

Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Abbreviations

- |            |                                |
|------------|--------------------------------|
| 1. TACT    | A. retain for notes            |
| 2. BTN     | B. order express               |
| 3. BAN     | C. customer code               |
| 4. cx      | D. customer call back number   |
| 5. cc      | E. business account number     |
| 6. CBR     | F. plain old telephone service |
| 7. loyalty | G. internet                    |
| 8. POTS    | H. inbound                     |
| 9. OB      | I. customer called in          |
| 10. NSR    | J. business telephone number   |
| 11. OX     | K. inside wire protection      |
| 12. CI     | L. Enterprise bill viewer      |
| 13. AG     | M. customer                    |
| 14. IB     | N. contract                    |
| 15. IWP    | O. agreed to                   |
| 16. UM     | P. save , retention            |
| 17. IPBB   | Q. new sales revenue           |
| 18. OIL    | R. unified messaging           |
| 19. AL     | S. offer information library   |
| 20. EBV    | T. mobility                    |
| 21. MOB    | U. permanent for notes         |
| 22. SAL    | V. account locator             |
| 23. MRC    | W. monthly recurring charge    |
| 24. RETN   | X. save a line                 |
| 25. Perm   | Y. outbound                    |