



ACD / Automatic Call Distributor - A routing system for incoming calls consisting of switches, terminal hardware, phone lines and routing strategy software. The routing strategy is a rule-based set of instructions that tells the ACD how calls are handled inside the system.

Availability - The up-time requirement of a facility, to which all seats in that facility will be designated.

Call Center - A centralized office used for the purpose of receiving or transmitting a large volume of requests by telephone.

Carrier - A company authorized by regulatory agencies to operate a telecommunications system.

Cutover - Switching from an old (hardware and/or software) system to a replacement system, covering the overlap from when the new system is live until the old system has been shut down.

Data Center - A facility used to house computer systems and associated components, such as telecommunications and storage systems. It generally includes redundant or backup power supplies, redundant data communications connections, environmental controls (e.g., air conditioning, fire suppression) and security devices.

EOL / End-of-Life - A process that consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

Ethernet - A family of computer networking technologies for local area networks (LANs).

Hub - A common connection point for devices in a network. Hubs are commonly used to connect segments of a LAN. A hub contains multiple ports. When a packet arrives at one port, it is copied to the other ports so that all segments of the LAN can see all packets.

VR / Interactive Voice Response - A system that allows customers to interact with a company's host system via a telephone keypad or by speech recognition.

IETF - Internet Engineering Task Force - A worldwide organization that develops standards that promote Internet usability.

IPT / Internet Protocol Telephony - A set of technologies that enables voice, data, and video collaboration over existing IP based Local Area Networks, Wide Area Networks, and the Internet.

Trunking - A method for a system to provide network access to many clients by sharing a set of lines or frequencies instead of providing them individually. This is analogous to the structure of a tree with one trunk and many branches.

MAC / Move, Add and Change - Activities associated with in-scope services and/or equipment. MAC costs are built into seat prices, thus will be performed at no additional cost for the 5 year contract duration.

Hard MAC - Work performed requiring an on-site visit by a technician, including installation, move, adds, deletes, equipment change, router configurations, LAN switch configuration of in-scope device, Carrier circuit installation, change, modification, and disconnection.

Soft MAC - Work performed remotely, including programming, password resets, voicemail and auto attendant administration, basic call trees, routing changes, interface changes and software updates.

MDF / Main Distribution Frame - A signal distribution frame for connecting equipment (inside facility) to cables and subscriber carrier equipment (outside facility). MDF provides flexibility in assigning facilities, at lower cost and higher capacity than a patch panel.

MOE / Metro Optical Ethernet - Service offering that uses carrier copper and fiber networks to provide Ethernet service in a metropolitan area/wide area network for lowcost, scalable and secure bandwidth to connect multiple locations and to transport voice, data and video services.

Network Core - The central part of a telecommunication network consisting of switches and networks that provide paths for the exchange of information between different sub-networks.

Network Node - An active electronic device that is attached to a network and is capable of sending, receiving, or forwarding information over a communications channel.



Patch Cable - An electrical or optical cable used to connect ("patch-in") one electronic or optical device to another for signal routing. Devices of different types (e.g., a switch connected to a computer, or a switch to a router) are connected with patch cords.

PON - A three-digit billing code assigned to an agency used to post charges to their ledger. Agencies may elect to have multiple PONs, which are often used to separate different cost centers within the agency.

Projects - Tickets that are larger in scope and require a project manager and more resources for implementation. Projects that consist of in-scope services are not subject to additional fees.

QOS / Quality of Service - The concept of applying and ensuring specific, quantifiable performance levels on a shared network. Performance can be assessed based on the physical measurements of the network, the methods by which network traffic priorities are set and how the network is managed.

Router - A device or, in some cases, software in a computer that determines the next network point to which a packet should be forwarded toward its destination. The router is connected to at least two networks and decides which way to send each information packet based on its current understanding of the state of the networks to which it is connected.

"Seat " Pricing - Bundled telecommunication services for an individual user. Under the AZNet II contract, pricing is based on Voice Seats and Network Seats.

Severity Levels - Levels assigned to tickets by AZNet II based on the rate of escalation appropriate to reach resolution. Severity 1 is the most severe level, traveling up the AZNet organizational chart within 120 minutes or until resolved. Severity 2 escalates within 6 hours and Severity 3 escalates within 16 hours.

SIP / Session Initiation Protocol - A signaling communications protocol, widely used for controlling multimedia communication sessions such as voice and video calls over Internet Protocol (IP) networks.

SubPON - Optional 5-digit alpha-numeric billing codes selected by an agency to identify different funding streams on their AZNet II invoice. Organizing a PON/SubPON system is at the discretion of each agency.

Switch / Network Switch - a telecommunication device that receives a message from any device connected to it and then transmits the message only to the device for which the message was meant.

Trunking - A method for a system to provide network access to many clients by sharing a set of lines or frequencies instead of providing them individually. This is analogous to the structure of a tree with one trunk and many branches.

UPS / Uninterruptable Power Source - An electrical apparatus that provides emergency power to a load when the input power source fails.

Voice Matrix - A framework for defining and evaluating voice technology integration

VoIP / Voice-over Internet Protocol - A technology or set of standards for delivery of telephone calls and other voice communications over the Internet, involving conversion of analog voice signals to digital form.

Wireless Access Point - A device that allows wireless devices to connect to a wired network using Wi-Fi, or related standards. The AP usually connects to a router (via a wired network) as a standalone device, but it can also be an integral component of the router itself.

For more AZNet II program information visit aset.az.gov/.

