

FORM 6-K

SECURITIES AND EXCHANGE COMMISSION

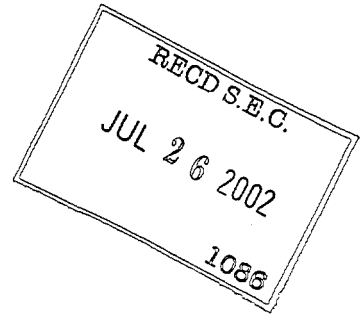
Washington, D.C. 20549



02047200

Report of Foreign Issuer

**Pursuant to Rule 13a-16 or 15d-16 of
the Securities Exchange Act of 1934**



For the month of July 2002, through July 23, 2002

Telecom Italia S.p.A.

(Formerly STET - Società Finanziaria Telefonica per Azioni)

(Translation of registrant's name into English)

Corso d'Italia 41, 00198 Rome, Italy

(Address of principal executive offices)

PROCESSED
JUL 29 2002
THOMSON
FINANCIAL

Indicate by check mark whether the registrant files or will file annual reports under cover of Form 20-F or 40-F.

Form 20-F ☒ Form 40-F ☐

Indicate by check mark whether the registrant by furnishing the information contained in this Form is also thereby furnishing the information to the Commission pursuant to Rule 12g3-2(b) under the Securities Exchange Act of 1934.

Yes ☐ No ☒

If "Yes" is marked, indicate below the file number assigned to the registrant in connection with Rule 12g3-2(b): 82-

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned, thereunto duly authorized.

Telecom Italia S.p.A.

(Registrant)

Date: July 23, 2002

By:

A handwritten signature in black ink, appearing to read 'Vincenzo Covelli', written over a horizontal line.

Name: Vincenzo Covelli

Title: Director

Cautionary Statement for Purposes of the “Safe Harbor” Provision of the United States Private Securities Litigation Reform Act of 1995. The Private Securities Litigation reform Act of 1995 provides a “safe harbor” for forward-looking statements. The Press Release included in this Form 6-K contains certain forward looking statements and forecasts reflecting management’s current views with respect to certain future events. Telecom Italia’s ability to achieve its projected results is dependant on many factors which are outside of management’s control. Actual results may differ materially from those projected or implied in the forward-looking statements. Such forward-looking information involves risks and uncertainties that could significantly affect expected results and are based on certain key assumptions.

The following important factors could case the Group’s actual results to differ materially from those projected or implied in any forward-looking statements:

- the continuing impact of increased competition in a liberalized market, including competition from global and regional alliances formed by other telecommunications operators in Telecom Italia’s core domestic fixed-line and wireless markets;
- Telecom Italia’s ability to introduce new services to stimulate increased usage of its fixed and wireless networks to offset declines in its fixed-line business due to market share loss and pricing pressures generally;
- Telecom Italia’s ability to achieve cost-reduction targets in the time frame established or to continue the process of rationalizing its non-core assets;
- the impact of regulatory decisions and changes in the regulatory environment;
- the impact of the economic crisis in Argentina, the slowdown generally in Latin American economies and the slow recovery of economies generally on Telecom Italia’s international business focused on Latin America and on its foreign investments and capital expenditures;
- the continuing impact of rapid changes in technologies;
- the impact of political and economic developments in Italy and other countries in which the Group operates;
- the impact of fluctuations in currency exchange and interest rates;
- Telecom Italia’s ability to implement successfully its 2002-2004 Industrial Plan, including the rationalization of its corporate structure and the disposition of Telecom Italia’s interests in various companies;
- Telecom Italia’s ability to successfully achieve its debt reduction targets;
- Telecom Italia’s ability to successfully roll out its UMTS networks and services and to realize the benefits of its investment in UMTS licenses and related capital expenditures;
- Telecom Italia’s ability to realize the benefits of the merger of SEAT and Tin.it;
- SEAT’s ability to successfully implement its internet strategy;
- Telecom Italia’s ability to achieve the expected return on the significant investments and capital expenditures it has made in Latin America and in Europe;

- the amount and timing of any future impairment charges for Telecom Italia's licences, goodwill or other assets; and
- the impact of litigation or decreased mobile communications usage arising from actual or perceived health risks or other problems relating to mobile handsets or transmission masts.

The foregoing factors should not be construed as exhaustive. Due to such uncertainties and risks, readers are cautioned not to place undue reliance on such forward-looking statements, which speak only as of the date hereof. Accordingly, there can be no assurance that the group will achieve its projected results.

List of exhibits regarding the **FORM 6-K** dated July 18, 2002 for the month of July 2002 through July 23, 2002:

- 1) Press release of July 18, 2002 regarding the information of the date of the next Board of Directors of TIM S.p.A., SEAT Pagine Gialle S.p.A. and Telecom Italia S.p.A.
- 2) Slides of Mr. Ruggiero and Mr. Pileri regarding the "Technology Day" held on 18 and 19 July 2002.

PRESS RELEASE

Rome, 18 July, 2002 – The Telecom Italia Group informs that the Boards of **Telecom Italia SpA**, **TIM SpA** and **Seat Pagine Gialle SpA**, will convene to examine draft and unaudited financial statements for the first half of 2002, on July 24th (TIM and Seat PG) and July 25th (Telecom Italia).

Communication & Media Relations: +3906.3688.2023/2066

www.telecomitalia.it/press

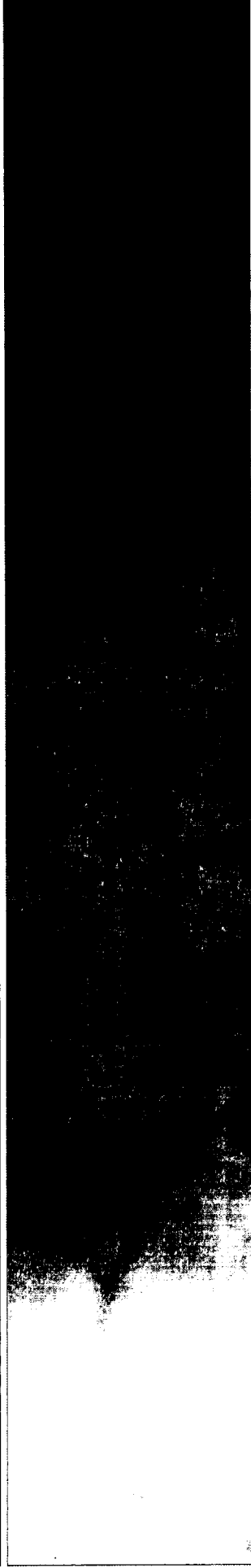
Investor Relations: +3906.36882560/2381

www.telecomitalia.it/investor

Rome, 18-19 July 2002

Technology Day

Technology Day



Riccardo Ruggiero

Telecom Italia Domestic Wireline



Rome, 18-19 July 2002

Technology Day

Agenda

- ▶ **D.W. Strategy**
 - Leadership in product innovation**
 - Excellence in customer care and service**
 - Opex and Capex efficiency**

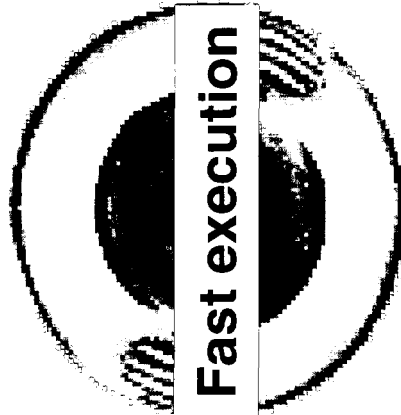
D.W. Mission

**To become the best in class European
wireline operator through
customer care excellence,
product innovation,
leadership in technology,
top efficiency/effectiveness,
fast and entrepreneurial organization**

2002 strategic objectives

- Defend voice traffic M/S through customer retention and win-back
- Multichannel Strategy
- Focus on SME

