A USER-FRIENDLY GUIDE TO TELECOM TERMS

QUESTBLUE™

A USER-FRIENDLY GUIDE TO TELECOM TERMS

Hey there! We're QuestBlue

Since 2007, we have been committed to be a leading provider of Voice over IP services. We have supplied our customers with infrastructure solutions, comprehensive product lines, and have always been a trusted business partner for them as well. We back our services with a solid guarantee, fast and friendly services, and incredible sourcing capabilities.

We know telecommunications can get confusing at times, so we put this guide together to help you understand the meanings behind all telecom slang. If at any point, you have a question or feel there's something we missed, let us know!

Thanks, and Enjoy!

Table of Contents

- Line Information Data Base (LIDB)
- Local Number Portability (LNP)
- Local Service Request (LSR)
- Managed Service Provider (MSP)
- Masked Calling
- Miscellaneous Destination
- Multimedia Messaging Service (MMS)
- Music on Hold
- Number Portability
- Origination/Inbound Calling
- Paging
- Parking
- Port Order Number
- Post Dial Delay
- Private Brand Exchange (PBX)
- Project Ports
- Provisioning
- Public Switched Telephone Network (PSTN)
- Python
- Queue Calls
- Rate Centers
- Regional Bell Operating Company (RBOC)
- Reporting
- Responsible Organization (RespOrg)
- Ring Group
- Robustness
- Secure Sockets Layer (SSL)
- Session Border Controller (SBC)
- Short Message Service (SMS)
- SIP Endpoint
- SIP Phone
- SIP Trunking
- SPAM

- Snapback
- Speed Dial
- Streamlined
- T1/E1
- Telephone Consumer Protection Act (TCPA)
- Termination/Outbound Calling
- Text-to-Speech (TTS)
- Tier 1 Network
- Time Conditions
- Time Rules
- Time-division multiplexing (TDM) Network
- Toll Free Calling
- Toll Free SMS
- Transport Layer Security (TLS)
- Underlying Carrier (ULC)
- Unified Communications as a Service (UCaaS)
- Universal Service Fund (USF)
- Very Small Aperture Terminal (vSAT)
- Virtual Fax
- Voice over Internet Protocol (VoIP)
- Voicemail Blasting
- Wake Up
- White Label

9-1-1

9-1-1 is a three-digit telephone number to facilitate the reporting of an emergency requiring a response by a public safety agency. Calls placed to 9-1-1 are generally routed and responded to by what is known as a PSAP (Public Safety Answering Point).

9-3-3

Dialing 9-3-3 is used to test e9-1-1 to make sure it is activated. In order to test e9-1-1, please do NOT dial 9-1-1, instead create a route to QuestBlue for 933.

Application programming Interface (API)

An application programming interface is a set of subroutine definitions, communication protocols, and tools for building software. In general terms, it is a set of clearly defined methods of communication among various components.

Asterisk Command Line Interface (CLI)

A command line interface is a means of interacting with a computer program where the user issues commands to the program in the form of successive lines of text.

Automatic Call Distributor (ACD)

An automatic call distributor is a telephony device that answers and distributes incoming calls to a specific group of terminals or agents within an organization.

Automatic Location Identification (ALI)

An enhanced electronic location system that automatically relays a caller's address when they call an emergency responder service such as 911, whether they call from a mobile phone or a land line.

Billing Telephone Number (BTN)

A billing telephone number is to which all telephone numbers of a customer (subscriber) are charged in a consolidated telephone phone bill, instead of showing charges under each telephone number.

Blacklist

A blacklist is a collection of entities that are blocked from communicating with or logging into a computer, site or network. Blocked entities are typically identified as IP addresses, user Ids, domains, email addresses, MAC addresses or programs. Blacklisting is a common feature in antivirus programs, intrusion prevention/detection systems and spam filters. Blacklists save effort by limiting interactions with known sources of problems and preventing potential attacks.

80% of people believe bulk SMS is the better way to introduce what the brand offers to the audience.
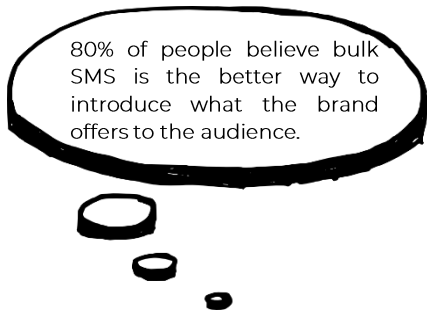
Bulk SMS

Bulk SMS is the dissemination of large numbers of text messages for delivery to mobile phone terminals. It is used by media companies, enterprises, banks (for marketing and fraud control) and consumer brands for a variety of purposes including entertainment, enterprise and mobile marketing. Bulk SMS is commonly used for alerts, reminders, marketing but also for information and communication between both staff and customers.

