

## A Glossary of Telecom Acronyms

Acronym	Meaning
ABS	Alternate Billing Service
ACD	Automatic Call Distributor
ACG	Automatic Code Gapping
ACK	Acknowledgment
ACM	Address Complete Message
AFR	Automatic Flexible Routing
AHT	Average Handle Time
AIN	Advanced Intelligent Network
AIOD	Automatic Identified Outward Calling
AMA	Automatic Message Accounting
AMATPS	AMA Teleprocessing System
AMP	AIN Maintenance Parameter
AMPS	Advanced Mobile Phone System
ANI	Automatic Number Identification
ANM	Answer Message
ANSI	American National Standards Institute
API	Application Programming Interface
APPN	Advanced Peer-to-Peer Networking
ARP	Address Resolution Protocol
ASA	Average Speed of Answer
ASCII	American Standard Code for Information Interexchange (ANSI)
ASE	Application Service Element
ASN.1	Abstract Syntax Notation 1
ATB	All Trunks Busy