

# JARGON BUSTER

**This is your quick guide to some of the industry Jargon that you may come across.**

**Analogue Line**

A traditional phone line that uses analogue technology, in which sound waves are converted into electrical signals by a microphone, and then transmitted through the telephone network.

**Access Point (AP)**

A device that enables wireless devices to connect to a wired network, it acts as a crossover between wireless and wired devices.

**Bandwidth**

The amount of data can be transmitted over a network at a time, it is like a water pipe; the wider the pipe the more water can flow through it.

**Broadband**

A fast internet connection that allows multiple users to use the internet at the same time.

**Call Forwarding**

A phone feature that allows incoming calls to be redirected to another phone number or voicemail.

**Calling Line Identification (CLI)**

A type of user interface that enables users to enter commands using text instead of a graphical interface.

**Cellular Network**

A wireless network that uses multiple small cells to communicate with mobile devices; covering a wide geographical area and allows mobile communication.

**Codec**

A device or software that COMPresses and DECompresses audio or video data for transmission over networks.

**Computer Telephony Integration (CTI)**

Technology that allows computers to interact with telephones and control phone services, such as click-to-dial.

**Direct Dial Inward (DDI)**

A service that allows users to connect to a network or the internet using a phone line.

**Digital Enhanced Cordless Telecommunications (DECT)**

A wireless communication used in cordless phones, which uses digital technology to transmit voice and data, resulting in improved security and better call quality.

**Download Speed**

How fast you can load data on a server.

**Ethernet**

A technology that is widely used for connecting devices to a LAN (Local Area Network), using cables. It is known for being fast and dependable.

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**Ethernet First Mile (EFM)**

A technology used to provide high-speed internet access over copper phone lines.

**Ethernet VPN**

A type of VPN (Virtual Private Network) that uses Ethernet connections to securely connect remote networks and devices. Often used to connect headquarters, data centres and branch locations.

**Fibre Optics**

A cable that transfers data extremely quickly over long distances.

**Fixed Line**

A physical line, either fibre optic or copper, that a business has running from your sites/properties to the UK's network.

**Fibre to the Cabinet (FTTC)**

A type of internet connection that uses fast fibre optic cables to reach a distribution point near your home or location, providing quicker and more reliable internet speeds.

**Fibre to the Premises (FTTP)**

A system of internet connectivity that only involves fibre cables and connects directly to individual buildings, providing much faster and reliable connectivity.

**Free of Charge (FOC)**

Has no cost associated.

**Gigabit per second (Gbps)**

A measurement of network transmission speed.

**Internet Protocol (IP)**

Transmits 'packets' of data across the internet.

**IP Address**

A unique number given to a singular network which is used to identify and locate a device.

**Information Technology (IT)**

Refers to the use of information technology tools and systems to manage, process, and communicate data within the tech industry, guaranteeing efficient network operations and services.

**Local Area Network (LAN)**

A group of interconnected devices that share resources to communicate within a small geographical area, such as a home or office.

**Leased Lines**

They provide resolute and fast internet connection or private network; they are communication lines that users rent for an extended period of time.

**Machine-to-Machine (M2M)**

The communication between 2 or more devices or machines with no human exchange.

**Megabit per second (Mbps)**

Measurement of data transfer speed.

**Network**

A series of interconnected devices that communicate and share resources with each other.



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**Openreach**

Builders of networks for the UK, connects homes and businesses to the UK's networks.

**Private Branch Exchange (PBX)**

A telephone system used by businesses and organisations to manage incoming and outgoing calls.

**Power Over Ethernet (POE)**

A system that allows power and data to be transmitted over an Ethernet cable.

**Public Switched Telephone Network (PSTN)**

A traditional phone system that uses copper lines to make calls.

**Root Cause Analysis (RCA)**

This is commonly used in telecoms to identify the root causes of serious problems or issues. It helps to determine the root cause so that effective solutions can be implemented.

**Router**

A device that directs/'routes' traffic on a network. It connects multiple devices and networks together and ensures all the data goes to the correct destination.

**Session Border Controller (SBC)**

Manages and secures voice calls in VoIP networks, ensuring a reliable connection. It acts as a gatekeeper for voice call, securing a reliable connection.

**Session Initiation Protocol (SIP)**

A technology used to make and control phone and video calls over the internet.

**Service Level Agreement (SLA)**

A contract between a service provider and a customer that guarantees a certain level of service and operating time.

**SIP Trunks**

Virtual phone lines that use the internet instead of traditional phone lines to connect to the public switched telephone network (PSTN). It is where many VoIP calls are promoted.

**Single Order Generic Ethernet Access (SOGEA)**

A type of technology used in telecoms that allows customers to receive high-speed internet and voice services over a single, shared line. Often, it is used as an alternative to traditional copper telephone lines.

**Speed dials**

A feature that enables you to assign a number to a button, meaning you can dial it quickly with just one press.

**Telephone Exchange**

Electronic elements that connect two calls to one another, used in the PSTN.

**Unified Communications (UC)**

A technology that combines various communications services, such as messaging, voice, and video, into one integrated platform for simplified and effective collaboration.

**Upload Speed**

Refers to the rate at which data is sent from a user's device to the internet, impacting the efficiency of sharing files, sending emails, or participating in online activities.

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**Virtual Local Area Network (VLAN)**

A technology utilised in telecoms networks to divide a single physical network into multiple virtual networks, each with its own broadcast domain, which helps to improve network security and organisation.

**Voice over Internet Protocol (VoIP)**

A technology that allows you to make phone calls using an internet connection instead of traditional phone lines.

**Voice over LTE (VoLTE)**

A technology that allows calls to be made to be made over a 4G LTE network instead of a traditional phone network.

**Wide Area Network (WAN)**

A group of linked devices that share resources and communicate over a large geographical area, for example, a country.

**Wholesale Line Rental (WLR)**

A service that allows telecom companies to rent access to telephone lines that belong to other companies to provide phone services to clients.