**Mktg
excellence**



**Product
innovation**

- Leadership in:
- Broadband
 - Voice and Data Value Added Services

Efficiency

- Efficiency in OPEX
- Business driven CAPEX

**Customer care
and service**

- Superior Customer Care
- Excellence in provisioning and Assurance

Telecom Italia Domestic Wireline

Riccardo Ruggiero

Technology Day
18 – 19 July 2002

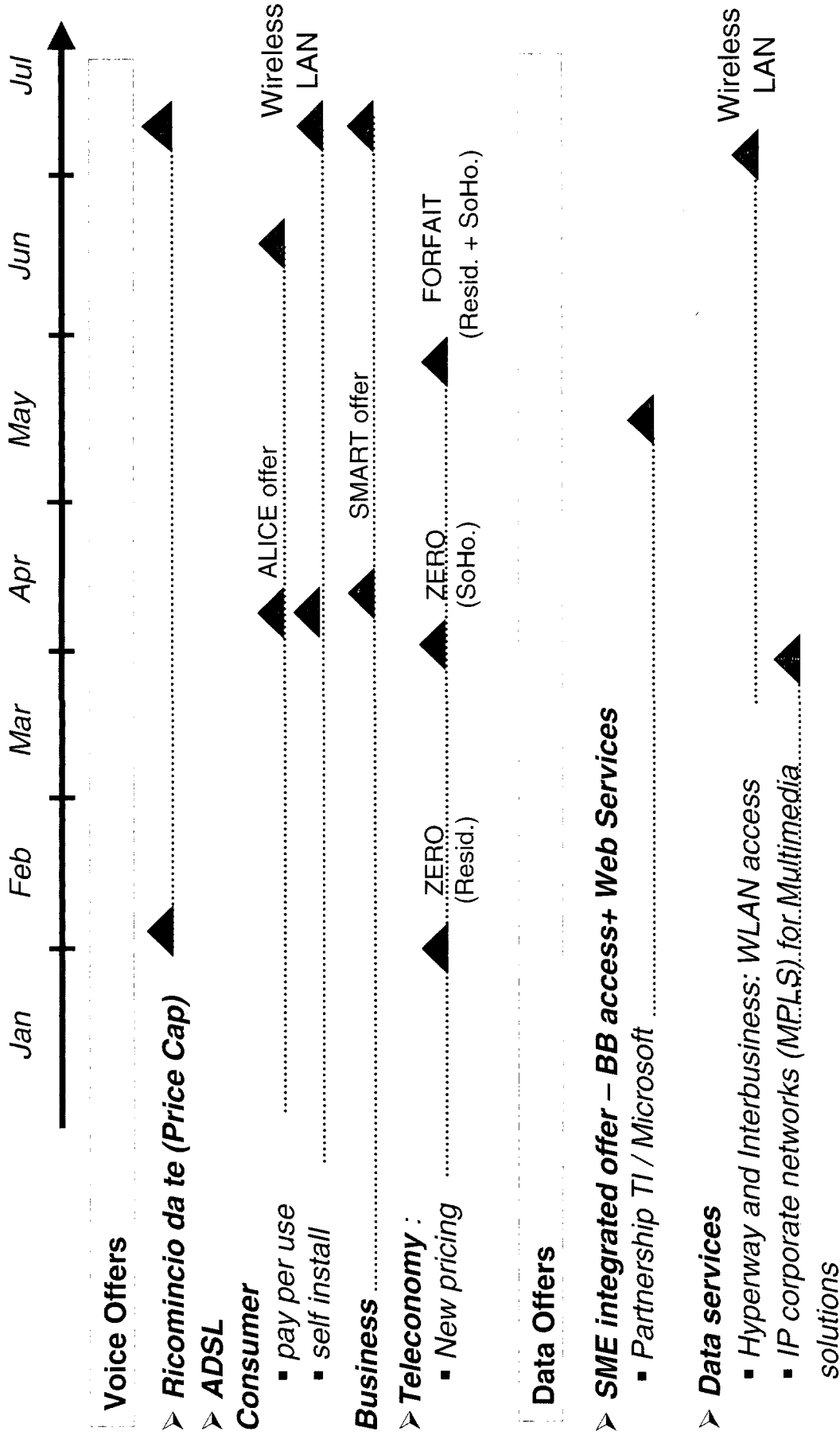
Rome, 19 July 2002

Agenda

D.W. Strategy

- ▶ Leadership in product innovation
- Excellence in customer care and service
- Opex and Capex efficiency

Leader in product innovation



Domestic Wireline leadership in Voice Offering



**“Ricomincio da te”
(Price Cap – phase 1)**

1st february



New Teleconomy Offers

**Teleconomy
Forfait**

**Teleconomy
Zero**

**Teleconomy
Light**

15 february



**“Ricomincio da te”
(Price Cap – phase 2)**

1 st july

The new ADSL offer of T.I. Domestic Wireline

Pricing*

SEMI-FLAT OFFER

- Connection fee including 20 hours/month
- Extra time charged per second

FLAT OFFER

- Always on

Provisioning

BASE

Modem: not incl'd
Install.: not incl'd

24.95 €

36.95 €

SELF INSTALLING

Modem: incl'd
Install.: self inst.

27.95 €

39.95 €

TURN KEY

Modem: incl'd
Install.: incl'd

30.95 €

42.95 €

April 15

April 15

Dedicated front end

Ready to install within 7 days

Technology Day
18 - 19 July 2002

Telecom Italia Domestic Wireline

Riccardo Ruggiero

* Including VAT

Rome, 19 July 2002

Broadband connection evolution

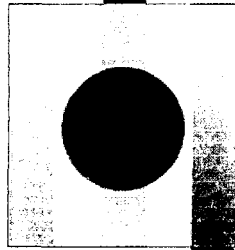
Old Wired
Internet

Broad band
"always on"

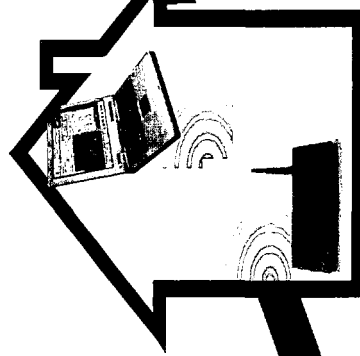
Wireless Internet
connection

Wireless/Wired
LAN

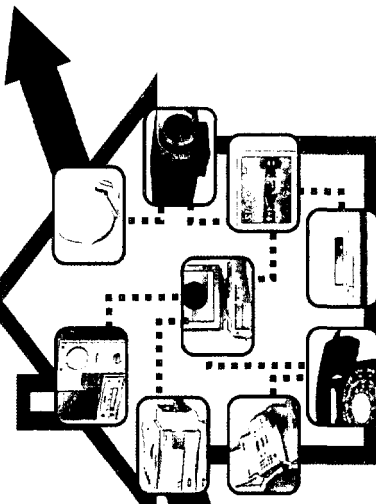
Fast internet access in
"Always on" mode



Internet access to
ISP by telephone
dial-up connection



Broad-band in wireless mode
Broad-band everywhere
No new wire approach to solve
home network works



Home network evolution
A combination of different
technologies to allow any kind
of connections between
ethereogeneous terminals
(Wireless, HPNA, Ethernet, PLC)
wherever located
RG based approach
Entertainment, intelligent nodes
and domotics appliances

in the past

today

In the future

Technology Day
18 - 19 July 2002

Telecom Italia Domestic Wireline
Riccardo Ruggiero

Rome, 19 July 2002

WLAN offer for residential customers

Prices VAT included

ADSL Line

Installation

Modem Rental

Router Wireless Rental

Alice WLAN
With technician at home

Alice Semi-Flat

24,95 €

3 €

3 €

9 €

Plus ADSL monthly rental

39,95 €

51,95 €

Alice Flat

36,95 €

3 €

3 €

9 €

Plus ADSL monthly rental

39,95 €

51,95 €

June, 15 2002

Solution "turn key" with wireless router provisioning and installation plus one PC card

Technology Day
18 - 19 July 2002

Telecom Italia Domestic Wireline
Riccardo Ruggiero

Rome, 19 July 2002

Agenda

D.W. Strategy

Leadership in product innovation

► Excellence in customer care and service

Opex and Capex efficiency

Excellence in Customer Care: actions in place

Process & services

- A single Customer Care division
- end-to-end customer ownership
- Top quality service for all customers. Excellent service for higher-value customers
- Priority on caring activities ("one call solution" and customer satisfaction)

Technology

- CRM for business customers (sept '02)
- CRM for residential customers (mar '03)
- Data warehouse (dec '02)
- Call center infrastructure (sept '02)
- Knowledge Management system (already in place)

People & Organisation

- Unified Customer Care Org' responsibility
- Horizontal integration of field operational units
- Personalized incentive and remuneration schemes
- Job re-design (supervisors and rep's)
- New learning and e-learning process
- Courtesy and Competence Project

Key Performance Indicators

Focus on effectiveness:

