



EENA Operations Document

112 Terminology

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1 Introduction

The aim of this EENA Operations document is to give a definition for all terms and acronyms related to 112. It is updated with the terminology used in the EENA Operations and Next Generation 112 documents.

This document reuses common definitions from the NENA Master Glossary of 9-1-1 Terminology¹. EENA therefore recognises the work done by the members of NENA.

2 Terminology

2.1 A

Term	Definition
Abandoned Call	A call placed to 112 in which the caller disconnects before the call can be answered by the Public Safety Answering Point (PSAP) attendant.
Access Line	The connection between a customer premises network interface and the Local Exchange Carrier that provides access to the Public Switched Telephone Network (PSTN).
Access Provider	An access provider is any organisation that arranges for an individual or an organization to have access to the Internet.
Accessibility	Accessibility is defined as meaning that people with disabilities having access, on an equal basis with others, to the physical environment, transportation, information and communications technologies and systems (ICT), and other facilities and services.
Additional Call Data	Data that is associated with a call, a caller or a location.
Advance Life Support	Is a set of life-saving protocols and skills that extend Basic Life Support to further support the circulation and provide an open airway and adequate ventilation (breathing).
ALI	Automatic Location Identification
Alternate PSAP	A PSAP designated to receive calls when the primary PSAP is unable to do so.
Alternate Routing	The capability of routing 112 calls to a designated alternate location(s) if all 112 trunks are busy or out of service. May be activated upon request or automatically, if detectable, when 112 equipment fails or the PSAP itself is disabled.
Alternative Methods of Notification	Having the ability to locate the emergency caller and initiate emergency response. The adequacy of alternative methods of notification and responding to emergencies would be determined by appropriate governmental authorities operating pursuant to applicable legal requirements.

¹ <http://www.nena.org/standards/master-glossary>



Angle of Arrival (AOA)	A terrestrial Location Determination Technology (LDT) that computes a transmitter's location based upon the angle at which the transmitter's radio signal strikes multiple receivers.
Application Layer Security	Providing security to application layer protocols (HTTP, FTP, SMTP for example) through one of many methods that may include end-to-end privacy (PKE etc), message integrity, non repudiation, proof of submission etc
Association of Public Safety Communications Officials (APCO)	APCO is the world's oldest and largest not-for-profit professional organization dedicated to the enhancement of public safety communications.
Automatic Alarm and Automatic Alerting Device	Any automated device which will access the 112 system for emergency services upon activation and does not provide for two-way communication. (Many countries or regions prohibit the dialling of 112 by an automated device.)
Automatic Call Distributor (ACD)	Equipment that automatically distributes incoming calls to available PSAP attendants in the order the calls are received, or queues calls until an attendant becomes available.
Automatic Location Identification (ALI)	The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information of the location from which a call originates.
Automatic Location Identification (ALI) Data Base	The set of ALI records residing on a computer system.
Automatic Location Identification (ALI) Queries	The act of querying/retrieving the automatic display at the PSAP of the address/location of the telephone and supplementary emergency service information related to the caller's telephone number.
Automatic Number Identification (ANI)	Telephone number associated with the access line from which a call originates.
Average Busy Hour	The 1-hour period during the week statistically shown over time to be the hour in which the most telephone calls are received.



2.2 B

Term	Definition
Backup Public Safety	Typically a disaster recovery answering point which serves as a backup to the primary PSAP and is not co- located with the primary PSAP.
Basic 112	An emergency telephone system which automatically connects 112 callers to a designated answering point. Call routing is determined by originating central office only. Basic 112 may or may not support ANI and/or ALI.
Basic Life support	Is the basic level of medical care which is used for patients with life-threatening illnesses or injuries until the patient can be given full medical care at a hospital. It consists of a number of basic life-saving techniques of pre-hospital emergency care.
Blind	Partially or completely lacking in the sense of seeing.
Breathing	Inflation and deflation of the lungs (respiration) via the airway
Burn out	Physical, emotional, and mental exhaustion due to work-related stress. Cause is not sudden, but prolonged exposure to stress.
Busy Hour	The hour each day with the greatest call volume.
Busy Tone	An audible signal indicating a call cannot be completed because the called access line is busy.



2.3 C

Term	Definition
Call Back	The capability to re-contact the calling party
Call Back Number	A number used by the PSAP to re-contact the location from which the 112 call was placed. The number may or may not be the number of the station used to originate the 112 call.
Call centre ergonomics	matching the task (responding to calls) and the tools (the workstation) to fit the needs of the worker, designing the workplace to maximize productivity by reducing user fatigue and discomfort. Potentially it can lead to improving call quality by controlling noise, contribute to reduction of job-related stress levels and increase productivity of the work force.
Call Delivery	The capability to route a 112 call to the designated selective router for ultimate delivery to the designated PSAP.
Call Queuing	The method of selection of which calls get passed to the outgoing trunk group when there are more call originations than terminating members on the outgoing trunk.
Call Routing	The capability to selectively route the 112 call to the appropriate PSAP.
Call Set-up Time	The amount of time between when a caller dials the two (2) in 112 and the call is presented to the appropriate PSAP.
Call Taker	An agent of a PSAP who answers emergency calls
Call Taker Position	The 112 premises equipment at which calls are answered and responded.
Call Taker Supervisor	An agent of a PSAP who supervises Call Takers
Call Transfer	The capability to redirect a call to another party.
Call-back Number	An identifier for an emergency caller that can be used by the PSAP to reach an emergency caller subsequent to the release of an emergency call.
Caller Hold	The capability of the PSAP to maintain control of a 112 caller's access line, even if the caller hangs up.



Calling Line Identification	Signalling parameter that identifies the telephone number of the party placing a call.
Calls	A generic term used to include any type of request for emergency assistance and is not limited to voice
Case Number	Tracking number used to reference recorded incidents and events. Related nomenclature: Call Number, Report Number, Incident number, Report number.
Cell	The wireless telecommunications antenna serving a specific geographic area.
Cell Broadcast (CB)	Cell Broadcast (CB) is a technology that has a similar user experience as SMS has: text messages are displayed on the screen of the mobile device. However, the technology that is used to send the message to the mobile phone differs between both technologies.
Cell Sector	One face of a cell antenna (typically 3-sided) that operates independently of the other sectors.
Cell Site	The location of a cell and related equipment.
Cellular Priority Access Service (CPAS)	A uniform nationwide method of providing priority access to authorized wireless subscribers in the event of an emergency.
Central Processing Unit (CPU)	The part of a computer which performs the logical, computational and decision making functions.
China Communications Standards Association (CCSA)	A nationally unified communications standards organization that can adapt the growing market, keep pace with global industry and accord with Chinese situations.
Circuit Route	The physical path between two terminal locations.
Circuit-Switched Networks	Circuit-switched is a type of network in which a physical path is obtained for and dedicated to a single connection between two end-points in the network for the duration of the connection. Ordinary voice phone service is circuit-switched.
Civic Address	Any city-style address that includes a house number and a street name is considered a Civic Address.
Civic Location	A set of elements that describe detailed street address information.
Class of Service	A designation of the type of telephone service, e.g. residential, business, Centrex, coin, PBX, wireless.



Coercion	<p>The intimidation of a victim to compel the individual to do some act against his or her will by the use of psychological pressure, physical force, or threats. The crime of intentionally and unlawfully restraining another's freedom by threatening to commit a crime, accusing the victim of a crime, disclosing any secret that would seriously impair the victim's reputation in the community, or by performing or refusing to perform an official action lawfully requested by the victim, or by causing an official to do so.</p> <p>A defence asserted in a criminal prosecution that a person who committed a crime did not do so of his or her own free will, but only because the individual was compelled by another through the use of physical force or threat of immediate serious bodily injury or death.</p>
Collaborative software	(Also referred to as groupware or work ware support systems) is software designed to help people involved in a common task achieve their goals. Collaborative software is the basis for computer supported cooperative work.
Commercial Call Center	A privately operated call center, which answers emergency and/or non-emergency calls.
Communications Impaired	A person who is deaf, hearing impaired, or speech impaired that requires use of assistive telecommunications technology.
Communications Services Providers	This term is used generically to refer to any and all providers of telecommunications services that may be used to generate a 112 call, and who would interconnect in any fashion to the 112 network.
Competent Authority	The administrative jurisdiction of a particular 112 system. This could be a country, regional or city government.
Computer Aided Dispatch (CAD)	A computer based system, which aids PSAP Telecommunicators by automating selected dispatching and record keeping activities.
Computer Telephone Integration (CTI)	Integrating telephone function into a computing device.
Conference Transfer	The capability to bridge a third party onto an existing call. Also known as three-way calling.
Congestion Control	A method of controlling traffic when there are insufficient resources to meet demand, for example more requests for calls than there are trunks. It may be achieved by rejecting requests, and/or diverting calls.
Consolidated PSAP	A facility where one or more Public Safety Agencies choose to operate as a single 112 entity.
Continuity of Operations	The ability to continue operations during and after a major disaster.
Coordinate Based Routing	The process of using a Coordinate Routing Data Base (CRDB) to perform selective routing on a 112 call based on the X, Y coordinates from which the call originated. The X, Y coordinates respectively represent the longitude & latitude of a position.



<i>Coping Strategies</i>	Responses to stress may include adaptation, psychological coping such as stress management, anxiety, and depression. Over the long term, distress can lead to diminished health and/or increased propensity to illness; to avoid this, stress must be managed.
<i>Currency</i>	Being fully trained, tested and up-to-date regarding a specific assignment. A measure of readiness.
<i>Customer Comments</i>	Supplementary information useful in dispatching provided in conjunction with ALI displays.



