

BT wholesale

WE MAKE IT POSSIBLE

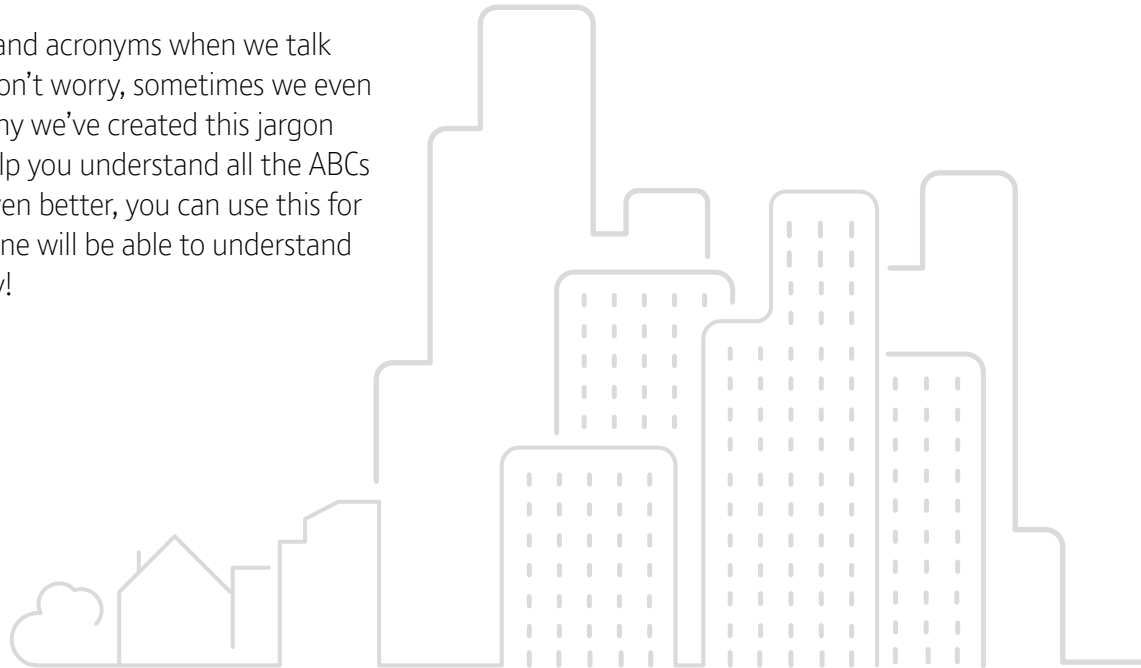
Data Services

Jargon Buster

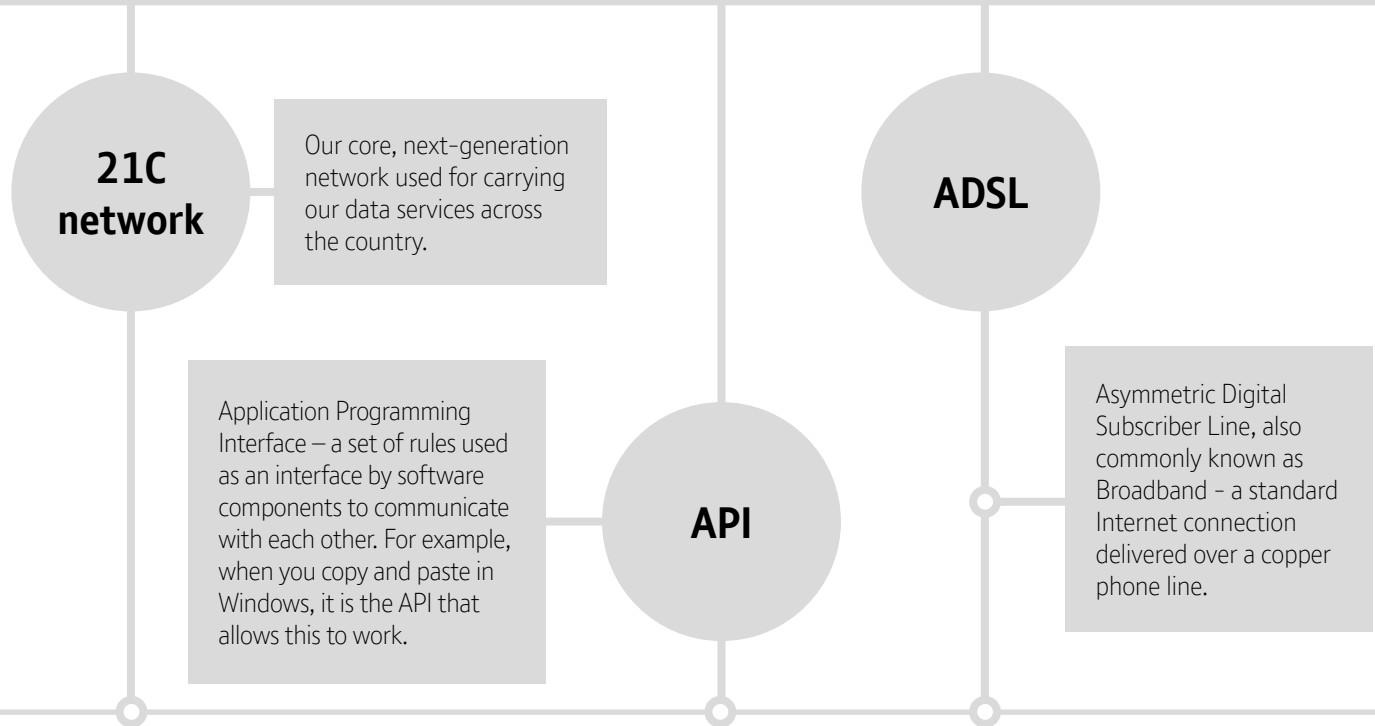
Data Services Jargon Buster

Confused by all our names and acronyms when we talk about our Data Services? Don't worry, sometimes we even confuse ourselves! That's why we've created this jargon buster, a handy guide to help you understand all the ABCs and terminology we use. Even better, you can use this for training purposes so everyone will be able to understand the Data Services dictionary!