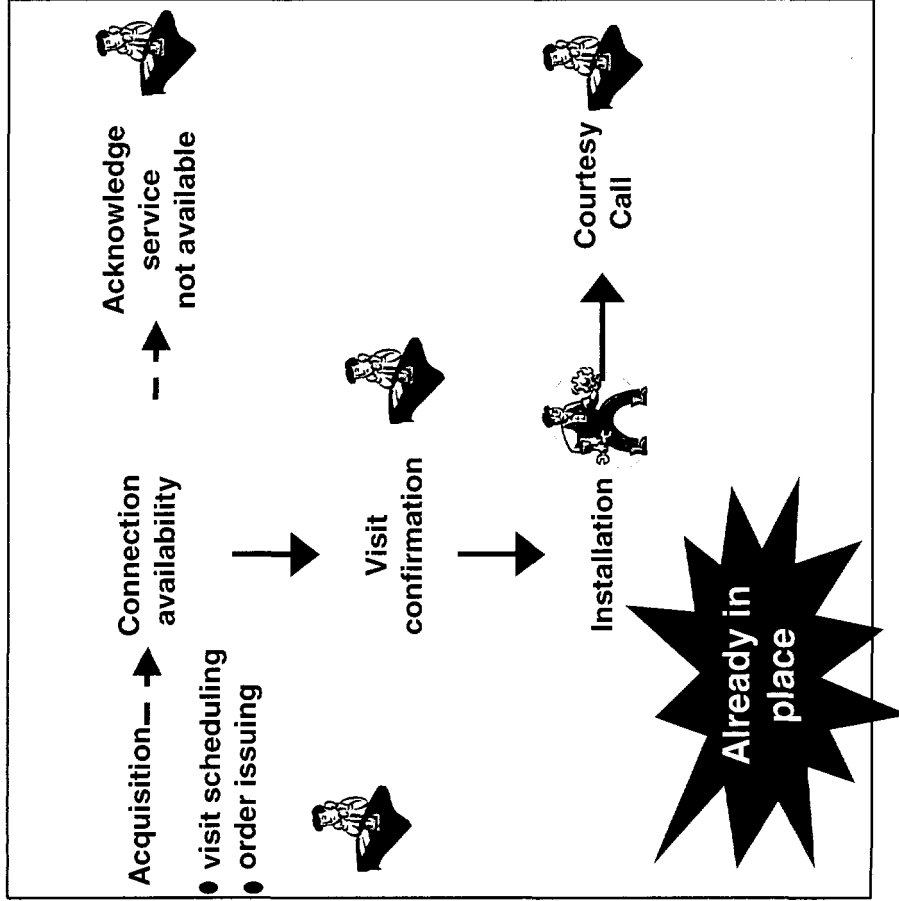
	Oct. 01	Mar. 02
Customer Satisfaction	65%	79%
One Call Solution	25%	72%
Courtesy	40%	91%
Competence	45%	91%

Focus on efficiency:

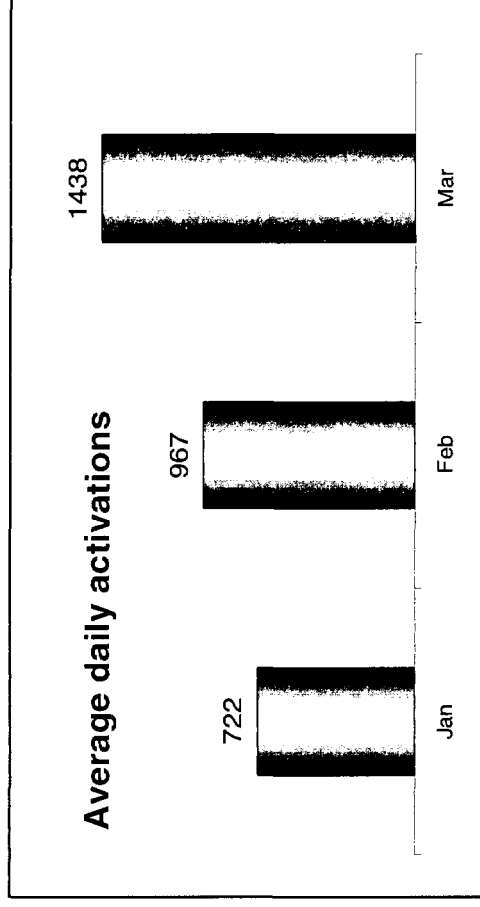
	Oct. 01	Mar. 02
ASR	76%	76%

ADSL provisioning process re-engineering and activation results

Mass Market ADSL provisioning process



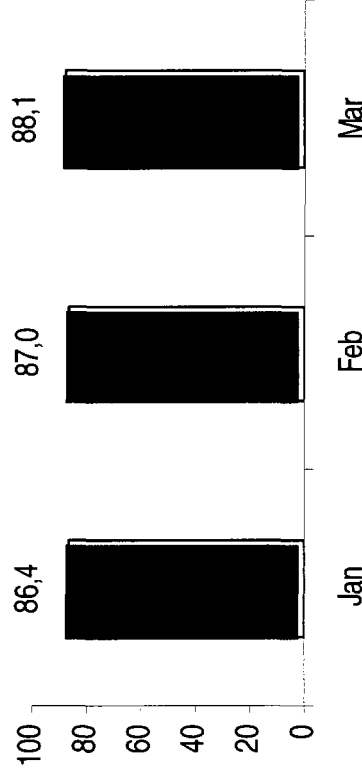
Mass Market ADSL activation results



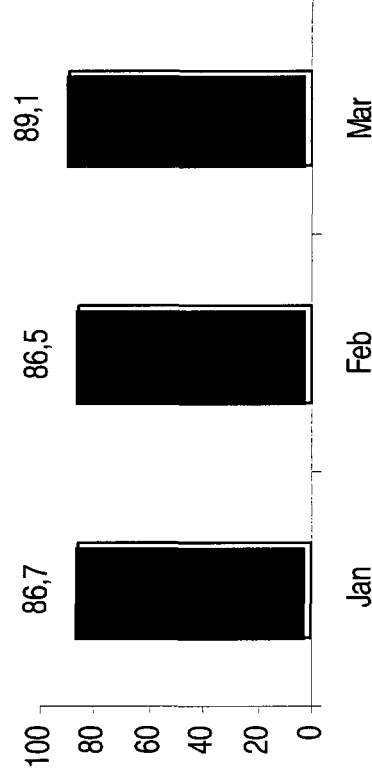
- T.I. is available to install the customer starting from the 7th day
- About 92% of the customers is installed according to the appointment
- Average activation days: from 33 (Jan) to 11 (today)

Customer satisfaction index – Residential customers (% of cust's satisfied)

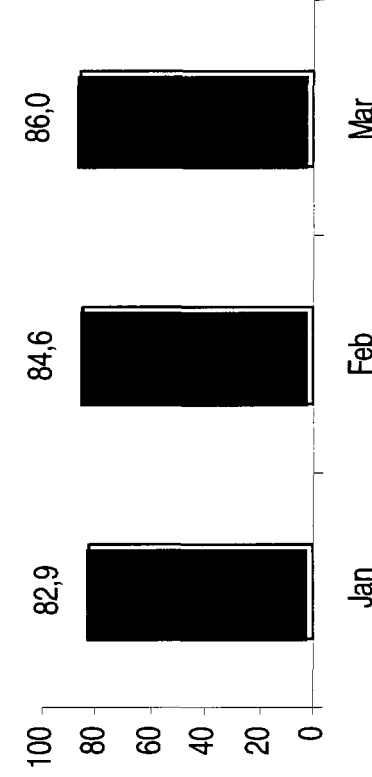
Tech. Quality



Prod./Serv. Quality

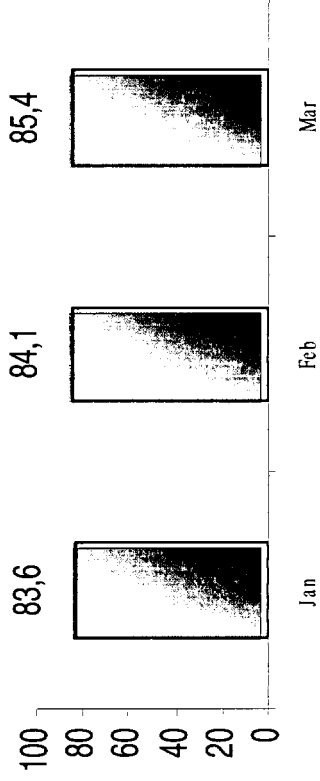


Assurance Quality

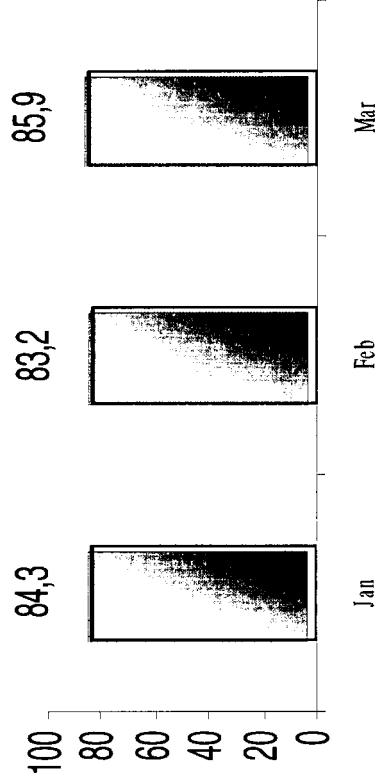


Customer satisfaction index - Business customers (% of cust's satisfied)

