



# CMP 8.12

## Glossary

Version 1.0

Classification: **Customer Confidential**

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# Table of Contents

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Table of Contents .....	ii
Version Control .....	iii
1.0 Introduction .....	1
2.0 Glossary .....	2

## Version Control

Version	Issue Date	Author	Comments
Version 1.0	11 July 2023	MDS	CMP 8.12 Release - No changes since the last release.

## 1.0 Introduction

The CMP Glossary provides definitions and explanations of the terms, abbreviations and acronyms used throughout the CMP documentation set. Basic IT terminology with which CMP users can be expected to be familiar is not included.

## 2.0 Glossary

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### A

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#### **account**

In the Cloud Monetisation Platform, a billing entity that can be used to manage payments on one or more subscriptions or payments for services. An account can hold details such as payments or invoices.

#### **ActiveMQ**

An open source generic message interface written in Java. It fosters the communication from more than one client or server, allowing it to act, for example, a messaging interface between CMP and external components.

#### **ADDACS**

Automated Direct Debit Amendment and Cancellation Service. An electronic messaging service that allows banks to notify service users if changes are made to a customer's Direct Debit Instruction (DDI), for example a cancellation or an account transfer.

#### **Administration Console**

An operations web console that allows batch jobs to be scheduled, run manually and monitored. The console also provides for viewing and modification of business and user applicable system configuration.

#### **AgentView**

The graphical user interface of the CMP that is typically used by Customer Service Agents to access CMP customer and billing data. In versions prior to CMP 8.0, this was called the CMP GUI.

#### **agreement**

In the Cloud Monetisation Platform, the entity that holds the instructions for generating the bills for one or more subscriptions. including the addresses and how often the bill is generated.

#### **API**

Application Programming Interface. A set of functions and procedures that allow the creation of applications that access the features or data of another software system, such as an application or operating system.

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**APN**

Access Point Name. A gateway between a mobile network and another computer network, such as the Internet. A mobile device making a data connection must be configured with an APN to present to the carrier.

**ARUCS**

Automated Return of Unapplied Credits Service. A service related to the BACS payment system that allows the receiving bank to return the BACS Direct Credit automatically to the organisation via the BACS service and provide appropriate information (reason codes) as to why the payment was unapplied.

**ARUDD**

Automated Return of Unpaid Direct Debits. The automated system used by the banks to return unpaid Direct Debit payments.

**asynchronous**

In telecommunications, transmission of data without the use of an external clock signal, where data is transmitted intermittently rather than in a steady stream.

**AUDDIS**

Automated Direct Debit Instruction Service. A service that allows you to send Direct Debit Instructions to a customer's bank electronically.

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**B**

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**b-party**

In a phone call, the person receiving the call.

**B2B**

Business to business. The exchange of products, services or information between businesses, rather than between businesses and consumers.

**back end**

The area of a system containing code not accessible to customer end users.

**Back Office user**

A user with permissions to log in to the Cloud Monetisation Platform (CMP ) Back Office, used mainly for configuration tasks.

**backhaul**

In a hierarchical telecommunications network, the portion of the network comprising the links between the core network and the small subnetworks at the edge

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of the entire network.

**BACS**

Bankers Automated Clearing Services. A system in the United Kingdom for making payments directly from one bank account into another.

**BIC**

Bank Identifier Code. An international code that identifies particular banks worldwide. Also known as a SWIFT code.

**bill shock**

The negative reaction a subscriber can experience if their phone bill has unexpected charges.

**bolt-on**

An addition to a subscriber's main plan or product; also sometimes called an add-on.

**broadband**

A wide-bandwidth data transmission that transports multiple signals and traffic types.

**Business Configuration**

A module in the CMP Administration console that provides for viewing and modification of business and user applicable system configuration.

**C**

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**cap**

A limit on a subscriber's service.

**CAPEX**

Capital expenditure. Money spent on acquiring or maintaining fixed assets, such as land, buildings, and equipment.

**CLI**

Calling Line Identity. A calling subscriber's phone number.

**CMP**

Cloud Monetisation Platform. The MDS Global product that supports customer care and billing for digital service providers.

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**CMP Client**

Also called AgentView the graphical user interface of the CMP that is typically used by Customer Service Agents to access CMP customer and billing data. In versions prior to CMP 8.0, this was called the CMP GUI.

**CMP GUI**

Now called AgentView; the graphical user interface of the CMP that is typically used by Customer Service Agents to access CMP customer and billing data.

**Contract Term**

The total length of the contract

**convergent**

In the telecommunications industry, a solution that enables common management of all users and all services for multiple operators.

**Cooling Off Period**

Period of time after an upgrade during which a customer can revert back to their original plan without incurring a penalty.