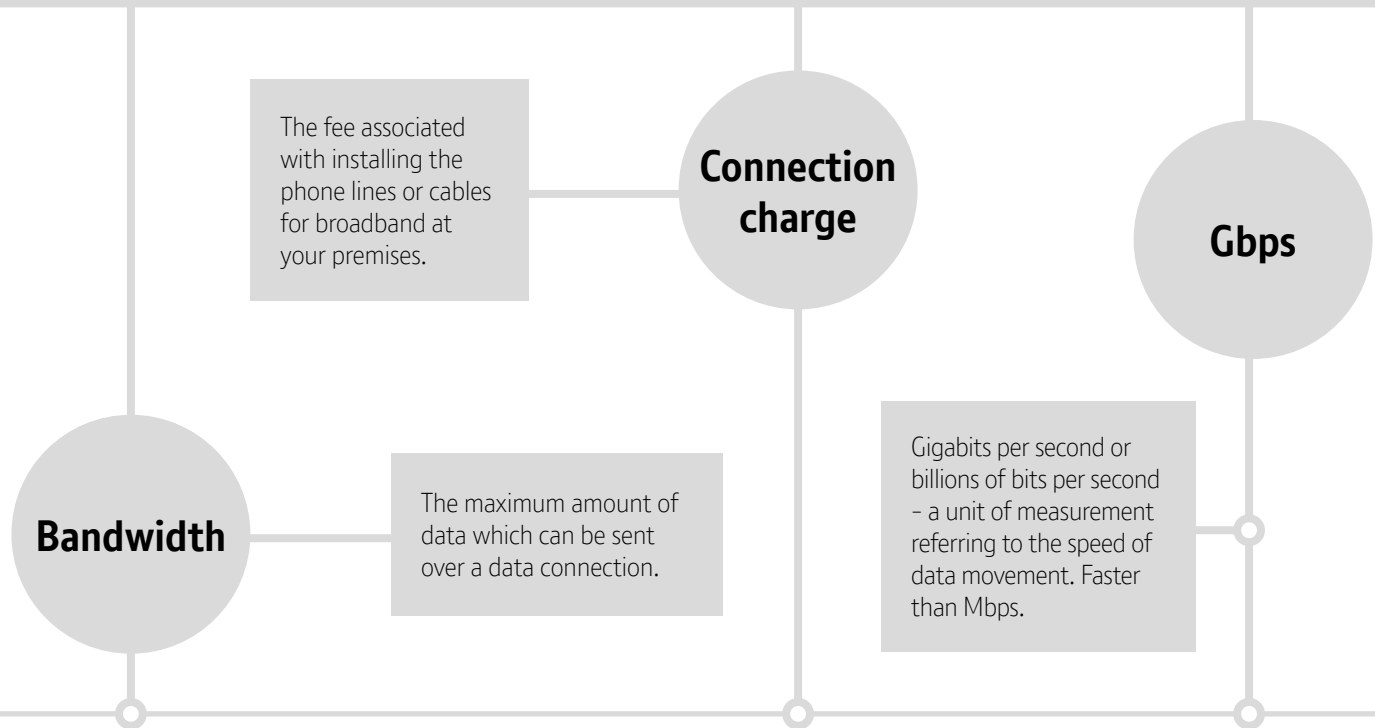
Let's get started.