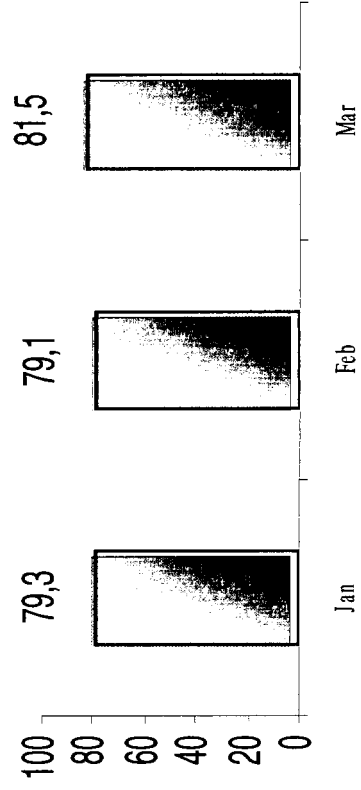
Tech. Quality



Prod./Serv. Quality



Assurance Quality



Rome, 18-19 July 2002

Technology Day

Agenda

D.W. Strategy

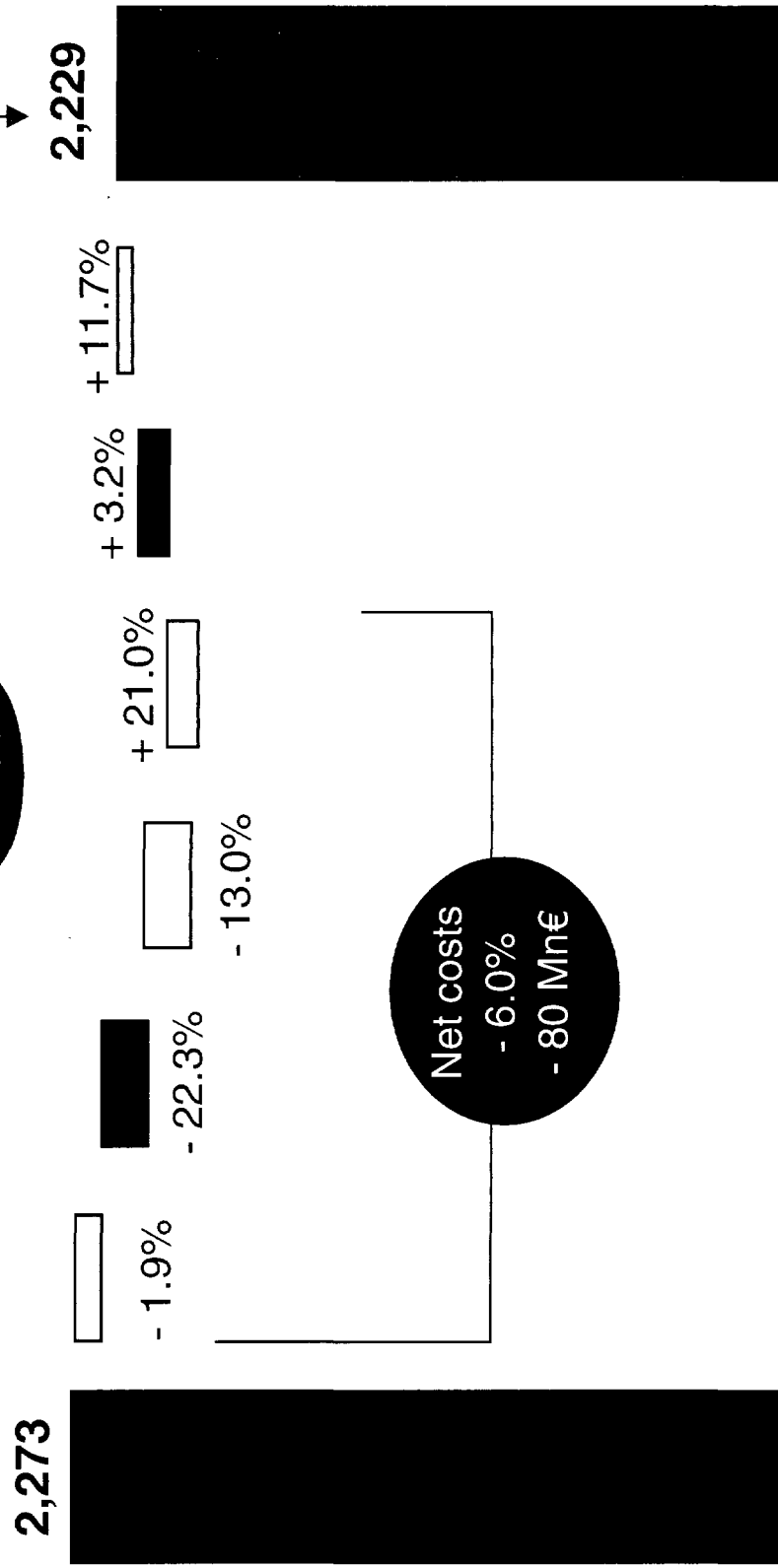
Leadership in product innovation

Excellence in customer care and service

► Opex and Capex efficiency

Cost efficiency evolution: 1st Q '02 vs. '01

€ Mn



Personnel G&A Network efficiency Marketing, Sales, Others Interconn's & others* Interconn's Sub's**

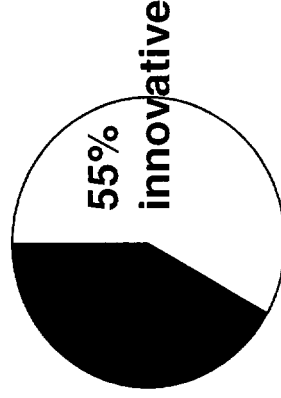
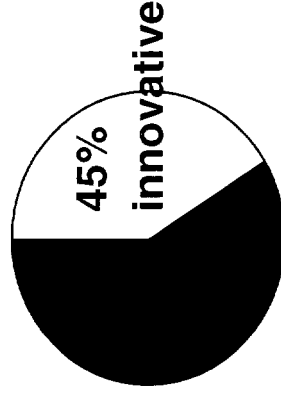
1st Q '01