Call Flow

Call flow describes the process by which a network routes a call (voice call/ data call) to a mobile device. It describes how through end-to-end signaling, a data or voice call session is created along the network.

Caller ID Management

Caller ID management allows for custom caller ID to be added when inputting a feature code in QuBe.

Call Recording

Call recording is the ability to record an active call or conference call. Call recordings can then be stored for playback later or to generate a transcription.

Call Routing

Call routing refers to the procedure of sending voice calls to a specific queue based on predetermined criteria. A call routing system is also known as an automatic call distributor (ACD).

Call Waiting

Call waiting is a telecommunication service offered by a telephone service provider to a subscriber by which the subscriber may suspend a telephone call already in progress to accept a second call. Call waiting alleviates the need to have more than one telephone line for voice communications.

Caller Name (CNAM)

CNAM is the technology that makes your name appear on the Caller ID screen when you dial a prospect.

Carrier Cost Recovery Fee (CCRF)

The Carrier Cost Recovery fee helps recover costs associated with providing state-to-state and international long-distance service, including expenses for national regulatory fees and programs, as well as connection and account servicing charges.

Call Detail Record (CDR)

A call detail record (CDR) is a data record produced by a telephone exchange or other telecommunications equipment that documents the details of a telephone call or other telecommunications transaction (e.g., text message) that passes through that facility or device.

Channel

A channel refers either to a physical transmission medium such as a wire, or to a logical connection over a multiplexed medium such as a radio channel in telecommunications and computer networking. Communicating data from one location to another requires some form of pathway or medium.

Cloud Communications

Cloud communications are Internet-based voice and data communications where telecommunications applications, switching and storage are hosted by a third-party outside of the organization using them, and they are accessed over the public Internet.

Coder/Decoder (Codec)

A codec is either a hardware device or a software-based process that compresses and decompresses large amounts of data used in voice over IP, video conferencing and streaming media. A codec takes data in one form, encodes it into another form and decodes it at the egress point in the communications session.

Competitive Local Exchange Carrier (CLEC)

A CLEC is a local exchange carrier that competes with other established carriers and provides interstate exchange access services used to send voice traffic. This is one of many terms used to identify an organization offering local telephone services.

Conference Rooms

Conference rooms connect multiple callers in one virtual room. Conference rooms can be configured to require an admin and user PIN so that you can limit the callers that can connect to the conference room. You can create multiple conference rooms for different users or callers.

Customer Proprietary Network Information (CPNI)
CPNI is the data collected by telecommunications companies about a consumer's telephone calls.

Customer Service Record (CSR)
A CSR is the records with information regarding a business's account that a service provider holds. This includes phone numbers, activity history, business and personal information like name and address, and account number. Therefore, if you submit a CSR with your initial port request and confirm that the information on your LOA matches the information on the CSR, the chance that your port request gets accepted, without any holdup, increases greatly.

Data Center
A data center is a dedicated space within a building, or a group of buildings used to house computer systems and associated components, such as telecommunications and storage systems.

Get this! The largest data center in the world (Langfang, China) is 6.3 million square feet—nearly the size of the Pentagon.

Dedicated Server
A dedicated server is a single computer in a network reserved for serving the needs of the network. For example, some networks require that one computer be set aside to manage communications between all the other computers.

Direct End User
A direct end user is the person who uses the software or hardware after it has been fully developed, marketed, and installed.

Direct Inward Dialing (DID)
A DID is a telephone company facility that allows an outside caller to connect directly to an inside extension of an office without the help of an attendant or operator.

Direct Inward System Access (DISA)
DISA is a private branch exchange (PBX) feature in which a caller (upon entering a code through a touch-tone phone) gets another dial tone for accessing some or all the features of the PBX, such as making an overseas call or leaving a voice mail message.

Directory Listing

Directory listing is a web server function that displays a list of all the files when there is not an index file, such as index.php and default.asp in a specific website directory.

Disk Space Usage

Disk usage (DU) refers to the portion or percentage of computer storage that is currently in use.