2.4 D

Term	Definition
Data Attribute	Descriptive information about features or elements contained in a database.
Data Base	An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes.
Database Administrator	An agent of a 112 Authority who maintains address databases on behalf of a set of PSAPs.
Database Administrator Supervisor	An agent of a 112 Authority who supervises Database Administrators.
Data Base Management System (DBMS)	A system of manual procedures and computer programs used to create, store and update the data required to provide Selective Routing and/or Automatic Location Identification for E112 systems.
Data Exchange	The process of exchanging 112 data between Service Providers and the Data Base Management System Provider.
Deaf	Partially or completely lacking in the sense of hearing.
Deaf-Blind	A term used to describe a person in whom hearing loss and vision impairment combine to interfere with his/her ability to function effectively in life. S/he may have either total or partial loss of both senses, or one
Dedicated Trunk	A telephone circuit used for a single purpose; such as transmission of 112 calls.
Default Route	The routing condition that occurs when a 112 call arrives at a switching or routing point with insufficient data to allow normal routing to the correct PSAP.
Default Routing	The capability to route a 112 call to a designated (default) PSAP when the incoming 112 call cannot be selectively routed due to an ANI/KEY failure or other cause.
Delay	Anything that is done to delay transmission of the packets such as protocol conversion, queuing, etc.
Direct Dispatch	The performance of 112 calls answering and dispatching by personnel at the primary PSAP
Disability	Any restriction or lack (resulting from an impairment) of ability to perform an activity in the manner of or within the range considered normal for a human being.
Disaster	Any event which can cause a significant disruption to emergency calling capability.
Disaster Recovery	A specific set of procedures designed to reduce the damaging consequences of unexpected events resulting in the loss of 112 capabilities.
Distress	Occurring when an individual cannot adapt to stress. Persistent stress that is not resolved through coping or adaptation, deemed distress, may lead to anxiety or withdrawal (depression) behaviour.
Diverse Routing	The practice of routing circuits along different physical paths in order to prevent total loss of 112 service in the event of a facility failure.



Domain Name Server (DNS)	Used in the Internet today to resolve domain names. The input to a DNS is a domain name (e.g., elcordia.com); the response is the IP address of the domain. The DNS allows people to use easy to remember text-based addresses and the DNS translates those names into routable IP addresses.
Domain Name System (DNS)	A globally distributed database for the resolution of host names to numeric IP addresses.



2.5 E

Term	Definition
E.164 number	E.164 is an international numbering plan for public telephone systems in which each assigned number contains a country code (CC), a national destination code (NDC), and a subscriber number (SN). There can be up to 15 digits in an E.164 number. The E.164 plan was originally developed by the International
eCall	Emergency call generated either automatically via activation of in-vehicle sensors or manually by the vehicle occupants; when activated it provides notification and relevant location information to the most appropriate 'Public Safety Answering Point', by means of mobile wireless communications networks, carries a defined standardised Minimum Set of Data (MSD) notifying that there has been an incident that requires response from the emergency services, and establishes an audio channel between the occupants of the vehicle and the most appropriate 'Public Safety Answering Point'.
eCall Generator	Occupant of a vehicle or equipment within a vehicle that has caused to trigger an 'eCall' transaction by automatic or manual means.
eCall Identifier	One of two information element bits (flags) included in the emergency call set-up message that may be used by the mobile network to filter and route automatically and manually initiated eCalls to a designated PSAP.
eCall Minimum Set of Data	Standardised data concept comprising data elements of relevant vehicle generated data essential for the performance of the 'eCall' service.
eCall Service	End-to-end emergency service to connect occupants of an affected vehicle to the most appropriate PSAP via an audio link across a PLMN together with the transfer of a 'Minimum Set of Data' to the PSAP.
European Emergency Number Association (EENA)	EENA, the European Emergency Number Association, is a Brussels-based NGO set up in 1999 dedicated to promoting high-quality emergency services reached by the number 112 throughout the EU. EENA serves as a discussion platform for emergency services, public authorities, decision makers, associations and solution providers in view of improving emergency response in accordance with citizens' requirements. EENA is also promoting the establishment of an efficient system for alerting citizens about imminent or developing emergencies.
Emergency Alert Systems	Radio or television based broadcast of emergency event information.
Emergency Call	A telephone request for public safety agency emergency services which requires immediate action to save a life, to report a fire or to stop a crime. May include other situations as determined locally.
Emergency Communications Center	A set of call takers operating under common management which receives emergency calls for service and asynchronous event notifications and processes those calls and events according to a specified operational policy.
Emergency Medical Service (EMS)	A network of services coordinated to provide aid and medical assistance from primary response to definitive care, involving personnel trained in the rescue, stabilisation, transportation, and advanced treatment of traumatic or medical emergencies
Emergency Notification Systems	General category for any systems used to notify persons of an emergency. May include changeable message signs, sirens, telephone and other media.



Emergency Response Location	A location to which a 112 emergency response team may be dispatched. The location should be specific enough to provide a reasonable opportunity for the emergency response team to quickly locate a caller anywhere within it.
Emergency Services IP Network (ESInet)	An IP-based inter-network (network of networks) shared by all agencies which may be involved in any emergency.
Emergency Telecommunications (EMTEL)	The concept of EMTEL addresses a broad spectrum of aspects related to the provisioning of telecommunications services in emergency situations. Emergency situations may range from a narrow perspective of an individual being in a state of personal emergency (with need to make an emergency call due to sudden illness, traffic accident, outbreak of fire in the home...) to a very broad perspective of serious disruptions to the functioning of society (viz. disaster situations due to events or processes such as earthquakes, floods, large scale terrorist attacks, etc.). The concept also covers the telecommunications needs of society's dedicated resources for ensuring public safety; including police forces, fire fighting units, ambulance services and other health and medical services, as well as civil defence services. The telecommunications needs of such services have until now been satisfied by dedicated networks and equipment, often different for different services, but with modern technology it is possible to increasingly integrate such services with the public telecommunications services. Terrestrial and satellite radio/TV broadcasting and Internet services provide means for dissemination of information to the general public, in particular in hazardous and disaster situations. Telecommunications means may also be increasingly used as parts of various community functions such as health services (e.g. remote patient monitoring to reduce need for hospitalization).
Emerging Technologies	New technologies and network to deliver communications.
Enhanced 112	A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number.
Ergonomics	Matching the task (responding to calls) and the tools (the workstation) to fit the needs of the worker, designing the workplace to maximize productivity by reducing user fatigue and discomfort. Potentially it can lead to improving call quality by controlling noise, contribute to reduction of job-related stress levels and increase productivity of the work force.
Ethernet	A popular local area data communication network, which accepts transmissions from computers and terminals.
European Telecommunications Standards Institute (ETSI)	ETSI is an independent, non-profit organization, whose mission is to produce telecommunications standards for today and for the future. Based in Sophia Antipolis (France), ETSI is officially responsible for standardization of Information and Communication Technologies (ICT) within Europe. These technologies include telecommunications, broadcasting and related areas such as intelligent transportation and medical electronics.



Eustress	Where stress enhances function (physical or mental, such as through strength training or challenging work), it may be considered eustress (or “positive stress”).
Event Alert Notification Time	The time passed between an event occurrence and the reception of the warning message by the citizen is the “event alert notification time”.
Exchange	A defined area, served by one or more telephone central offices, within which a Local Exchange Carrier furnishes service.



2.6 F

Term	Definition
Fatigue	A state of physical and/or mental weakness, also called exhaustion
File Transfer Protocol (FTP)	A widely accepted, and readily available, means of communication, designed specifically to move data files between computer systems over an IP network.
Fixed Transfer	The capability of a PSAP attendant to transfer a 112 call to a pre-determined location by activating a single button.
Fixed/Static	Refers to an IP end-point that cannot move, is always in same location and always accesses a network from the same point.
Footprint	The geographic area covered by a particular wireless cell or cell sector.
Force	Threats of serious harm to, or physical restraint against, that person or another person; and/or by means of any scheme, plan, or pattern intended to cause the person to believe that, if the person did not perform such labour or services, that person or another person would suffer serious harm or physical restraint; or by means of the abuse or threatened abuse of law or the legal process,
Forced Disconnect	The capability of a PSAP attendant to disconnect a 112 call even if the calling party remains off-hook. Used to prevent overloading of 112 trunks.
Frame Relay	A dedicated digital transport service that routes information via switched packets. It is defined in ANSI data link level T 1.618.
Fraud	A false representation of a matter of fact—whether by words or by conduct, by false or misleading allegations, or by concealment of what should have been disclosed—that deceives and is intended to deceive another so that the individual will act upon it to her or his legal injury.



2.7 G

Term	Definition
Gateway	The Point at which a circuit-switched call is encoded and repackaged into IP packets – Equipment that provides interconnection between two networks with different communications protocols; two examples are packet assembler/disassemblers and protocol converters. Gateways operate at the 4 th through 7 th layers of the Open Systems Interconnection model.
Gateway Mobile Location Center (GMLC/MLC)	The GMLC serves as the point of interface to the GSM wireless network for the Emergency Services Network. The GMLC serves as the entity which retrieves, forwards, stores and controls position data within the location network. It receives Position Information from the wireless network, forwards it to the Emergency Service Network upon request and coordinates requests for position update.
General Packet Radio Service (GPRS)	GPRS is a mobile data service available to users of GSM mobile phones. It is often described as “2.5G”, that is, a technology between the second (2G) and third (3G) generations of mobile telephony. It provides moderate speed data transfer, by using unused TDMA channels in the GSM network. Originally there was some thought to extend GPRS to cover other standards, but instead those networks are being converted to use the GSM standard, so that is the only kind of network where GPRS is in use. GPRS is integrated into GSM standards releases starting with Release 97 and onwards. First it was standardized by ETSI but now that effort has been handed onto the 3GPP.
Geocoding	Translation of one form of location into another, typically a civic address into an x, y coordinates.
Geographic Number Portability (GNP)	A form of telephone number portability, where a telephone number may be ported outside its originally assigned rate center. This is different from Local Number Portability (LNP) where the telephone number must be reused within the same rate center.
Geographic Information System (GIS)	A computer software system that enables one to visualize geographic aspects of a body of data. It contains the ability to translate implicit geographic data (such as a street address) into an explicit map location. It has the ability to query and analyze data in order to receive the results in the form of a map. It also can be used to graphically display coordinates on a map i.e. Latitude/Longitude from a wireless 112 call.
Geo Location	Latitude, longitude, elevation, and the datum which identifies the coordinate system used.
Geospatial	Data Accurately references to a precise location on the earth’s surface.
GIS (Geographic Information System)	A system for capturing, storing, displaying, analyzing and managing data and associated attributes which are spatially referenced.
Global Positioning System (GPS)	A satellite based Location Determination Technology (LDT).



