

**ATTACHMENT C
TO
RFP 17-06-01**

GLOSSARY OF TERMS

NOTE: Unless otherwise noted, all terms are found and defined in Newton's Telecom Dictionary, 21st Edition, CMP Books, ©2005 and/or Thomas' Concise Telecom & Networking Dictionary, McGraw-Hill, ©2000.

1. AAR – Alternate automatic routing
2. *AC – Audio conferencing
3. AP – Access point
4. API – Application programming interface
5. ARS – Automatic route selection
6. ATM – Asynchronous transfer mode
7. *BB – Blackberry
8. BHCA - Busy hour call attempts
9. BHCC – Busy hour call completions
10. CAC – Call admission control
11. CAS – Centralized attendant service
12. CBWFQ – Class-based weighted fair queuing
13. CDR – Call detail record
14. CLID – Calling line identification
15. CNID – Calling name identification
16. CoR – City of Roanoke
17. COS – Class of service
18. COT – Central office trunk
19. COTS – Commercial off the shelf
20. CPE – Customer premises equipment
21. CTI – Computer telephony integration
22. DID – Direct Inward Dial
23. DNS – Domain name system
24. DOD – Direct Outward Dial
25. DSS/BLF – Direct station selection/busy lamp field
26. *DVC – Desktop videoconferencing
27. FTE – Full time equivalent
28. GOS – Grade of service
29. GUI – Graphical user interface
30. HSM – Hardware and software maintenance
31. HVAC – Heating, ventilation, air conditioning
32. ICB – Individual case basis
33. IDF – Intermediate distribution frame
34. IEC – See IXC
35. IM – Instant messaging
36. IP – Internet protocol
37. IPT – Internet protocol telephony
38. ISDN – Integrated Services Digital Network
39. ITU – International Telecommunications Union, international standards body
40. IVR – Interactive voice response
41. IXC – Interexchange carrier, also IEC
42. KTS – Key telephone system
43. LAN – Local area network
44. LDAP – Lightweight Directory Access Protocol
45. LEC – Local exchange carrier
46. LLQ – Low latency queuing
47. LOE – Level of effort
48. MAC – Move, add, & change
49. MAN – Metropolitan area network
50. MCGP – Media control gateway protocol
51. MDF – Main distribution frame
52. MLT – Multi-line telephone
53. MOS – Mean opinion score
54. MPLS – Multi-protocol labeling service
55. *MSP – Managed service provider
56. MTBF – Mean time between failures
57. MWI – Message waiting indicator
58. NANP – North American Numbering Plan
59. NOC – Network operations center
60. O&S – Operations and support
61. OPX – Off-premises extension
62. PABX – private automated branch exchange
63. PBX – Private branch exchange (more commonly used acronym)
64. PC – Personal computer
65. PDA – Personal digital assistant
66. PFT – Power failure transfer, also PF Xfer; this feature enables an organization to directly connect up to five percent of the total stations at any location directly to outside lines in the event of total system failure.
67. PF Xfer – See PFT

- 68. POE – Power over ethernet
- 69. POTS – Plain old telephone service, i.e., basic analog dial tone
- 70. PRI – Primary Rate Interface
- 71. PSAP – Public safety answering position
- 72. PSTN – Public switched telephone network
- 73. QOS – Quality of service
- 74. RADIUS - Remote Authentication Dial In User Service
- 75. RAID – Redundant array of independent disks
- 76. RFI – Request for information
- 77. RFP – Request for proposal
- 78. ROI – Return on investment
- 79. *RPO - Recovery point objective
- 80. *RTO – Recovery time objective
- 81. RTU – Right to use
- 82. SID – Station identification
- 83. SIP – Session initiation protocol
- 84. SLA – Service level agreement
- 85. SLM – Service level metrics
- 86. SLT – Single line telephone
- 87. *SME – Subject matter expert
- 88. SNMP – Simplified Network Management Protocol
- 89. SNR – Saved number redial
- 90. *SNR – Single number reach
- 91. *SOP – Service Offering Package
- 92. *SPOC – Single point of contact
- 93. *SPOE – Single point of entry
- 94. *SPOF – Single point of failure
- 95. SMDI – Station (or Simplified) Message Desk Interface
- 96. SMDR – Station message detail record
- 97. TDM – Time division multiplexing
- 98. Telco – abbreviation for local operating telephone company
- 99. TMS – Telephone Management system
- 100. *TOIP – Telephony over internet protocol
- 101. TTS – Text to speech
- 102. TUI – Telephone user interface
- 103. UC – unified communications
- 104. UCD – Uniform call distribution
- 105. UDP – Unified dial plan
- 106. UM – Unified messaging
- 107. UPS – Uninterruptible power supply
- 108. URL - Universal resource locator
- 109. VAR – Value added reseller
- 110. VC – Videoconferencing
- 111. VMS – Voice messaging system
- 112. VOIP – Voice over internet protocol
- 113. VPC – Virtual private connection
- 114. VPIM – Voice Profile for Internet Messaging
- 115. VPN – Virtual private network
- 116. VRU – Voice response unit