

Glossary of Terms

Term	Definition
311 Service	A non-emergency service whereby a caller dials a common telephone number – 311 – for assistance.
911 Service	An emergency reporting system whereby a caller dials a common telephone number – 911 – for all emergency service.
Access circuit	The access facilities provided between the Service Delivery Point (SDP) and the Point of Presence (POP) and/or the Local central office.
Account code	A code that identifies the caller so that the cost of the call can be billed to the appropriate party.
Additional directory number	A feature that provides multiple numbers within a single, main directory listing.
Administrative Contracting Officer	The Administrative Contracting Officer is responsible for administering the contract after contract award. ACOs include contracting officers from GSA (GSA ACO) and customer agencies (Agency ACO).
Agency	A term used to identify all federal agencies, authorized federal contractors, agency-sponsored universities and laboratories, and, when authorized by law or regulation, state, local, and tribal Governments. See also “customer.”
Agency Billing Code	A Government-provided code that identifies a specific billing account for an agency allowed to order WITS 3 services.
Alphanumeric	A term pertaining to a character set that contains letters, digits, and sometimes other characters, such as punctuation marks.
Alternate call directory listings	A feature that allows alternate numbers to be indicated under a directory listing.
Analog	In telephone transmission, the signal being transmitted—voice, video, or image—is “similar to” the original. In telecommunications, analog means telephone transmission and/or a switch which is not digital.
Analog data	Data represented by a physical quantity that is considered to be continuously variable and whose magnitude is made directly proportional to the data or to a suitable function of the data.
Associated Government Fee(s)	Fee(s) representing any direct or indirect costs incurred by the Government associated with the WITS2001 program such as, but not limited to, the contract management fee.
Asynchronous transmission	Data transmission in which the instant that each character or block of characters starts is arbitrary.
Authorization Code	A code that, once entered, can permit the user to gain access to a system or service.
Automatic Call Back	Allows a user to place a call back on a busy line. When the called station goes on-hook, the originating station is rung

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	and, when answered, the original call is automatically placed.
Automatic Route Selection (ARS)	A process for routing calls automatically, based on the area code (NPA) and exchange code (NXX) of the called number.
Availability	<p>The proportion of total time that the service was available for use during the reporting period, which is usually one month. For purposes of the contract, the operational availability is defined as follows:</p> $\text{Availability} = \frac{\text{Total Uptime} \times 100}{\text{Total Uptime} + \text{Total Downtime}}$ <p>Total uptime is the total amount of time the service is available within the reporting period. Total downtime is the total amount of time that the service is unavailable. Total downtime includes scheduled maintenance downtime if the service is unavailable for use.</p>
b/s	Bits per second
Bandwidth	<p>(a) The bandwidth of a device is the difference between the limiting frequencies within which performance with respect to some characteristic falls.</p> <p>(b) The difference between the limiting frequencies of a continuous frequency band.</p>
Base price	The price for providing service with no features.
Basic capability	A basic capability is a service function that is included in the base price of the service.
Basic rate	The transmission speed supported by the basic interface structure of an ISDN system that is composed of two B (64 kb/s) and one D (16 kb/s) channels, as defined in CCITT I-412.
Billing Account Codes (BAC)	A three-digit number that is assigned by the Government to uniquely identify the agency cost center on the service order and the invoice.
Billing/billed	The process of creating an invoice or a bill.
Binary digit (bit)	The binary notation of either of the characters 0 or 1.
Blocking	The process of denying access to, or use of, a facility, system, or component.
Blocking caller-paid information phone numbers	The capability to block caller-paid calls from a station to an "information" number or Directory Assistance (e.g., 411 or 202-555-1212).
Blocking of selected numbers	The capability to block calls incoming from pre-determined numbers.
Cable	Any communications channel having a bandwidth greater than a voice-grade telecommunications channel.
Call	Any demand to set up a connection. A unit of traffic measurement.
Call blocking	The capability to block unwanted incoming calls based on user-specified numbers.

