GLOSSARY

A

AAIS	assignment, activation & inventory services
ACD	automated call distributor
ACE	automated cable enterprise or Austin computers
ACK	order acknowledgement
AD	auto detect
ADSL	asynchronous digital subscriber line
ADV	address validation
AFA	administrative forecast area
AG	Attorney General
AHT	average handle time
ALIT	access line insulation test
ALJ	administrative law judge
AM	area manager or Account Manager
AOM	Area Operations Manager
APC	assignment provisioning center
APP	accident prevention program
APPINTV	offered interval
ART	Automated Remote Tester
ASA	average speed of answer
ASCII	American Standard Code for Information Interchange
ASR	automated service request (processed via Exact system)
AT	assist test
ATIS	alliance for the telecommunications industry solutions
ATM	Asynchronous Transfer Mode
ATT	Average talk time
AWAS	Automated Work Assignment System
AWT	Average wrap time

B

BA/GTE	Bell Atlantic-GTE
BAN	billing authorization number
BAUI	Bell Atlantic usage interface

BCN	billing completion notification
BCT	breaking a connected through
BDM	Business Development Managers
BOS/BDT	billing output specification/billing data tape
BP	best practices
BPC	Business Partnership Channel
BPI	best practice identification
BRCC	Build Request Coordination Center
BRI	basic rate interface
BSG	Business Solutions Group
BTN	billing telephone number
BTR	business transformation rules
BuC or BuC$	Business Case System

C

C	change
C&M	Capital & Maintenance Planning
C&X	capital
CAD	Common Agent Desktop and computer aided design
CAMS	Construction Activity Measurement System
CAPEX	capital expenditures
CASS	(referenced on page VIII-13)
CAT	Craft Access Terminal
CATC	Carrier Account Team Center
CATS	Claims and Adjustments Tracking System
CBAS	Capital Budget to Actual System
CBITS	CLEC Billing Inquiry Tracking System
CBS/CNE	customer business services/customer network engineering
CBT	computer based training
CC	came clear or Call Completion
CCC	Customer Contact Center
CCI	Customer Care Index or change control identification
CCM	change control manager
CCOE	cageless collocation open environment
CCR	change control request or change control record or capacity creation request
CCS	hundred call seconds

CD	customer direct
CDDD	customer desired due date
CEV	controlled environment(al) vault
CFO	Chief Financial Officer
CID	change identification
CLASS	custom local area signaling services
CLEC	competitive local exchange carrier(s)
CLLI	common language location identifier
CLTR	construction labor time reporting
CM	critical measures, or Cable Maintenance
CMA	Construction Management Application
CMN	change management notices
CMPINTV	completion interval
CMPS	Competitive Management Performance Standards
CMS	customer maintenance center or case management center
CMT	cable maintenance technician
CNE	Customer Network Engineering
CNR	customer not ready
CO	central office
COE	central office equipment
COFEE	converged order front end engine
COP	class of plant
COPS	customer order processing system
CORBA	common object request broker architecture
COT	central office technician
CPB	Consumer Protection Board
CPE	customer premise(s) equipment
CR	change request, customer reports or Custom Relations
CRAS	Cable Records Analysis System
CREMS	Change Request & Edit Management System
CRIS	Customer Record Information System
CSA	Customer Service Associate
CSG	carrier services gateway
CSR	customer service record or Customer Service Representative
CSRI	customer service response index
CSSC	Consumer Sales & Service Center
CST	customer serving time

CT	connected through
CTAP	cable transfer administration plan
CTI	Computer Telephony Integration
CTLR	Common Time Labor Reporting
CTO	Chief Technology Officer
CTRR	customer trouble report rate
CV	commitment view
CWA	Communications Workers of America
CXM	Construction