Do Not Disturb (DND)

DND is a feature of voice telecommunications systems that enables end users to busy out a station and reject incoming calls

Did you know that over 240 million calls are made to 911 in the U.S. each year?

Enhanced 9-1-1 (e9-1-1)

Enhanced 911, or E 911, is a system that routes an emergency call to the appropriate 911 answering point, or PSAP, for the caller's location AND automatically displays the caller's phone number and address. In most cases, the phone number and location information are available from cell phones.

Enterprise Network

An enterprise network is an enterprise's communications backbone that helps connect computers and related devices across departments and work group networks, facilitating insight and data accessibility.

Equity

Equity is the difference between what your business is worth (your assets) minus what you owe on it (your debts and liabilities).

Extensible Markup Language (XML)

Extensible Markup Language is a markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable.

Extensible Messaging and Presence Protocol (XMPP)

Extensible Messaging and Presence Protocol is a communication protocol for message-oriented middle ware based on XML. It enables the near-real-time exchange of structured yet extensible data between any two or more network entities.

Fail2Ban

Fail2Ban is an intrusion prevention software framework that protects computer servers from brute-force attacks.

Features

A feature is a means of providing benefits to customers. A feature is a distinctive characteristic of a good or service that sets it apart from similar items.

Federal Communications Commission (FCC)

The FCC is an independent government agency responsible for regulating the radio, television and phone industries. The FCC regulates all interstate communications, such as wire, satellite and cable, and international communications originating or terminating in the United States.
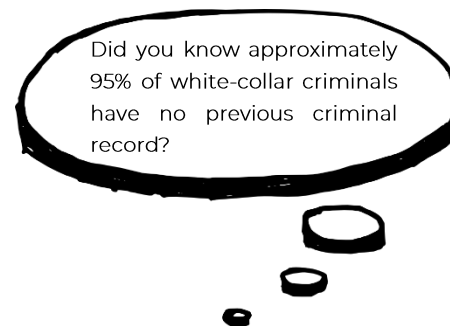
Firewall

The Firewall is a part of a computer system or network which is designed to block unauthorized access while permitting outward communication.

Firm Order Confirmation (FOC)

An FOC (Firm Order Commitment) is provided by the losing service provider (also may be known as current service provider). This is done in response to a port order issued to them to move a number from that providers' network to another (known as the winning or new service provider) service providers' network. A FOC is a positive order acceptance response and includes the date the losing/current carrier will release the number to port to the winning/new service provider.

Did you know approximately 95% of white-collar criminals have no previous criminal record?

Fraud

Fraud is wrongful or criminal deception intended to result in financial or personal gain.

General Data Protection Regulation (GDPR)

GDPR is a legal framework that sets guidelines for the collection and processing of personal information from individuals who live in the European Union

Graphical User Interface (GUI)

GUI is a software that works at the point of contact (interface) between a computer and its user, and which employs graphic elements (dialog boxes, icons, menus, scroll bars) instead of text characters to let the user give commands to the computer or to manipulate what is on the screen.

Hosted Voice

Hosted voice, sometimes known as virtual PBX (Private Branch Exchange) or hosted PBX, is a private phone system within a business that enables users to make, receive and manage calls easily and affordably.

Infrastructure

Infrastructure is basic and usually permanent framework which supports a superstructure and is supported by a substructure.

Interactive Voice Response (IVR)

IVR is a computerized telephone system that allows a caller to respond to a menu of choices (spoken by an 'electronic voice') by pressing the appropriate buttons on the pad of a touch-tone phone.

JavaScript Object Notation (JSON)

In computing, JavaScript Object Notation is an open-standard file format that uses human-readable text to transmit data objects consisting of attribute–value pairs and array data types.

Letter of Authorization (LOA)

Letter of Authorization (LOA) is a legal document in which the executing party makes certain assertions to a service provider about their authorization to switch (port) services and telephone numbers from one provider to another.

Line Information Data Base (LIDB)

A line information database (LIDB) is a database maintained by the local telephone company that contains subscriber information, such as a service profile, name and address, and credit card validation information.

Local Number Portability (LNP)

LNP, for fixed lines, refers to the ability of a "customer of record" of an existing fixed-line number assigned by a local exchange carrier (LEC) to reassign the number to another carrier, move it to another location, or change the type of service.

Local Service Request (LSR)

Local Service Request means the industry standard forms and supporting documentation used for port orders.

