

Terminology	Description
ASR	Average Success Rate / Answer-Seizure Ratio
ACD	Average Call Duration
ALOC	Average Length of Call
PDD	Post Dial Delay
RBT	Ring Back Tone
NER	Network Efficiency Ratio
QoS	Quality of Service
Codec	encoding and/or decoding a digital data stream or signal
SIP	Session Initiation Protocol
RTP	Real-time Transport Protocol
MGCP	Media Gateway Control Protocol
NAT	Network Address Translation
Softphone	softphone is a software program for making telephone calls over the Internet
GW	Gateway
GK	Gatekeeper
SBC	Session Border Controller
B2BUA	Back to back User Agent
UAS	User Agent Server
UAC	User Agent Client
CNG	Comfort Noise Generation

Codec	Bit Rate	Bandwidth on Ethernet
G.711u	64 kbps	87.2 kbps
G.711a	64 kbps	87.2 kbps
G.729	8 kbps	31.2 kbps
G.723.1	6.3	21.9 kbps
G.723.1	5.3	20.8 kbps