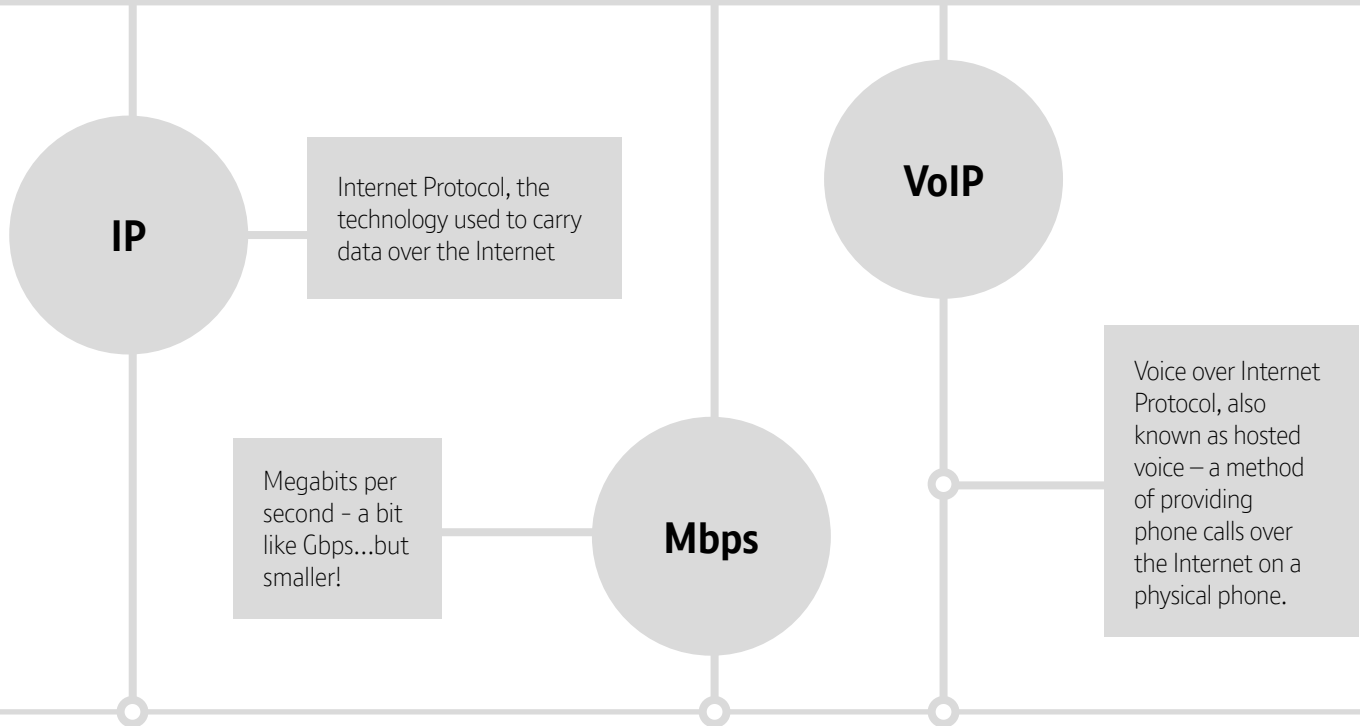
General terminology



General terminology



General terminology



Products and Services

EFM

Ethernet in the First Mile – an Ethernet connection from a customer's premise to the network. The 'first mile' is the name given to the part of a public communication network between a telecoms company (like us!) to the customer's premises.

