

User Group; List of definitions and abbreviations



Reference

DTR/USER-00019

Keywords

user, vocabulary

ETSI

650 Route des Lucioles
F-06921 Sophia Antipolis Cedex - FRANCE

Tel.: +33 4 92 94 42 00 Fax: +33 4 93 65 47 16

Siret N° 348 623 562 00017 - NAF 742 C
Association à but non lucratif enregistrée à la
Sous-Préfecture de Grasse (06) N° 7803/88

Important notice

Individual copies of the present document can be downloaded from:

<http://www.etsi.org>

The present document may be made available in more than one electronic version or in print. In any case of existing or perceived difference in contents between such versions, the reference version is the Portable Document Format (PDF). In case of dispute, the reference shall be the printing on ETSI printers of the PDF version kept on a specific network drive within ETSI Secretariat.

Users of the present document should be aware that the document may be subject to revision or change of status. Information on the current status of this and other ETSI documents is available at

<http://portal.etsi.org/tb/status/status.asp>

If you find errors in the present document, please send your comment to one of the following services:

http://portal.etsi.org/chaicor/ETSI_support.asp

Copyright Notification

No part may be reproduced except as authorized by written permission.
The copyright and the foregoing restriction extend to reproduction in all media.

© European Telecommunications Standards Institute 2006.
All rights reserved.

DECTTM, **PLUGTESTS**TM and **UMTS**TM are Trade Marks of ETSI registered for the benefit of its Members.
TIPHONTM and the **TIPHON logo** are Trade Marks currently being registered by ETSI for the benefit of its Members.
3GPPTM is a Trade Mark of ETSI registered for the benefit of its Members and of the 3GPP Organizational Partners.

Contents

Intellectual Property Rights	4
Foreword.....	4
1 Scope	5
2 References	5
3 Definitions and abbreviations.....	8
3.1 Definitions	8
3.1.1 General definitions.....	8
3.1.2 Security definitions	13
3.1.3 Services definitions.....	14
3.1.4 Supplementary services definitions	17
3.1.5 Quality of Service definitions	18
3.2 Abbreviations	23
Annex A: Index.....	25
History	28

Intellectual Property Rights

IPRs essential or potentially essential to the present document may have been declared to ETSI. The information pertaining to these essential IPRs, if any, is publicly available for **ETSI members and non-members**, and can be found in ETSI SR 000 314: "*Intellectual Property Rights (IPRs); Essential, or potentially Essential, IPRs notified to ETSI in respect of ETSI standards*", which is available from the ETSI Secretariat. Latest updates are available on the ETSI Web server (<http://webapp.etsi.org/IPR/home.asp>).

Pursuant to the ETSI IPR Policy, no investigation, including IPR searches, has been carried out by ETSI. No guarantee can be given as to the existence of other IPRs not referenced in ETSI SR 000 314 (or the updates on the ETSI Web server) which are, or may be, or may become, essential to the present document.

Foreword

This Technical Report (TR) has been produced by ETSI User Group (USER).

1 Scope

The present document is intended as a repository of definitions for use in the User Group deliverables. As far as possible they come from the deliverables of formal Standardization Bodies (e.g. ETSI, ITU-T, ISO or IEC, etc.) and meet the users' understanding.

When there is no known definition available from the formal Standardization Bodies for a given context, the one given here has been approved by the User Group as the most appropriate at the approval time.

When several definitions exist for the same concept and meet the user views in differing contexts, they are given with their related contexts, the originating body and deliverable.

2 References

For the purposes of this Technical Report (TR), the following references apply:

- [1] ITU-T Recommendation E.164: "The international public telecommunication numbering plan".
- [2] ITU-T Recommendation E.800: "Terms and definitions related to quality of service and network performance including dependability".
- [3] ITU-T Recommendation G.1000: "Communications quality of service: A framework and definitions".
- [4] ITU-T Recommendation G.1010: "End-user multimedia QoS categories".
- [5] ITU-T Recommendation G.107: "The E-Model, a computational model for use in transmission planning".
- [6] ITU-T Recommendation G.109: "Definition of categories of speech transmission quality".
- [7] ITU-T Recommendation G.111: "Loudness ratings (LRs) in an international connection".
- [8] ITU-T Recommendation G.121: "Loudness ratings (LRs) of national systems".
- [9] ITU-T Recommendation I.112: "Vocabulary of terms for ISDNs".
- [10] ITU-T Recommendation I.113: "Vocabulary of terms for broadband aspects of ISDN".
- [11] ITU-T Recommendation I.350: "General aspects of quality of service and network performance in digital networks, including ISDNs".
- [12] ITU-T Recommendation I.430: "Basic user-network interface - Layer 1 specification".
- [13] ITU-T Recommendation I.431: "Primary rate user-network interface - Layer 1 specification".
- [14] ITU-T Recommendation I.510: "Definitions and general principles for ISDN interworking".
- [15] ITU-T Recommendation M.60: "Maintenance terminology and definitions".
- [16] ITU-T Recommendation P.64: "Determination of sensitivity/frequency characteristics of local telephone systems".
- [17] ITU-T Recommendation P.76: "Determination of loudness ratings; fundamental principles".
- [18] ITU-T Recommendation P.79: "Calculation of loudness ratings for telephone sets".
- [19] ITU-T Recommendation P.800: "Methods for subjective determination of transmission quality".
- [20] ITU-T Recommendation P.831: "Subjective performance evaluation of network echo cancellers".
- [21] ITU-T Recommendation P.832: "Subjective performance evaluation of hands-free terminals".

- [22] ITU-T Recommendation P.862: "Perceptual evaluation of speech quality (PESQ): An objective method for end-to-end speech quality assessment of narrowband telephone networks and speech codecs".
- [23] ITU-T Recommendation Q.1290: "Glossary of terms used in the definition of intelligent networks".
- [24] ITU-T Recommendation Y.101: "Global Information Infrastructure terminology: Terms and definitions".
- [25] CEN CWA14357: "CEN Workshop Agreement -Quality of Internet Service - Project Team Final Report - ICS 35.240.60".
- [26] ISO/IEC 7498-2: "Information processing systems - Open Systems Interconnection - Basic Reference Model - Part 2: Security Architecture".
- [27] ISO/IEC 13335-1: "Information technology - Security techniques - Management of information and communications technology security - Part 1: Concepts and models for information and communications technology security management".
- [28] ISO/IEC 17799: "Information technology - Security techniques - Code of practice for information security management".
- [29] ISO/IEC 27001: "Information technology - Security techniques - Information security management systems - Requirements".
- [30] ETSI EG 201 013: "Human Factors (HF); Definitions, abbreviations and symbols".
- [31] ETSI EG 201 219: "User requirements; Guidelines on the consideration of user requirements when managing the standardization process".
- [32] ETSI EG 202 009-1: "User Group; Quality of Telecom Services; Part 1: Methodology for identification of parameters relevant to the Users".
- [33] ETSI EG 202 009-2: "User Group; Quality of telecom services; Part 2: User related parameters on a service specific basis".
- [34] ETSI EG 202 057-1: "Speech Processing, Transmission and Quality Aspects (STQ); User related QoS parameter definitions and measurements; Part 1: General".
- [35] ETSI EG 202 057-2: "Speech Processing, Transmission and Quality Aspects (STQ); User related QoS parameter definitions and measurements; Part 2: Voice telephony, Group 3 fax, modem data services and SMS".
- [36] ETSI EG 202 057-3: "Speech Processing, Transmission and Quality Aspects (STQ); User related QoS parameter definitions and measurements; Part 3: QoS parameters specific to Public Land Mobile Networks (PLMN)".
- [37] ETSI EG 202 057-4: " Speech Processing, Transmission and Quality Aspects (STQ); User related QoS parameter definitions and measurements; Part 4: Internet Access".
- [38] ETSI ES 202 130: "Human Factors (HF); User Interfaces; Character repertoires, ordering rules and assignments to the 12-key telephone keypad".
- [39] ETSI EG 202 308: "User Group; User interoperability criteria".
- [40] ETSI EN 300 089: "Integrated Services Digital Network (ISDN); Calling Line Identification Presentation (CLIP) supplementary service; Service description".
- [41] ETSI EN 300 090: "Integrated Services Digital Network (ISDN); Calling Line Identification Restriction (CLIR) supplementary service; Service description".
- [42] ETSI EN 300 199: "Integrated Services Digital Network (ISDN); Call Forwarding Busy (CFB) supplementary service; Service description".

