

Abbreviations and Terminology

Active Service	NPD can provide service where there is DBT coverage.
ADSL	Asymmetric digital subscriber line - data is only transmitted in one direction at one time.
BPS	Bits Per Second
Call Response Times	Elapsed time, in standard service hours, from time when the customer reports the fault to NPD to when NPD contact the customer with a fault classification, initial diagnosis and estimated time to restore.
CBD	Central Business District
Core Network	Is the NPD Voice and Data network excluding ULL to the customer premises.
CPE	Customer Premises Equipment
DBT	Digital Business Technology
Fault Classification	Interrupted faults (Service is not operational) Uninterrupted faults (Service is degraded but still operational)
Fault Monitoring	Monitoring of the core network components of the service 24/7
IP Address	Internet Protocol Address
ISDN	Integrated Services Digital Network - allows digital transmission of voice and data over ordinary telephone copper wires.
Keep Your Numbers Program	To relocate your business within the same city, and retain your existing phone numbers. We will relocate your existing phone numbers to your new site, even across exchange boundaries, where most carriers will force a number change.
KTS	Key Telephone System
LNP	Local Number Portability
MDF	Main Distribution Frame
Metro	Metropolitan
NPD	National Phone & Data Pty Ltd
Passive Service	There is no DBT coverage and NPD provides service using third party carriers.
PBX	Private Branch Exchange
Planned Outage Notification	Notice of any planned maintenance that could cause a service outage.
PSTN	Public Switched Telephone Network

QoS	Quality of Service
RIM	Remote Independent Multiplexer
SCA	Service Completion Advice
Service Availability Target	Availability is calculated as Service Reception Hours less downtime outside the coverage window for planned outages divided by the Standard Reception Hours expressed as a percentage.
Service Hours	Hours in which the service applies
Service Provisioning Lead Times	Number of days that NPD need before service activation is required.
Service Restoration	Elapsed time, in standard service hours, from time when the customer reports the fault to NPD or NPD responding to an alarm, and confirmation that the service has been restored to the levels defined in the service description. Applies to end-to-end service including ULL.
SHDSL	Synchronous hi-speed digital subscriber line. Same speed both directions
SLA	Service Level Agreement
SME	Small to medium enterprise
ULL	Unbundled Local Loop
VPN	Virtual Private Network (Office-to-office networking - not on internet)