D

D&E	Development and Enhancement
DA	directory assistance or don't answer or dedicated access
DAA	dispatch allocation area
DALIDX	daily index
DAML	Digital Added Main Line
DATU	direct access test unit
DaVaR or (DAVAR)	Data Validation and Reporting System
DCS	Digital Cross-connect System
DD	due date
DDA	due date availability
DIP	dedicated inside plant
DLC	digital loop carrier
DLEC	data local exchange carrier
DLVR	directory listing verification report
DMS	Digital Multiplex System
DNS	domain name server
DOJ	department of justice
DOT	Department of Transportation
DP	data provider
DR	data request or data report
DRC	Dispatch Resource Center
DS0	digital service 0
DS1	digital service 1
DS3	digital service 3
DSL	digital subscriber loop, digital subscriber line(s), or digital service line

DSLAM	DSL access multiplexers
DSNO	data services network operations
DSR	directory service request
DT	dial tone
DUF	daily usage file
DW	data warehouse
DWDM	dense wave division multiplexers

E

E911	Emergency 911
ECGS	electronic communications gateway system
ECIC	electronic commerce interexchange committee
eCOT	enabling (the) Central Office Technician
ECRIS	Engineering and Construction Record Information System
ECS	Empire City Subway
EDI	electronic data interchange
EEL	enhanced extended loop
EF&I	engineer, furnish, & install or Engineering, Furnishings, and Installation
EHT	Executive Team Handling
EOY	end of year
EPS	Earnings Per Share
ER	exception report
ERP	Enterprise Resource Planning
ESG	Enterprise Solutions Group
ESS	electronic switching systems
ETL	extraction, translation, and loading
EVA	Enhanced Voluntary Associate Offer
EVC	early verification call
EVE	extreme value engineering
EWO	Engineering Work Order
EXACT	exchange access and control tracking

F

FAC	facility
FAP	Facility Analysis Planning
fBA	former Bell Atlantic

FCC	Federal Communications Commission or frame control center
FDT	frame due time
FG	feature group
fGTE	former GTE
FID	field identifier
FMC	facilities management center
FMLA	Family Medical Leave Act
FMS	Force Management System
FOA	first office application
FOC	firm order confirmation
FOK	found okay
FOMS	Frame Order Management System
FT	field technician
FTG	final trunk group
FTM	file transfer mode
FTP	file transfer protocol
FTTH	fiber to the house
FTTP	Fiber to the Premise(s)

G

GB	general business
GPS	Global Positioning System
GUI	graphical user interface

H

HDSL	high-bit-rate digital subscriber line
HHTs	hand-held terminals
HON	health of the network

I

I&M	installation and maintenance
I&MT	installation and maintenance technician
I&R	installation and repair
IBEW	International Brotherhood of Electrical Workers
ICRIS	Interactive Customer Record Information System
IDLC	integrated digital loop carrier

IDOCS	web-based engineering work order and drawing archive system
IDX	index
IFAS	Integrated Field Access System
IIP	Infrastructure Improvement Program and Infrastructure Incentive Plan
ILEC	incumbent local exchange carrier(s)
IM	instant message
IMC	installation maintenance center
INF	information
IOF	interoffice facilities
IP/MPLS	Internet Protocol/Multi-Protocol Layered Switching
IP	Internet Protocol
IPM	impulse per minute
IPP	Income Protection Plan
IRP	incentive regulation plan
ISDN	integrated services digital network
ISDN BRI	integrated services digital network basic rate interface
ISDN PRI	integrated services digital network primary rate interface
ISO	information system organization or information service organization
ISP	inside plant
IT	information technology
IVAPP	Integrated Verizon Advanced Provisioning Platform
IVRU	interactive voice response units
IXC	interexchange carrier

J, K, L

JAD	joint application development
LATA	local access and transport area
LBSC	large business service center
LCC	local collocation co-coordinator
LD	long distance
LDWEB	Long Distance Web System
LEC	local exchange carrier
LERG	local exchange routing guide
LFAC	loop facility assignment control or Loop Facility Assignment Center

LFACS	Loop Facility Assignment Control System
LIDB	line identification database information
LM	local manager
LMOS	Loop Maintenance Operations System and Loop Maintenance Operating System
LNP	local number portability
LNUM	listed number
LOB	line(s) of business
LOE	letters of execution
LQC	loop qualification center
LSC	order confirmation or LiveSource
LSI	local service interface
LSOG	local service order guide
LSR	local service request
LSRC	local service request confirmation
LST	line station transfer