- [43] ETSI EN 300 201: "Integrated Services Digital Network (ISDN); Call Forwarding No Reply (CFNR) supplementary service; Service description".
- [44] ETSI EN 300 357: "Integrated Services Digital Network (ISDN); Completion of Calls to Busy Subscriber (CCBS) supplementary service; Service description".
- [45] ETSI EN 301 065-1: "Integrated Services Digital Network (ISDN); Completion of Calls on No Reply (CCNR) supplementary service; Digital Subscriber Signalling System No. one (DSS1) protocol; Part 1: Protocol specification".
- [46] ETSI ETR 003: "Network Aspects (NA); General aspects of Quality of Service (QoS) and Network Performance (NP)".
- [47] ETSI ETR 138: "Network Aspects (NA); Quality of service indicators for Open Network Provision (ONP) of voice telephony and Integrated Services Digital Network (ISDN)".
- [48] ETSI ETS 300 128: "Integrated Services Digital Network (ISDN); Malicious Call Identification (MCID) supplementary service; Service description".
- [49] ETSI ETS 300 178: "Integrated Services Digital Network (ISDN); Advice of Charge: charging information at call set-up time (AOC-S) supplementary service; Service description".
- [50] ETSI ETS 300 179: "Integrated Services Digital Network (ISDN); Advice of Charge: charging information during the call (AOC-D) supplementary service; Service description".
- [51] ETSI ETS 300 180: "Integrated Services Digital Network (ISDN); Advice of Charge: charging information at the end of the call (AOC-E) supplementary service; Service description".
- [52] ETSI ETS 300 200: "Integrated Services Digital Network (ISDN); Call Forwarding Unconditional (CFU) supplementary service; Service description".
- [53] ETSI ETS 300 202: "Integrated Services Digital Network (ISDN); Call Deflection (CD) supplementary service; Service description".
- [54] ETSI ETS 300 381: "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids".
- [55] ETSI ETS 300 488: "Terminal Equipment (TE); Telephony for hearing impaired people; Characteristics of telephone sets that provide additional receiving amplification for the benefit of the hearing impaired".
- [56] ETSI ETS 300 679: "Terminal Equipment (TE); Telephony for the hearing impaired; Electrical coupling of telephone sets to hearing aids".
- [57] ETSI TR 101 287: "Services and Protocols for Advanced Networks (SPAN); Terms and definitions".
- [58] ETSI TR 101 329-1: "Telecommunications and Internet Protocol Harmonization Over Networks (TIPHON) Release 3; End-to-end Quality of Service in TIPHON systems; Part 1: General aspects of Quality of Service (QoS)".
- [59] ETSI TR 101 619: "Network Aspects (NA); Considerations on networks mechanisms for charging and revenue accounting".
- [60] ETSI TR 101 689-1: "Transmission and Multiplexing (TM); Terms and definitions in transport networks; Part 1: Core networks".
- [61] ETSI TR 101 794: "Private Integrated Services Network (PISN); Wireless Terminal Mobility (WTM); WTM between networks; Requirements" (ECMA TC32).
- [62] ETSI TR 102 008: "Telecommunications and Internet Protocol Harmonization Over Networks (TIPHON) Release 3; Terms and Definitions".
- [63] ETSI TR 102 276: "User Group; Users' Quality of Service Criteria for Internet Access in Europe".

- [64] ETSI TR 121 904: "Universal Mobile Telecommunications System (UMTS); User Equipment (UE) capability requirements".
- [65] ETSI TR 121 905: "Digital cellular telecommunications system (Phase 2+); Universal Mobile Telecommunications System (UMTS); Vocabulary for 3GPP Specifications".
- [66] ETSI TS 101 285: "Digital cellular telecommunications system (Phase 2+); Customised Applications for Mobile network Enhanced Logic (CAMEL); Service definition; Stage 1".
- [67] ETSI TS 101 329-5: "Telecommunications and Internet Protocol Harmonization Over Networks (TIPHON) Release 3; End-to-end Quality of Service in TIPHON systems; Part 5: Quality of Service (QoS) measurement methodologies".
- [68] IETF RFC 3261: "SIP: Session Initiation Protocol".
- [69] IETF RFC 3265: "Session Initiation Protocol (SIP)-Specific Event Notification".
- [70] IETF RFC 3416: "Version 2 of the Protocol Operations for the Simple Network Management Protocol (SNMP)".
- [71] Directive 98/10/EC of the European Parliament and of the Council of 26 February 1998 on the application of open network provision (ONP) to voice telephony and on universal service for telecommunications in a competitive environment.
- [72] ISO/IEC TR 13335: "Information technology -- Security techniques -- Management of information and communications technology security".
- [73] IETF RFC 854: "Telnet Protocol Specification".
- [74] ETSI EG 201 769-1: "Speech Processing, Transmission and Quality Aspects (STQ); QoS parameter definitions and measurements; Part 1: Parameters for voice telephony service required under the ONP Voice Telephony Directive 98/10/EC".
- [75] SERVQUAL model (Source: Parasuraman, Zeithaml and Berry):
<http://www.surveyz.com/howto/build-service-quality-surveys.html>.
- [76] International Electrotechnical Commission: "International Electrotechnical Vocabulary".
<http://dom2.iec.ch/iev>.
- [77] WEBOPEDIA: "Webopedia Online Computer Dictionary for Computer and Internet Terms and Definitions". <http://www.weopedia.com>.
- [78] "Quality of Service Parameters for Internet Service Provision, Bannock Consulting's project" Final Report prepared for: European Commission, DG Information Society August 2000 .
- [79] "Le grand dictionnaire terminologique". <http://www.oqlf.gouv.qc.ca/ressources/gdt.html>.
- [80] ETSI EG 201 400-1: "Hybrid Fibre Coax (HFC) access networks; Part 1: Interworking with PSTN, N-ISDN, Internet and digital mobile networks".

