Terms and Acronyms

This glossary provides definitions of terms and acronyms that are used in Premier as well as informative industry terms. Select the first letter of the word you want to find.

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

A

accessory
Wireless item that’s used with a voice or data device. For example, a phone case, headphones, or Bluetooth® device.

accounts payable contact
Individual within an organization responsible for paying for AT&T products and services.

administrator
User role with full access to all functionality available on Premier. The administrator supports a group of phone service users with their communications needs. The administrator may shop, pay bills, and manage accounts. Also known as a company administrator.

AT&T Exclusively Business Center
A support organization where a small-business specialist can answer your questions about the AT&T Mobile Business Agreement and assist you with the application process.

AT&T Exclusively Business program
A program designed especially for small businesses that provides cost savings, 24/7 technical support, and mobile business solutions consulting through the AT&T Mobile Business Agreement discounts that qualified companies can extend to employees. To enroll in this program, a business must qualify for and agree to the terms and conditions of the AT&T Mobile Business agreement and be approved to participate in the AT&T Exclusively Business program.

AT&T Mobile Business agreement
Agreement that extends additional savings on AT&T wireless plans, equipment, and services for qualifying businesses.

AT&T Mobile Share®
A rate plan that includes unlimited talk and text, and shares data usage between up to 10 devices, including smartphones, tablets, laptops, and mobile hotspots. Plans range from 1 gigabyte (GB) to 20GB of data to share among users.

Top
**B**

**billing telephone number (BTN)**
A 10-digit telephone number that is assigned by the local carrier (LEC). By LEC standards, the billing telephone number is a standalone number or the first in a group of telephone numbers to be billed together. One customer can have multiple billing telephone numbers.

**C**

**company authorized representative**
Person with the authority to sign a business agreement on an organization’s behalf. This individual is automatically designated as an organization’s accounts payable contact and administrator, unless this information is subsequently changed.

**Corporate Co-Pay**
A program that can be used by an organization to make fixed monthly payments toward wireless charges for Individual Responsibility Users. Users enroll in this program by invitation from the administrator of their sponsoring organization or by using the organization’s sponsorship website.

**D**

**Directory Assistance**
Directory assistance can provide both local and long distance numbers.

**domain**
A group of computers using the same domain name system servers and managed within the same administrative unit.

**domain name system (DNS)**
A naming mechanism that allows users to remember logical machine names rather than IP addresses.
E

Enhanced 911 (E911)
Mandatory program to provide 911 dispatchers with additional information about wireless 911 calls. E911 includes automatic reporting of the originating phone number of a 911 call to a public service answering point, which can return the call if it is disconnected. Also see public service answering point (PSAP).

Early Termination Fee
One-time fee that is charged if service is terminated before the end of a contract period.

EMS (Enhanced Messaging Service)
An enhanced version of Short Messaging Service (SMS) that provides rich text messaging features such as the ability to transmit images, sound, and other files. Also see MMS and SMS.

F

feature
Option that augments telecommunications services. Wireless features include message plans, international plans, applications, network access options, and more.

Federal Tax ID (Employer Identification Number)
A nine-digit number assigned by the Internal Revenue Service that is used to identify the tax accounts of employers and certain others. Also known as Employer Identification Number (EIN).

Flexible Billing
AT&T program that allows an organization to customize billing preferences for Corporate Responsibility Users and Individual Responsibility Users, to manage wireless expenses. Flexible Billing programs include Corporate Co-Pay, Split Invoicing, and Split Liability Billing.

foundation account number (FAN)
A number that identifies the highest-level account number for an organization and allows the organization great flexibility in billing choices.

G

Global System for Mobile Communications (GSM)
AT&T wireless networks are built on GSM—a global standard for wireless communications.
High Speed Downlink Packet Access (HSDPA)
Enhancement to the UMTS network that provides increased downlink data throughput.

hotspot
Wi-Fi access area for connecting to the Internet using a wireless network. Also see Wi-Fi.

International Mobile Equipment Identity (IMEI)
A 15-digit unique code used to identify GSM-enabled equipment such as a mobile phone, laptop, smartphone, or other device, to a GSM network. When a device is switched on, the IMEI number is transmitted and the network confirms whether the device has access permission. On networks where auto-detection of device class is possible, the IMEI helps identify the range of services made available to the device.

Landline service (local voice service)
Term for local voice service (local access), most often used when you transfer your number from one service provider to another.

Local area network (LAN)
Group of devices that are linked through a shared communications line within a small geographic area (for example, within an office building). A local area network may link personal computers, workstations, printers, and so forth. Devices connected through a LAN can share information.
local number portability (LNP)
Service that allows the transfer of a phone number from one service provider to another. The destination provider moves a number to their service at the request of the phone user. Numbers can be transferred from landline to wireless service and vice versa. The transfer is also known as porting a number.

local service calling plan
Local voice service (local access) calling plan.

local service telephone number
Phone number for local voice (local access) service.

long distance calling plan
Calling services for phone calls to a location outside a rate-plan-specific coverage area. Long distance calls are also called toll calls.

M

Multimedia Messaging Service (MMS)
Multimedia messaging (MMS) is the technology that allows customers to send pictures, sounds, animations, and text together in one message. You must have an MMS capable phone in order to send or receive picture messages. Also see EMS and SMS.

monthly recurring charge
The amount charged monthly by AT&T for some products, services, and features. Also known as monthly charge.