Managed Service Provider (MSP)

An MSP is a company that remotely manages a customer's IT infrastructure and/or end-user systems, typically on a proactive basis and under a subscription model.

Masked Calling

Masked calling is a technique used in e-commerce to protect buyers' and sellers' personal phone numbers private. The same technique can also allow the parties to send SMS to each other without revealing their personal phone numbers.

Miscellaneous Destination

Misc. Destination is used to create a route destination to send calls to another location, whether the location is internal or external. You can use it to have calls go to an external number such as a cell phone, or to create a destination to use a feature code.

Multimedia Messaging Service (MMS)

Multimedia Messaging Service is a standard way to send messages that include multimedia content to and from a mobile phone over a cellular network.

Music on Hold

Music on hold is the business practice of playing recorded music to fill the silence that would be heard by telephone callers who have been placed on hold.

Number Portability

Number portability allows customers or end users to transfer their telephone numbers to other providers. Carriers also may have individualized systems and processes to handle porting activity.

Origination/Inbound Calling

Inbound calling/Origination is when a call comes in from an outside source.

Paging

Paging is a method of delivering a message, via a public or private communications system or radio signal, to a person whose exact whereabouts are unknown.

Parking

Parking is used to as a "virtual" hold. When parking buttons are configured on the phone it allows one user to put a call on hold in the parking lot and for another user to pick up the call on hold in the parking lot. The user that placed the call on the parking lot can announce or call to another user who will pick up the call that there is a call waiting on the parking button.

Port Order Number

A port order number is a system generated order number assigned to port orders to easily identify individual requests.

Post Dial Delay

Post Dialing Delay is the time between the start of the call and the moment the phone of the called party starts ringing.

Private Brand Exchange (PBX)

A PBX is a telephone system within an enterprise that switches calls between enterprise users on local lines while allowing all users to share a certain number of external phone lines.

Project Ports

A larger port order, normally consisting of over 100 numbers that generally takes a more extended amount of time to process.

Provisioning

Provisioning involves the process of preparing and equipping a network to allow it to provide new services to its users.

Public Switched Telephone Network (PSTN)

A PSTN is a regular telephone service that gives a dial tone, and the ability to dial up any phone number for analog (voice) or digital (data) communications over ordinary telephone lines. This service sets up a path (circuit) between the calling and the called party and maintains it for the duration of the call.

Python

Python is an interpreted, high-level, general-purpose programming language.

Queue Calls

A queue call is where callers are placed on hold, in a queue, while they wait to speak with a live agent.

Rate Centers

A rate center is a geographical area used by a Local Exchange Carrier to organize the boundaries for local calling, billing and assigning of phone numbers.

Regional Bell Operating Company (RBOC)

Regional Bell operating company (RBOC) is a term describing one of the U.S. regional telephone companies (or their successors) that were created as a result of the breakup of American Telephone and Telegraph Company (AT&T, known also as the Bell System or "Ma Bell") by a U.S. Federal Court consent decree on December 31, 1983.

Responsible Organization (RespOrg)

RespOrg is a company which maintains the registration for individual toll-free telephone numbers in the distributed Service Management System/800 database.
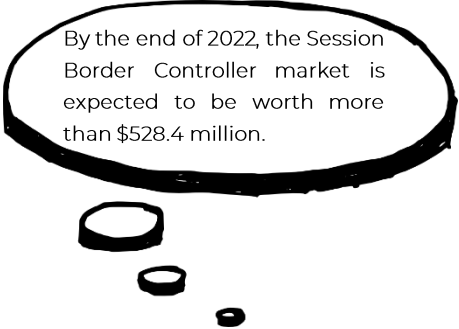
Ring Group

A Ring Group is a way for a group of extensions to share the distribution of incoming calls. You can have all the phones in a ring group ring at once or set up a "round robin" approach where the extensions in the group ring in a specific order until the call is answered.

Robustness

Robustness is the ability of a computer system to cope with errors during execution and cope with erroneous input.

Secure Sockets Layer (SSL)

SSL is the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral.

By the end of 2022, the Session Border Controller market is expected to be worth more than $528.4 million.

Session Border Controller (SBC)

An SBC is a dedicated hardware device or software application that governs the way phone calls are initiated, conducted and terminated on a Voice over Internet Protocol (VoIP) network.

Session Initiation Protocol (SIP)

SIP is an application-layer control protocol that can establish, modify, and terminate multimedia sessions (conferences).

