

## Terms and Definitions

Term	Definition
ACAR	Automated Customer Activation Robot
ADBoR	Address Database of Record system
ADSL	Asymmetric Digital Subscriber Line
AIMS	Activity Information Management System
AMCO	Automated Management of Customer Orders
AS	Access Seeker
AUTOCAT	Automatic Category Change System for exchange services
AXIS	Telstra system for the order provisioning of Public Switched Telephone Network
BGO	Back Ground Optimiser
BU	Business unit
CA-Assist	Customer Access Assistant
CAM	Customer Activation Menu
CAN	Cancelation order
CNI	Customer Network Improvement
CONNECT	Workforce management system used to predict, plan, schedule, dispatch and report on work demands and the resources used to do them
Copper Network	Has the same meaning given to that term in Schedule 1 of the Structural Separation Undertaking
CPE	Customer Premises Equipment
CRUX	Database for recording FAST/OATS and CTS test results to assist in managing future fault tickets of work
CT	Communications Technician
CTS	Customer Access Network Test Set
DULL	Diversion Unconditioned Local Loop
DTCS	Domestic Transmission Capacity Service
ESQ-SE	Service/Resource Qualification and Inventory Management Systems
FAST	Tool utilised to provide field staff with a standard network based testing environment
Firm Request	SQ request to determine whether there is a cable path capable of supporting a ULLS service, where the cable path is subsequently reserved
FNN	Full National Number
FoH	Front of House

GDD	Graphical Data Delivery
IPAC	Integrated Planning and Contracting system
ISA	Infrastructure Shortfall Advice notification
IULL	In-place Unconditioned Local Loop
IVR	Interactive Voice Response
Limiting Factors	Gaps between the required technology and available capabilities of a transmission path
LSS	Line Sharing Service
MDF	Main Distribution Frame
MSQ	Manual Service Qualification
NBP	Network Boundary Point
NPAMS	Network Plant Assignment and Management System
NSBU	Network Services Business Unit
OATS	Online tool available to the field workforce for testing ADSL
PCAR	Product Connect Assist Robot
PET	Pulse Echo Testset
PSTN	Public Switched Telephone Network
RFL	Resistance Fault Location
ROVE	ROVE is a web based application that is used to manage of dirty tickets of work (DTOWs), and allows agents to provide coaching feedback and commendations to other agents
RVOP	Remote View On Port
QMS	Queue Management System
SASAF	Semi Automatic Service Activation Facility
SIAM	Service Improvement in Assurance Management
SMS	Short Message Service
SOMBe	Service Order Manager Back End
SQ	Service Qualification
SQ Firm ULL request	SQ request to determine whether there is a cable path capable of supporting a ULLS service, where the cable path is subsequently reserved
SQ Query	SQ request to determine whether there is a cable path capable of supporting a ULLS service
START	Street Address Reference Table application
SULTAN	Subscribers Universal Line Test Access Network

TCSS	Telstra Contractor Self Serve tool
Toolkit	Software application to action TOW within the Communications Technician Toughbook
TOW	Ticket of Work
TULL	Transfer Unconditioned Local Loop
ULLS	Unconditioned Local Loop Service
ULLCIS	Unconditioned Local Loop Interface System
VULL	Vacant Unconditioned Local Loop
WA	Wireline Activation
WAS	Wireline Activation Solutions
XDM	Cross Domain Manager