1st Q '02

Capex evolution

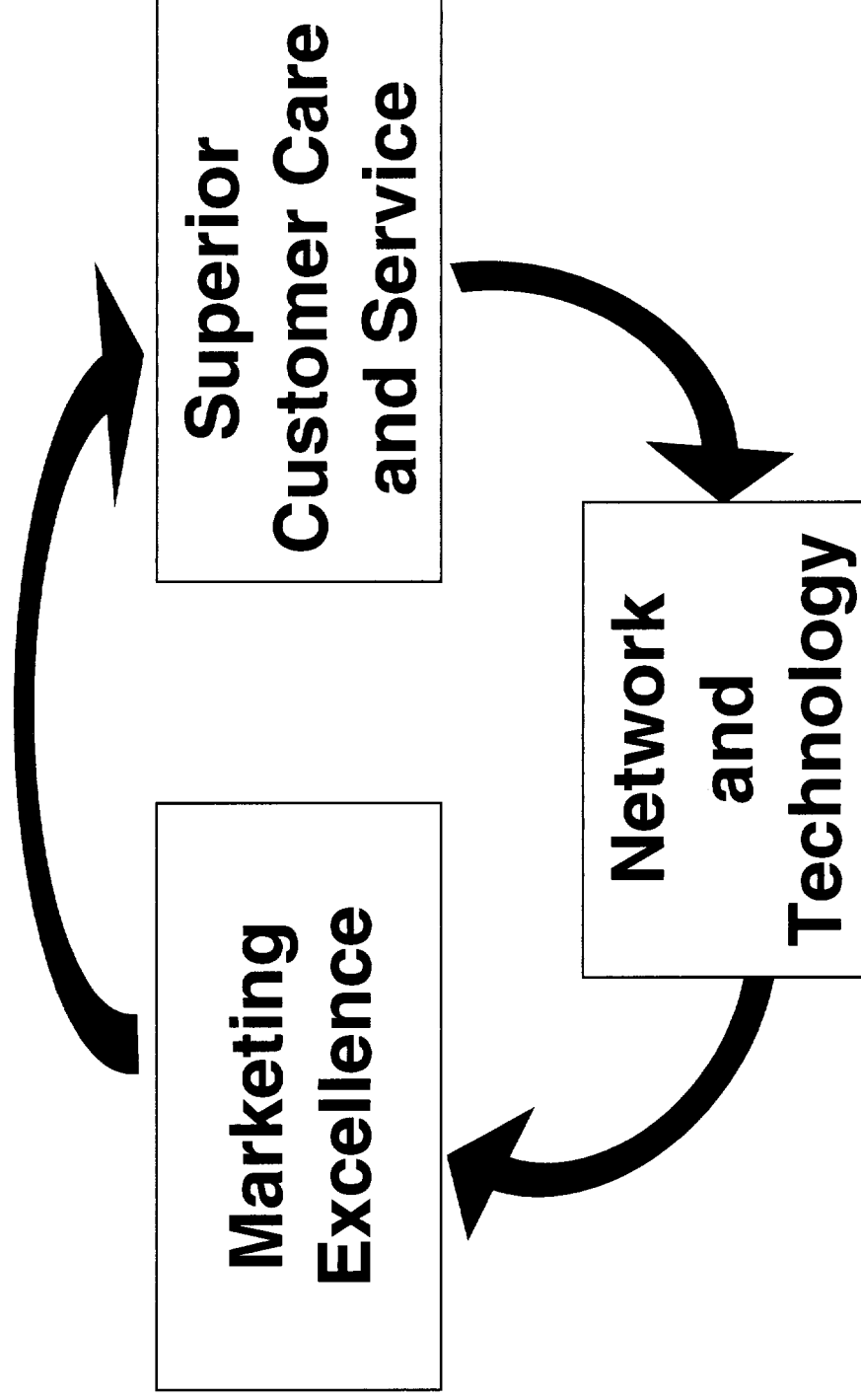
€ Mn

	2000	2001	2002-2004 cum'd
Total capex	2,700	2,800	6,700



* 1Q 2002

D.W. virtuous circle



Rome, July 19th, 2002
Technology Day

Technology Day



Telecom Italia Wireline Network

Stefano Pileri

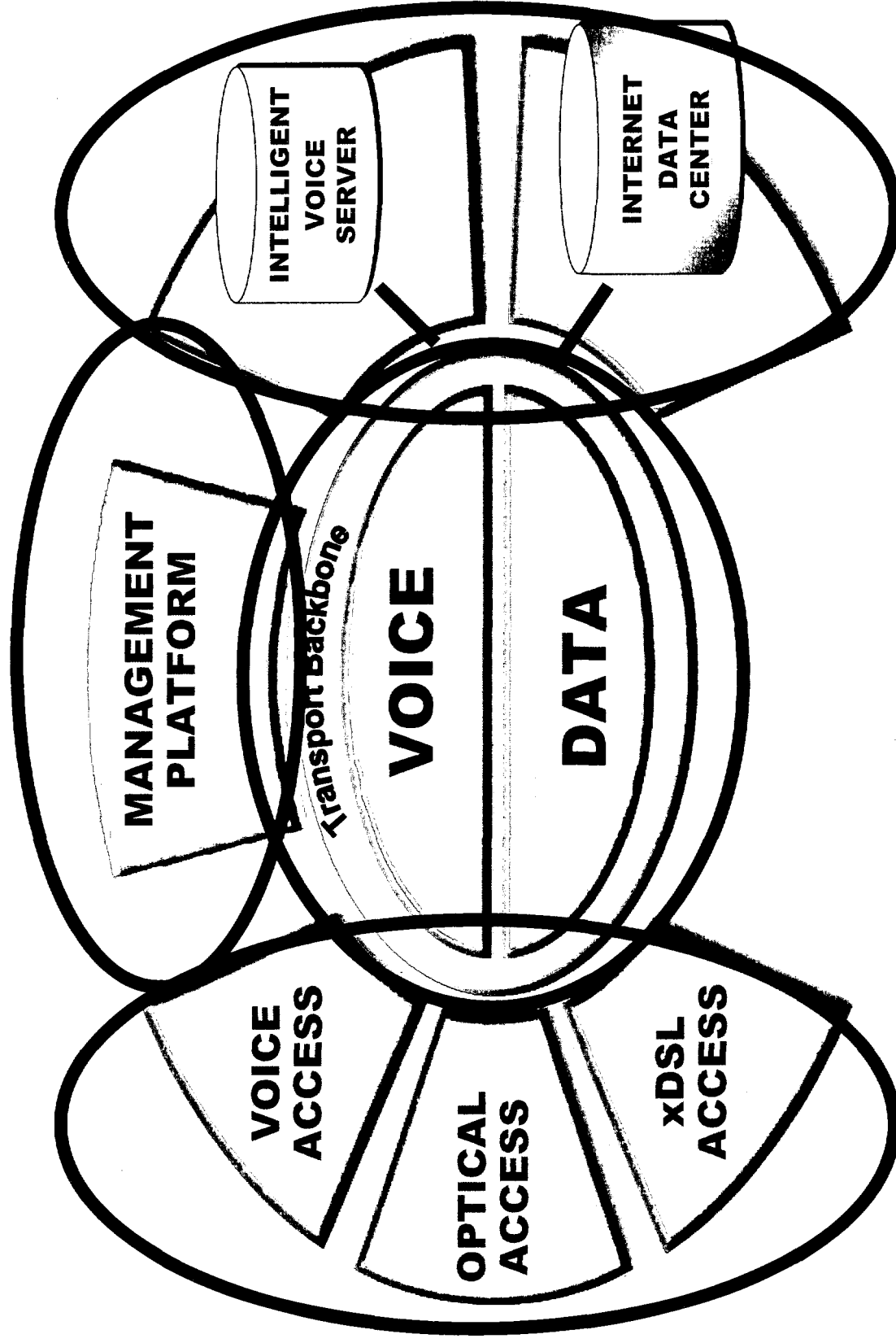


Agenda



- ▶ **Telecom Italia Wireline Network**
New Technologies for Service Innovation
Network Evolution for Operational Excellence

