

JARGON-BUSTER 2016

There are a lot of acronyms and technical jargon you can encounter in the communications sector.

To combat the confusion, ACCAN has produced the Jargon Buster to help decode these terms. This handy glossary is a great resource when reading and researching communications issues.

Acronym	Description
3G	Third Generation (Mobiles)
4G	Fourth Generation (Mobiles)
802.11	IEEE technical standard for wireless based LANs using public spectrum
A Party	Person originating a (telephone) call
ABS	Australian Bureau of Statistics
ACCAN	Australian Communications Consumer Action Network
ACCAN DAG	ACCAN Disability Advisory Group - replaced SACDI
ACCAN EAC	ACCAN Expert Advisory Committee
ACCAN IAG	ACCAN Indigenous Advisory Group
ACCAN MAF	ACCAN Member Advisory Forum - replaced SACCA
ACCAN SBAG	ACCAN Small Business Advisory Group
ACCC	Australian Competition and Consumer Commission
ACCC CCC	ACCC Consumer Consultative Council
ACE	Australian Communications Exchange
ACL	Australian Consumer Law
ACMA	Australian Communications and Media Authority
ACMA CCF	ACMA Consumer Consultative Forum
ACOSS	Australian Council of Social Service
ACNC	Australian Charities and Non-for-profits Commission
ADMA	Australian Direct Marketers' Association
ADSL	Asymmetric (directional data speed) Digital Subscriber Line – a CAN technology
ADSL 2+	Asymmetric (directional data speed) Digital Subscriber Line – a CAN technology with higher speeds than ADSL
ADR	Alternative Dispute Resolution
AEEMA	Australian Electrical Equipment Manufacturers Association
AFDO	Australian Federation of Disability Organisations
AGIMO	Australian Government Information Management Office
AHRC	Australian Human Rights Commission (Formerly Human Rights and Equal Opportunity Commission)
AIIA	Australian Information Industry Association
AIMIA	Australian Interactive Media Industry Association
AMTA	Australian Mobile Telecommunications Association
APF	Australian Privacy Foundation
APP	Australian Privacy Principle (after March 2014)
APRALO	Asian, Australasian and Pacific Islands Regional At-Large Organization
ARPANSA	Australian Radiation Protection and Nuclear Safety Agency
ASCCA	Australian Seniors Computer Clubs Association

Acronym	Description
ASIC	Australian Securities and Investments Commission
ATA	Analogue Telephone Adapter is a device used to connect one or more standard telephones to a digital system such as VoIP network.
AuDA	The Australian Domain Name Administrator
AuIGF	Australian Internet Governance Forum
AVC	Access Virtual Circuit – retailers purchase one of these for each subscriber over NBN
AVR	Automatic Voice Recognition
B Party	Person / Equipment being called from the “A Party”
Backhaul	The long distance telecommunications links connecting regional or interstate networks together
BHA	Better Hearing Australia
BPL	Broadband over Power Line – a technology to deliver broadband services over electrical power lines, or internal to a house instead of wireless or cables
CA	Communications Alliance (formerly ACIF)
CALC	Consumer Action Law Centre, Victoria
CALD	Culturally And Linguistically Diverse
CAN	Customer Access Network – a common industry term for the piece of the telecommunications network dedicated to accessing customers (includes: Local Loop, ADSL, ISDN, HFC, Mobile etc.)
CapTel	Captioned Telephony
CBAA	Community Broadcasting Association of Australia
CCACC	Commonwealth Consumer Affairs Advisory Committee
CCC	Competitive Carriers Coalition
CCN	Complex Communication Needs
CCS7	Common Channel Signalling System No. 7 (also called SS7 or C7). The telephony-based IEN signalling technology
CDMA	Code Division Multiple Access - a digital CAN transmission technology used with Mobiles
CDSL	Consumer Digital Subscriber Line – a CAN technology
CEDAW	Convention on the Elimination of all forms of discrimination Against Women, UN Human Rights Instrument Ratified by Australia
CFA	Consumers’ Federation of Australia
CIS	Critical Information Summary, The TCP Code (see below) requires that this is provided to consumers
CLC	Central Land Council
CLC	Communications Law Centre
CLI	Calling Line Identification
CND	Calling Number Display
CODEC	Codec-Decoder
COSS	Council of Social Service (state based peak bodies)
COTA	Council on the Ageing
CPI	Customer Personal Information
CRPD	Convention on the Rights of People with Disabilities, UN human rights instrument ratified by Australia
CSG	Customer Service Guarantee
CSP	Carriage Service Provider
CSS	Communications Service Standard
CTN	Consumers Telecommunication Network (closed 2009)
CUAC	Consumer Utilities Advocacy Centre (Victoria)
CVC	Connectivity Virtual Circuit – access seekers purchase for each connectivity serving area
CWAA	Country Women’s Association of Australia
DeafAus	Deaf Australia Inc