M

M&P	methods and procedures
M&R	maintenance & repair
MA	maintenance administrator
MBO	Management by Objective
MCO	maintenance control office or Maintenance Controlling Office
MIOPS	Maintenance Installation Operational Planning System
MLT	mechanized loop test(ing)
MOE	mode of entry
MPOE	minimum point of entry
MRA	missed repair appointment
mSupervisor	Mobile Supervisor
MTACT	metric tracking and change tool
MTAS	Mechanized Trouble Analysis System
MTTR	mean time to repair
mVisor	Mobile Visor
MVS	Management Voluntary Separation

N

N days	non-scheduled days

NAC	network administration center
NAMS	Network Analysis and Measurement System
NC	new contact or network channel or no circuit or no change or no charge
NCI	network channel interface
NCM	Network Capital Management
NCT	North Calibration Team
NE	New England
NEBS	network equipment building system
NID	network interface device
NMC	national marketing center
NMP	Network Metric Platform
NOC	Network Operations Center
NOCTRAC	Network Operations Center Tracking System
NOCV	National Order Collection Vehicle
NORD	Network Order Results Database
NORM	National Operations Results Mart/National Operations Data Warehouse
NOTD	network operations translation design
NP	not polled
NPC	Network Provisioning Center
NPV	non-premise visit
NSDB	Network Services Database
NSG	Network Services Group
NSTS	New Services and Technology Support
NTAS	network telephone administration center
NTF	no trouble found
NY	New York
NYCOP	New York Class of Plant
NYDPS	New York Department of Public Service
NYPSC	New York Public Service Commission
NYSTA	New York State Telecommunications Association, Inc.

O

O/H	overhead
OAT	Operations Analysis Team
OBF	ordering and billing forum

OC-n	Optical Carrier-any Number
OCO	order control office or Originating Controlling Office
OE	originating equipment
OEM	Organization & Management
OEW	overtime hours per employee per week
OLAP	online analytical processing
OMP	Open Market Plan
ONT	Optical Network Terminal
OOS	out of service
OOS>24	Out of Service over 24 Hours
OQS repeater	open quality service repeater
OS	operator services
OSP	outside plant
OSS	Operational Support System
OTD	order tracking and distribution
OTP	On Time Performance
OTH	other, (data value signifying specials product code or DS-level), meaning "specials, other than DSO, DS1, and DS3"

P

P x Q	Price x Quantity
PA	(referenced on page VIII-8)
PAS	Performance Analysis & Statistics
PBX	Private Branch Exchange
PCD	post completion discrepancies or post completion delayed
PCM	Proactive Cable Maintenance
PCN	provisioning completion notification or product change notice
PCSR	parsed CSR
PFA	pending facilities assignment
PHL	Presidential Help Line
PICS	Plug-in Inventory Control
PIP	Process Improvement Program
PM	preventive maintenance
PMAP	preventive maintenance air pressure system
PMO	Performance Management and Objectives System
POC	point of contact
POD	plan of the day

PON	purchase order number or Passive Optical Network
POTS	plain old telephone service
PPM	proactive preventive maintenance
PPMC	Proactive Preventive Maintenance Center
PPMT	Proactive Preventive Maintenance Tool
PRI	ISDN primary rate interface
PRP	Performance Review Plan
PSC	Public Service Commission
PSR	produce & service availability
PTD	plant test date
PTFS	personal toll-free services
PUC	Public Utility Commission
PWI	(referenced on page VIII-13)
PY1	plan year 1
PY2	plan year 2

Q, R

QA	quality assurance
QAOR	Quality Audit Operational Review
QAT	Quality Assurance Team
QMIS	Queue Management Information System
QMP	quarterly module penetration
QRS	Quick Resolution System
RAC	Resource Allocation Center
RAMS	Resource Allocation Management System
RBOC	regional Bell operating company
RCCC	regional CLEC control center
RCMAC	recent change memory administration center
RCMC	regional CLEC maintenance center
RCST	Regional Customer Service Team
RDM	Reporting and Distribution Model
REJ	rejected query
ReTAS	Repair Trouble Administration System
RFI	Requests for Information
RFP	Request for Proposal
RI	routine installation