Global Standard for Mobile Communications	International standard digital radio interface.
Groupe Speciale Mobile (GSM)	Global System for Mobile Communications. The predominant digital telephone service technology outside the United States, with some services within the United States. The radio interface is either in the 9—MHZ or 1.8GHZ band.



2.8 H

Term	Definition
Handicap	A disadvantage, for a given individual, resulting from impairment or a disability, that limits or prevents the fulfilment of a role that is normal (depending on age, gender, social and cultural factors) for the individual. However the term handicap is no longer considered appropriate or in keeping with the contemporary understanding of disability or people with disabilities.
Hard of Hearing	The term “hard of hearing” refers to those who have some hearing, are able to use it for communication purposes, and who reasonably comfortable doing so. A hard of hearing person, in audio logical terms, may have a mild to moderate hearing loss.
Host Mobility	Powerful IP new routing capability that allows a device to move to another host network and still be identified.
Human Trafficking	All acts involved in the transport, harbouring, or sale of persons within national or across international borders through coercion, kidnapping, deception, or fraud for the purpose of placing persons in situations of forced labour or services such as domestic servitude, factor or agricultural work; or Sex trafficking in any commercial sex act induced by force, fraud, or coercion. It is always considered a severe form of trafficking if the person induced to perform the sexual act is under the age of majority, regardless of whether the elements of force, fraud or coercion are involved.
Hypertext Transport Protocol (HTTP)	Hypertext Transport protocol typically used between a web client and a web server that transports HTML and/or XML. Often used as a transport for SOAP.



2.9 I

Term	Definition
Impairment	Any loss or abnormality of psychological, physiological or anatomical structure or functions.
Incident Identifier	An identifier assigned by the first PSAP which declares an incident. The form of an Incident Identifier is a URI GUID. Incident Identifiers are globally unique.
Instant Call Recorder	A device that allows the user to instantly playback all (or portions of) a call for service to clarify or validate what was heard by the operator to what was said by the caller. Also called and Instant Recall recorder.
Institute of Electrical and Electronic Engineers	A publishing and standards making body responsible for many telecom and computing standards.
Integrated Services Digital Network (ISDN)	International standard for a public communication network to handle circuit-switched digital voice, circuit-switched data, and packet-switched data.
Intelligent Network	A telecommunications network that has functions and controls distributed at various nodes on and off the network, enabling great flexibility in transport. <u>This is an SS7 network that includes components such as SSP (Signal Switching</u>
Interactive Voice Response (IVR)	A computer system accessible by registered users utilized to identify the Service Provider and 24 X 7 access number for telephone numbers which have been ported or pooled.
Inter-center testing	This is a testing mechanism by which call takers make test calls to other PSAP's to test their proficiency.
Internet Engineering Task Force (IETF)	Lead standard setting authority for internet protocols.
Internet Protocol (IP)	The method by which data is sent from one computer to another on the Internet or other networks.
Internet Protocol Address (IP Address)	A 32-bit address assigned to hosts using TCP/IP. An IP address belongs to one of five classes (A, B, C, D, or E) and is written as 4 octets separated by periods (dotted decimal format). Each address consists of a network number, an optional sub network number, and a host number. The network and sub network numbers together are used for routing, while the host number is used to address an individual host within the network or sub network.
Internet Protocol Telephony (IP Telephony)	A general term for the technologies that use the IP's packet-switched connections to exchange voice, fax, and other forms of information that have traditionally been carried over the dedicated Circuit-Switched (CS) connections of the PSTN. The IP address may change each time the user logs on.
Internet Service Provider (ISP)	Company that provides Internet access to other companies and individuals
Internet Telephony Service Provider (ITSP)	A Company providing Internet based telephony services.



<i>International Telecommunications Union (ITU)</i>	The telecommunications agency of the United Nations established to provide worldwide standard communications practices and procedures. Formerly CCITT
<i>Interpretation</i>	Interpreting or "interpretation" is the facilitation of oral or sign-language communication, either simultaneously or consecutively, between two, or among more, speakers who are not speaking, or signing, the same language.
<i>Interoperability</i>	The capability for disparate systems to work together.
<i>Interworking</i>	Concept where systems or components from different origins or companies, running on different hardware and operating systems, working together to perform some tasks using common standard network procedure or protocol.



2.10 L

Term	Definition
Landline	Colloquial term for the Public Switched Telephone Network access via an actual copper or fibre optic transmission line that travels underground or on telephone poles. Used to differentiate the “wireless” connectivity of a cellular or PCS system.
Landmark Location	Landmark locations can be Civic Addresses but are generally the names of buildings or other commonly known recognized places (e.g., The Empire State Building, The Alamo, etc.) or the name by which a prominent feature is publicly known.
Local Loop	A physical facility between a customer’s network interface and the local serving central office. The most common form of local loop is a pair of wires.
Location	The physical position of the caller expressed in either civic or geodetic form.
Location Determination	Act of using measurements taken from the access network to calculate or otherwise discover the physical location of a device.
Location Determination Technology	A system which computes the x and y coordinates of a wireless 112 caller.
Location Estimate	The approximate physical position of a caller expressed in either civic or geodetic form usually accompanied by a degree of uncertainty. The degree of uncertainty may be expressed by a reduction in precision. For civic locations this equates to the number of fields specified while for geodetic locations it equates to the definition of an area or volume specified as a shape.
Location-incapable	Devices those are not capable of requesting, acquiring, or storing location information.
Location Information	The actual geo or civic location data independent of its containers, protocols or reference mechanisms.
Location Validation	Refers to the action of ensuring that a civic address can be used to discern a route to a PSAP.
Login	The process of identifying and authenticating oneself to a computer, ACD or 112 attendant position system.
Loop back	A type of diagnostic test in which a transmitted signal is returned to the transmitting device and then compared to the original signal.
Lost otherwise missing	A child’s whereabouts are unknown to the child’s caretaker and this causes the caretaker to be alarmed for at least 1 hour and try to locate the child, under one of two conditions: (1) the child was trying to get home or make contact with the caretaker but was unable to do so because the child was lost, stranded, or injured; or (2) the child was too young to know how to return home or make contact with the caretaker.



2.11 M

Term	Definition
Manual Transfer	The capability of a PSAP attendant to transfer a 1 call to another location by manually dialling the destination number or speed dialling code.
Mediation	A service that provides a uniform appearance to a service consumer for a set of services with a disparate set of service interfaces.
Message Encryption	Message encryption is a process of disguising a message in such a way as to hide its substance.
Message Integrity	Message integrity mechanisms provide protection against unauthorized message modifications.
Micro-Cell	Commonly used to describe PCS cells due to their much smaller footprint compared to a Cellular cell.
Misroute	An E112 call routed to an incorrect PSAP due to a network discrepancy.
Modem	An interface device which allows digital data signals to be transmitted over analog telephone lines.



2.12 N

Term	Definition
Namespace Name	The full-form name of a namespace.
Namespace Qualifier	A short-form synonym of a namespace name.
Namespace Prefix	The equivalent of namespace qualifier in XML – a short-form synonym for a namespace URI.
Namespace Uniform Resource Identifier (URI)	The XML specific namespace name.
National Emergency Number Association (NENA)	The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of “One Nation-One Number.” NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.
Next Generation 112 (NG112)	<p>NG112 is defined by two major aspects:</p> <ul style="list-style-type: none"> ▪ Interoperability between emergency services: NG112 enables the several Public Safety Answering Points to be part of a common emergency service IP-network, providing them with redundancy and interoperability features. This network should support data and communications needs for coordinated incident management between PSAPs and provide a reliable and secure environment for emergency communications. ▪ Communication between citizens and emergency services: NG112 is designed to enable citizens to reach an authority (e.g., PSAP) by calls using VoIP, text messaging, instant messaging, real-time text, pictures and videos. It could also provide emergency services with more data such as telematics and health data. NG112 enables the delivery of calls, messages and data to the appropriate Public Safety Answering Point (PSAP) and other appropriate emergency entities and makes call handling easier.
Next Generation 9-1-1 (NG9-1-1)	<p>NG9-1-1 is the next evolutionary step in the development of the 9-1-1 emergency communications system known as E9-1-1 since the 1970s. NG9-1-1 is a system comprised of managed IP-based networks and elements that augment present-day E9-1-1 features and functions and add new capabilities. NG9-1-1 will eventually replace the present E9-1-1 system. NG9-1-1 is designed to provide access to emergency services from all sources, and to provide multimedia data capabilities for PSAPs and other emergency service organizations.</p> <p>NOTE: It is recognized that there will be a multi-year transition to NG9-1-1 beginning as early as 2007. See the NENA list of FAQs related to NG9-1-1 for more details. http://www.nena.org/pages/ContentList.asp?CTID=65</p> <p>The above link will take you to the web page showing NENA’s current description/definition of NG9-1-1.</p>



Nomadic	In the context of location information to support IP based emergency services: A user is said to be nomadic if they are constrained within an access network such that their location can be represented as a definitive civic address for that network attachment. The user may move from one network attachment to another but cannot maintain a session during that move. If the user is able to move outside the definitive civic address without losing network attachment then the user is considered to be mobile, not nomadic.
Nomadic VoIP Call	Call generated by a VoIP user other than their originally provisioned fixed location using the terminal equipment from that location (i.e.: VoIP handset, laptop, VoIP terminal, PC).



