

## COMCAST AND CUI TERMS AND ACRONYMS

CUI	Communications Unlimited, Inc.
Amdocs	One of the two customer billing systems
AC	Alternating Current
ADS	All Digital Simulcast
AET	Adaptive Equalization Technology
AHT	Average Handle Time
AM	Amplitude Modulation
Amplifier	A device placed at specific locations along the coax cables to boost the RF signal level
AP	Access Point
AO	Additional Outlet
ATS	Advanced Technical Services
ATSC	Advanced Television Services
AV	Audiovisual
BD	Blue-ray Disc
BER	Bit Error Rate
Bps	Bits per Second
BRIS	Broadband Residential Services Installation Standard
CAE	Customer Account Executive
CATV	Community Antenna Television or Cable TV
CCAW	Customer Convenience Appointment Window
CCC	Comcast Connection Center
CDV	Comcast Digital Voice (Xfinity Voice)
CDVR	Cloud DVR
eFCR	Customer First Call Resolution

CHC	Comcast Home Certification
CLEC	Competitive Local Exchange Carrier
CMs	Cable Modems
CMTS	Cable Modem Termination System
C/N	Carrier to Noise
Coax	Coaxial Cable
COE	Center of Excellence or Center of Expertise
COS	Classes of Service
CPD	Common Path Distortion
CPE	Customer Premises Equipment
CRT	Cathode Ray Tube
CQE	Comcast Quality Experience
CTI	Computer Technology Interface
CX	Customer Experience
DAC	Digital Access Controller
dB	Decibel
dBmV	Decibel Millivolt
DC	Direct Current
DCR	Digital Cable Ready
Demarc	The node is the demarcation point between the fiber optic cables
DHCP	Dynamic Host Configuration Protocol
DLP	Digital Light Processing
DNCS	Digital Network Control System
DOCSIS	Data Over Cable Service Interface Specifications
DOI	Day of Install
DQI	Digital Quality Index
Drop cable	The last link in the cable system. Drop cables transport RF signals from

	the directional tap to the in-house wiring
DSG	DOCSIS Set-top Gateway
DTA	Digital Transport Adaptor
DTMF	Dual-tone Multi Frequency
DVI	Digital Visual Interface
DVR	Digital Video Recorder
E911	Enhanced 911
EDTV	Enhanced Definition Television
EMI	Electromagnetic Interface
eMTA	Embedded Multimedia Terminal AdapterEthernet
ENS	Ethernet Network Service
EPC	Enterprise Product Catalog
ETS	Enterprise Telephony System
FCC	Federal Communications Commission
FDM	Frequency Division Multiplexing
FCR	First Call Resolution
FM	Frequency Modulation
FMC	Fixed-mobile Convergence
FTP	File Transfer Protocol
FTUE	First Time User Experience
Gb	Gigabit
GHz	Gigahertz
GPS	Global Positioning System
GUI	Graphical User Interface of any cable network
HD	High Definition
HDCP	High-Bandwidth Digital Content Protection
HD-CRT	High-Definition Cathode Ray Tube

HDMI	High-Definition Multimedia Interface
HDTV	High-Definition Television
HD-uDTA	High-Definition Universal Digital Transport Adaptor
Headend	Primary facility
HFC	Hybrid Fiber-Coax
HSD	High Speed Data
HIS	High Speed Internet
Hz	Hertz
HTTPS	Hypertext Transfer Protocol Secure
IAD	Integrated Access Device
ICFR	In-channel Frequency Response
IDC	Insulation Displacement Connector
IMS	IP Multimedia Sub-system
IOS	iPhone Operating System
IP	Internet Protocol
IR	Infrared
IVR	Interactive Voice Response
kHz	Kilohertz
LAN	Local Area Network
LCD	Liquid Crystal Density
LCOS	Liquid Crystal on Silicon
LED	Light-Emitting Diode
LOB	Line of Business
LOQ	Line of Questioning
MA	Mobile Application
MAC	Media Access Control
MAN	Metropolitan Area Network

Mbps	Megabits Per Second
MDU	Multi-Dwelling Unit
MER	Modulation Error Ratio
MHz	Megahertz
Mm	Millimeter
MoCA	Multimedia Over Coax Alliance
MPEG	Moving Picture Experts Group
MTTR	Mean Time To Repair
mV	Millivolt
uV/m	Microvolts per Meter
MTA	Multimedia Terminal Adaptor
MRC	Monthly Recurring Charge
NAS	Network Attached Storage
NAT	Network Address Translation
NAU	Network Address Unit
NID	Network Interface Device
Node	A device that converts the light signal from the headend into RF signals for delivery to the customer and RF back into light for return traffic
NPS	Net Promoter System
tNPS	tech Net Promoter System
OCAP	Open Cable Application Platform
OOB	Out-of-Band
OJC	Order Job Creation
P	Pixels
PBX	Private Branch Exchange
PIN	Personal Identification Number

POE	Point of Entry
POP	Point of Presence
POP3	Post Office Protocol 3
POST	Power-on-Self-Test
POTS	Plain Old Telephone Service
PPE	Personal Protective Equipment
PPV	Pay Per View
PRI	Primary Rate Interface
PSAP	Public Service Access Point
PSTN	Public Switched Telephone Network
QAD	Quadrature Amplitude Modulation
QoS	Quality of Service
REN	Ringer Equivalence Number
RF	Radio Frequency
RFI	Radio Frequency Interface
RJ	Registered Jack
RL	Return Loss
RNG	Real Next Generation
RGU	Revenue Unit
SB	Stand By
SCDMA	Synchronous Code Division Multiple Access
SCTV	Standard Definition Television
SDU	Single Dwelling Unit
SID	Service Identifier
SIK	Self-Install Kit
SIP	Session Initiation Protocol
SKU	Stock Keeping Unit

SLA	Service Level Agreement
SMD	Surface Mounted Device
SNR	Signal-to-Noise
STB	Set-Top-Box
STP	Shielded Twisted Pair
S-Video	Separated Video
SVOD	Subscription Video On-Demand
Tap	A devices located as needed on feeder cables to provide connection points for service drops to customers
TC	Trouble Call
TCF	Think Customer First
TDM	Time Division Multiplexing
TP	Test Points
TRACE	Technical Reference and Customer Experience
TVE	TV Everywhere
UCD	Upstream Channel Descriptor
UCID	Universal Caller ID
UPnP	Universal Plug and Play
USB	Universal Serial Bus
UTP	Unshielded Twisted Pair
VAC	Volts Alternating Current
VCR	Video Cassette Recorder
VHF	Very High Frequency
VOC	Voice of the Customer
VOD	Video on Demand
VoIP	Voice Over Internet Protocol
XOD	XFINITY on Demand

VOM	Volt Ohm Meter
VPN	Virtual Private Network
WDM	Wavelength Division Multiplexing
BAU	Business as Usual
BU	Business Unit
CHQ	Corporate Headquarters
NCO	National Customer Operations
SME	Subject Matter Expert
T + P	Technology + Products
XOC	eXcellence Operations Center