Acronym	Description
DAP	Disability Action Plan
DDA	Disability Discrimination Act – 1992
DECT	Digitally Enhanced Cordless Telephony
DEP	Disability Equipment Program
DoC	Federal Government Department of Communications (previously DBCDE)
DRCS	Digital Radio Concentrator System
DSL	Digital Subscriber Line (or Loop) – a CAN technology
DSLAM	Digital Subscriber Line Access Multiplexer
E-commerce	Electronic Commerce
ECSAC	Emergency Call Services Advisory Committee - part of the ACMA
EDR	External Dispute Resolution service e.g. the TIO (see below)
EMC	Electromagnetic Compatibility
EMR	Electromagnetic Radiation
EMS	Enhanced Messaging System
ENUM	Electronic Numbering - where traditional telephone numbers are mapped to Internet names
EPON	Ethernet Passive split Optical fibre Network - a CAN technology
ETSI	European Telecommunications Standards Institute
EWCAP	Energy & Water Consumers Advocacy Program (NSW)
FCA	Financial Counselling Australia - peak financial counselling body. Powerhouse campaigners
FECCA	Federation of Ethnic Communities Councils of Australia
FLRN	Free and local rate numbers, i.e. 1800 numbers and 13/1300 numbers
FMC	Fixed-Mobile Convergence
FMS	Fixed-Mobile Substitution
FoIP	Fax over the Internet Protocol
FTP	File Transfer Protocol
FTTB	Fibre To The Building (GPON or EPON) – a CAN technology
FTTC	Fibre To The Curb (VDSL2) – a CAN technology
FTTH	Fibre To The Home (GPON or EPON) – a CAN technology
FTTN	Fibre To The Node (ADSL2+) – a CAN technology
FTTP	Fibre To The Premises
Govt.	Government
GPON	Gigabit (per second) Passive Optical fibre Network – a CAN technology
GPRS	General Packet Radio Service (method for wireless data transfers)
GPS	Global Positioning System
GSC	Global Standards Collaboration
GSM	Global Standard for Mobiles (digital phones) – a CAN technology
HD	High Definition
HiBIS	Higher Bandwidth Incentive Scheme
HFC	Hybrid Fibre Coaxial
HSPA	High Speed Packet Access (Wireless two-way technology)
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure
IaaS	Infrastructure as a Service - a service that can be delivered by cloud computing
ICCPR	International Covenant on Civil and Political Rights - UN human rights instrument ratified by Australia
ICESCR	International Covenant on Economic, Social and Cultural Rights -UN human rights instrument ratified by Australia