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Call consultation	A feature that allows a user to alternate between a party on hold and an existing conversation.
Call Detail Record (CDR)	A record of certain characteristics of a telephone call, including the time and duration of the call, the called number, the calling number (if available), and the charge.
Call forward - busy line	A feature that permits calls attempting to terminate to a busy station line to be redirected to a predetermined line when the called station is in use.
Call forward - don't answer	A feature that provides for forwarding of incoming calls to a predetermined line when the called station line does not answer within a prescribed time.
Call forward - variable	A feature that allows a user to choose to reroute incoming calls to another specified telephone number.
Call forwarding - off-net	A feature that allows all calls destined to a station to be routed to another off-net station, designated during activation, regardless of the busy or idle state of the called station. This feature can be activated or canceled by the station user or by the attendant.
Call hold	A feature that allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the line for the purpose of originating another call or returning to a previously held call.
Call hunting	See hunting.
Call park	The capability to allow a call to be parked at a directory number for retrieval by another line or trunk.
Call pickup	A feature that allows a station user to answer any calls directed to another station line within his own preset pickup group by dialing a pickup code from an idle or busy station. If more than one station line in the pickup group is ringing, the individual call to be answered will be selected by the system.
Call trace	Allows the user on any line to initiate identification of the calling party by dialing a code.
Call transfer	A feature that allows a station user to transfer any call in progress to another station within the same system without the assistance of the attendant.
Call waiting	A feature that allows a call to a busy station line to be held waiting while a tone signal is directed towards the busy station user. (Only the called station user hears this tone.)
Caller ID	A basic capability that provides the calling number to the terminating station.
Caller or calling party	A person, program, or item of equipment that originates a call.
Calling number suppression	A feature that provides the capability to the originating user to block the station number from being passed to the terminating station.
Cancel	A type of service order that removes items from service and terminates billing before the items have been accepted. Compare with "disconnect."

Term	Definition
Centrex	A Central Office Exchange - service that provides, from a telephone company central office switch or a functionally equivalent switch that is not part of the network, basic capabilities and features comparable to those of a line or provided by a PBX..
Centrex-like line	A central switched-based service that provides a subscriber with a single, voice-grade telephonic communications channel that is directly connected to a contractor-owned or -leased serving office. A Centrex-like line can be used to place or receive one call at a time.
Channel	(a) A connection between the initiating and terminating nodes of a circuit. (b) A path along which signals can be sent; e.g., data channel, output channel.
Class of Service (COS)	A designation assigned to describe the service treatment and privileges given to a particular terminal.
Clear channel	A full 64 kb/s channel for transferring user information. Signaling is communicated over a separate channel. Contrast with a 56 kb/s channel in which signaling is communicated over the same channel (in-band signaling).
Clear channel capability	A channel able to provide full 64 kb/s for user information transfer.
CLIN	A Contract Line Item Number (CLIN) is a service, feature, or item of equipment for which a price has previously been established in Section B of the contract. Contrast with items priced as "ODCs" or "Other Direct Costs".
Codec	An assembly consisting of a coder and a decoder in the same equipment used to convert analog signals to a digital format for transmission over a digital communication channel and for reconverting the quasi-digital signal to an analog signal. Contrast with modem.
Collocated	In the same room of the same customer location.
Commercially available	See "commercially available telecommunications service." .
Commercially available telecommunications service	The service, or service-related feature, as applied to a telecommunications service in a geographic area, is "commercially available" when it is currently provided by one or more entities who are providers of telecommunications services to one or more other entities, independent from the service provider, for their own legal commercial purposes and is available to the general public."
Committed Information Rate (CIR)	The maximum rate at which the service provider agrees to transfer data during normal network conditions on a cell- or packet-switched circuit.
Compatibility	A property of systems that allows the exchange of necessary information directly and in usable form. Implies use of identical or compatible protocols.
Conference calling	A feature that allows a station user to establish a multiparty conference connection.