3 Definitions and abbreviations

3.1 Definitions

For the purposes of the User Group documents, the following terms and definitions apply:

3.1.1 General definitions

access: means of interaction between a user and a network

NOTE: See ITU-T Recommendation Q.1290 [23].

address: string or combination of decimal digits, symbols, and additional information which identifies the specific termination point(s) of a connection in a public network(s) or, where applicable, in interconnected private network(s)

NOTE: See ITU-T Recommendation E.164 [1], modified, EG 202 308 [39].

application: service enabler deployed by service providers, manufacturers or users

NOTE: Individual applications will often be enablers for a wide range of services. UMTS Forum report #2 [65].

audio-conference (short name for audiographic conference): connection between two or more terminals, exchanging audio, text and graphic information only

NOTE: See EG 202 308 [39].

availability: property of a user denoting his/her ability and willingness to communicate based on factors such as the identity or properties of the requester of the information and the preferences and/or policies that are associated with the user

NOTE 1: This property may be computed through information available from various capabilities within the network including (but not necessarily) the presence service.

NOTE 2: See EG 202 308 [39].

Bluetooth™: technology specification for short range radio links between mobile PCs, mobile phones and other portable devices at 2,45 GHz

NOTE: See EG 202 308 [39].

business user: user using telecommunication product/services for his/her trade business or profession involved with commercial or public service organizations

NOTE: See EG 201 219 [31].

call: any connection (fixed or temporary) capable of transferring information between two or more users of a telecommunications system

NOTE: In this context a user may be a person or a machine, TR 102 008 [62].

Call Detail Record (CDR): formatted collection of information about a chargeable event (e.g. time of call set-up, duration of the call, amount of data transferred, etc.) for use in billing and accounting

NOTE 1: For each party to be charged for parts of or all charges of a chargeable event a separate CDR should be generated, i.e. more than one CDR may be generated for a single chargeable event, e.g. because of its long duration, or because more than one charged party is to be charged.

NOTE 2: See TR 121 905 [65] and EG 202 009-2 [33].

cessation: all activities associated with the cessation of a telecommunication service from the time it was requested by a customer, to the time it was completed to the satisfaction of the customer

NOTE: See ETR 003 [46].

consumer: person or group of persons using telecommunication products/services for purposes outside his/her trade, business or profession. Such persons are often referred to as Residential Subscribers

NOTE: See EG 201 219 [31].

Circuit Loudness Rating (CLR): loudness loss between two electrical interfaces in a connection or circuit, each interface terminated by its nominal impedance which may be complex

NOTE: See TR 102 008 [62].

connection: connection provides for transfer of information between endpoints

NOTE: See ITU-T Recommendation I.113 [10] modified.

customer: party that pays for the telecommunication service(s) provided

NOTE 1: Customers can generally be categorized as business or residential; the definition of business and residential customers is left to individual service providers. Service providers who receive interconnect services from other service providers are not considered to be customers for the purpose of the present document. The term "customer" is equivalent to "subscriber", which is used in Directive 98/10/EC [71].

NOTE 2: See EG 202 057-1 [34].

Data transfer (FTP): protocol that allows users to copy files between their local system and any system they can reach on the network

NOTE: See EG 202 057-4 [37].

defect: limited interruption of the ability of an item to perform a required function. It may or may not lead to maintenance actions depending on the results of additional analysis

NOTE: See ITU-T Recommendation I.113 [10].

end user: Business user or Consumer usually without any technical knowledge of telecommunications but using terminals to utilize telecommunications services

NOTE: See EG 201 219 [31].

fault: inability of an item to perform a required function, excluding that inability due to preventive maintenance, lack of external resources, or planned actions

NOTE: See ITU-T Recommendation I.113 [10].

function: set of processes defined for the purpose of achieving a specified objective

NOTE: See ITU-T Recommendation I.112 [9].

interconnection: physical and logical linking of telecommunication networks allowing users of one organization to communicate with users of another organization or to access services provided by another organization

NOTE: See TR 101 287 [57].

interface: common boundary between two associated systems

NOTE: See ITU-T Recommendation Q.1290 [23].

interoperability: capability to ensure the whole set of operations activated when an end-user asks for a service across a mixed environment of different equipment, networks, services including usage services, from different manufacturers and(or) providers

NOTE 1: Interoperability addresses the different levels: equipment interoperability (terminal, server), protocol interoperability (interconnection), service interoperability (interworking).

NOTE 2: See EG 202 308 [39].

interworking: interactions between networks, between systems or between parts thereof, with the aim of providing a functional entity capable of supporting end-to-end communication

NOTE: See ITU-T Recommendation I.510 [14].

IT&T manager: person responsible in a company for telecommunication and information technology activities. This can include persons titled Telecommunications manager

NOTE: See EG 201 219 [31].

Location Information (Mobile context): location information shall be an identification of the location of the served subscriber.

The following location information should be sent to the CSE (if available):

- **Geographical information** (longitude and latitude) when Cell ID or Location Area Code is known) this may be calculated as the nominal central point of the cell or of the location area; alternative mechanisms for determining latitude and longitude may also be supported. The resolution and accuracy of the indicated location information may also be provided.
- **Cell ID** indicates the global identity of the current or last cell which the subscriber is using or has used. The VPLMN shall update the stored Cell ID at establishment of every radio connection and whenever the subscriber is handed over between cells.
- **VLR number** is the number of the serving VLR stored in the HPLMN.
- **Location status** indicates whether or not the location information has been confirmed by radio contact. If the location information has not been confirmed by radio contact a time stamp is sent indicating the time elapsed since the last radio contact with the subscriber.
- **Location number** is the number received on the incoming circuit (for an incoming call) or to be sent on the outgoing circuit (for an outgoing call).

NOTE: See TS 101 285 [66].

measure: qualified or quantified amount by which a parameter may be expressed

EXAMPLE: (Objective or quantitative): Delay of a speech circuit may be expressed in terms of milliseconds.
(Subjective or qualitative): Opinion rating of an operator on a scale of 1 to 5 or any specified scale.

Network Access Point (NAP): physical entity that provides network access for users. It contains the Call Control Agent Function and may include the Call Control Function

NOTE: See ITU-T Recommendation Q.1290 [23].

network operator: organization that provides a network for the provision of a public telecommunication service

NOTE 1: If the same organization also offers services it also becomes a service provider.

NOTE 2: See EG 202 057-1 [34].

network/service management by the user/customer: all activities associated with the customer's control of predefined changes to telecommunication services or network configurations

NOTE: See ETR 003 [46].

Network Termination Point (NTP): physical point at which a user is provided with access to a public telecommunications network

NOTE: See EG 202 057-1 [34].

ported number: subscriber number (directory number) where the location of the NTP and/or the identity of the service provider has changed after the number was originally allocated

NOTE: See EG 202 057-1 [34].

preselection: form of carrier selection where the customer informs his access network operator which carrier is to route all or a particular subset of his calls, unless call by call carrier selection is used

NOTE: See EG 202 057-1 [34].

presence information: set of attributes characterizing current properties of presentities such as status, an optional communication address and other optional attributes, etc.