Short Message Service (SMS)
An SMS is a text messaging service component of most telephone, Internet, and mobile device systems.

SIP Endpoint
A SIP Endpoint is a device or software client that is VoIP enabled and serves as the destination of a voice call. It usually has a unique address, a SIP URI, similar in function as an email or a phone number.

SIP Phone
SIP phones are IP (Internet Protocol) telephones that enable your internet service provider to integrate basic phone capabilities with web, email, online chat and more through IP network.

SIP Trunking
SIP trunking is a service offered by a communications service provider that uses the protocol to provision voice over IP (VoIP) connectivity between an on-premises phone system and the public switched telephone network (PSTN).

Snapback
Snapback is the action of porting a number back to its source carrier.

SPAM
Spam is unsolicited, automatically dialed telephone calls, typically using VoIP technology.

SPAM makes up 45% of all emails (that's about 14.5 billion messages globally per day.
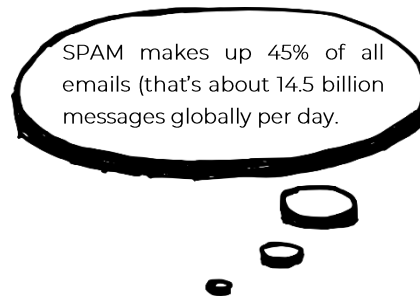
Speed Dial
Speed dial is a function that is available on telephones which provides an easy method of calling a telephone number by pressing fewer digits on the keypad. The tool enables one to save, organize, and have easy and quick access to regularly dialed numbers.

Streamlined
To improve the efficiency of a process, business or organization by simplifying or eliminating unnecessary steps, using modernizing techniques, or taking other approaches.

T1/E1
T1 is a digital transmission link with a total transmit and receive rate of 1.544 Mbps (1544000 bits per second). E1 is a digital transmission link with a total transmit and receive rate of 2.048 Mbps (2048000 bits per second). T1 is used in North America and Asia and E1 is used in Europe and Australia.

Telephone Consumer Protection Act (TCPA)

The Telephone Consumer Protection Act (TCPA) regulates telemarketing calls, auto-dialed calls, prerecorded calls, text messages, and unsolicited faxes. It also is the authority to create the National Do-Not-Call List.

Termination/Outbound Calling

Termination/Outbound Calling services provide users and their service providers with the ability to make outbound voice calls to a recipient phone number.

Text-to-Speech (TTS)

Text-to-Speech is a feature that converts text into a voice output, to be read aloud. Text-to-speech systems are a big aid to those who are visually impaired.

Tier 1 Network

A Tier 1 network is an Internet Protocol (IP) network that can reach every other network on the Internet solely via settlement-free interconnection (also known as settlement-free peering).

Time Conditions

Time Conditions is built to control the call flow of the call based on the time range built in time rules. When an inbound call is set to time conditions as destination the system checks the time rule in the time condition, confirms the current time against the time rule, and based on the match it routes call to either destination in the time condition.

Time Rules

Time Rules are used to define sections of time in which a call will be handled. The time rules can be created to define open and closed hours and holiday hours. You can set time ranges, entire days, or multiple days by selected time start and time end, day of week, day of month, and specific month.

Time-division multiplexing (TDM) Network

TDM is a method of putting multiple data streams in a single signal by separating the signal into many segments, each having a very short duration.

Toll Free Calling

Toll-Free Calling is the placing of calls to a specific type of phone number (a toll-free telephone number) in which such calls are paid for by the person or company being called instead of the person making the call. We often think of them as 1-800 numbers, but they also include 877, 866, 855, 844 and 833.

Toll Free SMS

Toll-Free Short Message Service (Toll-Free SMS) is used to send text messages from toll-free numbers (8XX) to other mobile phones. The messages can typically be up to 160 characters in length, though some services use 5-bit mode, which supports 224 characters.

Transport Layer Security (TLS)

TLS is a protocol that guarantees privacy and data integrity between client/server applications communicating over the Internet.

Underlying Carrier (ULC)

A ULC is a telecom company that leases transmission line capacity (copper or fiber) to other carriers who then, in turn, make this leased capacity available to their own customers.
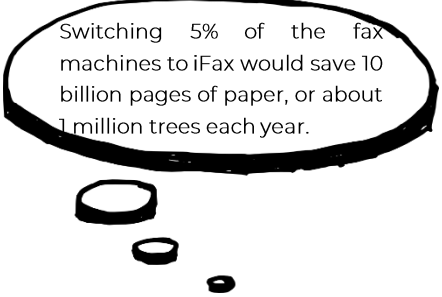
Unified communications as a service (UcaaS)

UCaaS refers to a service model where providers deliver different telecom or communications software applications or services, generally over the global IP network.