Term	Definition
Confidentiality	The concept of holding sensitive data in confidence, limited to an appropriate set of individuals or organizations.
Contracting Officer	The Contracting Officer is responsible for administering the contract. It is a generic term for “Administrative Contracting Officer” and “Procuring Contracting Officer.”
Contracting Officer’s Representative	The Contracting Officer’s Representative is responsible for monitoring compliance with the non-technical aspects of the contract.
Contracting Officer’s Technical Representative	The Contracting Officer’s Technical Representative is responsible for monitoring compliance with the technical aspects of the contract.
Constant Bit Rate	CBR is used to support applications, such as voice and video, where a steady flow of information required because variable delays would negatively impact the information content.
Customer	A term used in this RFP to designate an agency cost center that purchases services or equipment. See also “agency.”
Customer Premises Equipment	Equipment owned, leased, or under the control of the Government and physically located at the Government’s premises.
Cutover	The physical changing of circuits or lines at a telecommunications location from one configuration to another.
Dark Fiber Service (DFS)	DFS is acquired as a facility which will allow the customer to the unconditional right to use of the fiber route, this means capacity such as a fiber pair in a fiber-optic cable, or the entire fiber-optic cable.
Data	The representation of facts, concepts, or instructions in a formalized manner suitable for communication, interpretation, or processing by humans or by automatic means.
Data Call Setup	Provides three methods to set up a data call: 1) data terminal (keyboard) dialing; 2) voice terminal dialing; and 3) dedicated line.
Data line privacy	A feature that protects analog data calls from being interrupted by any of the system’s overriding or ringing features.
Data Terminal Equipment (DTE)	Digital end instruments that convert the user information into data signals for transmission or reconvert the received data signals into user information.
Dedicated Transmission Service (DTS)	The private-line transmission of voice, data, or video signals.
Delay	The interval of time between origination and receipt of a signal.
Demarcation point	The point where the service provider brings in the wiring that connects to the customer’s telecommunications system.
Dense Wavelength Division Multiplexing (DWDM)	A fiber-optic transmission technique that employs light wavelengths to transmit data by parallel-by-bit or serial-by-character.
Designated Agency	The Designated Agency Representative (DAR) will be

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Representative	nominated by their agency, and delegations will be granted by the GSA or agency ACO. The DAR is responsible for ordering services.
Dial pulse	A direct current pulse produced by a telephone instrument interrupting a steady current at a sequence and rate determined by an operator-selected digit and the operating characteristic of the instrument.
Dial Tone Denial	Used in conjunction with Priority Treatment (see Section C.6.1.1), enables critical personnel to make outgoing calls during conditions of severe system overload.
DID/DOD Trunks	Direct Inward Dialing (DID)/Direct Outward Dialing (DOD) trunks connect the customer's CPE with the central office, are associated with a specific block of telephone numbers, and carry the customer's on-net and off-net traffic.
Digit display	A feature that provides the capability of displaying digits at the station.
Digital data	Data represented by discrete values or conditions, as opposed to analog data.
Digital Signal 0 (DS0)	A digital signal rate of 64 kb/s. The worldwide standard speed for digitizing one voice conversation using Pulse Code Modulation (PCM).
Digital Signal 1 (DS1)	A digital signal rate of 1.544 Mb/s.
Digital Signal 3 (DS3)	A digital signal rate of 44.736 Mb/s.
Direct Inward Dialing (DID)	The capability of dialing a call from an external party directly to a station without the assistance of an attendant.
Direct Outward Dialing (DOD)	The capability allowing an internal user to place a call to an outside party without the assistance of an attendant.
Directory Assistance	A service that provides the subscriber with access to commercial Directory Assistance services (e.g., NPA-555-1212).
Disconnect	A type of service order that removes items from service and terminates billing even though the items have been accepted. Compare with "cancel."
Distinctive ringing	A feature providing the capability of distinguishing between internal or DID calls based on the station ringing pattern.
DS0	A North American term for a digital carrier facility that transmits a digital signal at 56 kb/s (in-band signaling) or 64 kb/s (clear channel).
DS1	A North American term for a digital carrier facility that transmits a digital signal at 1.536 megabits per second (Mb/s) information rate. A DS1 trunk can carry 24 DS0 channels.
DS3	A North American term for a digital carrier facility that transmits a digital signal at 43.008 megabits per second (Mb/s) information rate. A DS3 trunk can carry 28 DS1 channels.
Dual service	A feature providing the capability of temporarily terminating

