exchange" has the same meaning as exchange as defined in Section 13-206 of the Act.

"Fixed or non-nomadic interconnected VoIP service" means an interconnected voice over Internet protocol service intended to be used at a fixed service location via a fixed broadband connection.

"Incumbent local exchange carrier" has the same meaning as incumbent local exchange carrier as defined in Section 13-202.5 of the Act.

"Interconnected voice over Internet protocol service" or "interconnected VoIP service" has the same meaning as Interconnected voice over Internet protocol service as defined in Section 13-234 of the Act.

"Local exchange service" has the same meaning as local exchange telecommunications service as defined in Section 13-204 of the Act.

"Local Access and Transport Area" or "LATA" has the same meaning that term is assigned in Section 13-207 of the Act.

"Residential end user" means an end user other than a business end user.

"Retail telecommunications service" means a telecommunications service sold to an end user. Retail telecommunications service does not include a telecommunications service provided by a telecommunications carrier to a telecommunications carrier, including to itself, as a component of, or for the provision of, telecommunications service. A business retail telecommunications service is a retail telecommunications service provided to a business end user. A residential retail telecommunications service is a retail telecommunications service provided to a residential end user.

"Voice grade equivalent lines" means a count of the maximum number of local exchange calls that the end user may simultaneously have active, under the terms of the service agreements with the end user. Counted as one voice grade equivalent line shall be: traditional analog POTS lines Centrex-CO extensions and Centrex-CU trunks. Lines shall be counted based on how they are charged, rather than how they are physically provisioned. That is, when a customer is charged for channelized service, the number of activated, charged-for channels shall be reported, rather than the theoretical capacity of the line.

EXAMPLES: Count Basic Rate Integrated (BRI) Services Digital Network (ISDN) lines as 2 voice grade equivalent lines. Count fully channelized Primary Rate Interface (PRI) circuits (including PRIs that are used exclusively to provide local connectivity to "dial up" ISPs) as 23 voice grade equivalent lines. Report, for example, 8 voice grade equivalent lines if a customer is charged for 8 trunks that happen to be provisioned over a DS1 circuit. If a customer is charged for a fully-channelized DS1 circuit, however, report 24 voice grade equivalent lines.

"Voice grade equivalent subscriptions" means a count of the maximum number of interconnected VoIP calls that the end user may have active at the same time. If the retail customer purchases services that allow more than one interconnected VoIP call to be made from the customer's physical location at the same time, the maximum number of interconnected VoIP calls that the customer may have active at the same time shall be counted. In the case of a business retail customer that purchases services under a service agreement or agreements, the maximum number of interconnected VoIP calls that the customer may have active at the same time under the terms of the service agreement shall be counted.