2.13 O

Term	Definition
Oblique Images (GIS)	Oblique images are photographs that are taken at an angle. This way all characteristics of features can be perceived in detailed.
Occupational Overuse Syndrome (OOS)	Is the term given to a range of conditions characterised by discomfort or persistent pain in muscles, tendons and other soft tissues. These conditions are usually caused or aggravated by poor work processes and unsuitable working conditions that involve repetitive or forceful movements or the maintenance of constrained or awkward postures. OOS is also known as Repetitive Strain Injury (RSI).
Originating Carrier	An entity that provides telecommunications services to the end user.
Origination Network	The network which originates a 112 call. Includes the access network and the calling network. Typically operated by carriers or other service providers.
Overflow	The routing condition that occurs when all trunks from the originating network element (e.g. LEC end office, ESGW, PBX) to the SR are busy with calls and additional calls need to be routed to the PSAP. Call volume exceeds available end office to SR trunk capacity. The term "overflow" refers to the treatment a call receives and may include routing to announcements and/or all-trunks-busy tones, or b) all dedicated end office to SR trunks, primary and secondary routes, are out of service (i.e. trunk failure condition).



2.14 P

Term	Definition
Packet	Logical grouping of information that includes a header containing control information and (usually) user data. Packets are most often used to refer to network layer units of data. The terms datagram, frame, message, and segment are also used to describe logical information groupings at various layers of the OSI reference model and in various technology circles
Packet-Switched Data Networks	In telecommunications, packet-switching is now- dominant communications paradigm, in which packets (units of information carriage) are individually routed between nodes over data links which might be shared by many other nodes. In packet switched networks, such as the Internet, the data is split up into packets, each labelled with the complete destination address and routed individually.
Pilot Number	A telephone customer's main account number, lead number, main listed number, or billing account.
Point-to-Point Protocol (PPP)	A protocol that is used to establish a network link over a dedicated channel. It is widely used for internet access. PPP is modular in design and can support different authentication protocols.
Polygon	A shape that is closed, i.e.: circle, square, triangle or any derivative thereof.
Postal Address	Postal addressing may contain variants of abbreviations (Avenue or Ave, Street or St, Route or Rt) that the Postal Service recognizes as acceptable postal addresses.
Prelingual Deafness	The loss of hearing before the development of language skills.
Primary Public Safety Answering Point	Physical location working on behalf of the national authorities where emergency calls are first received under the responsibility of a public authority or a private organisation recognised by the national.
Primary Rate ISDN (PRI)	A non-switched digital service which utilizes DS1 level 1.544 mbps digital carrier full duplex technology and standards to transport multiple 64 kbps clear channels from an originating ISDN equipped central office switch over a point to point facility to a terminating ISDN equipped customer location. PRI utilizes a full duplex 1.544 mbps DS1 level circuit sectioned into twenty-four (24) individual 64 kbps clear channels. Bearer services and circuit control are comprised of twenty-three (23) 64 kbps B-channels and one (1) 64 kbps D-channel totalling to the 1.544 mbps level.
Primary Rate Interface (PRI)	A bundle of ISDN circuits with 23 B channels at 64 Kbps and one D channel equivalent to one T1 link.
Private Branch Exchange (PBX)	A private telephone switch that is connected to the Public Switched Telephone Network.
Protocol	A set of rules or conventions that govern the format and relative timing of data in a communications network. There are three basic types of protocols: character-oriented, byte-oriented, and bit-oriented. The protocols for data communications cover such things as framing, error handling, transparency, and line control.



Proxy	An entity in a call path that is an intermediary, and not an endpoint. Most message contents are copies (proxied) from one side of the proxy to the other, but the proxy may modify some elements, make a routing decision, or reject the call.
Proxy or Proxy Server/Policy and Routing Server	"A policy and routing server in the context of SIP is a proxy server, an intermediary entity that acts as both a server and a client for the purpose of making requests on behalf of other clients. A proxy server primarily plays the role of routing, which means its job is to ensure that a request is sent to another entity "closer" to the targeted user. Proxies are also useful for enforcing policy (for example, making sure a user is allowed to make a call). A proxy interprets, and, if necessary, rewrites specific parts of a request message before forwarding it." (Refer to IETF RFC 3261[5].) It can be a policy/routing element in other protocols.
Public Agency	A state or any unit of local government or special purpose district located in whole or in part within a country, which provides police, fire-fighting, medical or other emergency services or has authority to do so.
Public Safety Agency	An entity that provides fire fighting, law enforcement, emergency medical or other emergency service.
Public Safety Answering Point (PSAP)	Public Safety Answering Point (PSAP): A set of call takers authorized by a governing body and operating under common management which receives 112 calls and asynchronous event notifications for a defined geographic area and processes those calls and events according to a specified operational policy.
Public Safety Answering Point (PSAP) Operators	Operates the Public Safety Answering Points in a particular country, region, or other regional jurisdiction.
Public Switched Telephone Network (PSTN)	The network of equipment, lines, and controls assembled to establish communication paths between calling and called parties.
Public Warning	Public warning is the capability to bring to the immediate attention of all people who might be directly impacted following the onset, or predicted onset, of an emergency so that they can take action to mitigate the impact of this incident.

2.15 Q

Term	Definition
Qualified Interpreter	An individual who interprets effectively, accurately, and impartially.
Quality Assurance Programme	System that facilitates review and evaluation of work product. Information is used to validate effectiveness of training and evaluate need for additional training or other corrective action.
Quality of Service (QoS)	As related to data transmission a measurement of latency, packet loss and jitter.
Queue	A stored arrangement of calls or data waiting to be processed
Queuing	Queuing is an automated process by which call are presented in a predefined sequence to a call taker.

2.16 R

Term	Definition
Real-Time	The availability of information at the exact time it is occurring.
Real Time Protocol (RTP)	An IP protocol used to transport media (voice, video, text) which has a real time constraint.
Real-time Transport Control Protocol (RTCP)	<p>RTCP is a sister protocol of RTP and provides out-of- band control information for an RTP flow. It partners RTP in the delivery and packaging of multimedia data, but does not transport any data itself. It is used periodically to transmit control packets to participants in a streaming multimedia session. The primary function of RTCP is to provide feedback on the quality of service being provided by RTP.</p> <p>It gathers statistics on a media connection and information such as bytes sent, packets sent, lost packets, jitter, feedback and round trip delay. An application may use this information to increase the quality of service perhaps by limiting flow, or maybe using a low compression codec instead of a high compression codec. RTCP is used for Quality of Service (QoS) reporting.</p>
Real-Time Transport Protocol	A network protocol used to carry packetized audio and video traffic over an IP network that helps ensure that packets get delivered in a timely way.
Recall Recorder	A voice-band audio recorder which records to and plays from a media that may not be permanent (such as tape loop, fixed disk or RAM). Recall recorders are typically associated with each operator position for the purpose of recording and playing back their most recent conversations. Also known as Call Check or Instant Playback Recorder.
Receipt	Date and time stamp when document either entered into an electronic tracking system by the jurisdiction or service provider.
Redundancy	Duplication of components, running in parallel, to increase reliability; A backup system (either a device or a connection) that serves in the event of primary system failure.
Registry	A registry is a single place for keeping valid data values associated with a specific XML data element.
Rejected	Date and time stamp a request is denied by the recipient.
Request for Comment (RFC)	A method by which standard setting bodies receive input from interested parties outside of the working group.
Response Agency	The public safety agency having legal or consensual obligation to respond to a call for service.
Retrieval Key	A 10-digit number that is used to uniquely identify an emergency call for the purpose of retrieving the ALI record by the PSAP.
Ring back Tone	A tone returned to the caller to indicate that a call is being processed.
RJ-11	A standard jack for handset and other devices connecting to a twisted pair.
Roaming	Roaming: means gaining network access through a service provider other than the one that the subscriber purchases service from, or outside the subscriber's home service territory.



Router	<ul style="list-style-type: none"> • An interface device between two networks that selects the best route to complete the call even if there are several networks between the originating network and the destination • A device that provides network management capabilities (e.g., load balancing, network partitioning, usage statistics, communications priority and troubleshooting tools) that help network managers to detect and correct problems • An intelligent device that forwards data packets from one local area network (LAN) to another and that selects the most expedient route based on traffic load, line speeds, costs, or network failures to complete the call
Runaways	A runaway is when a child leave home without permission and stays away overnight; or a child 14 years old or younger (or older and mentally incompetent) who is away from home chooses not to return when supposed to and stays away overnight; or a child 15 years old



2.17 S

Term	Definition
Secondary Public Safety Answering Point	A PSAP to which 112 calls are transferred from a Primary PSAP. (See Public Safety Answering Point)
Sensor	An entity/device capable of observing a phenomenon and returning an observed value.
Server	In information technology, a server is a computer program that provides services to other computer programs (and their users) in the same or other computers. The computer that a server program runs in is also frequently referred to as a server (though it may be used for other purposes as well).
Service Access Points	Specifies the network address of the processing entity that exposes the service interface.
Service Address	The physical location of a subscriber access line. Service Address is the recommended address for 112 use. (May be different from the listed address or billing address)
Service Composition	Used to bring together multiple services to satisfy more complex or higher-level needs.
Service Level Agreement (SLA)	A contract between a service provider and the end user, which stipulates and commits the service provider to a required level of service.
Service Order	Local Exchange Carrier document used for additions, changes or removals of telephone service.
Service Uniform Resource Name (Service)	A URN with "service" as the first component used with IETF draft-ietf-ecrit-service-urn procedures to provide location-based routing of a call.
Serving Central Office	The central office (CO) from which a subscriber is served. (see Central Office (CO))
Session Initiation Protocol (SIP)	An IETF defined protocol (RFC3261) that defines a method for establishing multimedia sessions over the Internet. Used as the call signalling protocol in VoIP, i2 and i3
Short Message Service (SMS)	A service typically provided by mobile carriers that sends short (160 characters or fewer) messages to an endpoint. SMS is often fast, but is not real time.
Single Point of Failure	A hardware or software component or sub-system which experiences a failure causing more than 50% of the total system to fail.
Sign Language	A visual/gestural, non-written language with its own unique syntax and grammar based on hand shapes, body movements and facial expressions.