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	calls to a second line as well as to the primary line.
Dual-Tone Multi-Frequency (DTMF) signaling	A telephone signaling method employing standard combinations of two specific voice band frequencies, one from a group of four low frequencies and the other from a group of four higher frequencies.
E&M signaling	An arrangement whereby communication between a portion of a circuit and a separate signaling unit is accomplished over two leads: the “E” (or “Ear”) lead which receives open or ground signals from the signaling unit, and the “M” (or “Mouth”) lead which transmits battery or ground signals to the signaling units.
Effective Billing Date	The date on which a quoted price becomes effective.
Electronic access	The capability to access information via on-line access (dedicated or dial-up), E-mail, or facsimile.
Electronics Industries Associations (EIA)	A Washington, DC trade organization of manufacturers which sets standards for manufacture of electronics equipment.
Encryption	A process to convert plain text into an unintelligible form by means of a cryptosystem.
End-to-end	Telecommunications service from the originating user’s terminal to the destination user’s terminal.
Erlang	A measurement of telephone traffic. One Erlang is equal to one full hour of use, or 60x60=3600 seconds of phone conversation. Traffic measured in 100 call seconds (CCS) can be converted into Erlangs by multiplying by 100 and then dividing by 3600.
Erlang B	A probability distribution to estimate the number of telephone trunks needed to carry a given amount of traffic. Erlang B assumes that, when a call arriving at random finds all trunks busy, it is not immediately retried (the blocked calls cleared assumption).
Evaluated for reasonableness	Assessments made on information to ensure that it lies within a certain range and/or conforms with applicable standards
Extended Superframe Format (ESF)	A T1 or DS1 framing standard used in Wide Area Networks (WAN) whereby 24 frames, rather than 12, are grouped together.
Facilities	The transmission, switching, and other network assets used to provide telecommunications services. A facilities-based service provider owns these assets; a reseller does not.
Fair and Reasonable	A transaction that is fair to both parties, considering the agreed-upon conditions, promised quality, and timeliness of contract performance. FAR 15.402(a) requires contracting officers to ensure that supplies and services are purchased under negotiated contracts at fair and reasonable prices
FAS/FTS	The Federal Acquisition Service (formerly known as the Federal Technology Service), administered by the General Services Administration, provides domestic and international telecommunications services to Government agencies.
Feature	A feature is a service function that may be priced separately

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	from the basic price of the service.
Feature Group D	Also referred to as “equal access,” Feature Group D provides trunk-side Local Access and Transport Area (LATA) access, affording call supervision to an Interexchange Carrier and a uniform access code (10XXX).
Federal Communications Commission (FCC)	The FCC is a Federal regulatory agency that was created by the Communications Act of 1934. It regulates the provision of interstate telecommunications services within the United States.
Fiber Distributed Data Interface (FDDI) Network Service (FNS)	A Local Area Network (LAN) service available from the Local Exchange Carrier in several formats, including Ethernet and Token Ring. Access to the LAN is provided through an FDDI interface.
Fiber optics	A technology that uses light as a digital information carrier.
Flexible disconnect, both/either party	The capability to disconnect a call when either or both parties hang up.
Foreign Central Office (FCO)	A service that enables the subscriber to receive dial tone from a central office other than the subscriber’s designated central office via a route that is geographically diverse from the route between the subscriber’s location and their designated central office
Foreign Exchange (FX) Service	A service that enables the subscriber to have an NPA-NXX outside the subscriber’s serving area.
Four-wire circuit	A transmission circuit that consists of two pairs of two-wire circuits. One pair is used to transmit and the other to receive. A four-wire circuit costs more than a two-wire circuit but provides better reception. All long distance trunks are four-wire circuits. Subscribers can request and pay more to get a four-wire local access connection.
Frame relay	A data communications transmission protocol, similar to packet switching that is optimized for reliable transport facilities (such as fiber optic transport) that transmit at a low bit-error rate.
Full-duplex operation	A mode of operation in which simultaneous communication in both directions may occur between two terminals. Contrast with half duplex or simplex operation in which communications occur in only one direction at a time.
Gateway	A network node in a communication network equipped for interfacing with a network using different protocols.
Gigabit Ethernet Service (GES)	GES is Ethernet running at one thousand million bits per second. “Normal” Ethernet runs at 10 million bits per second, or one hundred million bits per second.
Grade of service (GOS)	The probability of a call being blocked during a call attempt, expressed as a decimal fraction, during the busy hour.
Ground start	A supervisory signal from a terminal to a switch in which one side of the line is temporarily grounded.
Group dialing plan	A feature that provides the capability to customize the dialing

