

Appendix C

Acronym Dictionary

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Acronym Dictionary (Appendix C)

Acronym	Definition
ACD	Automatic Call Distributor
ACNA	Access Carrier Name Abbreviation
ADUF	Access Daily Usage File
AFIG	Address Facility Inventory Group
AIN	Advanced Intelligent Network
ALEC	Alternative Local Exchange Carriers
AMA	Automatic Message Accounting
ANSI	American National Standards Institute
API	Application Program Interface
ATCC	Account Team Regional Collocation Coordinator
BAR	Billing Adjustment Request
B&CC	Billing & Collections Center
BDATS	Billing Dispute Activity Tracking System
BOCRIS	Billing Operations Customer Relations Information System
BOS/BDT	Billing Output Specification/Bill Data Tape
BRC	Business Repair Center
BTN	Billing Telephone Number
BTSI	BellSouth Technology Systems Integration
CAFÉ	Common Access Front End
CARE	Customer Account Record Exchange
CAVE	CLEC Application Verification Environment
CCB	Change Control Board
CCM	Change Control Manager
CCT	Customer Contact Team
CCP	Change Control Process
OCN	Operating Company Numbers
CDIA	Corporate Documentation Information Access
CLEC	Competitive Local Exchange Carrier
CLUB	Customized Large User Bill
CLUE	Correction Online of Usage Errors

Acronym	Definition
CMDS	Centralized Message Distribution System
CN	Completion Notice
COT	Central Office Technician
CO	Central Office
COG	Corporate Order Gateway
COPS	Central Office Profile System
COSMOS	Computer System for Mainframe Operations
CPG	Circuit Provisioning Group
CPE	Customer Provided Equipment (sometimes referred to as Customer Premise Equipment)
CR	Change Request
CRG	Centralized Reconciliation Group
CRIS	Customer Record Information System
CRSG	Complex Resale Support Group
CSR	Customer Service Record
CTE	CLEC Test Environment
CTG	Complex Translations Group
CWINS	Customer Wholesale Interconnection Network Services Center
DAB	Diskette Analyzer Bill
DATH	Display Abbreviated Trouble History
DD	Due Data
DDS	Dimensional Data Store
DLETH	Display Extended Trouble History
DLR	Display Line Record
DOE	Direct Order Entry System
DUF	Daily Usage File
DD	Due Date
ECCG	Executive Customer Care Group
ECTA	Electronic Communication Trouble Administration
EDI	Electronic Data Interchange
EEL	Enhanced Extended Loop
ET	Electronic Technicians

Acronym	Definition
ETCS	Electronic Toll Collections System
ETN	Earning Telephone Number
EXACT	Exchange Access and Control Tracking
FA	Functional Acknowledgment
FCC	Federal Communications Commission
FDB	Financial Database
FECO	Front End Close Out
FOC	Firm Order Confirmation
FPSC	Florida Public Service Commission
GUI	Graphical User Interface
IBIS	Interdepartmental Billing Information System
ILEC	Incumbent Local Exchange Carrier
INAC	Interconnection Network Access Coordinator
IOF	Interoffice Facilities
IST	Intermediate Status Codes
IT	Information Technology
IXC	Interexchange Carrier
JMOS	Job Management Operations System
LATA	Local Access and Transport Area
LCSC	Local Carrier Service Center
LCC	Load Control Center
LENS	Local Exchange Navigation System
LEO	Local Exchange Ordering
LESOG	Local Exchange Service Order Generator
LFACS	Loop Facility Assignment and Control System
LISC	Local Interconnect Service Center
LNP	Local Number Portability
LOIS	Local Ordering Imaging System
LON	Local Order Number
LPIC	Local Primary Interexchange Carrier
LSR	Local Service Request

Acronym	Definition
LSRR	Local Service Request Router
MA	Missed Appointment
MCN	Major Customer Number
MARCH	Memory Administration Recent Change History
MI	Manual Interface
MIC	Message Investigation Center
MLT	Mechanized Loop Test
MTP	Master Test Plan
NDM	Network Data Mover
NERS	Network Event Reporting System
NFM	Network Fault Management
NID	Network Interface Device
NMA	Network Monitoring and Analysis
NPAC	Number Portability Administration Center
NODS	Normalized Operational Data Store
OC&C	Other Charges and Credits
ODUF	Optional Daily Usage File
OSPCM	Outside Plant Construction Management System
OSS	Operation Support Systems
OSSIG	Operational Support System Interconnection Gateway
PAWS	Provisioning Analyst Workstation System
PCN	Provisioning Completion Notices
PIC	Primary Interexchange Carrier
PMAP	Performance Measurements Analysis Platform
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PQT	Presale Quality Team
RAO	Revenue Accounting Office
RCMAC	Recent Change Memory Administration Center
RDUM	Raw Data User Manual
RFMC	Regional Force Management Center
RMA	Request for Manual Assistance

Acronym	Definition
PMAP	Performance Measurements Analysis Platform
RoboTAG	Robust TAG
RRC	Residential Repair Center
RVV	Recording Volume Verification System
SBRC	Small Business Repair Centers
SME	Subject Matter Expert
SOCS	Service Order Communication System
SQM	Service Quality Measurement
SS7	Signaling System 7
SWITCH/FOMS	Switch/Frame Operations Management System
TAG	The Telecommunications Access Gateway
TAFI	Trouble Analysis Facilitation Interface
UNE	Unbundled Network Element
UNE-L	Unbundled Network Element - Loop
UNE-P	Unbundled Network Element – Platform
USOC	Universal Service Order Code
VEIS	Virtual Expanded Interconnection Service
WeBS	Wholesale Billing Support
WFA/C	Workforce Administration/Control
WFA/DI	Workforce Administration/Dispatch In
WFA/DO	Workforce Administration/Dispatch Out
WMC	Work Management Center

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