Small Office/Home Office	Describes a small office or home office with few occupants, often just one.
Sockets	A method for communication between two applications in a network. The socket is defined as "the endpoint in a connection".
Spatial	Relating to, occupying, or having the character of space. Geographic Information Systems store spatial data in regional databases. See Geospatial.
Standard Operating Procedure	A written directive that provides a guideline for carrying out an activity. The guideline may be made mandatory by including terms such as "shall" rather than "should" or "must" rather than "may".
Standards Development Organization (SDO)	An entity whose primary activities are developing, coordinating, promulgating, revising, amending, reissuing, interpreting, or otherwise maintaining standards that address the interests of a wide base of users outside the standards development organization.
Start Bit	In asynchronous transmission, the first element in each character that prepares the receiving device to recognize the incoming information.
Station Identification	A telephone number dialable from the public switched network, which provides sufficient information to permit a return call by the Public Safety Answering Point to the caller or a telephone nearby the caller.
Stop Bit	In asynchronous transmission, the last transmitted element in each character, which permits the receiver to come to an idle condition before accepting another character.
Stress	Is the body's reaction to a change that requires a physical, mental or emotional adjustment or response; a psychological and physical response of the body that occurs whenever we must adapt to changing conditions, whether those conditions be real or perceived; the non-specific response of the body to any demand for change Stress has powerful effects on mental functioning, mental and physical performance, interpersonal encounters, and physical well-being. In the Principles of Internal Medicine (Harrison) it was reported that 50-80% of all physical disorders have psychosomatic or stress related origins.
Stress Management	Encompasses techniques intended to equip a person with effective coping mechanisms for dealing with psychological stress, with stress defined as a person's physiological response to an internal or external stimulus that triggers the fight-or-flight response. Stress management is effective when a person uses strategies to cope with or alter stressful situations.
Sync	Abbreviation for synchronized or synchronization.
Synchronization	In the context of timing, synchronization means to bring clocks or data streams into phase.



2.18 T

Term	Definition
Tag	A unique label that precedes the data for the data element associated with the tag.
Tag Data	A method of identifying data elements of varying lengths within a data record.
Tag Data Record	A record of varying length comprised of pre-defined tag labels and their associated data elements.
Telecommunications Device for the Deaf (TDD)	Also known as TTY. (see Teletypewriter (TTY))
Telematics	The mechanisms that support the acquisition of telemetry data and action based upon it.
Telemedicine	Telemedicine is the use of telecommunication and information technologies in order to provide clinical health care at a distance. It helps eliminate distance barriers and can improve access to medical services that would often not be consistently available in distant rural communities. It is also used to save lives in critical care and emergency situations.
Telemetry	Telemetry is a technology that allows the remote measurement and reporting of information of interest to a system designer or operator; e.g., doctor monitoring pacemaker functionality.
Telephone Service Priority (TSP)	A procedure used by a telephone company to establish priorities in deciding which lines and trunks to restore subsequent to an outage.
Teletypewriter (TTY)	Also known as TDD. A device capable of information interchange between compatible units using a dial up or private-line telephone network connections as the transmission medium. ASCII or Baudot codes are used by these units.
Telework	A work arrangement in which employees work at any time or place that allows them to accomplish their work in an effective and efficient manner.
Text Telephone	Another term for TDD/TTY
Three-Way Calling	(see Conference Transfer)
Throwaway	A Throwaway is a child asked or told to leave home by a parent or other household adult and the child is out of the household overnight; or a child who is away from home is prevented from returning home by a parent or other household adult.
Time Difference of Arrival (TDOA)	A terrestrial Location Determination Technology (LDT) that computes a transmitter's location based upon the times a signal is received at multiple receivers.
Time Division Duplex Mode (TDD)	This is using TDM access to separate outward and return signals in which the bandwidth used can be variable based on the requirements of the data being transmitted.
Time Division Multiple Access (TDMA)	A digital radio interface.



Token Ring	Local area network architecture originally developed by IBM. Later standardized by ISSS as 802.5. Transmission on the network is governed by the possession of a "token" or specific octet of data. A station may only transmit when it receives the token.
Topology	Spatial relationships between connecting or adjacent features in a geographic information system data layer.
Transfer	A feature which allows the PSAP Telecommunicator to redirect a 112 call to another location.
Transfer Key	A key which is programmed to dial a telephone number, a selective routing transfer code, or a speed dial code to accomplish the transfer of calls.
Translation	<p>Translation – spoken word or text which is translated or the process of translating from one language to another</p> <p>Ad hoc translator – specialized or dealing with a specific subject, respectively not available on a regular basis, appearing spontaneously in a given situation</p> <p>Professional translator – translators must be able to read, understand and retain somebody else's ideas, then render them accurately, completely and without exclusion, in a way that conveys the original meaning effectively and without distortion in another language.</p>
Transmission Control Protocol (TCP)	A communications protocol linking different computer platforms across networks. TCP/IP functions at the 3 rd and 4 th levels of the open system integration model.
Transmission Control Protocol/Internet Protocol (TCP/IP)	A layered set of protocols used to connect dissimilar computers together. The TCP part of this provides the transport service required by the application layer.
Transport Control Protocol (TCP)	The end to end reliability protocol that recognizes and corrects lower layer errors caused by connectionless networks.
Triage	Refers to categorization and prioritization of patients according to the severity of symptoms and the availability of aid.
Trunk	Typically, a communication path between central office switches, or between the 112 Control Office and the PSAP.
Trunk Alternate Route	The routing condition that occurs when all trunks from the end office to SR are out of service. The scenario represents an end office to SR trunk failure condition versus an all trunks busy condition.
Trunk Group	One or more trunks terminated at the same two points.



2.19 U

Term	Definition
Uniform Resource Identifier (URI)	A predictable formatting of text used to identify a resource on a network (usually the Internet) OR A string of characters that must follow prescribed syntaxes such as URL, URN... Note Version 1.1 of the XML namespaces recommendation uses IRIs (Internationalized Resource Identifiers) instead of URIs. However, because version 1.1 is not yet a full recommendation [February, 2003] and because the IRI RFC [11] is not yet complete, this document continues to refer to URIs instead of IRIs.
Uninterruptible Power Supply (UPS)	A backup system designed to provide continuous power in the event of a commercial power failure or fluctuation.
Universal Coordinated Time (UTC)	Also known as Zulu or GMT. Time provided by National Institute of Standards and Technology (NIST) and United States Naval Observatory (USNC).
Universal Resource Name	Uniform Resource Identifiers (URIs) that use the urn scheme, and are intended to serve as persistent, location-independent resource names.
Universal Terrestrial Radio Access (UTRA)	UTRA is a standard for 3G mobile communications services being specified by 3GPP. The radio access components of UTRA are based on direct-spread wideband code-division multiple access (WCDMA) and hybrid time-division (TDDMA) access methods that have been designed for 3G frequency efficiency, mobility, and QoS requirements.
User Agent (UA)	As defined for SIP in IETF RFC 3261[5], the User Agent represents an endpoint in the IP domain, a logical entity that can act as both a user agent client (UAC) that sends requests, and as user agent server (UAS) responding to requests.
User Agent Client (UAC)	Refer to IETF RFC 3261 for the following definition. "A user agent client is a logical entity that creates a new request, and then uses the client transaction state machinery to send it. The role of UAC lasts only for the duration of that
User Agent Server (UAS)	Refer to IETF RFC 3261 for the following definition. "A user agent server is a logical entity that generates a response to a SIP request. The response accepts, rejects, or redirects the request. This role lasts only for the duration
User Datagram Protocol (UDP)	One of several core protocols commonly used on the Internet. Used by programs on networked computers to send short messages, called datagrams, between one another. UDP is a lightweight message protocol, compared to
User Equipment (UE)	A device allowing a user access to network services.



2.20 V

Term	Definition
Vicarious trauma	A transformation in the self of a trauma by a worker or helper, which results from empathic engagement with traumatized clients and exposure to their reports of traumatic experiences.
Video Interpreter (VI)	The third party in a relayed call for Video Relay Services (VRS) using sign language interpreting and/or signed or oral transliteration.
Videophone Remote Interpreting (VRI)	An interactive video teleconferencing system that utilizes a Sign Language Interpreter at a call center to interpret between sign language users and non-sign language users through video-conferencing equipment. This differs from VRS in that the hearing and deaf parties can be present in the same room. Additionally, VRI is not regulated or reimbursable by the FCC and costs are incurred by party hiring the VRI service.
Video Relay Service (VRS)	A service provided by common carriers and other vendors that provides third party communication relay between video telephone users using Internet connections and videophone or webcam and voice telephone users. Such
Virtual Circuit (VC)	A packet-based communications link between two devices that emulates a dedicated physical circuit.
Virtual Circuit Identifier (VCI)	Part of the addressing information used in an ATM frame that identifies a particular virtual path.
Virtual LAN (VLAN)	A logical grouping of ports and endpoints such that all ports and endpoints in the VLAN appear to be on the same physical (or extended) LAN segment even though they may be geographically separated.
Virtual Office, Virtual PSAP	A fully functional worksite that is not bound to a specific location but is portable and scalable, connecting employees to the work process in the most advantageous setting, rather than employees having to come to a central office to connect to the work process.
Virtual Path Identifier (VPI)	Part of the addressing information used in an ATM frame that identifies a particular virtual path.
Virtual Private Network (VPN)	A virtual private network (VPN) is a network that uses a public telecommunication infrastructure, such as the Internet, to provide remote offices or individual users with secure access to their organization's network
Virtual Worker, Virtual Workforce	Employees who consistently work at home or at a remote location with no designated work space or equipment provided at a central office.
Voice over Internet Protocol (VoIP) Service Provider	Operates the network service and equipment that provides call processing for Voice over IP subscribers.
Voice over Internet Protocol, Voice over IP (VoIP)	Provides distinct packetized voice information in digital format using the Internet Protocol. The IP address assigned to the user's telephone number may be static or dynamic.
Voice over the Internet	Transmit voice with varying consistency depending on overall traffic and engineering of the Internet circuits.