Universal Service Fund (USF)

USF is a system of telecommunications subsidies and fees managed by the United States FCC intended to promote universal access to telecommunications services in the United States.

Very Small Aperture Terminal (vSAT)

A vSAT is a two-way ground station that transmits and receives data from satellites. The data can then redirect to other remote terminals or hubs around the planet.

Switching 5% of the fax machines to iFax would save 10 billion pages of paper, or about 1 million trees each year.

Virtual Fax

Virtual fax allows you to upload electronic documents to an online fax portal, which converts and securely sends the documents to the required fax number.

Voice over Internet Protocol (VoIP)

VoIP is a method and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol networks, such as the Internet.

Voicemail Blasting

Voicemail Blasting is used to send one voicemail message to multiple users. When creating a voicemail blast group, you can create a group of users for departments or any specifics you choose and have that group receive the voicemail.

Wake Up

The wake-up module is for an alarm type call to come to an extension.

White Label

White label refers to a product or service that is purchased by a reseller who re-brands the product or service to give the impression that the new owner created it. White label products are often produced via mass production.

··

Feel we might have missed something?

Let us know what you want us to put in the book, and we will add it! marketing@questblue.com

··

SAVING YOU TIME AND MONEY BY SIMPLIFYING EVERYTHING FOR YOUR CONVENIENCE.
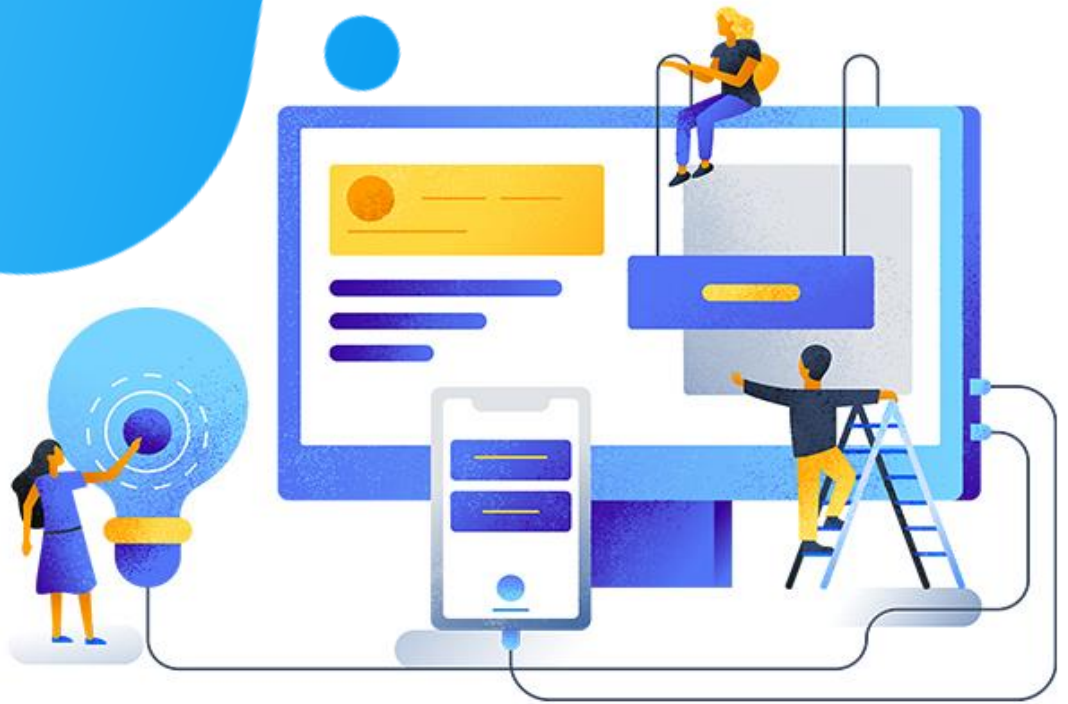
READY TO START BUILDING A BETTER FUTURE?

Start growing your business today using QuestBlue's API platform! We make it easy for you to navigate through your portal and order everything in real-time.

Chat with an expert today! **919.443.1617**