**CRA**

Credit Reference Agency. A company that collects information relating to the credit ratings of individuals and makes it available to banks, finance companies, and so on.

**CRM**

Customer Relationship Management. The practices, strategies and technologies that organisations use to manage and analyse customer interactions and data throughout the customer lifecycle, with the goal of improving business relationships with customers, retaining customers, and driving sales.

**CSA**

Customer Service Agent, Advisor, or Assistant. A (usually) customer-facing role in telecommunications, such as an agent in a call centre. Variations include CSR (Customer Service Representative) or CEA (Customer Experience Agent)

**CSP**

Communications Service Provider. A service provider that transports information electronically, for example a telecommunications service provider. This includes public and private companies in the telecom (landline and wireless), Internet, cable, satellite, and managed services businesses.

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**CSV**

Comma Separated Values. A simple file format used to store tabular data, such as a spreadsheet or database. CSV files can collect the data from tables so that it can be input to another table-oriented application such as a relational database application.

**CTI**

Computer Telephony Integration. Technology that enables computers to interact with telephones and vice versa; primarily used in call centers.

**customer**

In the context of the Cloud Monetisation Platform, an individual or organisation who has signed an agreement to take goods and services from a service provider. A customer receives a bill associated with one or more subscriptions, and can be a single end user or a large company with many subscriptions assigned to one agreement.

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**D****daemon**

A computer program that runs as a background process, rather than being under the control of an interactive user.

**Dataverse**

An Analytics Engine. Part of a range of independent business performance analytics products, Dataverse provides data federation and rules-based analytic capabilities.

**de-duplication**

The process of identifying and removing duplicate records.

**DRA**

Debt Recovery Agency. Companies that specialise in collecting debt when the original creditor cannot get the arrears repaid.

**DSP**

Digital Service Provider. A company that distributes media online. In the case of telecommunications, a DSP is an organization that has moved on from offering traditional telecom services to providing mobile broadband access, services, content, and apps.

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**DWH**

Data Warehouse. A central repository for data collected by an organization's business systems; usually used for reporting and data analysis.

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**E**

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**Early Upgrade Term**

A period at the start of a contract during which a customer is not allowed to change a price plan.

**EBITDA**

Earnings Before Interest, Tax, Depreciation, and Amortization. EBITDA is net income with interest, taxes, depreciation and amortization added back to it. EBITDA can be used to analyse and compare profitability between companies and industries because it eliminates the effects of financing and accounting decisions.

**EDR**

Event Data Record. A file containing subscriber event usage, for example data usage.

**EJB**

Enterprise Java Beans. A server-side component that encapsulates the business logic of an application. An EJB container provides a runtime environment for web-related software components.

**ESN**

Electronic Serial Number. A unique identifying number assigned to a handset of a mobile subscriber in non-GSM technologies, such as an iPhone.

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**F**

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**fixed line**

Descriptive of a phone that uses a metal wire or fibre optic telephone line for transmission as distinguished from a mobile cellular line, which uses radio waves for transmission. Also called a land line.

**front end**

The user interface section of a software application.

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**FTP**

File Transfer Protocol. A standard network protocol used for the transfer of files between a client and server on a computer network.

**G**

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**granularity**

The scale or level of detail in a set of data.

**group**

In the Customer Manager Platform hierarchy, the highest level of the structure. The group level can be used to group corporates. Groups can hold financial information.

**GSM**

Global Systems for Mobile Communications. The second generation of mobile communications; a digital mobile telephony system widely used in Europe and other parts of the world. The most widely used of the three digital wireless telephony technologies (TDMA, GSM, and CDMA).

**GUI**

Graphical User Interface. A user interface that allows users to interact with electronic devices through graphical icons and visual indicators. In the context of CMP, the CMP GUI is the user interface typically used by CSAs to access customer data stored in CMP.

**H**

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**handset**

A mobile phone

**HCC**

Hosted Card Capture. A service allows the capture of credit or debit card details to be performed on a webpage hosted by the credit card company, rather than on the creditor's own website. This means the responsibility for PCI DSS compliance lies with the credit card company, and not the creditor.

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**I**

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**IBAN**

International Bank Account Number. A bank account number, written in a standard internationally recognised format.

**IMEI**

International Mobile Equipment Identity. A unique 14-digit number assigned to every GSM mobile phone, which includes information on the origin, model, and serial number of the mobile device. The IMEI number is used by networks to identify valid phones and block stolen or blacklisted phones from accessing the network.

**IMSI**

International Mobile Subscriber Identity. A unique number, usually fifteen digits, identifying a GSM subscriber.

**ISO**

International Organization for Standardization. An independent, non-governmental international standard-setting body composed of representatives from various national standards organisations.