NOTE: See EG 202 308 [39] and IETF IMPP and PAM Forum.

presentity (presence entity): any uniquely identifiable entity that is capable of providing presence information to presence service

NOTE: See Examples of presentities are devices, services etc.

privacy: right of individuals to control or influence what information related to them may be collected and stored and by whom and to whom that information may be disclosed

NOTE: See ISO/IEC 7498-2 [26].

provision: all activities associated with the provision of a telecommunication service, from the time of effective contract to the time the customer is able to use the service

NOTE: See ETR 003 [46].

public Internet: part of the Internet that is available to the general public

NOTE 1: The access is normally provided by Internet access and Internet service providers.

NOTE 2: See EG 202 057-1 [34].

sales: all relevant activities from the time communications are established between the Telecommunications company (Telco) and the customer to the time the contract is signed for the provision of a service by the Telco

NOTE: The term Telco is also intended to cover the service provider or a network provider. See ETR 003 [46].

SME user: business users, whose business responds to the European Commission SME definition

NOTE: In the case of micro enterprises, their knowledge and needs are often close to the consumers' ones.

system: configuration of hardware and software which is designed to perform tasks in a particular environment

NOTE: The system interacts typically with users via some form of dialogue. See EG 201 219 [31].

Terminal Equipment (TE): functional group on the user side of a user-network interface

NOTE 1: In ITU-T Recommendation I.430 [12] and I.431 [13], "TE" is used to indicate terminal terminating layer 1 aspects of TE1, TA and NT2 functional groups.

NOTE 2: See ITU-T Recommendation I.112 [9].

user: individuals, including consumers, or organizations using or requesting telecommunications services available on public or private networks

NOTE 1: The user may or may not be the person who has subscribed to the provision of the service. Without any specific addition this word is used to identify the telecommunication user community in general, e.g. end-users and IT&T managers who use products and services possibly conforming to standards. See EG 201 219 [31].

NOTE 2: An individual is an entity that can represent a person, physical or moral, an object or a group of any of these individuals.

User Interface Functions (UIF): functions in an access network, interacting with the user equipment, and providing a RF communication interface with the Head End it is connected to

NOTE: See EG 201 400 [80]-1 and TR 101 287 [57].

user requirement: requirements made by users, based on their needs and capabilities, on a telecommunication service and any of its supporting components, terminals and interfaces, in order to make use of this service in the easiest, safest, most efficient and most secure way

NOTE: See EG 202 308 [39] and ES 202 130 [38].

Virtual Home Environment (VHE): concept for personal service environment portability across network boundaries and between terminals

NOTE: See TR 121 905 [65].

videophone: terminal capable of sending and receiving audio and video information simultaneously

Virtual Private Network (VPN): part of a Corporate Telecommunication Network (CTN) that provides corporate networking using shared switched network infrastructures

NOTE: See EG 202 308 [39].

Wireless Application Protocol (WAP): standardized specification for sending Internet (web- based) information, typically in text form, so that it can be received on specially equipped digital mobile phones

NOTE: See CEN CWA14357 [25].

Web browsing: use of a software package (web browser) that enables a user to display and interact with HTML documents hosted by web servers

Wi-Fi: short for Wireless Fidelity and used generically when referring of any type of 802.11 network, whether 802.11b, 802.11a, dual-band, etc.

NOTE 1: The term is promulgated by the Wi-Fi Alliance.

NOTE 2: See EG 202 308 [39].

Wireless Local Area Network (WLAN): products based on IEEE 802.11 specification

NOTE: This includes several different and incompatible standards. WiFi is another name for WLAN supported by the Wi-Fi Alliance. R-LAN (Radio Local Area Networks) is also another name for WLAN used sometimes by the European Commission.

3.1.2 Security definitions

accountability: property that ensures that the actions of an entity may be traced uniquely to the entity

NOTE: See ISO/IEC 7498-2 [26].

authenticity: property that ensures that the identity of a subject or resource is the one claimed. Authenticity applies to entities such as users, processes, systems and information

NOTE: See ISO/IEC TR 13335 [72].

availability: property of being accessible and usable upon demand by an authorized entity

NOTE: See ISO/IEC 7498-2 [26].

confidentiality (idem): property that information is not made available or disclosed to unauthorized individuals, entities, or processes

NOTE: See ISO/IEC 7498-2 [26].

information security: preservation of confidentiality, integrity and availability of information; in addition, other properties such as authenticity, accountability, non-repudiation and reliability can also be involved

NOTE: See ISO/IEC 17799 [28].

integrity (idem): property of safeguarding the accuracy and completeness of assets

NOTE: See ISO/IEC TR 13335 [72].

non-repudiation (idem): ability to prove an action or event has taken place, so that this event or action cannot be repudiated later

NOTE: See ISO/IEC 7498-2 [26].

reliability: property of consistent intended behaviour and results

NOTE: See ISO/IEC TR 13335 [72].

service security: ability of a service to ensure the confidentiality of the pieces of information worked out, exchanged or stored, the communication privacy, the authenticity and integrity of the information exchanged or stored as well as the protection of the user and his communication means against any type of threat (virus, spam, etc.)

NOTE: See also "information security"

3.1.3 Services definitions

access: function that enables a service session from an end user equipment

NOTE: See EG 202 308 [39].

application: service enabler deployed by service providers, manufacturers or users. Individual applications will often be enablers for a wide range of services (UMTS Forum report #2)

NOTE: See TR 121 905 [65].

applications (/ clients): services, which are designed using service capability features

NOTE: See EG 202 308 [39] and TR 121 905 [65].

audio/video streaming: mechanism whereby audio/video content can be rendered at the same time that it is being transmitted to the client over the data network

audio-conference (short name for audiographic conference): connection between two or more terminals, exchanging audio, text and graphic information only

NOTE: See EG 202 308 [39].

billing: See billing process.

billingprocess: process of transferring the stored charging information for a user into a bill

NOTE: See TR 101 619 [59] and TR 102 008 [62].

charging: process of determining the amount of money a user shall pay for usage of a certain service

NOTE: See TR 102 008 [62].

charging/billing: all relevant activities associated with the charging and billing for a telecommunication service to a customer

NOTE: See ETR 003 [46].

conversational service: interactive service which provides for bi-directional communication by means of real-time (no store and forward) end-to-end information transfer from user to user

NOTE: See ITU-T Recommendation I.113 [10].

data service: telecommunications service involving the transport of data via the PTN such that any user can use equipment connected to a network termination point to exchange data with another user of equipment connected to another termination point

NOTE: See EG 202 057-2 [35].

directory enquiry service: operator or machine based service intended to provide information on phone number, addresses or e-mail addresses of people or organizations on user request

e-commerce: commercial activities carried out through computer networks such as the Internet, including online promotion and sale of products, services and information, as well as the exchange of electronic correspondence, Grand dictionnaire terminologique [79]

eHealth: health care practice which is supported by electronic processes and communication

e-mail: exchange of text files with possible attached files between two PCs via networks and through distant servers where the message can be stored until the recipient download it

fax service: telecommunications service of transport of facsimile via the PTN such that any user can use equipment connected to a network termination point to exchange facsimiles with another user of equipment connected to another termination point

NOTE: See EG 202 057-2 [35].

File Transfer Protocol (FTP): protocol that allows users to copy files between their local system and any system they can reach on the network

NOTE: See EG 202 057-4 [37].

instant messaging: differs from email primarily in that its primary focus is substantially immediate end-user delivery,

NOTE 1: Instant messaging allows users to maintain a list of people that they wish to interact with. They can send messages to any of the people in their list, often called a buddy list or contact list, as long as that person is online. Sending a message opens up a small window where either correspondent can type in messages that both can see.

