

**ITN No.: DMS-17/18-004**  
**SCS Attachment F – Definitions and Acronyms**

All personal pronouns used in the Contract, whether used in the masculine, feminine, or gender-neutral, shall include all other genders; the singular shall include the plural; and the plural shall include the singular. The following definitions and acronyms apply to the Contract in addition to the definitions in Chapter 287, Florida Statutes (F.S.) (2018), and Chapter 60FF-1, Florida Administrative Code (F.A.C.):

ACD	Automatic Call Distribution
ANI	Automatic Number Identification
API	Application Program Interface
Business Days	Monday, Tuesday, Wednesday, Thursday, and Friday, excluding weekends and State of Florida paid holidays as set forth in section 110.117, Florida Statutes.
Centrex	A partitioned Central Office based switching system programmed to meet the business needs of a specific customer group.
Central Office	A building to which subscriber phone lines are connected on a local loop. This location has telephone switches to switch calls locally or to a long-distance carrier office.
Contractor	The Responsive and Responsible Respondent(s), awarded a Contract, if any, pursuant to this ITN.
CPI	Cost Performance Index
CPN	Calling Party Number
CSAB	Communications Service Authorization and Billing system, more information can be found here: <a href="https://www.dms.myflorida.com/business_operations/telecommunications/place_sun_com_orders">https://www.dms.myflorida.com/business_operations/telecommunications/place_sun_com_orders</a>
Dashboard	A user interface feature of a web portal that organizes and displays easy to read information about key performance indicators with the option to drilldown to lower level data for verification.
Degradation	The deterioration in quality, level, or standard of performance of a system, service, feature, or functionality. Quality, levels, and standards are provided in the SOW and SLAs.
DID	Direct Inward Dial
DTMF	Dual-Tone Multi-Frequency

End-of-Life	The date identified by the original equipment manufacturer that a product or service will no longer be supported.
End-of-Sale	The date identified by the original equipment manufacturer when a product or service can no longer be ordered.
ESF-2	Emergency Support Function 2
GETS	Government Emergency Telecommunications Service
Highly-available and Highly-reliable (HA/HR)	Systems, services, and implementations designed to eliminate planned downtime and prevent unplanned downtime; methods utilize specific hardware, software, and processes; typically implemented in mission critical services. HA/HR systems are to have redundant (or backup) systems, components, and communication pathways such that they are highly resistant to failure.
IETF	Internet Engineering Task Force
ISDN	Integrated Services Digital Network comes in two types – BRI, which is 144,000 bits per second and is designed for the desktop, and PRI, which is 1,544,000 bits per second. PRI is designed for telephone switches, computer telephony, and voice processing systems. ISDN BRI Service offers 2B + D or two bearer channels and one D (data) channel.
ITN	Invitation To Negotiate
ITU	International Telecommunications Union
IVR	Interactive Voice Response
LAN	Local Area Network
MACD	Move, Add, Change, and Delete
Mean Opinion Score	A rating method representing the user perception of overall call quality.
MFN-2	MyFloridaNet-2
MFN	MyFloridaNet
Multi-tenant	An architecture in which a communication system provides service for more than one Customer group. Each group is logically separated within the system and can view and administer their group only.
NANP	North American Numbering Plan
NAT	Network Address Translation
NGN-PS	Next Generation Network Priority Service
NOC	Network Operations Center
NPA	Number Plan Area which identifies the three (3) digit area code.
NXX	A three-digit code in which N is any digit 2 through 9 and X is any digit 0 through 9. Describes the “Exchange Code” fields of a North American Numbering Plan telephone number.
On-net	SCS sessions which only traverse the Internet Protocol network.

Poisson One (P.01)	The grade of service reflecting the probability that, at most, only one call out of one hundred calls could be blocked.
PBX	Private Branch Exchange
PRI	Primary Rate Interface is an enhanced T-1 which provides fast out-of-band signaling. PRI has 24 channels each of which is 64,000 bits per second, one of which is typically used to carry signaling for the other 23 channels.
PSTN	Public Switched Telephone Network
PSAP	Public Safety Answering Point
Reply	A formal response to this ITN.
RFO	Reason For Outage
Respondent	An entity who submits a Reply to this ITN.
RFC	Request For Comments (an official publication channel for the International Engineering Task Force).
SBC	Session Border Controller
Single-tenant	An architecture in which a communication system provides service for a single customer.
SIP	Session Initiation Protocol
SIP Trunking	A service offered by many Service Providers that connects a company's PBX to the PSTN via Internet using the SIP VoIP standard.
SLA	Service Level Agreement
SOC	Security Operations Center
SOW	Statement of Work
SPI	Schedule Performance Index
State	The State of Florida
TDM	Time-Division Multiplexing
TSP	Telecommunications Service Priority
UC	Unified Communication
VoIP	Voice over IP
VoIP R-Factor	A number or score that is used to quantitatively express the subjective speech quality in VoIP systems.
WebRTC	Web Real-Time Communications
WPS	Wireless Priority Services