**ITIL**

Information Technology Information Library. A framework of practices designed to standardize the selection, planning, delivery and support of IT services to a business.

**IVR**

Interactive Voice Response. An automated customer management interface that accepts voice and phone tone input to allow limited self-management of an account.

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**J**

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**Java**

A widely used object-oriented programming language that is designed for use in the distributed environment of the internet. It is the most popular programming language for Android smartphone applications

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## JAX-WS

Java API for XML Web Services. A Java programming language application interface for creating web services, particularly SOAP web services.

## JBoss

An open-source, cross-platform Java application server developed by JBoss, a division of Red Hat Inc. JBoss AS is an open-source implementation of Java 2 Enterprise Edition (J2EE) that is used for implementing Java applications and other web-based applications and software. JBoss is an open source alternative to commercial offerings from IBM WebSphere and SAP NetWeaver.

## JDBC

Java Database Connectivity. The application programming interface (API) that allows Java programs to access databases.

## JSON

JavaScript Object Notation. JSON is a lightweight format for storing and transporting data, often used when data is sent from a server to a web page.

## JSON schema

A specification for JSON based format for defining the structure of JSON data.

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## K

## KPI

Key Performance Indicator. A measurable value that indicates how effectively an organisation is achieving its key business objectives, for example profit, cost of goods sold, or sales by region.

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## L

## Linux

A well-known widely used open source operating system.

## LTE

Long Term Evolution. A type of 4G broadband, LTE is a standard for high-speed wireless communication for mobile phones and data terminals. LTE increases capacity and speed using a different radio interface together with core network improvements.

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## M

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### **M2M**

Machine to machine. Wireless communication between machines, for example computers or mobile devices.

### **Managed Service**

MDS Global can operate an instance of CMP as a billing and customer management service on behalf of a service provider. In this situation, CMP is referred to as a Managed Service.

### **Minimum Contract Term**

The minimum amount of a contract that must be served. If a customer is outside this period, they can change price plan at no charge. If they are under the minimum period, they can change the price plan but may be subject to a one-off administration fee.

### **MMS**

Multimedia Messaging Service. A standard for mobile telephony allowing messages to be sent. See also SMS.

### **MNO**

Mobile Network Operator. A provider of wireless communications services that owns or controls all the elements necessary to sell and deliver services to an end user including radio spectrum allocation, wireless network infrastructure, backhaul infrastructure, billing, customer care, provisioning computer systems and marketing and repair organizations.

### **MNP**

Mobile Number Portability. An implementation or standard that enables mobile phone users to retain their phone number when transferring from one mobile network operator to another.

### **MRR**

Monthly Recurring Revenue. An important metric for a subscription business, the MRR is a measure of the predictable and recurring revenue components of the business.

### **MSISDN**

Mobile Station International Subscriber Directory Number, often referred to as a Mobile Number. A number uniquely identifying a subscription in a mobile network.

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**MVNE**

Mobile Virtual Network Enabler. A company that provides network infrastructure and related services to a Mobile Virtual Network Operator (MVNO).

**MVNO**

Mobile Virtual Network Operator. A mobile communications services provider that uses the hardware of another owner's wireless network infrastructure to provide services to its customers using its own software and business model.

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**N****network**

In the context of CMP, the infrastructure on which usage of registered customers will be measured - this could be a mobile phone network, broadband network or other non-telecommunications network.

**network interface**

The point of interconnection between two pieces of equipment, protocol layers in a computer network, or a computer and a network.

**NIF**

Network Interface Framework. An object-oriented software architecture for providing networking services.

**Notice Period**

The period of notice a customer must give before a new price plan change comes into effect.

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**O****OS**

Operating System. The software that supports a computer's basic functions, such as scheduling tasks and controlling peripherals.

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**P****PAC**

Porting Authorisation Code. The code that allows a subscriber to transfer their existing mobile phone number from one mobile network provider to another mobile network provider.

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**PCI DSS**

Payment Card Industry Data Security Standard. An information security standard for organizations that process card payments, the PCI DSS enforces standards for the storage, transmission and processing of cardholder data, so that businesses can process payments securely, reduce fraud, and protect cardholder data.

**port in**

To add a subscriber to a service provider's network while ensuring they retain their existing mobile phone number.

**port out**

To ensure a customer transfers out of a service provider's network and retains their existing mobile phone number.

**porting**

The process of transferring a subscriber between service provider networks while ensuring they retain their existing mobile telephone number.

**probe**

In the Administration Console architecture, a mechanism which allows for the execution of predefined queries and for the comparison of the results of those queries against pre-configured targets. Probes can be reviewed and managed via the Admin Console.