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	plan (e.g., one- or two-digit dialing) for a defined group of stations within the system.
Hard copy	In telecommunications systems, a permanent reproduction of any part of the data transmitted through the system. The reproduction may be generated by equipment such as teletypewriter pages, facsimile pages, or computer printouts.
Hot Line	Provides for the automatic nondial placement of a call to an endpoint when the originator goes off-hook.
Hunting	The capability to route incoming calls through a series of stations. If the first station is busy, the calls will be routed to the second station in the series, and so on.
Identification	The process that enables recognition of an entity by a system, generally by the use of unique machine-readable user names.
Immediate Start	A form of trunk signaling where pulsing is required to be received about 120 milliseconds after receipt of the connected signal.
Implementation	The process of adding new services or changing existing services.
In writing	The term "in writing" refers to a printed, hard-copy form or to a form that is electronically-accessible via on-line messaging and/or a database. Verbal communication alone is not to be considered "in writing."
Integrated Services Digital Network (ISDN)	A network that provides end-to-end digital connectivity to support a wide range of services, including voice and non-voice services, to which users have access by a limited set of standard multipurpose user network interfaces, as defined in the CCITT I series. See Basic Rate and Primary Rate.
Integrity	The assurance that the received data has not been altered in an unauthorized manner from the original transmission.
Intercept	The process by which calls which cannot reach their destination are diverted to a station attendant or a recording.
Intercom	The capability to reach another station within an intercom group by dialing one or two digits.
Interconnection	The linking together of systems, which are not necessarily interoperable.
Interexchange Carrier	Any service provider offering inter-Local Access and Transport Area telecommunications services.
Internetworking	The process of interconnecting a number of individual networks to provide a path from a terminal or a host on one network to a terminal or a host on another network. The networks involved may be of the same type or they may be of different types. However, each network is distinct, with its own addresses, internal protocols, access methods, and administration.
Interoperability	The ability of each service provider to effectively and efficiently transfer all information and control data within its own network and between its network and those of other service providers

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	so that a given service offering operates transparently and without performance degradation for users.
Invoice	A due and payable itemized list of goods and services from a contractor which states quantities, prices, charges, and other supporting data needed to verify these charges.
Invoicing	The process of preparing and forwarding a list of charges to the Government for services rendered by the contractor.
kB	Kilobyte
kb/s	Kilobits per second
kHz	Kilohertz
Kilobyte (kB)	The term designating 1000 bytes.
Last number redial	The capability of redialing the last number dialed by pressing a feature code or button.
Latency	The time it takes information to transit between SDPs, including propagation delay and processing delay (e.g., the time required to establish the route or perform other switching tasks).
Line Hunting	See Hunting.
Link level	The conceptual level of control in data transmission or data processing logic existing in the station that is responsible for maintaining control of the data link.
Local access connection	The service provided from the subscriber's Service Delivery Point (SDP) to the service provider's central office. It also includes any service provided by the contractor's central office as part of the monthly port service.
Local Area Network (LAN)	A data communications system that (a) lies within a limited spatial area, (b) has a specific user group, (c) has a specific topology, and (d) is not part of the Public Switched Network but may be connected to it.
Local service	The telecommunications services rendered within a Local Access and Transport Area (LATA).
Location Code	The Location Code (LC) uniquely identifies a building.
Logon	The procedure that is followed by a user in beginning a period of on-line terminal operation.
Long distance service	The telecommunications services rendered between Local Access and Transport Areas (LATAs).
Loop start	A supervisory signal given by a telephone after the loop path to the central office is completed.
Mandatory Taxes and Surcharges	Taxes (as defined in Section H.16) and surcharges and fees (as defined in Section H.27) that are itemized and separately billed.
Maximum Burst Size	Maximum Burst Size is the maximum number of cells that can be passed to the service provider's network in a single burst at a rate that exceeds the Sustained Cell Rate but does not exceed the Peak Cell Rate assigned to the Variable Bit Rate

