GLOSSARY OF TERMS

Acronym	Term	Description
DP	Distribution Point	Usually refers to where the line terminates within the business premises
FND	Fibre and Network Delivery	Relates to Openreach teams responsible for delivering FTTP services, including provisioning and repair activities
LTOK	Line Test OK	Relates to the result of an Openreach line test passing on a service
NTE	Network Termination Equipment	This relates to the main/master socket where the broadband service is terminated within the premises
NTTP	Network Test and Termination Point	Refers to the main location within the busines premises where the outside line terminates and is also a testing demarcation point for Openreach
ONT	Optical Network Termination	Refers to an Openreach modem installed at the customer site
RAG	Red, Amber, Green	Openreach use a traffic light system to identify and evaluate status of services and processes
SD	Service Delivery	Relates to Openreach teams responsible for delivering ADSL/FTTC and phone services, including provisioning and repair activities
SVR	Site Visit Reason	Relates to the FTTC/SOGEA installation options
T + D	Test and Demonstrate	The engineer demonstrates a working service with the customer