Telecom Glossary

Here are some of the commonly used terms communities ask us about while searching for a new telecom provider.

RFP (Request for Proposal)
A formal document that outlines an organization's intent to purchase a good or service. The buyer issues the RFP to provide background information to potential vendors.

Fiber (Fiber Optic Cable)
A flexible cable made of glass that transmits data as pulses of light. A fiber infrastructure provides fast, reliable, and secure internet service.

Network Hub
A major connection point in the fiber optic network such as a data center.

Distribution Hub
An enclosure that provides the connection for fiber optic cables to the homes in a community.

Redundant Circuit
Multiple network routes are created as a safety net. If one goes down, the other picks up the signal without any interruption of service.

Download
Data that is downloaded from the internet to your device like watching videos or playing games.

Upload
Data that is uploaded from your device to the Internet. Upload speeds matter for things like posting on Facebook and video conferencing like Zoom.

Symmetrical Internet
An internet connection that offers the same download and upload speeds.

Dual Band WiFi Router
Equipment that allows you to transmit and receive data using both 2.4 and 5 GHz frequencies which is better for gaming and streaming.

Managed WiFi/Total Home WiFi
The ability to monitor your home internet that includes automated network health check, security, and controls via an app.

Mesh WiFi Pod
Access points that connect to your home internet to provide coverage throughout the entire home.