**Product Catalogue**

The CMP component that details the products and services available to subscribers.

**provisioning**

In telecommunications, the setup of equipment, wiring and transmission to deliver services to a customer.

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**R**

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**rating**

In telecommunications, determining the cost of a particular call. Involving converting call-related data into an equivalent monetary value.

**REST**

Representational State Transfer. An architectural style that specifies constraints, such as the uniform interface, that if applied to a web service results in

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performance, scalability, and modifiability, optimising services to work on the Internet.

### **RESTful web services**

Web services that are based on Representative State Transfer (REST) architecture principles, and are therefore designed to work best on the Internet, being lightweight, maintainable, and scalable. CMP provides RESTful web services to access much of CMP functionality.

### **RMI**

Remote Method Invocation. A Java system that allows an object running in one Java Virtual Machine (VM) to invoke methods of an object running in another Java VM.

### **roaming**

Using services through a network other than the home network, commonly when using a mobile phone service while travelling abroad.

### **RTC**

Real Time Charging. Also known as an Online Charging System (OCS), a system that allows service providers to charge customers in real time, based on their service usage.

## **S**

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### **Selfcare**

A MDS online self-service customer care tool.

### **Service Provider**

The owner of the infrastructure in which accounts will be created. The Service Provider can host and operate the instance of CMP, or CMP can be provided as a Managed Service.

### **SFTP**

Secure File Transfer Protocol. A network protocol used for secure file transfer between remote systems over a secure shell.

### **SIM**

Subscriber Identity Module. A smart card (electronic chip) inside a mobile phone that communicates with the network and carries an identification number unique to the owner. The SIM can also store personal data.

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**SLA**

Service Level Agreement. A contract or a part of a contract that defines the services a service provider will provide and the required level or standard for those services.

**SMS**

Short Message Service. A text messaging service component of most mobile telephone systems. SMS uses standardized communication protocols to enable mobile phone devices to exchange short text messages.

**SMSC**

Short Message Service Center. The element in a mobile telephone network that stores, forwards, converts and delivers Short Message Service (SMS) messages.

**SMTP**

Simple Mail Transfer Protocol. An Internet standard for email transmission.

**Spend Analyzer**

An MDS Global product - a billing analytics tool.

**spend cap**

A service for customers that applies a limit to how much usage a customer can consume outside of their allowances or bolt-on extras, preventing spending over a certain amount.

**subscriber**

The end user of a network.

**subscription**

A billing entity that incurs a charge. Examples include a network attached device whose usage you want to measure and charge for, or a monthly software subscription

**synchronous**

In telecommunication networks, signals within a network or between networks that occur at the same clock rate when all clocks are based on a single reference clock.

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**T****Telco**

A telecommunications company

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**third party**

Of software; a reusable component developed to be either freely distributed or sold by an entity other than the original vendor of the development platform.

**trust anchor**

In cryptographic systems with hierarchical structure, a trust anchor is an authoritative entity for which trust is assumed and not derived. In X.509 architecture, for example, a root certificate is a trust anchor from which the whole chain of trust is derived.

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**U****UMR**

Unique Mandate Reference. The identifying reference that a creditor assigns to a mandate for a direct debit, which is used for the lifetime of that mandate.

**usage**

The consumption of services, for example a subscriber using call minutes.

**user**

A person with the capability to log in to the CMP GUI software, such as a customer service advisor or agent.

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**V****VAS**

value-added service. In mobile telecommunications, services other than the core services of standard voice transmissions, data, and text messages, for example voicemail, online game, or stickers.

**VNE**

Virtual Network Enabler. See Mobile Virtual Network Enabler or MVNE.

**VNO**

Virtual Network Operator. See MVNO or Mobile Virtual Network Operator.

**VoIP**

Voice over Internet Protocol. A methodology and group of technologies for delivering voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. Also known as Internet Telephony, IP Telephony, or broadband telephony.

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## W

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### **web service**

XML- or JSON-based information exchange systems that use the Internet for direct application-to-application interaction. These systems can include programs, objects, messages, or documents.

### **WebSphere**

A set of Java-based tools from IBM to create and manage websites. The WebSphere Application Server (WAS) can be used to connect website users with Java applications or servlets.

### **Workflow Events**

Manually or automatically created task items that drive and record activity within CMP. Sometimes referred to as Diary Events.

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## X

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### **xDR**

External Data Representation. A standard data serialization format that allows data to be transferred between different computer systems.

### **XML**

Exstensible Markup Language. A markup language used to describe data that allows users to define their information formats, especially in order to display documents on the Internet.

### **XSD**

XML Schema Definition. A World Wide Web Consortium (W3C) recommendation that specifies how to formally describe the elements in an Extensible Markup Language (XML) document.