

A3. Glossary

- A3.1 **ADR** Alternative Dispute Resolution.
- A3.2 **Access network** An electronic communications network which connects consumers to a service provider; running from the consumer's premises to a local access node (a point of aggregation in the access network) and supporting the provision of access-based services. It is sometimes referred to as the 'local loop' or the 'last mile'.
- A3.3 **Broadband** A data service or connection generally defined as being 'always on' and providing a bandwidth greater than narrowband connections.
- A3.4 **CDD (Committed Delivery Date)** The agreed date when an access order will be activated or installed. Also known as Customer Committed Date.
- A3.5 **Digital Communications Review (DCR)** Ofcom's Statement of 25 February 2016 entitled "Making communications work for everyone. Initial conclusions from the Strategic Review of Digital Communications"
- A3.6 **Fixed wireless:** Wireless links which operate between two or more fixed points and support various data-heavy applications.
- A3.7 **Force Majeure** Incidents that are not caused by any person or organisation e.g. severe weather conditions causing a loss of service. Also referred to by Openreach as MBORCs (Matters Beyond Our Reasonable Control).
- A3.8 **FTTP** Fibre to the Premises. A form of fibre optic communication delivery in which the optical signal reaches the consumer's home without relying on a copper access line.
- A3.9 **General Condition ('GC')** A general condition imposed by Ofcom under section 45(2)(a) of the Act
- A3.10 **Landline** Either a standalone fixed voice service or fixed voice as part of a bundle of services
- A3.11 **Loss of service (broadband)** Where the customer is unable to access the public internet and the loss of service requires repair. This may be a unique loss of service (i.e. affect a single customer) or affect multiple users.
- A3.12 **Loss of service (landline)** Where the customer is unable to either make outgoing calls or to receive incoming calls; or where the service only allows for one-way speech (i.e. only one party in the call can hear the other person or be heard) and the loss of service requires repair. This may be a unique loss of service (i.e. affect a single customer) or affect multiple users.
- A3.13 **Micro business** A business with 10 or less workers (employees, volunteers or otherwise).

- A3.14 **Monetary compensation** Financial compensation in cash or on account (for example cash, bill credits, cheque or electronic forms of payments) as opposed to compensation in kind (such as free service offers, vouchers, forward-looking discounts or similar).
- A3.15 **Network Termination Point:** This is the physical point at which a subscriber is provided with access to a Public Electronic Communications Network and can be identified by means of a specific network address, which may be linked to the Telephone Number or name of a Subscriber (https://www.ofcom.org.uk/data/assets/pdf_file/0021/106392/Annex-Draft-CLI-Guidelines.pdf)
- A3.16 **Ofcom** The Office of Communications.
- A3.17 **Openreach** BT's access network division.
- A3.18 **Outage** A period of time when communication services are not available on the network. This may be due to an unforeseen failure in the network (unplanned) or due to scheduled maintenance (planned).
- A3.19 Priority Fault Repair** for end-users who depend on the telephone because of ill-health or disability.
- A3.20 **Provisioning (landline and broadband only)** Includes all provision orders, including migrations, transfers and working line takeovers.
- A3.21 **Residential contract** Those services predominantly targeted towards residential customers (rather than businesses)
- A3.22 **Retail provider (provider)** An organisation that provides electronic communications services to consumers. The terms 'retail provider' and 'provider' are used interchangeably throughout this document.
- A3.23 **SLA (Service Level Agreement)** An agreement between a customer and supplier that defines the range of services to be provided, both in scope and performance standard.
- A3.24 **SLG (Service Level Guarantees)** Underpins Openreach's compensation to retail providers for failures across a range of products and services.
- A3.25 **SMEs** Small and medium sized enterprises are businesses with 249 or fewer employees.
- A3.26 **Superfast broadband** The next generation of faster broadband services, which delivers headline download speeds greater than 30 Mbit/s.
- A3.27 **WLA (Wholesale Local Access)** Covers fixed telecommunications infrastructure, specifically the physical connection between end users' premises and a local exchange.