

## Glossary of Terms

Acronym or Term	Meaning	Further Information
1280		Indirect access pre-fix to route a call over the Openreach network even if CPS is active on the line.
141		The prefix used by an End User, before dialling a telephone number, to ensure their number is withheld for that call
1470		Prefix used by an End User, before dialling a telephone number, to ensure their number is released for that call.
1471		See Call Return
1471 Extra		When using 1471 Extra the EU can dial the digits "1471" to hear details of up to the last five calls received, together with the time and date (unless withheld or from an exchange where the callers number is not available). After dialling "1471" instructions will be given advising how to use the services.
1571		Key sequence used on a telephone handset to access Call Minder and Wholesale 1571 messaging services
21CN		The name given to the Openreach 21st century network programme
3-Way Calling		The service allows End Users to speak to two other people at the same time even if one of them is abroad. The customer can include or exclude either party at any time during the call.
ACR	Anonymous Call Rejection	Network based service that allows End Users to block calls from people who have withheld their numbers.
Address Matching		Dialogue service to confirm an end users address details
ADSL	Asymmetric Digital Subscriber Line	
ALK	Access Level Key	
Appointing		Dialogue service to confirm and book appointments
B2B	Business To Business	
Bar 141		Prevents the use of the "141" Withhold Number prefix on a per call basis
Bar 1470		Disables the 1470 facility so that an end user's Withhold Number service cannot be overridden
Bar 1471		Allows end user's to recent the use of the 1471/Call Return service
BAU	Business As Usual	
Block Terminal		A small terminal box that is used to connect a Redcare compatible alarm to a phone line.
BOL	Busy Out Line	
Broadband		Used to describe a high-capacity, two-way data link between an end user and an access network
BT	British Telecommunications plc	
BTR	BT Retail	The sales division of BT Group, selling BT Group's voice and data services to individuals and businesses
BTW	BT Wholesale	
Bundled Orders		Where a CP requires multiple single lines to be installed at the same address they may, using the Provide Order, bundle together those multiple orders to enable all lines to be delivered at the same time.
Bypass Number		A second number that is associated with a line that allows a specific feature on that line to be overridden by incoming callers to the bypass number
C&NF	Calling and Network Feature(s)	
Call Return		Allows the end user, by dialling 1471, to hear the number of the last caller together with the time and date of the call.
Call Sign		Users are provided with an second number to their existing Telephone Number. When the call sign number is dialled, the telephone connected to the line will ring with a different cadence to the normal ring tone.
Call Waiting		With Call Waiting, a gentle beep during a call alerts the End User that another call is coming in.
Caller Display		Allows an End User (where they have a telephone with a visual display) to view a caller's number when the call is being received.
Cancel Other		Enables a CP to cancel a line transfer request, where they are the losing party, where a case of misselling has been identified.
Care Levels		Openreach offer three different levels of service when it comes to assurance, Levels 1,2 & 3, available on Basic and Premium Single Lines and Multilines.
CCCB	Customer Controlled Call Barring	Allows End Users to bar certain types of outbound calls, and/or all inbound calls
CCCD	Customer Controlled Call Diversion	Allows End Users to divert their calls to another number anywhere in the UK as well as to mobile and international numbers.
CCD	Customer Committed Date	Date which Openreach commits to complete an order. This value is returned in KC12
CDR	Call Data Records	
CEM	Customer Engagement Manager	
Choose To Refuse		Enables an End User to bar the telephone number of the last answered, incoming call. A maximum of ten numbers can be barred at any one time.
CLI	Calling Line Identifier	
CNI	Ceased Number Intercept	Another name for Caller Re-direct
COA	Change Of Address	
CP	Communications Provider	(including BT Retail, BT Wholesale and Global Services)
CPA	Collaboration Protocol Agreement	
CPA	Called Party Answer	
CPE	Customer Premises Equipment	
CPS	Carrier Pre-Select	
CPSO	Carrier Pre Select Operator	
CR	Caller Re-Direct or Change Request	When an End User ceases service and takes up service elsewhere, or has a line renumbered, Caller Redirect can be used to refer callers to the new number, where the End User requests this. Available in monthly or quarterly variants.
CRD	Customer Required by Date	Date the CP has requested for the service to be supplied as part of an order.
CRD	Customer Requirements Document	Document completed when applying to become a WLR3 CP
CRT	Client Reception Team	
CSC	Customer Service Centre	same as SMC (Service Management Centre)
CSP	Customer Service Plan	
CSS	Customer Services System	
CUPID	Communications Provider ID	
CVF	Customer Verification Facility (Test environment)	
DACS	Digital Access Carrier System	A method used to carry two voice lines over a single copper pair.