<i>Voice Service Provider (VSP)</i>	Operates the network equipment that provides call processing for Voice over Internet Protocol subscribers.
<i>Volunteer</i>	Volunteer – an unpaid person who is trained to assist in implementing ongoing program activities on a regular basis under the supervision of a staff person in areas including health, education, transportation, nutrition, and management.



2.21 W

Term	Definition
Web	World Wide Web or Internet.
Web service	A self-contained, self-describing, modular application that can be published, located, and invoked across the Web. Web services perform functions that can be anything from simple requests to complicated business processes
Wide Area Network (WAN)	Network using common carrier-provided lines that covers and extended geographical area.
Wireless Fidelity (WiFi)	A common name for IEEE 802.11 wireless broadband access networks.
Wireless Local Loop	A "local loop" is a telephone company's distribution of PSTN connectivity to end users within a small (e.g., less than one square mile) geographic area. When that connectivity is done via two-way radio transmission that is a "wireless local loop".
Wireless Telecommunications	The family of Telecommunications services under the heading of Commercial Mobile Radio Service. Includes Cellular, Personal Communications Services (PCS), Mobile Satellite Services (MSS) and Enhanced Specialized Mobile Radio (ESMR).
Working Group (WG)	A group of people formed to discuss and develop a response to a particular issue. The response may result in a Standard, an Information Document, Technical Requirements Document or Liaison.
Workload	The hypothetical relationship between a group or individual and task demands.
Workspace	The physical building area where work is normally performed. This is a net square footage measurement which includes hallways, conference rooms, rest rooms, and break rooms but does not include wall thickness, shafts, heating/ventilating/air conditioning equipment spaces, mechanical/electrical spaces or similar areas where employees do not normally have acc.
Worldwide Interoperability for Microwave Access	A brand name and a certification mark for IEEE 802.16 compliant products.
World Wide Web (WWW)	The public internet.



2.22 X

Term	Definition
XSD Profile	A profile of SPML-based provisioning describing the use of XML and an XSD as a data model.
eXtensible Markup Language (XML)	An internet specification for web documents that enables tags to be used that provide functionality beyond that in Hyper Text Markup Language (HTML). Its reference is its ability to allow information of indeterminate length to be
eXtensible Markup Language (XML) instance	An XML document that conforms to a given schema, as a specific instance of that schema.
eXtensible Markup Language (XML) Schema	The formal document definition (structure, content type and constraints) describing a class of XML instance documents. There are various XML schema languages, but in this document, all schemas are assumed to be defined using the W3C XML
X,y	Shorthand expression for coordinates that identify a specific location in two dimensions representing latitude and longitude.
X.25	Defined network layer protocol that is used in packet- data switching to establish, maintain, and clear virtual circuit connections between an ISDN terminal and a destination in the packet-switched network



2.23 Numbers

Term	Definition
3GPP	The 3 rd Generation Partnership Project (3GPP) is a collaboration agreement that was established in December 1998. The collaboration agreement brings together a number of telecommunications standards bodies which are known as "Organizational Partners".
112	112 is the single European emergency phone number, available everywhere in the EU, free of charge.
112 System	The set of network, data base and customer premises equipment components required to provide 112 service.



3 Acronyms

Acronym	Definition
3GPP	3 rd Generation Partner Project
3GPP2	3 rd Generation Partnership Project 2
A&E	Architectural and Engineering
A&E (Medical Emergency Services)	Accident and Emergency department (in a hospital). Also known as ED (Emergency Department)
ACB	All Circuits Busy
ACCDEN	Access Denied
ACD	Automatic Call Distribution, Automatic Call Distributor
ACN	Automatic Collision Notification
ADEA	Age Discrimination in Employment Act
ADSL	Asymmetrical Digital Subscriber Line
AEAN	Alternate Emergency Access Number
AES	Advanced Encryption Standard
AHJ	Authority Having Jurisdiction
AIP	Access Infrastructure Provider
ALE	Access Location Entity
ALEC	Alternate Local Exchange Carrier
ALI	Automatic Location Identification
ALI DB	Automatic Location Identification Database
ALS	Advanced Life Support
AMPDS	Advance Medical Priority Dispatch System – the software which advises Emergency Medical Dispatchers what to ask and what instructions to give.
AMPS	Advanced Mobile Phone Service
ANI	Automatic Number Identification
ANI/ALI	Automatic Number Identification/Automatic Location Identification
AOA	Angle of Arrival
AoR	Address of Record
APCO	Association of Public Safety Communications Officials
API	Application Programming Interface
APU	Answering Position Unit
AQSI	ALI Query Services Interface
ARES	Amateur Radio Emergency Service
ARIB	Association of Radio Industries and Businesses
ARP	Address resolution Protocol
ASCII	American Standard Code for Information Exchange
ASP	Application Service Provider
ASRR	Average Sector Radius Range



ATA	Analog Terminal Adapter
ATIS	Alliance for Telecommunications Industry Solutions
ATM	Asynchronous Transfer Mode
AVL	Automatic Vehicle Location
B2BUA	Back to Back User Agent
BASK	Binary Amplitude Shift Key
BCD	Binary Coded Decimal
BCF	Border Control Function
BellCore	Bell Communications Research
BLI	Busy Line Interrupt
BLV	Busy Line Verification
BOC	Bell Operating Company
BOOTP	Bootstrap Protocol
BP	Best Practice
BPL	Broadband Over Power Lines
BLS	Basic Life Support
BRAS	Broadband Remote Access Server
BRI	Basic Rate Interface
BTS	Bureau of Transportation Statistics
BUI	Building Unit Identifier
C-TAG	The innermost VLAN tag as defined in IEEE 802.1ad
CA	Communications Assistant
CAD	Computer Aided Dispatch
CAMA	Centralized Automatic Message Accounting
CAP	Competitive Access Provider
CART	Child Abduction Response Team
CAS	Call-path Associated Signalling, Channel Associated Signalling
CBA	Cost Benefits Analysis
CBN	Call Back Number
CBR	Constant Bit Rate
CCA	Cost Comparison Analysis
CCH	Computerized Criminal History
CCS	Common Channel Signalling or Hundred Call Seconds
CCSA	China Communications Standards Association
CCS7	Common Channel Signalling 7
CDMA	Code Division Multiple Access
CdPN	Called Party Number
CDR	Call Detail Record
CFS	Consolidated Firearms System
CGI	Common Gateway Interface
CGL	Calling Geodetic Location Parameter
CgPN	Calling Party Number
CHGN	Charge Number Parameter



CID	Company Identification/Identifier
CIF	Critical Issues Forum
CII	Criminal Identification and Investigation
CISC	Canadian Radio-Television and Telecommunications Commission
CJIC	Criminal Justice Information System
CLEC	Competitive Local Exchange Carrier or Certified Local Exchange Carrier
CLID	Calling Line Identification
CLLI	Common Language Location Identifier
CMRS	Commercial Mobile Radio Service
CMTS	Cable Modem Termination System
CO	Central Office
CODEc	Coder/EDCoder or Compression/DECompression
COG	Council of Government
COLT	Cell on Light Truck
CONUS	Continental United States
COOP	Continuity of Operations Plan
CoS	Class of Service
COW	Cell on Wheels
CPAS	Cellular Priority Access Service
CpCAT	Calling Party CATegory
CPE	Customer Premise Equipment
CPN	Calling Party Number Parameter
CPU	Central Processing Unit
CRDB	Coordinate Routing Data Base
CRL	Certificate Revocation List
CRM	Committee Resource Manager
CRN	Contingency Routing Number
CRT	Cathode Ray Tube
CRTC	Canadian Radio-television and Telecommunications Commission
CSCF	Call Session Control Function
CSP	Communications Services Provider
CTI	Computer Telephone Integration
CTIA	Cellular Telephone Industry Association
CTX-IP	Centrex-based Internet Protocol
CW	Call Waiting
dB	Decibels
DB	Deaf-Blind
DBMS	Data Base Management System
DBMSP	Data base Management System Provider
DCE	Data Communications Equipment
DHCP	Dynamic Host Control Protocol (i2) Dynamic Host Configuration Protocol
DHHS	United States Department of Health and Human Services
DHS	United States Department of Homeland Security



DID	Direct Inward Dialling
DMS	Data Management System
dMSID	Default Mobile Station Identity
DMST	Domestic Minor Sex Trafficking
DMT	Discrete Multi Tone
DN	Directory Number
DNS	Domain Name Server (or Service or System)
DOCSIS	Data over Cable Service Interface Specification
DoD	Department of Defence
DOD	Direct Outward Dialling
DOE	United States Department of Energy
DOJ	United States Department of Justice
DOL	United States Department of Labour
DoS	Denial of Service
DOS	Disk Operating System
DOT	Department of Transportation
DP	Dial Pulse
DRP	Disaster Recovery Plan
DSL	Digital Subscriber Line
DSLAM	Digital Subscriber Line Access Multiplexer
DSP	Digital Signal Processing
DTE	Data Terminal Equipment
DTMF	Dual Tone Multi-Frequency
DVROS	Domestic Violence Restraining Order System
E112	Enhanced 112
E9-1-1	Enhanced 9-1-1
E9-1-1M	Mobile E9-1-1, Mobile Emergency Service
EAB	Education Advisory Board
EAS	Emergency Alert Systems
ECOM	Essential Communications During Emergencies
ECR	Emergency Call Register
ECRF	Emergency Call Routing Function
ecrit	Emergency Context Resolution In the Internet
E-CSCF	Emergency Call Session Control Function
EDGE	Enhanced Data rates for GSM Evolution
EEOC	Equal Employment Opportunity Commission
EENA	European Emergency Number Association
EFM	Ethernet in the First Mile
EIA	Electronic Industry Association
EIA RS-	Electronic Industry Alliance Recommended Standard 232 (serial interface)
EMD	Emergency Medical Dispatcher
EMS	Emergency Medical Services
EMT	Emergency Medical Technician