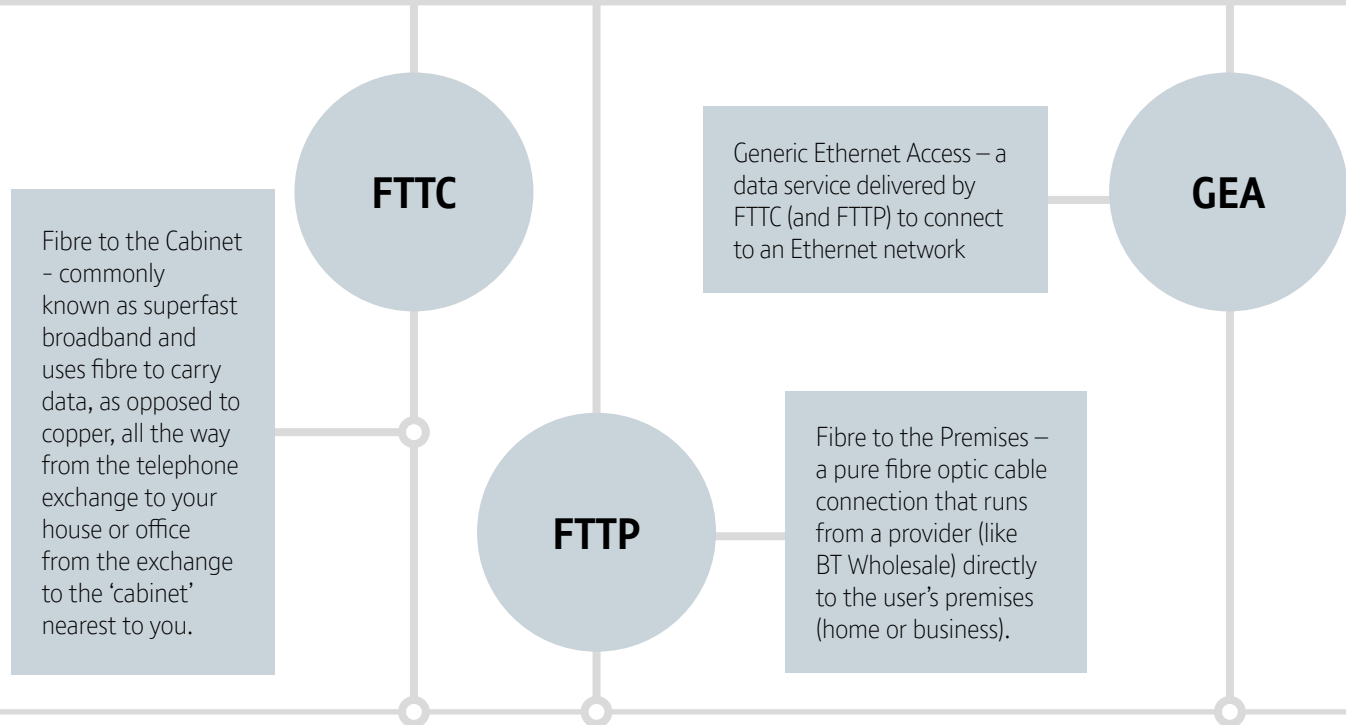
Ethernet

Provides a dedicated connection to the Internet using a local area network to interconnect computers and carry data and voice internally. Or in other words: a MASSIVE broadband connection.