NOTE 2: See EG 202 308 [39].

Intelligent Transport: ICT products and/or services used in the transport sector

Interactive service: applications that allow users to enter data or commands

Internet Relay Chat (IRC): system of live discussion over the Internet, usually by using typed messages

NOTE: See CEN CWA14357 [25].

location-based services: technologies allowing for customized service provision depending on the customer's position,

NOTE 1: See EG 202 308 [39].

NOTE 2: Such positioning may either be GPS based or network based. The network based positioning typically relies on various means of triangulation of the signal from cell sites serving a mobile phone. There are four major categories of Location Based Services:

- Location based information.
- Location sensitive billing.
- Emergency services.
- Tracking.

mobile service: term used for various telecommunication services when access via a PLMN is provided

NOTE: See EG 202 057-3 [36].

Multimedia Message Service (MMS): allows transfer of multimedia messages between users without the requirement for the multimedia messages to be transferred in real-time

NOTE: See EG 202 308 [39].

presence service: capability to support management of presence information between watchers and presentities, in order to enable applications and services to make use of presence information

NOTE 1: Presence and availability technologies provide the ability to determine the event in which a mobile user is present in a certain location and/or available for certain events to take place such as mobile messaging, games, and other location based services.

NOTE 2: See EG 202 308 [39].

relay service: telecommunication service that enables users of different modes of communication to interact by providing conversion between the modes of communication

NOTE: See EG 202 308 [39].

service (telecommunication service): telecommunication function that is offered to a customer in order to satisfy a telecommunication requirement

NOTE 1: Bearer service and teleservice are types of telecommunication service. Other types of telecommunication service may be identified in the future.

NOTE 2: See TR 101 794 [61].

Service Implementation Capabilities (SIC): set of implementation capabilities, in each technical domain, required to enable a UE to support a set of UE Service Capabilities

NOTE: See TR 121 904 [64].

service provider (SP): actor who provides services to its service subscribers on a contractual basis and who is responsible for the services offered

NOTE: The same organization may act as a network operator and a service provider. See TR 101 287 [57].

service support: all activities associated with the support of a telecommunication service to enable the customer's use of the service

NOTE: This includes, documentation, technical support, commercial support and customers' complaint management. See EG 202 009-1 [32].

Short Message Service (SMS): gives the ability to send character messages to phones

NOTE 1: SMS messages can be Mobile Originate (MO) or Mobile Terminate (MT). See EG 202 308 [39].

NOTE 2: SMS allows alphanumeric messaging between mobile phones and other equipment such as voice mail systems and email.

teleconference: used as a superset of Telephone conference, Videoconference and Audioconference (Audiographic conference)

NOTE: See EG 202 308 [39].

telecontrol: interaction between local and remote machine to control and monitor equipment and Inputs/Outputs signals in remote locations

telephone conference: three or more terminals exchanging audio information

NOTE: See EG 202 308 [39].

telnet: Internet standard protocol for remote login

NOTE: Runs on top of TCP/IP. Defined in STD 8, RFC 854 [73] and extended with options by many other RFCs.

telemedicine: all types of physical and psychological measurements that do not require a patient to travel to a specialist

text relay service: See Relay service.

UE Service Capabilities (USC): capabilities that can be used either singly or in combination to deliver services to the user

NOTE: The characteristic of UE Service Capabilities is that their logical function can be defined in a way that is independent of the implementation of the UMTS system (although all UE Service Capabilities are of course constrained by the implementation of UMTS). See TR 121 904 [64].

EXAMPLES: A data bearer of 144 kbps; a high quality speech teleservice; an IP.

unified messaging: concept of bringing together all messaging media such as voice messaging, SMS and other mobile text messaging, email, and facsimile into a combined communications experience

NOTE 1: Minimally, the communications experience will take the form of a unified mailbox and/or alert service, allowing the end-user to have a single source for message delivery, repository, access, and notification.

NOTE 2: See EG 202 308 [39].

videoconference: service providing an interactive, bi-directional, real time audio-visual communication, normally intended for multiple users at either end

NOTE 1: The terminals are normally exchanging audio/video/graphic information.

NOTE 2: See EG 202 308 [39] and EG 201 013 [30].

videotelephony: service providing an interactive, bi-directional, real time audio-visual communication, normally intended for a single user at either end

voice mail: any system for sending, storing and retrieving audio messages, like a telephone answering machine

NOTE: A voice mailbox is typically associated with a telephone number or extension.

3.1.4 Supplementary services definitions

Advice of Charge, Charging Information at Call Setup Time (AoC-S): supplementary service enables a user to receive information about the charging rates at call set-up time and also to receive further information during the call if there is a change of charging rates

NOTE: See ETS 300 178 [49].

Advice of Charge, Charging Information During the Call (AoC-D): supplementary service enables a user to receive information on the recorded charges for a call during the active phase of the call

NOTE: See ETS 300 179 [50].

Advice of Charge, Charging Information at the End of the Call (AoC-E): supplementary service enables a user to receive information on the recorded charges for a call when the call is terminated

NOTE: See ETS 300 180 [51].

Advice of Charge, Charging information on user Request (AoC-R): supplementary service enables a user to receive information on the recorded charges, for a call, at the time of his own request during the active phase of this call

Completion of Calls to Busy Subscriber (CCBS): supplementary service enables user A, encountering a busy destination B, to have the call completed without having to make a new call attempt when the destination B becomes not busy

NOTE: See EN 300 357 [44].

Completion of Calls on No Reply (CCNR): supplementary service enables user A, encountering a destination B, which does not answer the call (No Reply), to have the call completed without having to make a new call attempt when the destination B becomes not busy after having terminated an activity

NOTE: See EN 301 065-1 [45].

Call Deflection (CD): supplementary service enables the served user to respond to an incoming call by requesting redirection of that call to another user

NOTE: The CD supplementary services can only be invoked before the connection is established by the served user, i.e. in response to the offered call, or during the period that the served user is being informed of the call. The served user's ability to originate calls is unaffected by the CD supplementary services (see ETS 300 202 [53]).

Call Forwarding Busy (CFB): supplementary service enables a served user to have the network redirect to another user calls which are addressed to the served user's ISDN number and meet busy

NOTE: The CFB supplementary service may operate on all calls, or just those associated with specified basic services. The served user's ability to originate calls is unaffected by the CFB supplementary service (see EN 300 199 [42]).

Call Forwarding No Reply (CFNR): supplementary service enables a served user to have the network redirect to another user calls which are addressed to the served user's ISDN number, and for which the connection is not established within a defined period of time

NOTE: The CFNR supplementary service may operate on all calls, or just those associated with specified basic services. The served user's ability to originate calls is unaffected by the CFNR supplementary service (see EN 300 201 [43]).

Call Forwarding Unconditional (CFU): supplementary service enables a served user to have the network redirect to another user calls which are addressed to the served user's ISDN number

NOTE: The CFU supplementary service may operate on all calls, or just those associated with specified basic services. The served user's ability to originate calls is unaffected by the CFU supplementary service. After the CFU supplementary service has been activated, calls are forwarded independent of the status of the termination of the served user (see ETS 300 200 [52]).