DASS	Digital Access Signalling System	
DDI	Direct Dialling Inward	
Debt Management		A family of Openreach products which allow CPs to restrict an end user's service in a manner that assists CPs in recovering outstanding debt.
DEDS	Data Exchange Distribution System	Contains all the Call Data Records (CDRs) that have been collected and processed from 21CN and Legacy PSTN network for a particular CP.
DEL	Direct Exchange Line	
Direct Connect		The Direct Connect service will automatically dial a pre-set number when the handset of the connected telephone is lifted.
DMSU	Digital Main Switching Unit	
DN	Directory Number	Telephone number as it appears in the Telephone Book.

DOA	Dead On Arrival	Refers to a line which has just been successfully provided but is not working.
DP	Distribution Point	
DPNSS	Digital Private Network Signalling System	
DS	Dialogue Service	A tool that allows CPs to interact with Openreach to gain information and perform certain order fulfilment and assurance activities
DSL	Digital Subscriber Line	
DTMF	Dual-tone multi-frequency	
DTP	Daily Transfer Process	
DUNS ID	Dunn & Bradstreet Universal Numbering Scheme	A nine-digit code assigned by D&B to identify unique business's separate and distinct operations
E2E	End to End	
ECC	Excess Construction Charges	Charges in addition to normal connection charges, where additional infrastructure is provided to give new or extended service at a customer's site or other requested location.
ELF	Early Life Failure	
EMP	Equivalence Management Platform	Openreach's strategic platform providing equal access to its products for all CPs
ETSI	European Telecommunications Standards Institute	
EU	End User	The customer who contracts with the CP for telephone service
Fault History		A CP may request from Openreach a fault history (closed faults only), covering the previous 90 days, in respect of any line they own. The CP does this with a Fault History request.
Featureline		An exchange based product available from BT Retail. Featureline provides the End User with typical small PBX functionality, but without the need for a PBX.
Gain		Gain (or Line Gain) refers to the ratio between the signal and the background noise on the phone line
GenIUS	Geneva Integrated Universal Solution	
GER	Geneva Event Record	
IACB	Indirect Access Call barring	A network-based feature that rejects any outgoing call attempt by an End User attempting to use an Indirect Access code.
ICB	Inbound Call Barring	
ID	Identifier	
IDD	International Direct Dial	
Indirect Access		A service which allows an End User to route an outbound call via a different call provider by dialling an access code prior to the call
ISDN	Integrated Services Digital Network	
ISDN2	Integrated Services Digital Network (Basic Rate)	
ISDN30	Integrated Services Digital Network (Primary Rate)	
KCI	Keeping Customers Informed	Updates that a CP will receive in response to any orders that they place which have been accepted by Openreach following order validation
KCI	Keep Customer Informed	An OrderStatusUpdate message. For example, Acknowledged, Matched, Committed, Completed, Amend, Rejected, Cancelled, Delay Notification
KCI1		Indicates that an order has been accepted by the Openreach Fulfilment system and is being processed.
KCI2		Informs a CP that an order has been committed to by Openreach's fulfilment systems, which means that the job has been built, the date allocated and any excess construction charges that apply have been calculated
KCI3		Informs a CP that the order has been completed by Openreach's fulfilment systems, which means that the order requested by the CP has been actioned and no further tasks remain outstanding
KCI4		Advises a CP that an order has been rejected due to a fatal error during the fulfilment process.
KCI5		Advises a CP that an order has been cancelled either at the request of the CP or because a fatal error was detected during the fulfilment of an order after KCI1 (Acknowledgement) has been sent.
KCID	Keeping Customer Informed – Delay	The OrderStatusUpdate(Delay Notification) message.
LEA	Law Enforcement Agency	
LII	Left In Jumper	When Flexible Cease functionality is introduced, Openreach will leave tie pairs on the frame rather than remove them immediately as part of the Cease process.
Line Box		A type of termination that is used with analogue lines consisting of a small box with a faceplate that the End User can plug one telephone into.
LLU	Local Loop Unbundling	
Loop Disconnect		Pulse dialling or loop disconnect dialling, also called Rotary or Decadic dialling in the United Kingdom
LOR	Linked Order Reference	The LOR is used in SMPF Simultaneous Provide orders to link the narrowband and SMPF elements of the order.
LORN	Linked Order Reference Number	
LPA	Line Plant Availability	
MAC	Migration Authorisation Code	
MBORC	Matters Beyond Our Reasonable Control	An emergency state that can be declared by BT.
