



OFF THE HOOK

ENGLISH
FOR TELECOMS



English and the telecommunications industry share a wide range of challenges: from selecting and conveying information effectively to interacting smoothly with a global network in a constantly evolving landscape.

To help you improve your knowledge, we have collected some words, grammar and expressions that can benefit anyone working in telecommunications.

LAYING THE GROUNDWORK

Here are some common vocabulary items often used when talking about telecommunications



Access charge

A fee charged for the use of local telephone network facilities.

The level of network access charges changes from country to country.

Bandwidth

The capacity of a line to carry signals.

This new monitor offers a more efficient use of bandwidth.

Broadband

The transmission of wide bandwidth data over a high speed internet connection.

Internet connection via broadband has lots of advantages.

Buy-back scheme

The capacity of a line to carry signals.

Our buy-back scheme allows you to have the sharpest technology.

Cramming

The practice of charging customers for extra features that they have not ordered.

I didn't ask for a voice-mail service. Now they are charging me for it. It's cramming!

Dongle

A portable device that, connected to a computer, allows access to wireless broadband or protected software.

You can connect the dongle by plugging it into the USB port.

Ethernet

A communication protocol that connects computers in area networks.

For this type of activity, wireless isn't enough: you need Ethernet.

Fiber optics

Fibers of glass bundled together to transmit light signals.

Fiber optics has revolutionized the world of communications.

Number portability

A service that allows a customer to change telecom carrier and keep the same number.

In 2004, number portability was implemented in every EU state but Austria.

Roaming

An agreement between two network providers that allows a customer to use a service different from the one they normally use, especially when in a foreign country.

When abroad, turn off roaming to avoid charges.

Telephony

The process or activity of transmitting voice over a telecommunications network.

5G is going to improve telephony dramatically.

KEEP IT BRIEF!

Here's a list of acronyms and abbreviations commonly used in telephony



5G

Fifth Generation of mobile networks

The latest generation of mobile networks (preceded by 1G, 2G, 3G, and 4G).

DRM

Digital Rights Management

A type of copyright for electronic content.

LTE

Long Term Evolution

A type of broadband data transmission that allows users to access large amounts of data.

GPS

Global Positioning System

A system that allows users to identify their position anywhere on earth.

PSTN

Public Switched Telephone Network

A country's telephone network.

TTY/TDD

Teletypewriter/Telecommunications Device for the Deaf

A machine that allows people with hearing or speech disabilities to communicate over the phone with a keyboard and a screen.

ADSL

Asymmetric Digital Subscriber Line

An improved version of DSL.

DSL

Digital Subscriber Line

An Internet connection provided by using a digital modem and a copper telephone line.

GSM

Global System for Mobile Communications

A standard for mobile phones, which allows compatibility between operators in different countries.

MAN

Metropolitan Area Network

A group of network devices connected together in a metropolitan area (usually several buildings in the same town).

SLC

Subscriber Line Charge

A monthly fee paid by telephone subscribers to compensate for part of the cost of installation and maintenance.

V(H)DSL

Very High Bitrate Digital Subscriber Line

An improved version of ADSL.

CPP

Calling Party Pays

A billing method for wireless phones that allows customers to pay only for making calls and not for receiving them.

LAN

Local Area Network

A group of network devices connected together in a local area (usually a building).

GPRS

General Packet Radio Service

A service that provides packet-based connections on mobile networks.

PBX

Private Branch Exchange

A telephone system bought and used by a company.

TRS

Telecommunication Relay Service

A free service that enables people to use telephone services by having a third party transmit and translate the call.

WAN

Wide Area Network

A group of network devices connected together in a large geographic area.

COMMON PREFIXES

UP-

Upload, upgrade, update

TELE-

Teleworking, telecoms, teleconferencing

DOWN-

Downtime, download, downsize

CYBER-

Cyberspace, cybercrime, cyberbullying

E-

Ebook, email, ecommerce

COMMON SUFFIXES

-BAND

Broadband, narrowband

-WARE

Adware, malware, spyware, software, hardware

-BYTE

Kilobyte, megabyte, gigabyte

-PHONE

Smartphone, cellphone, headphones

-CAST

Broadcast, podcast, newscast

OTHER WORDS FOR PROBLEMS

Challenge
Hurdle
Issue
Obstacle

Setback
Snag
Stumbling block

TYPES OF PROBLEMS

A bottleneck
A common problem
A faulty component
Teething problems
An insoluble problem
A technical problem

An intermittent problem
A systematic problem
An installation problem
A minor setback
A sudden problem

SPECULATING ON CAUSES

It must be an issue with...

100% *likelihood*

It's likely (that this is) caused by...

90% *likelihood*

It sounds/looks like it's due to...

80% *likelihood*

It could/might be because of...

60% *likelihood*

I doubt it's a matter of...

40% *likelihood*

It's unlikely (that) this is caused by...

20% *likelihood*

It can't be due to...

0% *likelihood*

PROBLEM-SOLVING

We're already on it.

I'll deal with it.

We'll fix it right away.

I'll handle it.

I'll knuckle down to solve it.

I'll sort it out.

We'll work something out.

We're wrestling with it.

Be on it = be trying to solve a problem

Deal with something = do something to solve a problem

Fix something = repair something or solve a problem

Handle something = manage something

Knuckle down = start working hard

Sort something out = deal successfully with a problem

Work something out = find a successful solution to a problem

Wrestle with something = work really hard to solve a problem