N

No Annual Contract Pricing
Pricing option that enables users to purchase a device by paying the full price of the device at the time of purchase with no annual service contract required. Users own the device immediately upon purchase, and they may cancel service any time without incurring an early termination fee. Users can upgrade to a new device at any time by selecting No Annual Contract Pricing, and it won't affect their upgrade eligibility or the terms of any existing agreement with AT&T.
one-time charge
A single charge, typically for phones, devices, accessories, or other equipment, as opposed to a monthly charge for services or equipment.

operating system (OS)
Like a computer operating system, a mobile operating system is the software platform on top of which other programs run. When you purchase a mobile device, the manufacturer will have chosen the operating system for that specific device. The operating system is responsible for determining the functions and features available on your device, such as thumbwheel, keyboards, wireless application protocol (WAP), synchronization with applications, e-mail, text messaging, and more.

The mobile operating system also determines which third-party applications can be used on your device.

order confirmation email
Email that AT&T sends to customers who make online purchases with AT&T. This email includes an order ID and may provide information about additional actions to take.

order ID
The numeric identifier of a sales transaction conducted in the Premier Store. You can use an order ID to locate and view detailed information about a transaction, such as the order contact, shipping address, order summary, and billing information.

package (wireless)
A wireless device and rate plan combination available through Premier or the AT&T account team. A wireless package offers the convenience of ordering with one click instead of selecting multiple options.

Power over Ethernet (PoE)
Technology for local area networks that carries electrical current to remote devices using data cables. This can greatly minimize the number of electrical wires needed to power a network and remote devices. PoE also offers the advantages of increased reliability, lower cost, greater installation flexibility, and easier maintenance.

porting
See local number portability.
Premier
A one-stop, customizable AT&T website where business customers can purchase, activate, monitor, and manage their accounts and service. The Premier website is in the BusinessDirect® portfolio. Premier has its own login and encompasses the Premier Business Center, Premier Online Care, and Premier Online Store. The website also links to eBill locations.

Premier Business Center
Premier website that provides information about telecommunications solutions for your business.

primary line
Primary line in a wireless group plan.

primary number
Preferred contact number.

primary place of use
ZIP Code for the primary location where a wireless device is used.

profile
Identifying information maintained within Premier for individual users. Profiles are created and maintained by administrators.

provider
Company that offers telephone and data communications between points in a state or within one or more countries. Also called a carrier or service provider.

public service answering point (PSAP)
Center that answers calls to a public emergency number (such as 911) and frequently handles dispatching for police, fire department, and ambulance services. Also see Enhanced 911.

Push-to-Talk (PTT)
Push-to-Talk (PTT) is a walkie-talkie type service that allows you to instantly reach others by eliminating the dialing and ringing steps in a regular wireless call. PTT calls can be made to one person or to a group of people.

Top

Q

quality of service (QoS)
A measurement of effective and stable telecommunications services as defined by state Public Service Commission offices. Both voice and data transfer are evaluated and can include clarity, minimum dial-tone wait times, cell loss, transfer delay, error ratios, network performance, flow rate, and other criteria.
There currently are no entries for this letter.

services
Generally indicates voice and data communication services. When referring specifically to wireless services, indicates a communications capability that is provided to a customer for a monthly charge.

shipping address
Address where equipment is shipped.

SIM card
A small, removable plastic card in a GSM wireless phone or device. It encrypts voice and data transmissions and identifies a wireless user to the wireless network. The SIM card also acts as a removable storage unit; it can store contact names, phone numbers, and text messages, allowing users to easily transfer information from one GSM device to another.

smartphone
A wireless phone that also includes the capabilities of a personal organizer or handheld computer. Many incorporate small keyboards, while others use touch screens with handwriting recognition.

Short Messaging Service (SMS)
A service that allows users to send plain text messages of up to 160 characters to wireless phones and devices. Also known as text messaging. Also see EMS and MMS.

Split Invoicing
An AT&T program that can be used by an organization to split financial responsibility between Corporate Responsibility Users and one or two organizational invoices (for example, two different corporate entities). Users are enrolled in this program by the administrator.

Split Liability Billing
An AT&T program that can be used by an organization to split financial responsibility for qualified wireless charges between the organization and authorized Individual Responsibility Users. Users can enroll in this program by invitation from the administrator or their sponsoring organization or by using the organization’s sponsorship website.
T

Terms and Conditions
A statement of privileges and restrictions for telecommunication services and equipment provided by AT&T.

tethering
Enables Internet-capable wireless devices to share an Internet connection with other devices such as netbooks, laptops, and smartphones. Wireless phones that offer tethering typically connect to other devices using Bluetooth® or a USB cable.

transfer
See local number portability.

Top

U

Universal Mobile Telecommunications System (UMTS)
The third generation (3G) of wide-area wireless technology on the GSM standard. UMTS is the only 3G technology platform with native support for simultaneous voice and data.

Top

V

There are currently no entries for this letter.

Top

W

Wireless Access Protocol (WAP)
The standard that specifies a set of communication protocols for mobile devices to access the Internet.

wireless local area network (WLAN)
a type of local area network (LAN) that uses high-frequency radio waves rather than wires to enable communication between devices.

wireless fidelity (Wi-Fi)
Refers to certain types of wireless local area networks (WLANs) that use specifications in the 802.11 family. Wi-Fi has a range of up to one mile depending on the antennas used and environmental conditions. You can use a Wi-Fi network on a Wi-Fi-enabled laptop, iPhone, or other Wi-Fi-enabled device. Also see hotspot and AT&T Maps.
**wireless**
Voice and data services provided using a wireless network and a wireless-capable device such as a wireless phone, smartphone, or LaptopConnect card.

---

**X**
There are currently no entries for this letter.

---

**Y**
There are currently no entries for this letter.

---

**Z**
There are currently no entries for this letter.