

Appendix A
Responsibility Matrix
Talbot County, MD
Respondent:

Acronyms & Definitions

CPE

DIA

FOTP

ISP

NID

NOC

OLT

ONT

OSP

PILOT

ROW

SLA

Tier 1 Support

Tier 2 Support

Tier 3 Support

USF

atrix

D Bid 17-13

TBD

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Customer Premises Equipment: Generic term for electronics located at the consumer premises.

Direct Internet Access: Commodity Internet bandwidth purchased by the Internet service provider (ISP), used by consumers to access the Internet

Fiber-to-the-Premises

Internet Service Provider

Network Interface Device: A junction box typically mounted on the outside of the customer premises, the NID is a non-powered box used to connect the fiber drop cable (cable from the fiber tap to the premises) to the fiber cable extending from the NID to the Optical Network Terminal (ONT) located in the customer premises.

Network Operations Center

Optical Line Terminal: Device that serves as the ISP endpoint on a Passive Optical Network (converts electronic signals to optical signals).

Optical Network Terminal: Media converter used to convert the FTTP optical signal to an ethernet port, coaxial output, or telephone output.

Outside Plant: Physical cable and infrastructure (fiber cable, conduit, cabinets, poles, etc) deployed to deliver connectivity services from an operations center to the customer premises.

Payment In-Lieu of Taxes

Right-of-way

Service Level Agreement

First level customer support, generally a call center with representatives who can perform basic troubleshooting and record incidents.

Second level support, detailed investigation with expert technicians.

Third level support, service troubleshooting and software support from the engineering team.

Universal Service Fund