Wireline Network Model



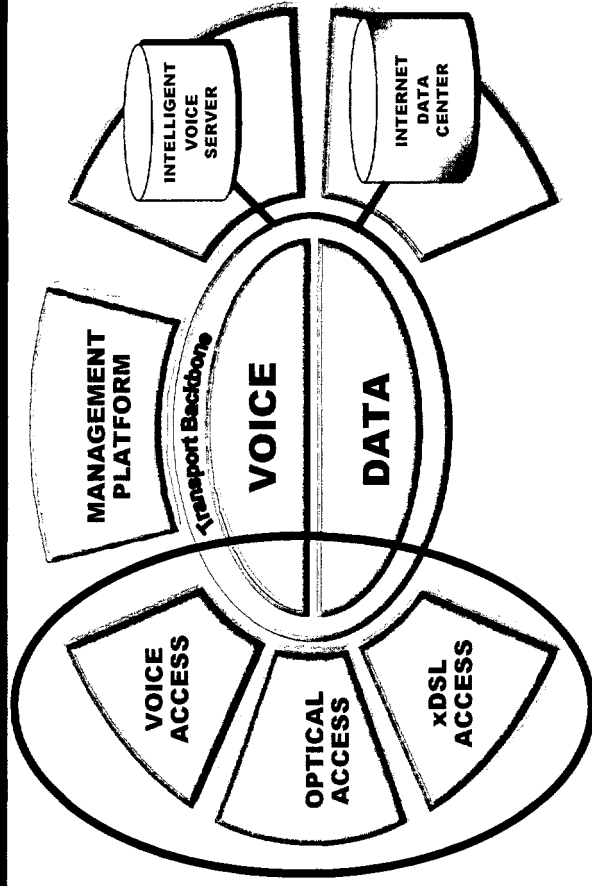
Telecom Italia Domestic Wireline

Technology Day

Rome, July 19th, 2002

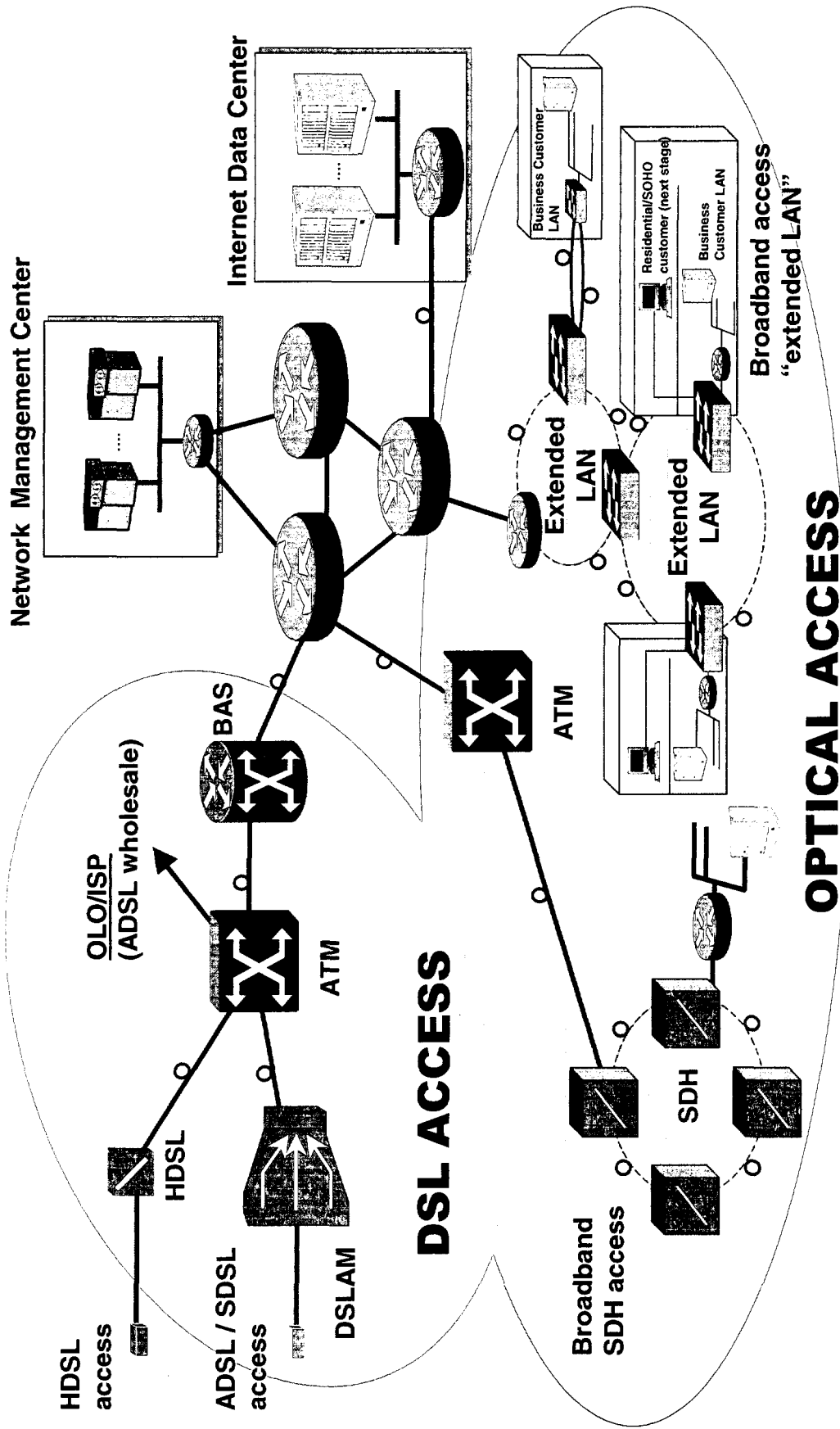
Stefano Pileri

Access Network

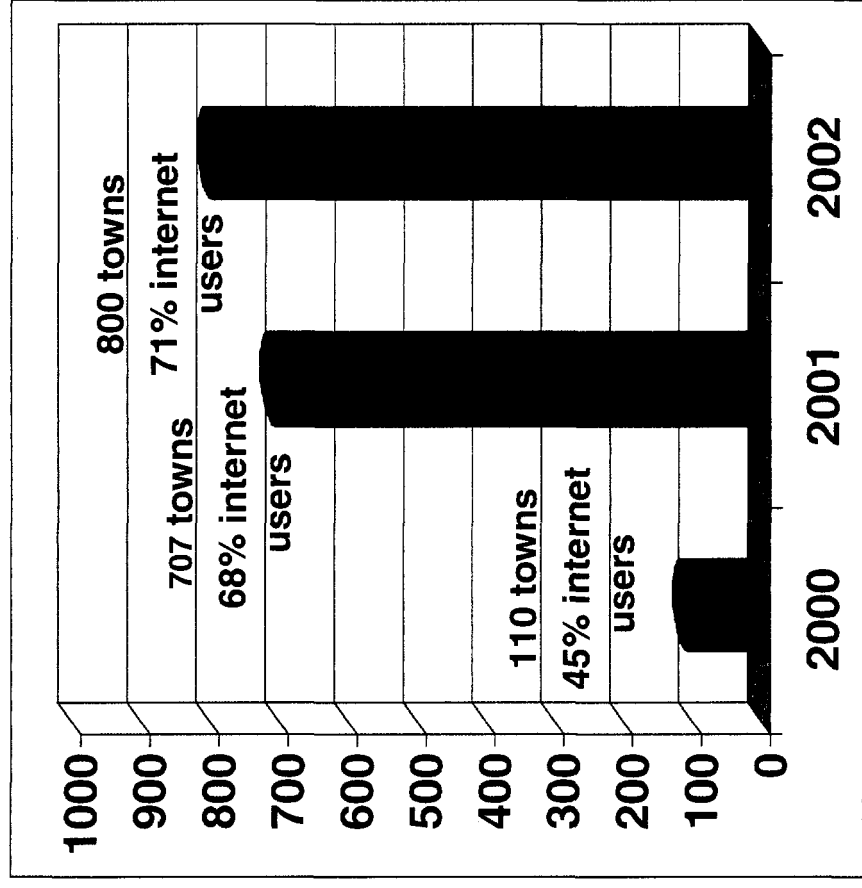
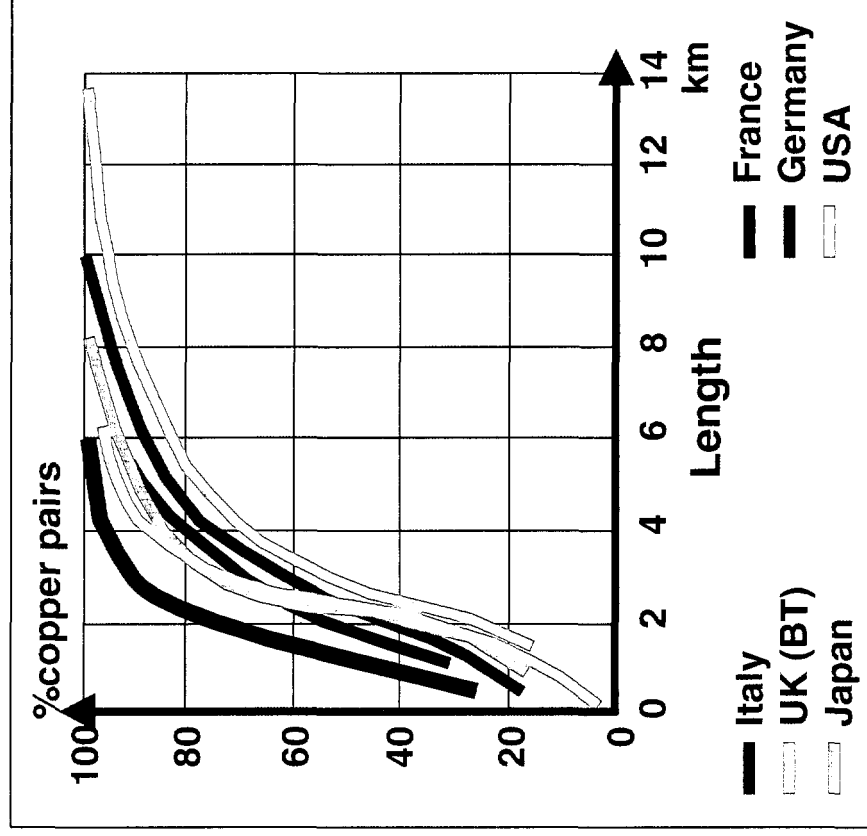


POTS lines :	22 million
ISDN lines (equiv.) :	5.4 million
DSL lines :	0.5 million
Subscribers loops :	104 million km-pairs
Optical fiber :	417,000 km.fo
Access voice switches	10400
Access DSL multiplexers	1500
(as of 31.12.2001)	