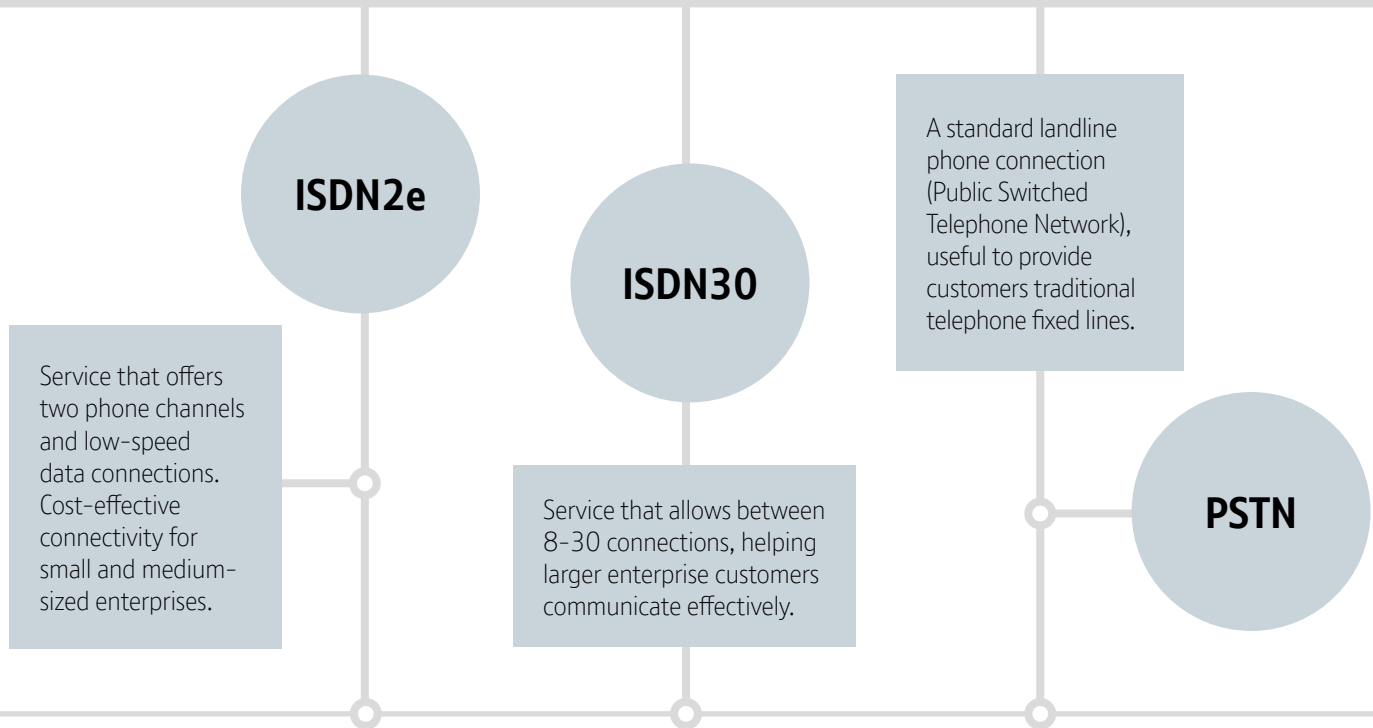
The one everyone is talking about – faster Internet delivered by fibre optic cable either to the street (FTTC) or to the premises (FTTP).