Acronym	Description
ICPA	Isolated Children's Parents' Association
ICT	Information & Communications Technology
IDEP	Independent Disability Equipment Program
IEEE	Institute of Electrical and Electronics Engineers
IEN	Inter-Exchange Network - the switched transmission infrastructure that connects the CANS
IGF	Internet Governance Forum
IIA	Internet Industry Association
IM	Instant Messaging -pop-up screen messages over the Internet
IMEI	International Mobile Equipment Identifier Number
InContact	Basic access phone service provided by Telstra
INMS	Industry Number Management Services Ltd
IoE	Internet of Everything
IoT	Internet of Things
IP	Internet Protocol
IPP	Information Privacy Principle -Defunct March 2014
IPMA	Internet Protocol Multiple Access
IPND	Integrated Public Number Database
IPTV	Internet Protocol Television
IRCA	Indigenous Remote Communications Association
ISDN	Integrated Services Digital Network - a digital CAN technology
ISP	Internet Service Provider
ITU	International Telecommunications Union
ITU-T	International Telecommunications Union Telecommunications Standardization Sector
IVR	Interactive Voice Responder - a menu directed telephone answering machine
kb/s	kilo bits per second - sometimes written as kbps
LAN	Local Area Network - for computer-based networks in a premises
LCD	Liquid Crystal Display – a technology used in displays for notebooks and other smaller devices
LIMAC	(Telstra) Low Income Measures Assessment Committee
LNP	Local Number Portability
Local Loop	A CAN technology using copper wire as a physical pair
LTE	Long Term Evolution
LTIE	Long-term interests of end-users – one of the overriding objectives for the ACCC and ACMA
M2M	Machine to Machine
M2P	Machine to People
MAA	Media Access Australia
Mb/s	Megabits per second - sometimes written as Mbps
m-commerce	Mobile Commerce
MDU	Multi-dwelling unit, e.g. apartments, townhouses
MMS	Multimedia Message Service - images on mobiles, also called PXT on Vodafone
MNO	Mobile Network Operator - a telco that runs a network, e.g. Telstra, Optus, Vodafone
MOLI	Mobile Orientation Location Indication
MPLS	Multi-Protocol Label Switching
MTAS	Mobile Terminating Access Service - a wholesale charge between telco providers for any call made to a mobile phone
MTM	Multi technology Mix – mix of FTTP, FTTN, FTTB & HFC
MVNO	Mobile Virtual Network Operator - a telco that offers a mobile service by on-selling MNO network services, e.g. Virgin, Amaysim, Live Connected

Acronym	Description
NAC	Numbering Advisory Committee - a part of ACMA
NaaS	Network as a Service - a service that can be delivered by cloud computing
NBN	National Broadband Network
NCYLC	National Children's and Youth Law Centre
NDIS	National Disability Insurance Scheme
NDS	National Disability Strategy
NEDA	National Ethnic Disability Alliance
NFC	Near Field Communications
NGN	Next Generation Network
NHRAP	National Human Rights Action Plan
NICTIA	National ICT Industry Alliance
NPP	National Privacy Principle - defunct from March 2014
NRS	National Relay Service
NSCC	National Standing Committee on Cloud Computing
NTD	Network Termination Device
NTP	Network Termination Point - physical service connection point
OAIC	Office of the Australian Information Commissioner
OCLF	Optus Consumer Liaison Forum
OFPC	Office of the Federal Privacy Commission
ONT	Optical Network Terminal
ORP	CA Operations Reference Panel
OS	Operating System of computer or smart device, e.g. iOS, Android
P2P	Peer to Peer
PaaS	Product as a Service - a service that can be delivered by cloud computing
PaaS	Platform as a Service
PGS	Pair Gain System - CAN-based technology to increase existing service capabilities
PIN	Personal Identification Number
PIP	Public Interest Premises – e.g. schools, hospitals
POI	Point of Interconnect
POP	Point of Presence – a network connection point between competitive telecommunications infrastructure providers
POTS	Plain Old Telephone Service -fixed telephone service with Operator and Pulse Dialling
PSTN	Public Switched Telephone Network
PUSP	Primary Universal Service Provider - currently Telstra
PWD	People with Disabilities
QOS	Quality of Service – a Network Performance measurement
QRAM	Queensland Remote Aboriginal Media
RAM	Random Access Memory
RAP	Reconciliation Action Plan
RFID	Radio Frequency Identity (chip)
RSBP	Retail Service Boundary Point
RSP	Retail Service Provider
RTIRC	Regional Telecommunications Independent Review Committee -otherwise known as RTR)
RTR	Regional Telecommunications Review
SaaS	Software as a Service - a service that can be delivered by cloud computing
SAU	Special Access Undertaking
SCOCA	Standing Committee of Officials of Consumer Affairs