Broadband Access : Network Architecture



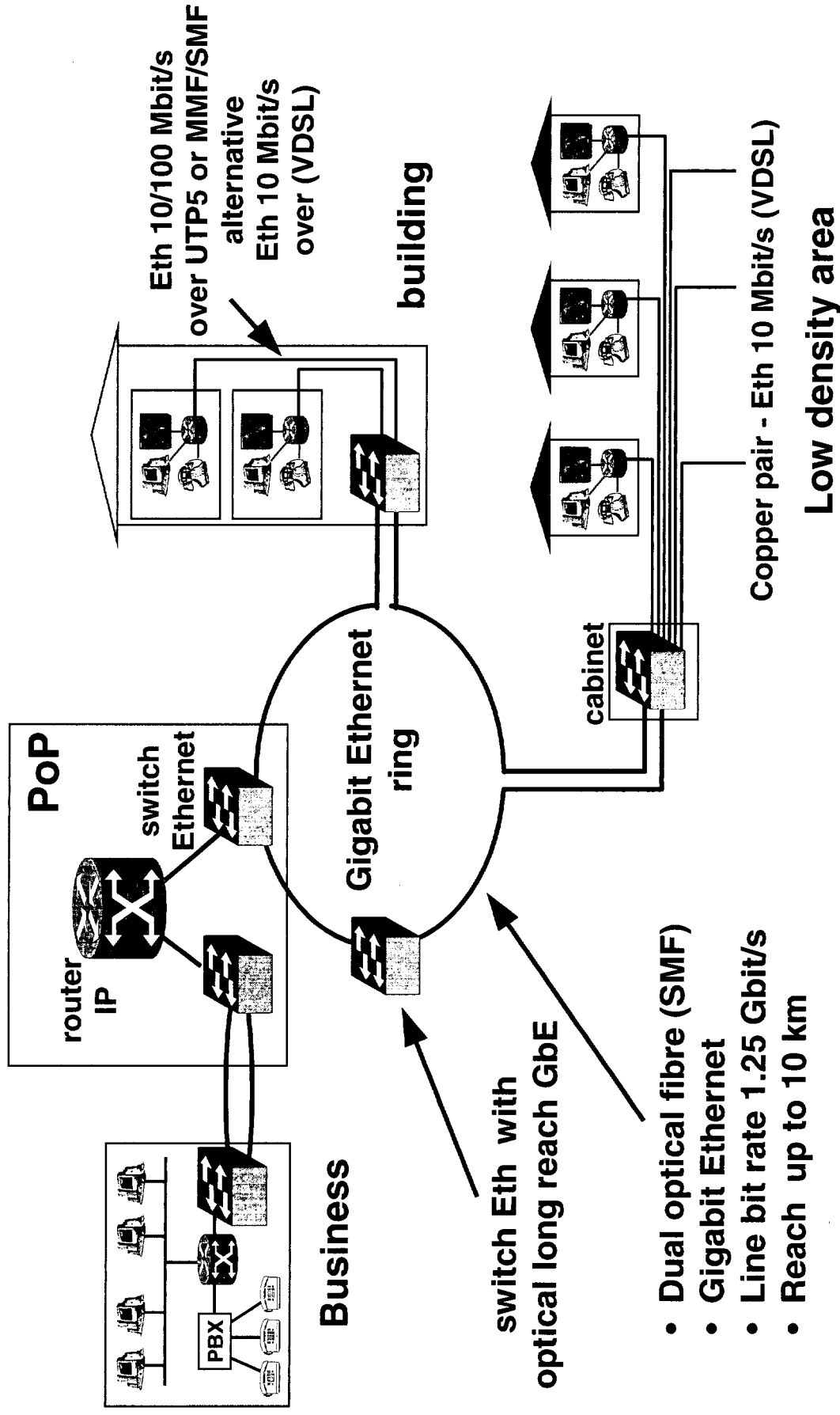
Broadband Access : xDSL Deployment



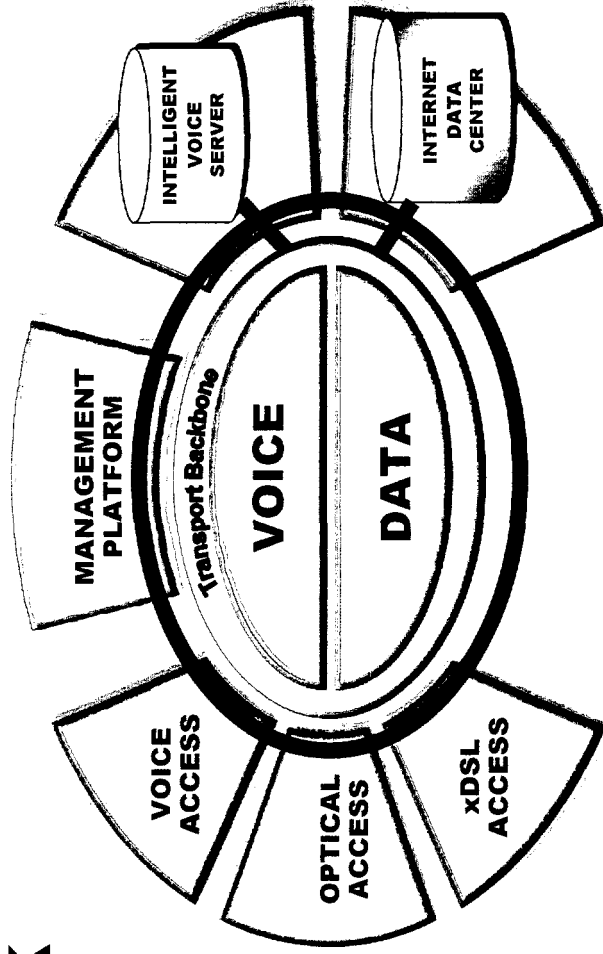
Broadband Access : Optical "METRO" access



GEthernet to the Building



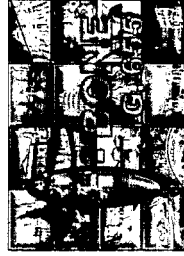
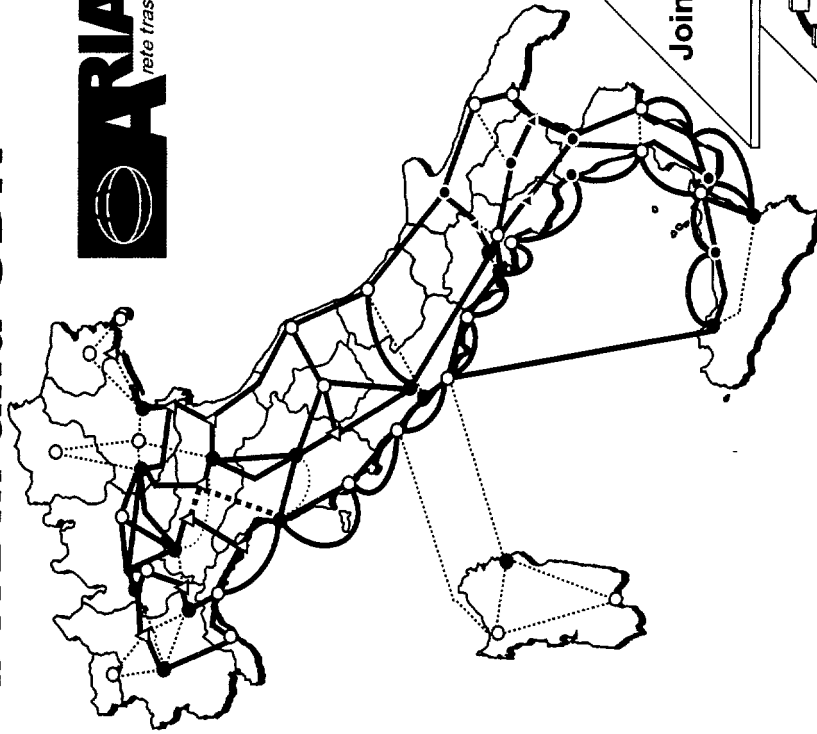
Transport Network



Fiber optics cables :	87,000 km
Optical fibers :	2.8 million km-o.f.
Transport Network capacity	1.5 Terabit/s
SDH rings :	1100
DWDM systems :	76

(as of 31.12.2001)

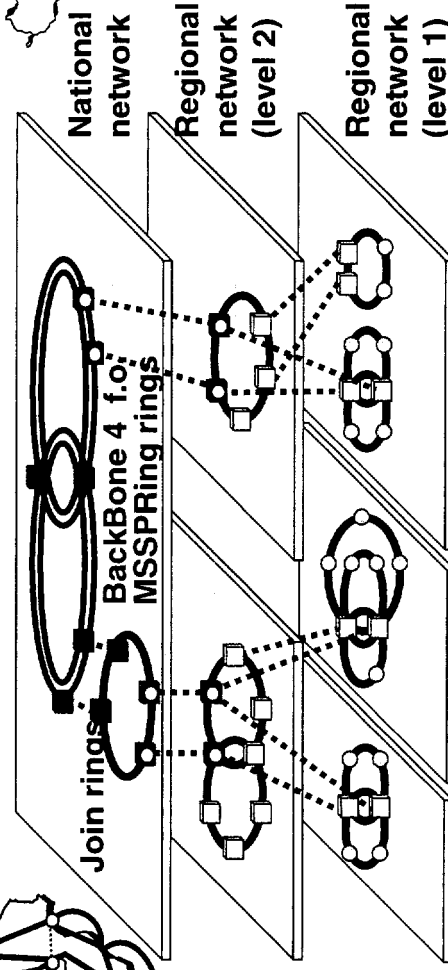
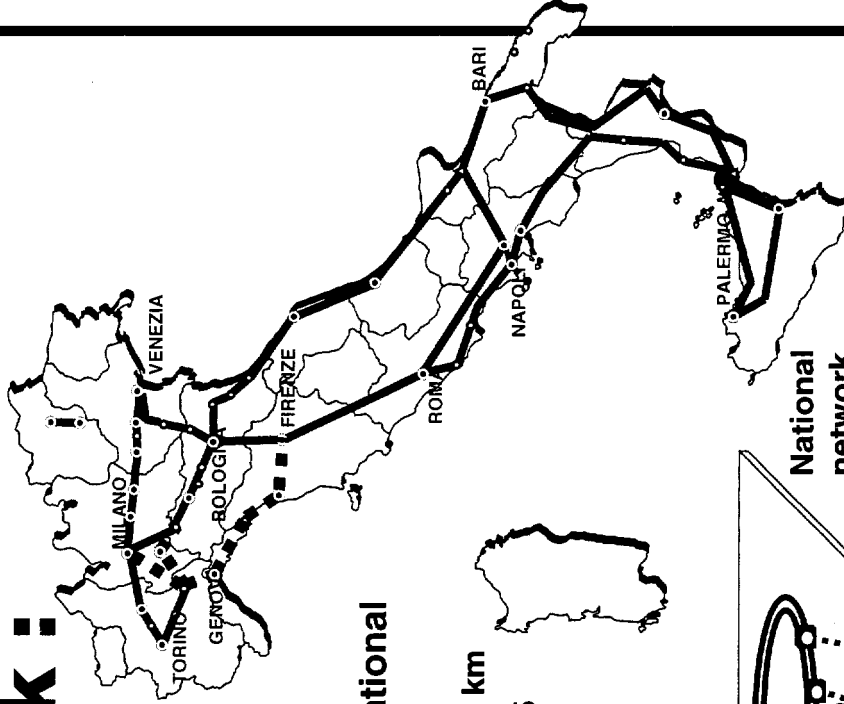
Optical Transport Network : DWDM and SDH