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	connection.
Megabyte (MB)	The term for 1,048,576 (2 ²⁰) bytes.
Message waiting indication	A visual or aural indication at a station that a message is waiting.
Microwave	A term applied to radio frequency wavelengths less than 30 centimeters long, corresponding to a frequency of one GHz or greater.
Migration	The process of planning for and transferring services from an existing network to another.
Mileage	The distance in miles between the two end points of a circuit.
Minimum Point of Presence (MPOP)	The point, normally at the Main Distribution Frame or MDF of a building, where the Local Exchange Carrier's entrance cable is terminated and cross-connected to the inside wiring that serves the building.
Modem	The acronym for Modulator-DEModulator. Modems are used for converting digital signals into quasi-analog signals for transmission over analog communication channels and for reconvertng the quasi-analog signals into digital signals. Contrast with codec.
Move	A move is a change in the customer's terminal location within the same building.
Multiple Appearance Directory Numbers	A directory number that is assigned more than once to one or more telephone sets.
Multiple Appearance Preselection and Preference	Provides multi-line appearance voice terminal users with options for placing or answering calls on selected appearance.
Multiplexing	The division of a transmission facility into two or more channels by: (1) splitting the frequency band transmitted by the channel into narrower bands, each of which constitutes a distinct channel (frequency-division multiplexing); (2) by allotting this common channel to several different information channels, one at a time (time-division multiplexing); or (3) simultaneously sharing the frequency and time slots using "orthogonal" digital signals (code division multiplexing).
Narrowband	A data stream, as in narrowband data, narrowband switched services, or narrowband signal, whose digital signal representation has an essential spectral content that is limited to that which can be contained within a voice channel of nominal four-kHz bandwidth.
National Security/Emergency Preparedness (NS/EP) requirements	The features, as used in this document, that maintain a state of readiness or respond to and manage an event or crisis (local, national, or international) that causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the security of the United States.
NBD	The Normal Business Day (NBD), is defined in Section B.1.3, to extend from 7 a.m. to 7 p.m. Monday through Friday, excluding Federal holidays.

Term	Definition
Network	An interconnection of three or more communicating entities and three or more nodes.
Network Interface Device (NID)	A physical point of demarcation between the customer's equipment and the network as defined by the FCC and the Public Utility Commission (PUC).
North American Numbering Plan (NANP)	A numbering plan that allows all stations conforming to the 10-digit dialing pattern of the Public Switched Network to be accessed. The pattern is of the form NPA-XXX where NPA equals Numbering Plan Area (Area Code); N = 2-9; P = 0-9; A = 0-9; and X = 0-9.
Not Commercially Available	A service or service-related feature that is not currently provided by one or more telecommunications providers to the general public within the WITS 3 service area. Refer also to the definition of commercially available telecommunications service.
Notice to Commence Work	Time at which the contractor assumes responsibility to provide services under the contract. There may be multiple Notices to Commerce Work depending on the type of service.
NPA-NXX	The NPA is the Numbering Plan Area, also known as the area code, and NXX is the designator for the first three digits of a seven-digit local telephone number, known as the Exchange Code, that identifies the serving central office.
NPA-NXX group	A group of NPA-NXXs that for distance-sensitive billing purposes are at the same location.
NTSC standard	The North American Television Standards Committee standard for the generation, transmission, and reception of television communications where a 525-line picture is the standard vs. the European Phase Alternation Line (PAL) and Systeme Electronique Couleur Avec Memoir (SECAM) systems, which use more lines to form the picture.
Number Portability	A feature enabling the subscriber to keep the same phone number when the telephone service provider changes.
OC-n	Optical Carrier - Type n. For example, OC-1 operates at a line payload rate of 51.840 Mb/s; OC-3 at 155.520 Mb/s; OC-12 at 594.432 Mb/s; and OC-48 at 2.488 Gb/s.
Off-hook time out	The capability of a switch to detect and react to an off-hook condition over a period of time before reception of dialing information or after call disconnect.
Off-net call	A call between two or more stations, at least one of which is connected to an SDP and at least one of which is not.
Off-net location	A location for which services not are being provided to a subscriber.
On-line	The electronic availability on demand from a computer-based system without mounting removable media such as magnetic tape or disks.
On-net call	A call between two or more stations, each of which is connected to a SDP.