Call Forwarding Service (CFS): possibility for a subscriber to obtain a telephone number in a distant area and have all calls to that number automatically forwarded at his cost to a telephone number in his premises

Calling Line Identification Presentation (CLIP): supplementary service that provides the called party with the possibility of receiving identification of the calling party

NOTE: See EN 300 089 [40].

Calling Line Identification Restriction (CLIR): supplementary service that enables the calling party to prevent presentation of its ISDN number to the called party

NOTE: See EN 300 090 [41].

Calling Name Identification Presentation (CNIP): terminating service that provides either the name associated with the calling party number or an indication of privacy or unavailability to the called party

Calling Name Identification Restriction (CNIR): originating service that allows a user to alter the network stored or subscribed privacy status associated with the user's calling name

Delivery Confirmation (DC): supplementary service that provides the originating party with the possibility to request that an explicit notification be returned to it when a submitted message has been successfully delivered to a receiving party

Malicious Call Identification (MCID): supplementary service that enables a user to request that the source of an incoming call is identified and registered by the network

NOTE: See ETS 300 128 [48].

3.1.5 Quality of Service definitions

accuracy (absolute): accuracy is the performance criterion that describes the degree of correctness with which the function is performed

NOTE: The function may or may not be performed with the desired speed. See ITU-T Recommendation I.510 [14].

accuracy (relative): faithfulness and completeness in carrying out the communication function with respect to a reference level

NOTE: The reference level may be specified or may be an independent function or a function of an input. See ETR 003 [46].

assurance: knowledge and courtesy of employees and their ability to convey trust and confidence [75]

availability: likelihood with which the relevant components of the service function can be accessed as required by the contractual conditions (temporal and spatial)

NOTE 1: Space covers the geographic coverage and resource size aspects.

NOTE 2: See EG 202 009 parts 1 [32] and 2 [33].

call set up time: period starting when the address information required for setting up a call is received by the network (e.g. recognized on the calling user's access line) and finishing when the called party busy tone or ringing tone or answer signal is received by the calling party (e.g. recognized on the calling user's access line)

NOTE: See ETR 138 [47].

criterion: descriptive title of performance criterion

NOTE: See TR 102 276 [63].

empathy (supplier-customer interface context): degree of caring and individual attention provided to customers

fidelity: faithfulness and completeness in carrying out a service facility with respect to a reference level

NOTE: The reference level may be specified or may be an independent function or a function of an input, (similar to **accuracy (relative)**).

flexibility: options required by the customer and offered by the provider in order to accommodate special requirements

NOTE: See EG 202 057-4 [37] and ETR 003 [46].

Loudness Rating (LR): loudness rating is an (LR) objective measure of the loudness loss, i.e. a weighted, electro-acoustic loss between certain interfaces in the telephone network

NOTE 1: If the circuit between the interfaces is subdivided into sections, the sum of the individual section LRs is equal to the total LR. In loudness rating contexts, the subscribers are represented from a measuring point of view by an artificial mouth and an artificial ear respectively, both being accurately specified.

NOTE 2: See ITU-T Recommendation G.111 [7], G.121 [8] and TR 102 008 [62].

Mean Opinion Score (MOS): panel of a sufficient number of users or observers are asked to give their opinion on the quality of a service amongst the following score (5 to 1): Excellent, High, Fair, Poor, Bad

NOTE: The MOS is the mean value of these scores. This score when applied to voice telephony is evaluated according to the effort required to understand the meanings of group of sentences, EG 202 009-2 [33]:

Excellent:	Complete relaxation possible; no effort required.
High:	Attention necessary; no appreciable effort required.
Fair:	Moderate effort required.
Poor	Considerable effort required.
Bad:	No meaning understood with any feasible effort.

An assessment about the quality of service can also be obtained by calculating the percentage of all test persons rating the configuration as "Good or Better" or as "Poor or Worse". For a given connection these results are expressed as "Percentage GOOD or BETTER" (GoB) and "Percentage POOR or WORSE" (PoW).

When speech samples of good quality are evaluated, *degradation mean opinion scores* (DMOS) may be more suitable where:

Excellent:	Degradation is inaudible.
High:	Degradation is audible but not annoying.
Fair:	Degradation is slightly annoying.
Poor	Degradation is annoying.
Bad:	Degradation is very annoying.

Every detail on how to perform these measurements is given in ITU-T Recommendation P.800 [19]. Further evaluation procedures specifically for echo canceller and hands-free terminal testing can be found in ITU-T Recommendations P.831 [20] and P.832 [21]. More recently, the PESQ model has been developed to allow for an automated and end-to-end oriented MOS measurement, using the PSQM and PAMS algorithms, described in details in the ITU-T Recommendation P.862 [22].

Network Performance (NP): ability of a network or network portion to provide the functions related to communications between users

NOTE: See ITU-T Recommendation E.800 [2].

overall transmission quality rating (R): full acoustic-to-acoustic (mouth to ear) quality, experienced by an average user, for a typical situation using a "standard" telephony handset

NOTE: The overall transmission quality rating is calculated using the E-Model (see ITU-T Recommendation G.107 [5]). The relation between overall transmission quality rating (R) and user perception of quality is defined in ITU-T Recommendation G.109 [6].

parameter (QoS): when a QoS criterion is defined with boundaries and scope unambiguously and clearly stated this then becomes a parameter

NOTE: See TR 102 276 [63].

Post Dialing Delay (PDD): time in milliseconds between dialling the last digit and an audible tone being heard at the originating end

NOTE: See TS 101 329-5 [67].

provider indicator: parameter allowing a provider to map a user indicator with its equivalent measurable with available technical means

QoS: See Quality of Service.

QoSachieved by service provider: statement of the level of quality achieved by the service provider

NOTE 1: This is expressed by values assigned to parameters, which are, as far as possible, same as those for the QoS offered. These performance figures are summarized for specified periods of time, e.g. for the previous 3 months.

NOTE 2: See ETR 003 [46].

EXAMPLE: The service provider may state that the achieved availability for a given duration (e.g. one year) was 99,95 % or unavailable for 262,8 minutes over a 365 days year.

QoSOffered by service provider: statement of the level of quality expected to be offered to the user/customer by the service provider, ETR 003 [46]

NOTE: The level of quality is expressed by values assigned to QoS parameters. These parameters are usually designed to be understandable to the user/customer. Each service would have its own set of QoS parameters. See ETR 003 [46].

EXAMPLE: A service provider may state that the availability of basic telephony service is 99,9 % in a year with not more than a 15 minutes break on any one occasion.

QoSperceived by the user/customer: statement expressing the level of quality experienced by user/customers

NOTE 1: See ETR 003 [46].

NOTE 2: The QoS perceived is expressed, usually in terms of degrees of satisfaction and not in technical terms. Technical terms may be expressed where the user/customer is able to understand and use these. QoS perceived is assessed by customer surveys and from user's/customer's own comments on levels of service.

EXAMPLE: A user/customer may state that on unacceptable number of occasions there was difficulty in getting through the network to make a call; a satisfaction rating of 2 may be given on a 4 point scale.

