



City Communications

Telecommunication Acronyms

Telecommunications Acronyms



Introduction

Welcome to our Telecommunication Acronyms guide! This document is designed to help you navigate the complex world of telecommunications terminology, specifically focusing on acronyms used by us, other communication providers and Openreach.

Whether you are a customer, a partner, or an employee, this guide aims to demystify the jargon and make it easier for you to understand and communicate effectively.

How to Use This Guide

- Quick Reference: Look up acronyms in documents, emails, or conversations.
- Learning Tool: Familiarise yourself with common acronyms to understand telecom processes and services.

To find a specific acronym:

- Digital Search: Use Ctrl+F or Command+F to find acronyms quickly.

Telecommunications Acroyms



ADSL: Asymmetric Digital Subscriber Line
Standard copper broadband technology.

AoT: Advice of Transfer
Notification letter sent to customers during a voice service change.

AOMP: Advanced Order Management Process
Process improving customer satisfaction during project planning.

Appt: Appointment
Scheduled time for engineer visits to customer sites.

B2B: Business to Business
Trade between businesses, also involving systems interconnection and interfacing.

BAU: Business as Usual
Core or regular activities.

CA: (1) Customer Apparatus or (2) Customer Access
Equipment like PBX, routers, or engineer site access for visits.

CCCD: Customer Controlled Call Diversion
Allows customers to divert calls to another number, including mobile and international numbers.

CCD: Customer Committed Date
Agreed date for activating or installing an access order.

CDD: Contractual Delivery Date
The agreed date for service installation or delivery.

CLI: Calling Line Identity
Transmits a caller's number to the recipient before the call is answered.

CL: Care Level
Service repair time standards; CL4 offers the fastest repair.

CMC: Customer Management Centre
Handles faults, issues, and complaints from customers.

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CP: Communications Provider

Entity that provides communication services to end users or businesses.

CPE: Customer Premises Equipment

Equipment like routers or phones at the customer's location.

CRD: Customer Required Date

Date by which a customer needs the service installed.

CRF: Customer Requirement Form

Document capturing customer-specific order details.

CSP: Customer Service Plan

A detailed plan outlining the service levels and support provided to a customer.

CSS: Customer Services System

Openreach's computing system.

CUPID: Communications Provider ID

A unique number identifying each communications provider.

DACS: Digital Access Carrier System

A system allowing multiple subscribers over one copper pair.

DLM: Dynamic Line Management

System optimising line speed and stability based on real-time monitoring.

DMSU: Digital Main Switching Unit

Handles large call volumes at long-distance exchanges.

DNA: Disputed No Access

Dispute where Openreach claims no access, but the customer disagrees.

DN: Directory Number

A customer's telephone number, which can be listed or kept private.

Telecommunications Acroyms



DNS: Domain Name System

Translates domain names to IP addresses.

DP: Distribution Point

A network termination point, typically on telegraph poles.

DSL: Digital Subscriber Line

A family of technologies for transmitting data over telephone lines.

DSLAM: Digital Subscriber Line Access Multiplexer

Device that connects DSL lines to a high-speed network backbone.

DS: Dialogue Service

Shows services available, such as reserving or viewing appointments.

DSO: Directors Services Office

Provides direct access for senior management-level issues.

DUNS ID: Dun & Bradstreet Universal Numbering Scheme

A nine-digit code identifying unique business operations.

ECC: Excess Construction Charges

Additional charges for extra infrastructure at a customer's site.

EM: Early Morning

An appointment time between 07:00-08:00.

eMLC: Enhanced Managed Line Checker

Allows providers to check service availability on customer lines.

ETA: Estimated Time of Arrival

Expected time for engineer arrival at the customer's site.

EU: End User

The final consumer or recipient of the product/service.

EV: Evening

An appointment time between 18:00-21:00.

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FA: Flexible Appointment

Chargeable appointments outside standard business times.

FNF: Fault Not Found

Diagnostic term when a fault is not detected.

FTTC: Fibre to the Cabinet

Data services using fibre to the street cabinet and copper to the premises.

FTTP: Fibre to the Premises

Data services delivered completely over fibre optic cable to the premises.

G.DMT: G-series Discrete Multi-Tone [ITU-T]

A standard for ADSL using multitone modulation, dividing the frequency into multiple channels.

GEA: Generic Ethernet Access

Physical base connectivity through the Openreach network for delivering IP services like internet access.

HDF: Handover Distribution Frame

Terminates cables from the exchange for operator access.

HTT: Hold to Term

Charges applied if a service is cancelled within 12 months.

ICB: Inbound Call Barring

Lets you block incoming calls on a telecom system.

IMT: Incident Management Team

Handles incidents raised by customers.

IRC: Incomplete Reason Code

Code explaining incomplete orders or services.

JRO: Jumper Recovery Order

Process to remove jumpers left in place after flexible cease orders.

KCID: Keeping Customers Informed Delay

Message about delayed orders or faults.

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KCI: Keeping Customers Informed

Messages updating customers on orders or trouble reports.

KSU: Keep System Updated

Status update in systems.

LAD: Line Plant Availability Date

Date when all construction work is done, and service is ready for use.

LAN: Local Area Network

Network connecting computers in a limited area (e.g., office).

LIJs: Left in Jumpers

Process of leaving jumper wires in place at a distribution frame.

LIU: Line Isolation Unit

A device in telecom networks.

LLU: Local Loop Unbundling

Allows providers to offer full voice and broadband services without using Openreach's network.

LPA: Line Plant Availability

Shows how many working lines are available to serve an address.