RL	release
RM	request manager
RMA	request for manual assistance or Resource Management Assistants
RMT	Resource Management Team
ROS	remote operating system, Regional Operational Support, and Remote Operations Staff
RPCR	right party connect rate
RPHL	reports per 100 lines
RRSC	regional resold services center
RS	referred from self
RT	repair tracking or remote terminal
RTR	response type requested

S

SA	service affecting
SABIT	Service Assurance Business Intelligence Toolkit
SAI	system analysis & integration
SAS	Statistical Analysis System
SCCB	Software Change Control Board
SCOPE	secured open collocation environment
SDM	standard dispatch model
SE	Sales Engineers
SECNCI	secondary network channel interface code
SEP	Service Excellence Plan
SERVICE	system expediting the remote verification and input of customer enhancements
SES	software engineering solutions
SGAT	statement of generally available terms and conditions
SIR	Service Inquiry Report
SL	service level
SLC	subscriber loop carrier
SME	subject matter expert
SOAC	service order activation and control
SOAM	service order appointment manager
SOEC	Service Order Error Correction
SONET	Synchronous Optical Network
SOP	service order processor or Suffolk Operations Progress

SORD	Service Order Results Database
SP	special provisions
SPOC	single point of contact
SQL	structured query language
SRS	Standard Resolution System
SS7	Signaling System 7
STD RMK	standard remarks
STORC	(referenced on page VIII-12)
STP	signaling transfer point or Signal Transfer Points
SVC	Customer Services & Field Operations
SVP	Senior Vice President
SWITCH/FOMS	switch update/frame order management system

T

T&M	time and materials
TA-96	telecommunications Act of 1996
TAC	Test Analysis Center
TAS	Trouble Analysis System
TBR	total billed revenue
TC	telecommunications company
TCAF	TONICS: telephone operations network integrated system
TCBH	time consistent busy hour
TCIF	telecommunications industry forum
TCM	trunk capacity management or Telecom Capital Management
TDM	Training Delivery Managers
TDMS	traffic data measurement System
TE	trouble entry
TEO	telephone equipment order
TEDS	Training and Education Development System
TFAS	Trunk Facility Assignment System
TIRKS	trunks integrated records keeping system
TISOC	telecom industry services operations center
TL	Team Leader
TN	telephone number
TNDS-TK	Traffic Network Data System-TK
TNS	telephone number availability & reservation

TOK	test okay
TOPS	traffic operator position system
TPA	Team Performance Award
TR	trouble report
TSS	trunk servicing system
TT	trouble ticket
TTA	telecom technical associate, Technical Training Associate

U

UMA	(referenced on page VIII-14)
UNE	unbundled network element
UNE-L	unbundled network element loop
UNE-P	unbundled network element – platform
UPS	United Parcel Service
USOC	universal service order code
USS	Unix system services

V

VADI	Verizon Advanced Data Incorporated
VB	visual basic
VCAM	Verizon Capital Allocation Model
VeCTR	NYPSC system for logging and monitoring QRS and SRS cases
VER	Verification
VIP	Verizon Incentive Plan
vLBS	Verizon Location Based Services
VLBSC	Verizon large business service center
VMS	voice message service
VOICe	Verizon order inquiry center
VoIP	Voice Over Internet Protocol
VRRC	Verizon Repair Response Center
VRS	voice response system
VRU	voice response unit
VSPP	Verizon Solution Partner Program
VTAC	Verizon telephone administration center
VZ	Verizon

W

WBCC	wholesale billing collection center
WCCC	wholesale customer care center
WCIT	wholesale claims and inquiry tracking
WDM	wave division multiplex
WDRC	wholesale dispatch resource center
WFA	Work Force Administration
WFA-C	Work Force Administration System-Control
WFA-DI	Work Force Administration System-Dispatch In
WFA-DO	Work Force Administration System-Dispatch Out
WFM	work force management
WPA	wholesale performance assurance
WPTS	Wholesale Provisioning Tracking System

X, Y, Z

XML	extensible markup language
YTD	year-to-date