QoS requirements of the user/customer: requirements of QoS as expressed in non-technical language by the user/customer may be gathered for representative groupings of users/customers

NOTE: For their own use, the service provider may translate them into technical indicators easier to manage, if needed to better fulfil the requirements.

Quality of Service (QoS): collective effect of service performance which determines the degree of satisfaction of a user of the service

NOTE 1: The quality of service is characterized by the combined aspects of service support performance, service operability performance, servability performance, service security performance and other factors specific to each service. The term "quality of service" is not used to express a degree of excellence in a comparative sense nor is it used in a quantitative sense for technical evaluations. In these cases a qualifying adjective (modifier) should be used.

NOTE 2: Complementary definition on QoS requirements of the user/customer, QoS offered by service provider, QoS achieved by service provider, QoS perceived by the user/customer are given in ETR 003 [46].

NOTE 3: See ITU-T Recommendation E.800 [2].

Quality Parameter Mean Opinion Score (QPMOS): panel of a sufficient number of users or observers are asked to give their opinion on a particular aspect of a service with respect to a given quality parameter amongst the following score (5 to 1): Excellent, High, Fair, Poor, Bad.

NOTE: The QPMOS is the mean value of these scores. This subjective quality measure, determined by asking people a set of questions under controlled conditions about the parameter in question, for example on the relevance of the operators' answers. The QPMOS is the mean value of the scores achieved on these questions by the panel. The set of questions should fit each quality parameter under study.

Receiving Loudness Rating (RLR): loudness loss between an electric interface in the network and the listening subscriber's ear

NOTE 1: The loudness loss is here defined as the weighted (dB) average of driving e.m.f to measured sound pressure. The weighted mean value for ITU-T Recommendations G.111 [7] and G.121 [8] is 1 to 6 in the short term, 1 to 3 in the long term. The rating methodology is described in ITU-T Recommendations P.64 [16], P.76 [17] and P.79 [18].

NOTE 2: See ITU-T Recommendation G.111 [7].

reliability (supplier-customer interface context): ability to provide what was promised, dependably and accurately

reliability: ability of an item to perform a required function under stated conditions for a given time period

NOTE 1: It is generally assumed that the item is in a state to perform this required function at the beginning of the time interval.

NOTE 2: In French, the term *fiabilité* is also used to denote the performance quantified by this *probability*.

NOTE 3: See ITU-T Recommendation E.800 [2].

repair: See trouble-shooting.

response time (directory enquiry services context): duration from the instant when the address information required for setting up a call is received by the network (e.g. recognized on the calling user's access line) to the instant the human operator or an equivalent voice-activated response system answers the calling user to provide the number information requested

NOTE: See EG 202 057-1 [34].

response time (operator services context): duration from the instant when the address information required for setting up a call is received by the network (e.g. recognized on the calling user's access line) to the instant the human operator answers the calling user to provide the service requested

NOTE 1: Services provided wholly automatically, e.g. by voice response systems are excluded (ETR 138 [47] and EG 201 769-1 [74]). The services covered are the services for operator controlled and assisted calls that are accessed with special access codes. Access to emergency services is excluded.

NOTE 2: The period in this definition includes waiting times because operators are busy, and times for going through voice response systems to reach the operator. However it excludes the handling of the call by the operator, e.g. conversation with the operator. The reasons are that the variety of calls to operators is too wide and that it is too difficult/costly in practice to measure the operator's performance precisely.

NOTE 3: See EG 202 057-1 [34].

responsiveness (supplier-customer interface context): willingness to help customers and provide prompt services

Sending Loudness Rating (SLR): loudness loss between the speaking subscriber's mouth and an electric interface in the network

NOTE 1: The loudness loss is here defined as the weighted (dB) average of driving sound pressure to measured voltage. The weighted mean value for ITU-T Recommendations G.111 [7] and G.121 [8] is 7 to 15 in the short term, 7 to 9 in the long term. The rating methodology is described in ITU-T Recommendations P.64 [16], P.76 [17] and P.79 [18].

NOTE 2: See ITU-T Recommendation G.111 [7].

service alteration: all activities associated with the alteration of a telecommunication service, from the time alteration to a service is requested by the customer to the time these alterations are carried to the satisfaction of the customer

NOTE: See ETR 003 [46]. See also "**technical upgrade**".

simplicity: ease in the application of the service function

NOTE: See ETR 003 [46]. This meaning is more restrictive than **user-friendliness** that includes design for all, accessibility and ergonomic aspects.

speed: performance criterion that describes the time interval required to perform a function or the rate at which the function is performed

NOTE: The function may or may not be performed with the desired accuracy. See ITU-T Recommendation I.350 [11].

technical upgrade: all activities associated with the technical evolution of any component of the service at the provider initiative

NOTE: See EG 202 009-1 [32].

threshold: reference value to determine that a parameter is within the acceptable contractual fork

NOTE: See EG 202 009-2 [33].

time to connect: time between the end of dialling and ringing or lift up or busy tone

trafficability: ability of an item to meet a traffic demand with a given size and other characteristics, under given internal conditions

NOTE 1: Internal conditions refer for example to any combination of faulty and not faulty sub-items.

NOTE 2: See ITU-T Recommendation E.800 [2].

trouble shooting: all activities associated with the restoration of a telecommunication service to the customer after a fault resulting in partial or complete loss of service or service features

NOTE: See EG 202 009-1 [32].

usability: effectiveness, efficiency and satisfaction with which specified users can achieve specified goals (tasks) in a particular environment

NOTE 1: In telecommunications, usability should also include the concepts of learnability and flexibility; and reference to the interaction of more than one user (the A and B parties) with each other and with the terminals and the telecommunications system. See EG 201 013 [30].

NOTE 2: Similar to simplicity (see ETR 003 [46]) but includes conformance to design for all, accessibility and ergonomic aspects.

user indicator: expression of a criterion from the user viewpoint and relevant to his control panel

NOTE: See EG 202 009-2 [33].

3.2 Abbreviations

For the purposes of the User Group documents, the following abbreviations apply:

ADSL	Asymmetric Digital Subscriber Line
AoC-D	Advice of Charge - charging information During the call
AoC-E	Advice of Charge - charging information at the End of the call
AoC-R	Advice of Charge - charging information on user Request
AoC-S	Advice of Charge - charging information at call Setup time
AP	Animated picture
B2B	Business to Business
B2C	Business to Customer
CCBS	Completion of Calls to Busy Subscriber
CCNR	Completion of Calls on No Reply
CD	Call Deflection
CDR	Call Detail Record
CFB	Call Forwarding Busy
CFNR	Call Forwarding No Reply
CFS	Call Forwarding Service
CFU	Call Forwarding Unconditional
CLI	Calling Line Identification
CLIP	Calling Line Identification Presentation
CLIR	Calling Line Identification Restriction
CLR	Circuit Loudness Rating
CNIP	Calling Name Identification Presentation
CNIR	Calling Name Identification Restriction
CR	Card Reader
CRM	Customer Relationship Management
CTI	Computer-Telecommunications Integration
DC	Delivery Confirmation
DECT	Digital Enhanced Cordless Terminal
DNS	Domain Name Server
DSL	Digital Subscriber Line
DVB	Digital Video Broadcasting
EDIFACT	Electronic Data Interchange For Administration Commerce and Transport
EMS/NMS	Element Management System/Network Management System
ENUM	Enhancement of NUMbering and naming
ETIS	European Telecommunications Informatics Services
ETNS	European Telephony Numbering Space
FTP	File Transfer Protocol
GPRS	General Packet Radio Services
GSM	Global System Mobile communication
HDSL	High bit rate Digital Subscriber Line
HLR	Home Location Register
HPLMN	Home Public Land Mobile Network
HTML	Hypertext Markup Language
ICT	Information and Communication Technology
IMS	IP based Multimedia Services
IP	Internet Protocol
IRC	Internet Relay Chat
ISDN	Integrated Service Digital Network
LAN	Local Area Network
LBS	Location-Based Service
MCID	Malicious Call Identification
MMS	Multimedia Message Service
NAP	Network Access Point
NTP	Network Termination Point