L2C: Lead to Cash

Provisioning process from initial contact to payment collection.

MCB: Main Circuit Breaker

Controls power circuits in electrical panels.

MDF: Main Distribution Frame

Point in the exchange connecting outside cables to equipment.

MBORC: Matters Beyond Our Reasonable Control

Conditions preventing timely provision or repair.

MFA: Migration Forecast and Allocation

Application used to forecast and allocate resources for customer migrations.

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MI: Migration In

Process of migrating a line into the network.

MLC: Manage Line Characteristics

Access services version of the Broadband Availability Checker.

MLPA: Managed Line Plant Availability

Used for new service provisioning.

MPF: Metallic Path Facility

Local loop connection used for both broadband and voice services.

MRU: Maximum Receive Unit

The largest size of a data packet that can be received in one transaction.

MSO: Major Service Outage

Disruption affecting many customers.

NAD: Name & Address Database

Centralised location for contact details and services.

NAT: Network Address Translation

Remapping IP address space by modifying network address info in transit.

NAT: Network Addressing Team

Assists providers in matching addresses to their services.

NCP: Network Control Protocol

Protocol for negotiating and configuring network layer protocols.

NGA: Next Generation Access

Openreach's program for future-proofing communication networks.

NLP: New Line Provides

Process of ordering a new network connection.

NPSC: Number Portability Service Centre

Handles the establishment of number portability between providers.

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NSP: Non-Served Premises

Premises that are not classified as places where people work or live.

NTE5: Network Termination Equipment version 5

A type of Network Terminating Equipment (NTE) that acts as a copper termination point in customer premises, connecting to the communication network.

NTTP: Network Test & Termination Point

Openreach's last termination point before the customer's equipment.

OCB: Outbound Call Barring

Prevents outgoing calls except emergency services.

OED: Operational Effective Date

The date billing starts and KCI3 is generated.

OHP: Openreach Handover Point

Breakout point for transport link and backhaul products.

OOH: Out of Hours

Service hours outside regular business times (e.g., weekends, evenings).

OTD: Order Target Date

The date aimed for service delivery.

PAF: Postcode & Address File

A list of UK addresses provided by Royal Mail.

PAP: Password Authentication Protocol

Simple user authentication using username and password.

PCP: Primary Cross-connection Point

Street cabinet connecting local distribution to the exchange.

PIR: Peak Information Rate

Actual sync speed a copper line can support.

PoH: Point of Handover

Place in the exchange where end-user data is handed over from Openreach to the Communication Provider.

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PoP: Point of Presence

A network access point where devices can connect to the internet.

PONR: Point of No Return

Provisioning stage beyond which cancellations aren't possible.

PR: Prioritisation Rate

Temporary reduction of line speed to manage network congestion.

PSID: Product and Service Instance Identifier

Reference number for customer or circuit tracking.

PSU: Power Supply Unit

Supplies electrical power to devices.

QoS: Quality of Service

System of prioritising traffic to ensure some traffic gets higher service quality.

RADIUS: Remote Authentication Dial-In User Service

Protocol for managing user authentication and accounting.

RID: Retailer ID

Identifier for communication providers placing orders.

RFS: Ready for Service

Date by which the service or equipment is expected to be fully operational.

RWT: Right When Tested

A line tests as functioning correctly during remote or on-site testing.

SAS: Stand Alone Survey

An independent survey request that is separate from any service provision.

SFFA: Superfast Fibre Access

The marketing term for Openreach's fibre optic products.

SFI2: Special Fault Investigation 2

Enables chargeable visits to investigate faults and issues.

SFVA: Superfast Visit Assure

Chargeable engineering visit to investigate and fix customer issues.

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SIN: Suppliers' Information Note

Provides product or service specifications and guidelines to suppliers.

SLA: Service Level Agreement

Outlines services provided, including scope and performance standards.

SLG: Service Level Guarantee

Compensation provided for service failures across products.

SMC: Service Management Centre

The face of Openreach for order placements or problem reporting.

SMPF: Shared Metallic Path Facility

Shared line for Digital Subscriber Line and telephony services over a copper path.

SSFP: Service Specific Front Plate

Component for filtering data and voice traffic at a master socket.

T2R: Trouble to Resolve

Process for fault reporting and repair.

TAM: Test Access Matrix

Device for testing issues in Digital Subscriber Line and telephone systems.

TPON: Telephony over Passive Optical Networks

Technology using fibre optic cable instead of copper for telephony.

TR: Trouble Report

Tracks the detection, reporting, and resolution of a problem.

TRC: Time Related Charges

Charges for engineer time when not covered by standard terms.

UDPRN / UPRN: Unique Delivery Point Reference Number / Unique Property Reference Number Identifiers for individual properties and spatial addresses in Great Britain, used for efficient mail delivery and in various public and private sector applications.

USRN: Unique Street Reference Number

Unique number to identify streets in the UK.

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VLAN: Virtual Local Area Network

Subdivides physical LANs into virtual, separate networks.

VDSL: Very high bit rate Digital Subscriber Line

Broadband technology delivering higher speeds than ADSL.

WAN: Wide Area Network

Network covering a broad area, like linking across cities or countries.

WBC: Wholesale Broadband Connect

Wholesale broadband service provided to ISPs and businesses.

WEEE: Waste Electrical and Electronic Equipment Directive

Encourages recycling to minimise environmental impact.

WLR: Wholesale Line Rental

Providers rent lines from the incumbent operator (e.g., BT) and sell access to customers.

WLTO: Working Line Takeover

Request to reuse a working telephone line for a new customer.



Get in touch

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