Fibre broadband

Products and Services



Products and Services



Other Jargon

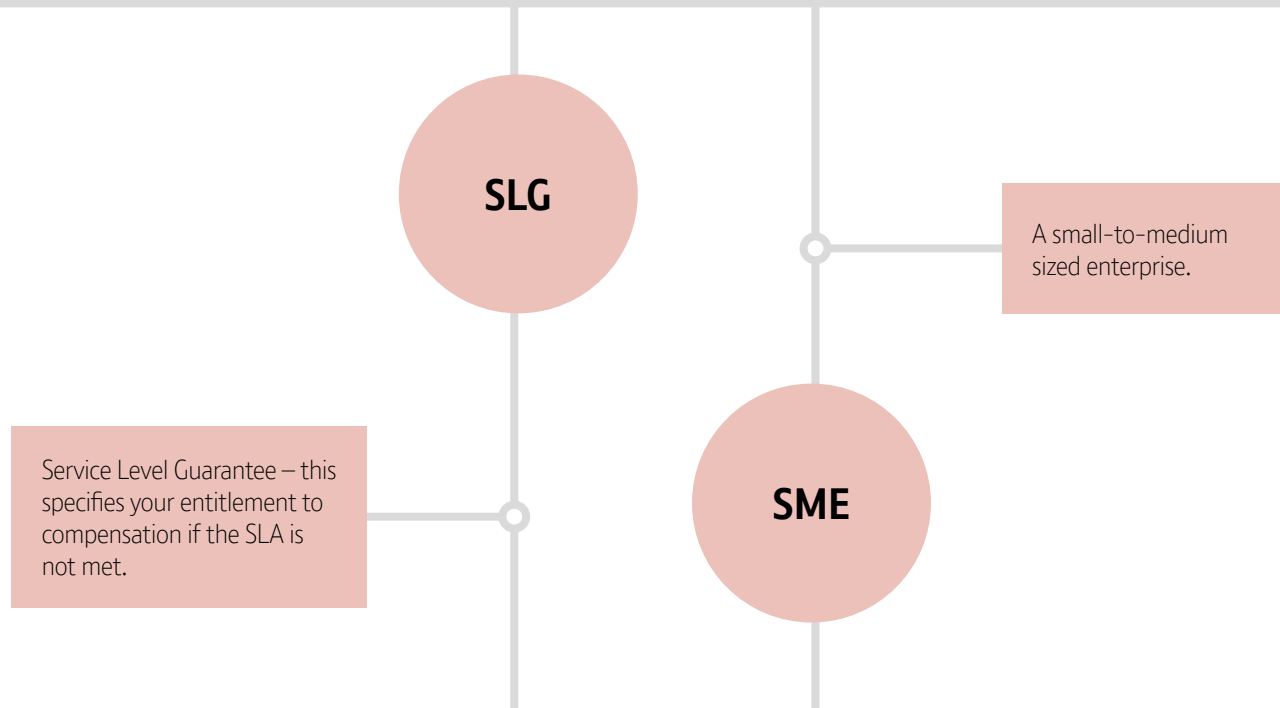
**Downstream/
Download
and Upstream/
Upload**

The speed at which you transfer data to and from your service provider over your Internet connection.

Service Level Agreement
– part of commercial
contracts that set out our
commitment to provide
services to an agreed quality

SLA

Other Jargon



And there you have it.

Not as complicated as it all looks...right?

With this in your repertoire you'll be able to impress your customers with your knowledge of DSA (that's Data Services Abbreviations – we just made that up) and it won't be long before they ask you for a Jargon Buster of their own.





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