EOC	Emergency Operations Centre. Also referred to as the 'Control Room'
ETB	Emergency Transport Backup
ETNS	Emergency Telephone Notification System
ETSI	European Telecommunications Standards Institute
EU	European Union
EUMI	End User Move Indicator
FAA	Federal Aviation Administration
FAQ	Frequently Asked Questions
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FDD	Frequency Division Duplex
FDDI	Fibre Optic interface
FE	Functional Entity
FG-D	Feature Group D
FGDC	Federal Geographic Data Committee
FHA	United States Federal Highway Administration
FLSA	Fair Labour Standards Act
FMLA	Family and Medical Leave Act
FOC	Function of Change
FQDN	Fully Qualified Domain Name
FRA	United States Federal Railway Administration
FRU	First Response Unit
FTP	File Transfer Protocol
FTTA	Fibre To The Access
FTTH	Fibre To The Home
FTTP	Fibre To The Premises
FX	Foreign Exchange
GA	Go ahead
GAP	Global Address Parameter
GA SK	Go Ahead Stop Keying (Go Ahead or Ready to Hang Up)
GDP	Generic Digit Parameter
geopriv	Geolocation and Privacy
GETS	Government Emergency Telecommunications Service
GIS	Geographic Information Systems
GML	Geographic Markup Language
GMLC	Gateway Mobile Location Center (MLC)
GMT	Greenwich Mean Time
GNP	Geographic Number Portability
GOS	Grade of Service
GPOSDIR	GeoPositionDirective INVOKE (see JSTD-036)
Gposdir	GeoPositionDirective RETURN RESULT (see JSTD-036)
GPOSREQ	GeoPositionRequest INVOKE (see JSTD-036)
gposreq	GeoPositionRequest RETURN RESULT (see JSTD-036)



GPRS	General Packet Radio Service
GPS	Global Positioning System
GR-2945	Telcordia Year 2000: Systems and Interfaces General Requirements
GSM	Global Standard for Mobile Communication
GUID	Globally Unique Identifier
HCO	Hearing Carry Over
HELD	HTTP-Enabled Location Delivery protocol
HFC	Hybrid Fibre Coax
HDSL	High bit rate Digital Subscriber Line
HDTV	High-Definition Television
HID	Hardware Identity
HIPAA	Health Insurance Portability and Accountability Act
HLR	Home Location Register (see ANSI-41)
HOH	Hard of Hearing
HRRC	Houston Rescue and Restore Coalition
HSPD	Homeland Security Presidential Directive
HSS	Home Subscriber Server
HTML	Hyper Text Markup Language
HTRA	Human Trafficking Rescue Alliance
HTTP	Hyper Text Transfer Protocol
HVAC	Heating Ventilation and Air Conditioning
Hz	Hertz
i2	NENA 08-001 Interim VoIP Architecture for Enhanced 9-1-1 Services (i2)
IAB	Internet Architecture Board
IAD	Integrated Access Device
IAM	Initial Address Message
IANA	Internet Assigned Numbers Authority
ICANN	Internet Corporation Assigned Names and Numbers
ICE	Immigration Customs Enforcement
ICR/IRR	Instant Call Recorder/Instant Recall Recorder
ICS	Incident Command System
ID	Identified
IEEE	Institute of Electrical and Electronics Engineers
IESG	Internet Engineering Steering Group
IETF	Internet Engineering Task Force
IID	Incident Identification
ILEC	Incumbent Local Exchange Carrier
IM	Instant Messaging
IMEI	International Mobile Equipment Identity
IMS	IP Multimedia Subsystem
IMSI	International Mobile Station Identity
IMTC	International Multimedia Teleconferencing Consortium
IN	Intelligent Network



INP	Interim Number Portability
IP	Internet Protocol
IPBX (or	Internet Protocol Private Branch Exchange
IP-CAN	IP Connectivity Access Network
IP-COAD	Internet Protocol-Coordination Ad-Hoc Committee
IPI	Imagery and Geospatial Plans and Policy Branch
ipm	Interrupts per minute
IpoE	Internet Protocol over Ethernet
IP Relay	Internet Protocol Relay
IPSec	Internet Protocol Security
Ipv4	Version 4 of the Internet Protocol
IRIG	Inter-Range Instrumentation Group
ISDL	ISDN Digital Subscriber Line
ISDN	Integrated Services Digital Network
ISOC	Internet Society
ISP	Internet Service Provider
ISUP	Integrated Services Digital Network User Part
ITS	Intelligent Transportation System
ITSP	Internet Telephone Service Provider
ITU	International Telecommunications Union
ITU-D	International Telecommunications Union – Development
ITU-R	International Telecommunications Union – Radiocommunications
ITU-T	International Telecommunications Union – Telecommunications
IVR	Interactive Voice Response
IWS	Intelligent Workstation
J CM	Joint Committee Meeting
KP	Key Pulse
KSU	Key Service Unit
KTS	Key Telephone System
KTU	Key Telephone Unit
LAENS	Large Area Emergency Notification System
L2TP	Layer-2 Tunneling Protocol
LAN	Local Area Network
LATA	Local Access and Transport Area
LCD	Liquid Crystal Display
LCR	Least Cost Routing
LDAP	Lightweight Directory Access Protocol
LDT	Location Determination Technology or Line Digital to Trunk
LEC	Local Exchange Carrier
LED	Light Emitting Diode
LERG	Local Exchange Routing Guide
LIE	Location Information Element
LIS	Location Information Server



LIS-ID	Location Information Server Identifier
LK	Location Key
LLDP-	Link Layer Discovery Protocol Media Endpoint Discovery
LNP	Local Number Portability
LO	Location Object
LOCREQ	Location Request
LoST	Location to Service Translation
LPN	Local Public Safety Number
LRF	Location Retrieval Function
LRO	Last Routing Option
LSMS	Local Service Management System
LSO	Local Serving Office
LSP	Local Service Provider
LSR	Local Service Request
LSSGR	LATA Switching Systems Generic Requirements
LTD	Long Term Definition
LVF	Location Validation Function
MapInfo	Mobile Information (see JSTD-036) (MapInfo is a trademark registered name!)
MCC	Mobile Competence Centre
MDC	Mobile Data Communications
MDT	Mobile Data Terminal – the computer in the emergency vehicle which informs the crew the nature of the emergency, its location and the fastest route to take
MDF	Main Distribution Frame
MDN	Mobile Directory Number
MDT	Mobile Data Terminal
MEC	Missing and Exploited Children
MEID	Mobile Equipment Identity
MEP	Message Exchange Pattern
MF	Multi-Frequency
MGCP	Media Gateway Control Protocol
MIN	Mobile Identified Number, Mobile Identification Number
MLP	Mobile Location Protocol
MIS	Management Information System
MLTS	Multi-Line Telephone System
MMTA	MultiMedia Telecommunications Association
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MP	Mobile Phone
MPC	Mobile Positioning Center
MPCAP	Mobile Positioning Capability (see JSTD-036)
MPLS	Multi-Protocol Label Switching
MPOA	Multi-Protocol Over ATM
ms	Milliseconds



MS	Mobile Station
MS in EU	Member State in the European Union
MSA	Metropolitan Statistical Area
MSC	Mobile Switching Center
MSAG	Master Street Address Guide
MSC	Mobile Switching Center
MSID	Mobile Station Identity
MSISDN	Mobile Station ISDN Number
MSO	Mobile Switching Office
MSRN	Mobile Station Routing Number
MSS	Mobile Satellite Services
MTA	Multimedia Terminal Adapter
MTID	Mobile Terminal Identity
MTP	Message Transfer Point
MTSO	Mobile Telephone Switching Office
NAED	National Academies of Emergency Dispatch
NAI	Network Access Identifier
NARUC	National Association of Regulatory Utility Commissioners
NAS	Network Access Server
NASAR	National Association of Search and Rescue
NAT	Network Address Translation
NBMA	Non-Broadcast Multiple Access
NCAS	Non Call-path Associated Signalling
NCIC	National Crime Enforcement Center, National Crime Information Center
NCMEC	National Center for Missing and Exploited Children
NECA	National Exchange Carrier Association
NENA	National Emergency Number Association
NFPA	National Fire Protection Association
NGA	United States National Geospatial Intelligence Agency
NG112	Next Generation 112
NG9-1-1	Next Generation 9-1-1
NGES	Next Generation Emergency Services
NGESN	Next Generation Emergency Services Network
NGN	Next Generation Network
NGO	Non-Governmental Organization
NHTRC	National Human Trafficking Resource Hotline
NHTSA	National Highway Traffic Safety Administration, United States Department of
NID	Network Interface Device
NIMS	National Incident Management System
NIP	NYNEX Information Publication
NIS	Not In Service
NIST	National Institute of Standards and Technology
NLSI	National Lighting Safety Institute



NNSA	United States National Nuclear Security Administration
NOCC	Network Operations Control Center (for wireless carriers)
NPA	Numbering Plan Area
NPAC	Number Portability/Pooling Administration Center
NPD	Numbering Plan Digit
NPRM	Notice of Proposed Rulemaking
NRC	National Reliability Council
NRIC	Network Reliability and Interoperability Council
NRF	No Record Found
NRTL	National Recognized Testing Laboratory
NSI	Non-Service Initialized (as in phones)
NSP	Network Service Provider
NTIA	National Telecommunications and Information Administration, United
NTP	Network Time Protocol
NTSB	United States National Transportation Safety Board
NXX	Telephone Numbering Code for Exchange Code or Telephone exchange code
OASIS	Organization for the Advancement of Structured Information Standards
OCN	Operating Company Number
ODC	Operations Development Conference
OEM	Original Equipment Manufacturer
OID	Operations Information Document
OLI	Originating Line Identification parameter
OMA	Open Mobile Alliance
ORR	Office of Refugee and Resettlement
ORREQ	Origination Request Invoke (see JSTD-036)
Orreq	Origination Request RETURN RESULT (see JSTD-036)
OSI	Open Systems Interconnection
OST	United States Office of Secure Transportation
P.01	Probability of one (1) call in one (100) hundred calls being blocked
Pali	Pseudo Automatic Location Identification
PAM	PSAP to ALI Message specification
PAN	Personal Area Network
PAP	Prohibited Armed Persons
pANI	Pseudo Automatic Number Identification
PAS	Priority Access Service
PBX	Private Branch Exchange
PCA	PSAP Credentialing Agency
P-CBN	PSAP Call Back Number
PCIA	Personal Communications Industry Association
PCS	Personal Communications Service
PCSC	Personal Communications Switching Center
P-CSCF	Proxy Call Session Control Function
PDA	Personal Digital Assistant