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On-net location	A home or office location for which services are being provided to a subscriber.
Operator assistance	The live or mechanical assistance by the service provider's operator center for calls completed or billed.
Operator assistance busy line verification	A feature that allows an operator to determine whether a busy line is in use.
Operator assistance busy line verification with interrupt	A feature that allows an operator to break into an existing conversation and converse with one or both parties.
Optical Carrier	A sinusoidal waveform that operates at optical frequencies and is modulated by voice, video, or data signals.
Optically Remote Module (ORM)	An extension of the host switch that is connected by an optical fiber and replicates the line-control functions of the host switch at a remote location.
Other Direct Costs (ODC)	The costs associated with services that are within the scope of the contract but are not priced under the pricing structures provided in Section B.
Outage	A telecommunication service condition wherein a user is deprived of service because of a malfunction of the communication system.
Outside Normal Business Day (ONBD)	Outside the Normal Business Day (ONBD); as defined in Section B.1.3 to be any time other than the Normal Business Day.
Packet	A grouping of a sequence of binary digits in data communication, including data and control signals that is transmitted and switched as a composite whole. The data control signals, and possibly error control information, are arranged in a specific format. The packet can be of fixed or variable length.
Packet switching	A system in which messages are broken down into smaller units called packets, which are then individually addressed and routed through the network.
Peak Cell Rate	Peak Cell Rate is the highest available rate of information transfer on a Variable Bit Rate connection, and the continuous cell rate allowed for a Constant Bit Rate connection.
Point of Presence (POP)	An Interexchange Carrier's point of interface with a Local Exchange Carrier.
Post dialing delay	The time from the dialing of the last digit to the moment the phone rings at the receiving location.
Price	The charge for the associated price element.
Price element	The service component to be priced. An offeror may propose more than one price element for each service type/price combination. See the list of eligible price elements listed with the associated prices.
Primary directory listing	A listing in the telephone directory published by the dominant Local Exchange Carrier in the customer's exchange area of the

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	station number which is designated as the customer's main billing number. It contains the name of the customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the customer.
Primary rate	The transmission rate supported by the ISDN primary rate interface, defined on CCITT I.412 as 1,536 kb/s and composed of 23 B (64 kb/s) and one D (64 kb/s) channels.
Privacy	A feature that provides the capability for a user to prevent others from entering into a connection on a multi-appearance line.
Private Branch Exchange	Telephone switching equipment that conforms to the Electronics Industries Association (EIA) standards RS-464 and RS-464-1 and meets FCC registration requirements for interconnection to the Public Switched Network.
Procuring Contracting Officer	The Procuring Contracting Officer is responsible for the procurement prior to contract award.
Provisioning	The act of supplying telecommunications service to a user, including all associated transmission, switching, equipment, software, wiring, value-added services, and support systems.
Public Switched Network (PSN)	Any common carrier network that provides circuit switched services to public users.
Redacted	For purposes of this RFP, edited to remove sensitive material from a document that is provided to the public.
Replaced date	The date on which a quoted price is replaced.
Robbed-bit signaling	A DS1 or T1 signaling mechanism. Bit robbing is the technique to steal bits from the speech path for in-band signaling and use the rest of the bits to create the original electrical analog signal; i.e., the original sound.
Robustness	The network shall be "robust;" i.e., in the event of failure of any system or component, the network will continue to function and will process critical calls..
Scalability	The scalability of the network is a measure of the extent to which it can serve traffic volumes far in excess of those projected in the Government's <i>Traffic Model</i> that appears in WITS Hosting Center.
Service Delivery Point (SDP)	The point at which a service is delivered by the contractor to the user. The SDP is the interface point for the physical or logical delivery of a service, is one of the points at which performance parameters are measured to determine compliance with the contract, and the point used by the contractor to identify the charges for services rendered.
Service due date	The date when the contractor commits that the service order will be completed.
Service functionality	A service functionality is a basic capability or a feature.
Service order	The means by which GSA Contracting Officer's Representatives (CORs) and agency CORs order, change, cancel, or disconnect services and equipment.