Acronym	Description
SD	Standard Definition
SETEL	Small Enterprise Telecommunications Centre (closed in 2009)
SIM	Subscriber Identity Module
SMS	Short Message Service -mobile text service)
spam	Electronic “junk mail” -emails and text messages
SOCAP	Society Of Consumer Affairs Professionals
STS	Standard Telephone Service
TAG	ACMA Technical Advisory Group
TCP	Telecommunications Consumer Protections (Code)
TEDICORE	Telecommunications Disability Consumer Representation (closed in 2009)
Telco	A Telecommunications Provider
TDF	Telstra Disability Forum
TIO	Telecommunications Industry Ombudsman
TISSC	Telephone Information Services Standards Council
TTY	Telephone typewriter -for communications by those with hearing and/or speech disabilities
TUSMA	Telecommunications Universal Service Management Agency – govt. agency managing USO contracts (closed from 1 July 2015)
ULL	Unconditioned Local Loop -physical pair in the CAN without any PGS)
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
UNI-D	NBN Box’s ports - Data
UNI-V	NBN Box’s ports - Voice
USB	Universal Serial Bus
USO	Universal Service Obligation
USP	Universal Service Provider
VHDSL	Very High speed Digital Subscriber Line – a CAN technology
VoIP	Voice over Internet Protocol - tranceiving voice calls over the Internet
VPN	Virtual Private Network -a network maintained by firmware in the IEN
VSAT	Very Small Aperture Terminal
VSP	VoIP Service Provider
WAN	Wide Area Network -an IT network extending from a LAN through the CAN and IEN
WAP	Wireless Application Protocol - a CAN technology to facilitate Internet to a Mobile Phone
WBS	Whole Billing Service
WCAG	World Content Accessibility Guidelines
WEP	Wireless Equivalent Protection
Wi-Fi	Wireless Fidelity
WiMax	World Interoperability for Microwave Access - wireless two-way technology
WLAN	Wireless Local Area Network
WLL	Wireless Local Loop -a Fixed Access CAN technology utilising a point-to-point radio system
WPA/WPA2	Wi-Fi Protected Access
WSBP	Wholesale Service Boundary Point
WSC	World Standards Cooperation
WSN	Wireless Sensor Network
XDSL	Any Type of Digital Subscriber Line, e.g. ADSL, VHDSL etc – CAN technologies

Additional Information

SI prefix	SI symbol	Value	Binary prefix	Binary symbol	Value
kilo-	k (lower case)	1,000	kibi-	Ki (upper case)	1,024
mega-	M	1,000,000 = 1000 k	mebi-	Mi	1,048,576 = 1024 Ki
giga-	G	1,000,000,000 = 1000 M	gibi-	Gi	1,073,741,824 = 1024 Mi
tera-	T	1,000,000,000,000 = 1000 G	tebi-	Ti	1,099,511,627,776 = 1024 Gi
peta-	P	1,000,000,000,000,000 = 1000 T	pebi-	Pi	1,125,899,906,842,624 = 1024 Ti

Examples:

8 bits = 1 Byte

1000 bits = 1 kb

1000 megabytes = 1 GB

1024 bytes = 1 MiB

Technical Terminology

Terminology	Description
Ethernet	A protocol for transmitting data over a network
Fibre Optic Cable	A network cable that carries pulses of light along a glass wire, and is capable of very high bandwidths
Frame Relay	A protocol for transmitting data over a network
Inter-Exchange Network	Sections of a network that connect local exchanges
Internet Telephony	Telephony services delivered over the internet without any additional network conditioning (eg. Skype, Google Talk)
Line Card	A piece of hardware in a communications network that provides various functions, including converting between analogue and digital signals.
Quality of Service	Refers to the level of quality in a communications systems. Can also refer to a specific mechanism for distinguishing different types of traffic (eg. Voice and non-voice data) based on the level of quality they require.
Residential gateway	A device for connecting a user's home network, including phones and computers, to the internet. Modem/router devices typically contain a residential gateway.
Soft Switch	Software that connects telephone calls from one phone line to another.