PDE	Position Determining Entity
PDOP	Position Dilution of Precision
Pesn	Pseudo Electronic Serial Number
PGID	Paging Identity
PIDF	Presence Information Data Format
PIDF-LO	Presence Information Data Format – Location Objects
PIO	Public Information Office
PKI	Public Key Infrastructure
PMI	Project Management Institute
PMP	Project Management Professional
POC	Point of Contact
PON	Passive Optical Network
POS	Packet Over SONET
PPP	Point-to-Point Protocol
PPPoA	Point-to-Point Protocol over ATM
PPPoE	Point-to-Point Protocol over Ethernet
PRF	Policy Routing Function
PRI	Primary Rate Interface/ISDN
PSA	Public Safety Agency, Public Service Announcement
PSALI	Private Switch ALI
PSAP	Public Safety Answering Point or Primary Public Safety Answering Point
PSAP-ECR	Public Safety Answering Point – Emergency Call Register
PSQM	Perceptual Speech Quality Measurements
PSTN	Public Switched Telephone Network
PTSC	Packet Technologies and Services Committee (ATIS Standards
PUC	Public Utility Commission
PVC	Permanent Virtual Circuit
Q or QQ	Indicates a question
QoS	Quality of Service
RACES	Radio Amateur Civil Emergency Service
RADIUS	Remote Authentication Dial-In User Service
RANP	Regional Access Network Provider
RAS	Remote Access Server
RBAC	Role Based Access Control profile
RCC	Remote Call Center or Rate Center Consolidation
RDF	Routing Determination Function
RDO	Root Discovery Operator
REST	Representational State Transfer
RF	Radio Frequency
RFC	Request for Comments
RFI	Request for Information
RFP	Request for Proposal
RFQ	Request for Quote

RG	Response Gateway, Routing Gateway
RMS	Records Management System
RNA	Routing Number Authority
ROI	Return on Investment
ROM	Rough Order of Magnitude
ROUTREQ	Route Request (see ANSI-41)
RPC	Remote Procedure Call
RSU	Remote Switching Unit
RSVP	Resource Reservation Protocol
RTCP	Real Time Control Protocol
RTP	Real Time Transport Protocol
RTSP	Real Time Streaming Protocol
SAC	Standards Advisory Committee
SAE	Society of Automotive Engineers
SAML	Security Assertion Markup Language
SBC	Session Border Control
SBS	Straight Binary Seconds
SC	Service Consumer
SCCP	Signalling Connection Control Part
SCP	Service Control Point (see ANSI-41) or Switching Control Point
S-CSCF	Serving Call Session Control Function
SCTP	Stream Control Transport Protocol
SDO	Standards Development Organization
SDP	Session Description Protocol
SDSL	Symmetrical Digital Subscriber Line
SFG	Simulated Facility Group
SFTP	Secure Shell File Transfer Protocol
SHA	Secure Hash Algorithm
SIF	Signalling Information Field
SIO	Service Information Octet
SIP	Session Initiation Protocol
SK	Stop keying
SKSK	Stop keying, stop keying. Officially ends a TDD conversation
SLA	Service Level Agreement
S/MIME	Secure Multipurpose Internet Mail Extensions
SMSC	Short Message Service Center
SMDPP	SMS Delivery Point to Point INVOKE (see ANSI-41)
SME	Subject Matter Experts
SMS	Short Message Service
SMTP	Simple Mail Transfer Protocol
SNA	System Network Architecture
SNL	Sandia National Laboratories
SNR	Signal to Noise Ratio



SNTP	Simple Network Time Protocol
SOA	Service Oriented Architecture
SOAP	Simple Object Assess Protocol
SOG	Standard Operating Guidelines
SOHO	Small Office/Home Office
SOI	Service Order Input
SONET	Synchronous Optical NETWORK
SOP	Standard Operating Procedures
SP	Service Provider
SPCS	State Plane Coordinate Systems
SPID	Service Provider Identifier
SPML	Service Provisioning Markup Language
SPVC	Soft Permanent Virtual Circuit
SR	Selective Routing, Selective Router
SRDB	Selective Routing Data Base
SS	Serving System
SS-ECR	Serving System – Emergency Call Register
SSH	Secure Shell
SSH-2	Secure Shell, Version 2
SSP	Signal Switching Point
SS7	Signalling System 7
ST	Start
S-TAG	The outermost VLAN tag as defined in IEEE 802.1ad
STCP	Stream Control Transport Protocol
STP	Start Prime or Signal Transfer Point
STUN	Simple Transversal of Universal Datagram Protocol (UDP) Network
SVC	Switched Virtual Circuit
TA	Technical Advisory (published by Bellcore) or Technical Assistance
TC	Telecommunications Carrier
TCAD	Technical Committee Administrative Document
TCAP	Transaction Capabilities Application Part
TCP	Transport/Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
TCU	Telematics Control Unit
TDC	Technical Development Conference
TDD	Telecommunications Device for the Deaf or Time Division Duplex Mode
TDD-TTY	Telephone Device for the Deaf-Teletypewriter (Text Telephone)
TDM	Time Division Multiplexing
TDMA	Time Division Multiple Access
TDOA	Time Difference of Arrival
TELCO	Telephone Company
TIA	Telecommunications Industry Association
TLDN	Temporary Long Distance Number



TLS	Transport Layer Security
TLT	Technical Lead Team
TMSI	Temporary Mobile Station Number
TN	Telephone Number
TR	Technical Reference (published by Bellcore)
TR45	TIA Engineering Committee on Mobile and Personal Communications
TR 45.2	Telecommunications Industry Association Subcommittee responsible for "Wireless
TRD	Technical Requirements Document
TRS	Telecommunications Relay Service
TSD	Technical Standards Document
TSP	Telephone Service Priority or Telecommunications Service Provider, Telematics Service
TTA	Telecommunications Technology Association
TTC	Telecommunication Technology Committee, or Time to Completion
TTL	Transistor to Transistor Logic
TTY	Teletypewriter (a.k.a. TDD, Telecommunications Device for the Deaf and
TU	Telematics Unit
TVPA	Trafficking Victims Protection Act of 2000
TVPRA	Trafficking Victims Protection Reauthorization Act of 2003
TVSS	Transient Voltage Surge Suppression
TVW	Testing Validation Worksheet
TWC	Three-Way Calling
UA	User Agent
UAC	User Agent Client
UAS	User Agent Service
UBR	Unavailable Bit Rate
UDDI	Universal Description, Discovery and Integration
UDP	User Datagram Protocol
UE	User Element
UIM	User Identity Model
UL	Underwriters Laboratories
uLPN	Unique Local Public Safety Number
UNI	Unbundled Network Interface
UPS	Uninterruptible Power Supply
URI	Uniform Resource Identifier
URISA	Urban and Regional Information Systems Association
URL	Uniform Resource Locator (location sensitive)
URN	Uniform Resource Name (location insensitive)
USAR	Urban Search and Rescue
USD	European Universal Service Directive
USF	Universal Service Fund
USGS	United States Geological Survey
USMC	United States Marine Corps
USNG	United States National Grid



USNO	United States Naval Observatory
USPS	United States Postal Service
USTA	United States Telephone Association
USTSA	United States Telecommunications Suppliers Association
UTC	Universal Coordinated Time
UTRA	Universal Terrestrial Radio Access
VBRnrt	Variable Bit Rate non-real time
VBRrt	Variable Bit Rate real-time
VC	Virtual Circuit
VCI	Virtual Circuit Identifier
VCIN	Violent Crime Information Network
VCO	Voice Carry Over
VDB	Validation Data Base
VDSL	Very high-speed Digital Subscriber Line
VE2	Voice over Internet Protocol E2 Interface
VEDS	Vehicle Emergency Data Sets
VEP	VoIP End Point
VESA	Valid Emergency Services Authority
VF	Validation Function
VFG	Virtual Facility Group
VI	Video Interpreter
VIN	Vehicle Identification Number
VLAN	Virtual LAN
VLR	Visitor Location Register
VoATM	Voice over ATM
VoDSL	Voice over Digital Subscriber Link
VoFR	Voice over Frame Relay
VoIP	Voice over Internet Protocol
VON	Voice over Network
VoP	Voice over Packet
VPC	VoIP Positioning Center
VPI	Virtual Path Identifier
VPN	Virtual Private Network
VRI	Video Remote Interpreting
VRS	Video Relay Service
VSP	VoIP Service Provider
W3C	World Wide Web Consortium
WAENS	Wide Area Emergency Notification System
WAN	Wide Area Network
WAP	Wireless Access Point
WCM	Wireline Compatibility Mode
WG	Working Group
WGS 84	World Geodetic System 1984



WiFi®	Wireless Fidelity
WiMAX	Worldwide Interoperability for Microwave Access
WNC	Wireless Network Controller
WPS	Wireless Priority Service
WSDL	Web Service Definition Language
WSP	Wireless Service Provider
WSS	Web Services Security
WTSC	Wireless Technologies and Systems Committee
WWW	World Wide Web
XACML	eXtensible Access Control Markup Language
XML	eXtensible Markup Language
XSD	W3C XML Schema Definition
XXXXX	Indicates an error or mistake in typing (erasing the error)



4 References

NENA Master Glossary of 9-1-1 Terminology: www.nena.org/standards/master-glossary

Nee Naw - Real Life Dispatches from Ambulance Control by Suzi Brent (Penguin, 2010) www.neenaw.co.uk