Term	Definition
Set-up charge	A charge to compensate the contractor for preparations and technical support prior to the start of a scheduled audio or video teleconference.
Shared ISDN PRI D Channel	A PRI configuration in which the D channel is shared (e.g., several PRIs having a 24B+ 0D configuration share a D channel).
Signaling	The information exchange concerning establishment and control of a connection and management of the network, in contrast to user information transfer.
Signaling System Number 7	An out-of-band digital signaling system used by common carriers for call control.
Signaling Transfer Point (STP)	The STP in a common-channel signaling network is a packet switch that provides for the transfer of signaling messages from one signaling link to another.
SONET	A Synchronous Optical Network (SONET) is a fiber optic communication network that transports both asynchronous and synchronous digital signals using the Synchronous Transport Signal (STS) format.
Specification	A document intended primarily for use in a procurement that clearly and accurately describes the essential technical requirements for items, materials, or services, including the procedure by which it will be determined that the requirements have been met.
Speed calling	A feature that allows a station user to reach any of a preselected group of stations by dialing single-digit codes.
Start date	The date on which a quoted price becomes effective.
Station	A data terminal or voice terminal used to access a network.
Station-to-station dialing	A feature that allows a station user to directly dial other stations within the same system without the assistance of the attendant.
Stop date	The date on which a quoted price is no longer effective.
Subscriber	One that uses telecommunications service.
Sustained Cell Rate	Sustained Cell Rate is the maximum rate at which Variable Bit Rate cells may be constantly transmitted with a high assurance that no cells will be lost.
Synchronous transmission	Digital transmission in which the time interval between any two similar significant instants in the overall bit stream is always an integral number of unit intervals.
System Quality Assurance Center (SQAC)	The SQAC, located at the Headquarters of the GSA's National Capital Region, is used by the Government to oversee the WITS contractor's compliance with contractual requirements.
T1	The digital service that provides transmission between two stations at an aggregate data rate of 1.544 Mb/s. Also known as DS1 service.
T3	The digital service that provides transmission between two stations at an aggregate data rate of 44.736 Mb/s. Also

Term	Definition
	known as DS3 service.
Telecommunications	Any process that permits the passage of information from a sender to one or more receivers in any usable form by means of any electromagnetic system.
Teleconferencing	A conference between persons remote from one another but linked by a telecommunications system.
Three-way conference calling	See conference calling.
Tie trunk	A dedicated circuit linking two PBXs.
Total Evaluated Discounted Cost	The Total Evaluated Discounted Cost (TEDC) for an offer represents the present value over the entire contract period (including option years) of all costs to the Government for mandatory voice services, including the cost of basic service, features, and any other costs related to mandatory service requirements. The TEDC will not include the cost of optional or additional services proposed by the offeror.
Traffic	<ol style="list-style-type: none"> 1. The information moved over a communications channel. 2. A quantitative measurement of the total messages and their length, expressed in calls, Erlangs, one hundred call seconds (CCSs), or other units, during a specified period of time.
Transition	The process of planning for and transferring services from the WITS2001 service to the WITS 3 service.
Transmission facility	The physical wires, amplifiers, and other equipment used to transmit an electrical signal.
Trouble	Failure of a system or circuit or item of equipment or software to perform to specification.
TSP Level Change	The change from one to another of five Telecommunications Service Priority (TSP) levels.
TSP Provisioning	The priority installation of a new circuit.
TSP Restoration	A term which establishes and maintains a restoration priority for a circuit.
Two-Wire Circuit	A transmission circuit composed of two wires - signal and ground - used to both send and receive information. SVS local access connections are generally two-wire circuits.
Value-Added Service	A service that extends the basic service, such as Video Teleconferencing Service over Asynchronous Transfer Mode Service or Frame Relay Service over Dedicated Transmission Service.
Vanity number	A directory number that can be dialed using a meaningful alphanumeric representation.
Variable Bit Rate	A Variable Bit Rate is a flow of information that is bursty. Used to support applications such as e-mail where a Constant Bit Rate is not required.
Virtual circuit	A communication arrangement in which data from a source user may be passed to a destination user over various real

Term	Definition
	circuit configurations during a single period of communication.
Virtual Local Area Network	An internetworking arrangement in which a logically separate Local Area Network functions as though it were part of the client's Local Area Network.
Voice mail	A voice messaging system.
Wink start	A short-duration off-hook signal.
xDSL	A generic name for a Digital Subscriber Line (DSL), a form of transmission over a local access connection whereby the bit rate to the subscriber is much higher than the bit rate from the subscriber. See also ADSL.