

Jargon Buster

Telephony



Term



Explanation

ADSL - Asymmetric Digital Subscriber Line

Broadband service is delivered over existing telephony copper lines. This works with a splitter, which separates voice data from broadband data.

Auto-Attendant

A voicemail feature that allows callers to be automatically transferred to extensions or departments by dialling digits. For example, 'press 1 for Sales, 2 for service' etc

Bandwidth

The speed at which a circuit can carry data. The more bandwidth, the faster the data transfer, the lower the costs. Usually measured in Mbps (Megabits per second)

Cat 5

Abbreviation for Category 5. This is commonly used to describe a cabling system that allows the user to easily route voice and data circuits to any wall socket. It is designed to be network independent and allow computer and telephone systems to co-exist on the same cabling. This also comes as CAT6, which works on the same principle but with a larger bandwidth.



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Cloud Telephony/Communications

Rather than storing network elements of a telephony system onsite, these functions are stored “in the cloud”, meaning that your data is securely stored on a server which can be accessed remotely via the internet.

DDI - Direct Dial Inward

An inbound or outbound number is assigned to a specific handset or user.

DECT - Digital Enhanced Cordless Telephony

A technology that provides greater clarity and smaller handsets for cordless telephones.

Ethernet Fibre

An access technology delivers dedicated synchronous and uncontended bandwidth to a site.

FTTC - Fibre to the Cabinet

Broadband technology where internet is delivered to the local street cabinet, and then channelled to your premises via fibre optic cables.



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FTTP - Fibre to the Premises

Broadband technology where the internet is delivered directly to the user premises rather than the local area, as with FTTC, using fibre optic cables.

IP - Internet Protocol

A standard global communications protocol, or set of rules by which data is transferred between computers and internet devices. IP address refers to the individual identifier each device has to distinguish it from others.

ISDN - Integrated Services Digital Network

Digital telephone network that transmits voice and data through the UK's copper telephone lines.

PBX - Private Branch Exchange

On-premise telephone switching system that interconnects telephone extensions to each other, as well as to the outside telephone network, working in the same function as a virtual telephone operator.

Port or Number Porting

Porting is the name given to the process of transferring from one Network provider to another Network provider. The process is termed number porting and requires an LOA (Letter of authority) from the end user.



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POE – Power over Ethernet Switch

A device that has several ports available. The switches come in 8 port, 16 port, 32 port and 48 port. These switches also supply electricity to the device. Each handset attached to this device will need an individual port.

SIP – Session Initiation Protocol

This is a signalling protocol, widely used for voice and video calls over the Internet. One SIP trunk allows for one channel of voice. This is an alternative to ISDN or Analogue channels. SIP trunks will typically be connected to a telephone system.

SOGEA - Single order Generic Ethernet Access

Unlike FTTP or FTTC, SOGEA is a broadband connection that does not use an analogue/copper line, and is instead delivered over the internet with no phoneline or dialtone.

Trunk

A telephone exchange line to receive and make calls.

VOIP - Voice Over Internet Protocol

Voice calls are being made over the internet as opposed to traditional telephony copper lines.