OS	Operating System
OSS	Operations Support Systems
PABX	Private Automatic Branch eXchange
PAMS	Perceptual Analysis Measurement System
PBX	Private Branch eXchange
PC	Priority Call
PDA	Personal Digital Assistant
PESQ	Perceptual Evaluation of Speech Quality
PISN	Private Integrated Services Network
PLT	Power Line Telecommunications
PNO	Public Network Operator
PSQM	Perceptual Speech Quality Measurement
PSTN	Public Switched Telephone Network
QoS	Quality of Service
QSIG	Q interface SIGNalling protocol

NOTE: PISN protocol for use between PINXs.

R-LAN	Radio - Local Area Networks
RoD	Rank of Digit
SDSL	Single line Digital Subscriber Line
SIC	Service Implementation Capabilities
SIP	Session Initiation Protocol

NOTE: See RFC 3261 [68] to RFC 3265 [69].

SLA	Service Level Agreement
SME	Small and Medium size Enterprises

NOTE: An EU indicator implying companies of less than 200 employees.

SMS	Short Message Service
SNMP	Simple Network Management Protocol

NOTE: See RFC 3416 [70].

SOA	Service-Oriented-Architectures
SP	Still Picture
SP	Service Provider
TE	Terminal Equipment
TETRA	Terrestrial Trunked Radio
TETRAPOL [®]	Proprietary digital private mobile radio network
UCI	Universal Communication Identifier
UE	User Equipment
UIF	User Interface Functions
UM	Unified Messaging.
UMTS	Universal Mobile Telecommunications Systems
UPT	Universal Personal Telecommunications
URL	Uniform Resource Locators
USC	UE Service Capabilities
VDSL	Very high-data-rate Digital Subscriber Line
VHE	Virtual Home Environment
VoIP	Voice over Internet Protocol
VLR	Visitor Location Register
VPN	Virtual Private Network.
WAP	Wireless Application Protocol
Wi-Fi	Wireless - Fidelity
WLAN	Wireless Local Area Network
WLL	Wireless Local Loop
xDSL	Unspecified DSL such as ADSL, HDSL, VDSL or SDSL

Annex A: Index

access, 8, 14

accountability, 13

accuracy

absolute, 18

relative, 18, 19

address, 9

Advice of Charge

Charging Information at Call Setup Time, 17

Charging Information at the End of the Call, 17

Charging Information During the Call, 17

Charging information on user Request, 17

alteration, 22

application, 14

clients, 14

assurance, 18

audio-conference, 9, 14

authenticity, 13

availability, 9, 13, 19

billing, 14

process, 14

Bluetooth, 9

business user, 9

call, 9

Call Deflection (CD), 17

Call Detail Record, 9

Call Forwarding Busy (CFB), 17

Call Forwarding No Reply (CFNR), 18

Call Forwarding Service (CFS), 18

Call Forwarding Unconditional (CFU), 18

call set up time, 19

Calling Line Identification Presentation (CLIP), 18

Calling Line Identification Restriction (CLIR), 18

Calling Name Identification Presentation (CNIP), 18

Calling Name Identification Restriction (CNIR), 18

cessation, 9

charging, 14

charging/billing, 14

Circuit Loudness Rating, 9

Completion of Calls on No Reply (CCNR), 17

Completion of Calls to Busy Subscriber (CCBS), 17

confidentiality, 13

connection, 9

consumer, 9

conversational service, 14

criterion, 19

customer, 10

data service, 14

Data transfer (FTP), 10

defect, 10

Delivery Confirmation (DC), 18

directory enquiry service, 14

empathy

supplier-customer interface context, 19

end user, 10

fault, 10

fax service, 15

fidelity, 19

File Transfer Protocol (FTP). *See* Data transfer

flexibility, 19

function, 10

instant messaging, 15

integrity, 13

interconnection, 10

- interface, 10
- Internet**
 - public, 12
- Internet Relay Chat (IRC)**, 15
- interoperability, 10
- interworking, 10
- IT&T manager, 10
- Location Information**
 - Mobile context, 11
- location-based services, 15
- Loudness Rating (LR)**, 19
- Malicious Call Identification (MCID)**, 18
- Mean Opinion Score (MOS)**, 19
- measure, 11
- mobile service, 15
- Multimedia Message Service (MMS)**, 15
- Network Access Point (NAP)**, 11
- network operator, 11
- Network Performance (NP)**, 20
- Network Termination Point (NTP)**, 11
- non-repudiation, 13
- overall transmission quality rating (**R**), 20
- parameter (QoS), 20
- ported number, 11
- Post Dialing Delay (PDD)**, 20
- preselection, 11
- presence information, 11
- presence service, 15
- presentity, 12
- privacy, 12
- provider indicator, 20
- provision, 12
- QoS**. *See* Quality of Service
 - achieved by service provider, 20
 - offered by service provider, 20
 - perceived by the user/customer, 20
- QoS requirements**
 - of the user/customer, 21
- Quality of Service (QoS)**, 21
- Quality Parameter Mean Opinion Score (QPMOS)**, 21
- Receiving Loudness Rating (RLR)**, 21
- relay service, 15
- reliability**
 - QoS context, 21
 - security context, 13
 - supplier-customer interface context, 21
- repair**. *trouble-shouting*
- response time**
 - directory enquiry services context, 21
 - operator services context, 21
- responsiveness**
 - supplier-customer interface context, 22
- sales, 12
- security**
 - information, 13
 - service, 14
- Sending Loudness Rating (SLR)**, 22
- service, 16
- Service Implementation Capabilities (SIC)**, 16
- service provider, 16
- service support, 16
- Short Message Service (SMS)**, 16
- simplicity, 22
- SME user, 12
- speed, 22
- system, 12
- technical upgrade, 22
- teleconference, 16
- telecontrol, 16

telemedicine, 16

telephone conference, 16

telnet, 16

Terminal Equipment (TE), 12

text relay service. *See* relay service

threshold, 22

time to connect, 22

trafficability, 22

trouble shooting, 22

UE Service Capabilities (USC), 16

unified messaging, 16

usability, 22

user, 12

user indicator, 23

User Interface Functions (UIF), 12

user requirement, 12

videoconference, 17

videophone, 13

videotelephony, 17

Virtual Private Network (VPN), 13

voice mail, 17

WAP, 13

Web browsing, 13

Wi-Fi, 13

Wireless Local Area Network (WLAN), 13

History

Document history		
V1.1.1	July 2006	Publication