MDF	Main Distribution Frame	
MLC	Manage Line Characteristics	A Dialogue Service giving information about a line
MLO	Manage Linked Order	
MPF	Metallic Path Facility	Basic product to support PSTN services
MSN	Multiple Subscriber Number	
NAD	Name and Address Database	
NCA	Nuisance Call Advice	
NCP	Network Call Performance	
NCS	Nuisance Call Service	The part of BT that provides advice on dealing with nuisance calls
Non-CLI Damage Report		Enables CPs to notify Openreach where they have identified damage to part of the network.
NSP	Non-Served Premises	Refers to locations which wouldn't normally be connected to the Openreach network and which are unlikely to have a postal address
NTE	Network Termination Equipment	
NTE5	Network Terminating Equipment No. 5	
NTP	Network Terminating Point	
NTTP	Network Test and Termination Point	
Number Portability		The process by which numbers are moved between different network operators
OCB	Outbound Call Barring	Allows a CP to prevent End Users making outbound calls over the Openreach network, except to emergency service numbers.
OFCOM		The regulator for the UK communications industries, with responsibilities across television, radio, telecommunications and wireless communications services.
OFTEL		The UK telecommunications regulator that preceded the creation of
OLO	Other Licensed Operator	
PAF	Postcode and Address File	
PBX	Private Branch Exchange	
PE	Product Establishment	The process that CPs must go through before they are able to order the WLR3 product
PEM	Partner Enabled Management	
PMSR	Project Managed Service Required	
PN	Presentation Number	
PONR	Point Of No Return	
PPU	Pay Per Use	
PSTN	Public Switched Telephone Network	
QoS	Quality of Service	Scheme introduced by Ofcom which mandates CPs over a certain size to report performance statistics in a number of areas, the purpose of which is to allow consumers to compare telecoms providers.
RCA	Route Cause Analysis	

RCF	Remote Call Forwarding	When an End User ceases service and takes up service elsewhere, or has a line renumbered, Remote Call Forward (RCF) can be used to divert calls to an alternative number, where the End User requests this.
Redcare		A service that provides continuous monitoring of a telephone line that links a professionally installed alarm system on a customer's premises to an Alarm Receiving Centre (ARC).
Retailer		A legal entity marketing and selling telecom products to end users
RID	Retailer ID	
RTCC	Route To Credit Control	When applied to a line, this service automatically connects an End User to a CP help desk when the End User attempts to make outgoing calls (including 1471 calls).
S&RM	Sales & Relationship Manager	
Service Establishment		The process by which Openreach takes on and sets up new customers in order to enable them to become a Communications Provider.
SLA	Service Level Agreement	
Smart Divert		Same service as CCCD but providing the End User remote access so that the divert options can be applied from another line.
SMC	Service Management Centre	
SMP	Significant Market Power	
SMPF	Shared Metallic Path Facility	Product provided on top of MPF to support Broadband services
SNDDI	Single Number Direct Dialling Inward	
Social Telephony		Generic term for CP products which are designed for a section of the market who make very small use of the phone.
SQC	Structured Questioning Code	
SWNS	Street Works Noticing System	
T&C	Terms and Conditions	
TCD	Temporary Call Diversion	Allows CPs to request that calls be diverted on a faulty line, while the fault is in the process of being repaired. TCD cannot be placed on a line until diagnostic testing has been completed as it would impact on the testing.
TCR	Technical Change Request	A maintenance change reference usually (but not always) as a result of fixing a defect.
TMA	Traffic Management Act	
ToS	Temporary Out Of Service	When a CP applies Temporary Out of Service (TOS) on an End User's line a 'soft' dial tone is used and they can only call 999. All other incoming, outgoing (including via CPS) and emergency calls will be barred irrespective of the method of dialling.
TPI	Third Party Integrator	
TPIU	Tie Pair In Use	
TPON	Telecommunications over Passive Optical Network	
TRC	Time Related Charges	Charges raised to cover time spent by Openreach engineers repairing faults, where this work is not covered under the terms of the Openreach service and for providing or rearranging services or equipment where standard Openreach charges are not available.
UXD5		A small rural telephone exchange, developed and supported within BT. The first digital exchange in the BT network, serving a maximum of 800 customers.
VIC	Validate Import Customer	
Wholesale 1571		A chargeable unbranded messaging service
Withhold Number		End Users can prevent their telephone number being released across the network on a per call or per line basis. The End User's CP must request the Withhold Number service from Openreach. There is no charge for this service.
WLR	Wholesale Line Rental	
WLR3	Wholesale Line Rental 3	
WLT	Working Line Takeover	
WSDL	Web Services Description Language	
XML	eXtensible Mark-up Language	