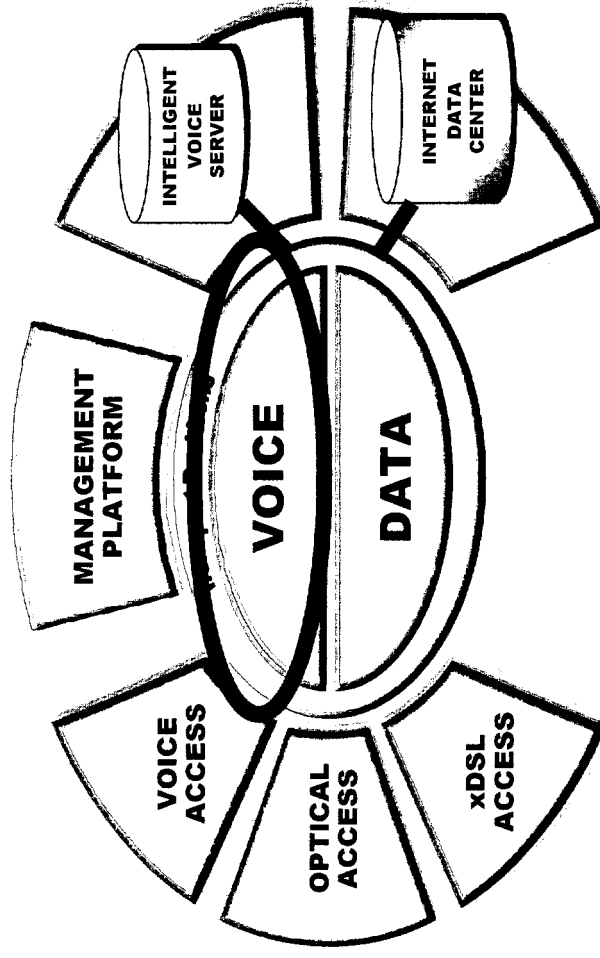
ARIANNA
rete trasmissiva nazionale

**T-Bone:
Optical Fiber National
Backbone**

- Total length : 6,100 km
- 48 fibre pairs G.655



Voice Network



Switches :

700

Digitalization :

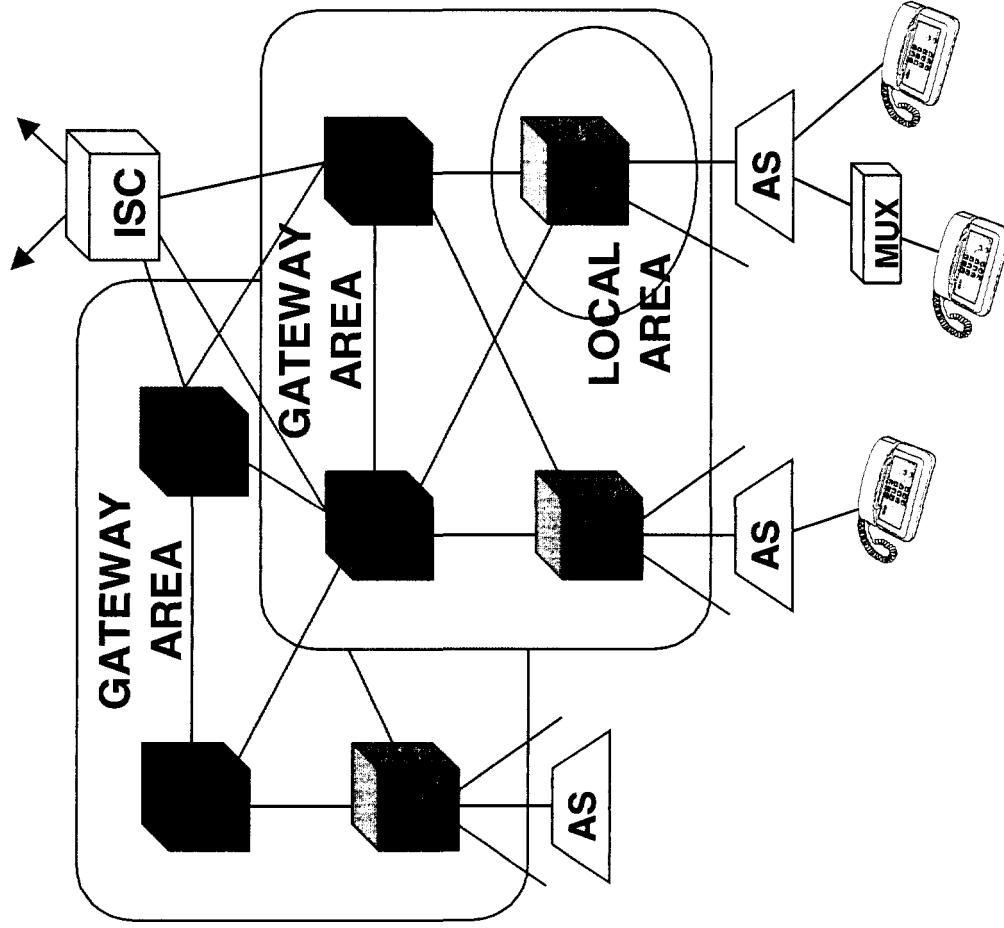
100 %

(as of 31.12.2001)

Total retail traffic :

129 billion minutes
(year 2001)

Switched Voice Network



**5 International Switching
Centers**

**66 Transit Exchanges
(33 Gateway Areas)**

**628 Local Exchanges
(average capacity:
40000 subscriber lines)**

10400 Access Switches



Transit Exchange

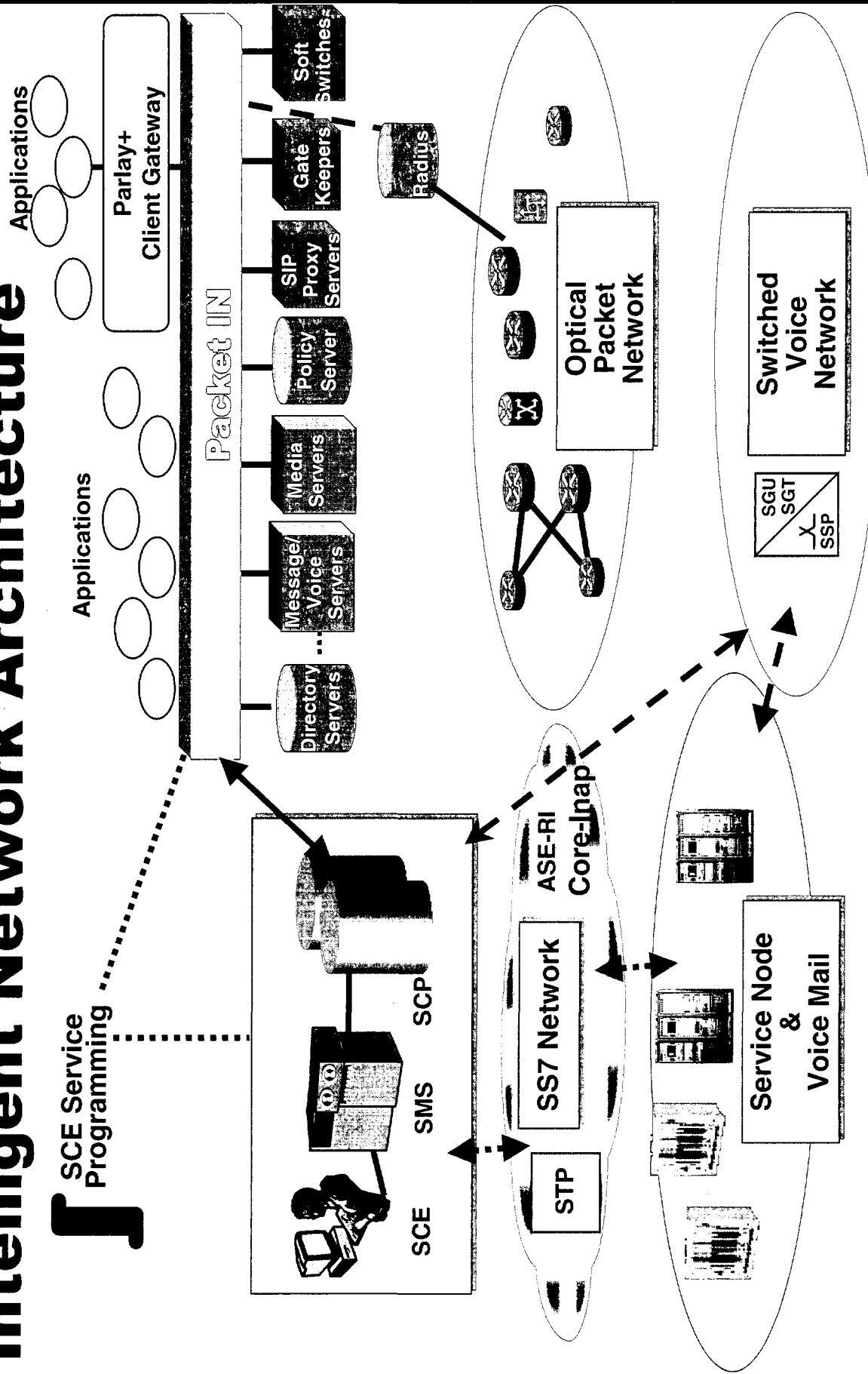


Local Exchange



AS Access Switches

Intelligent Network Architecture



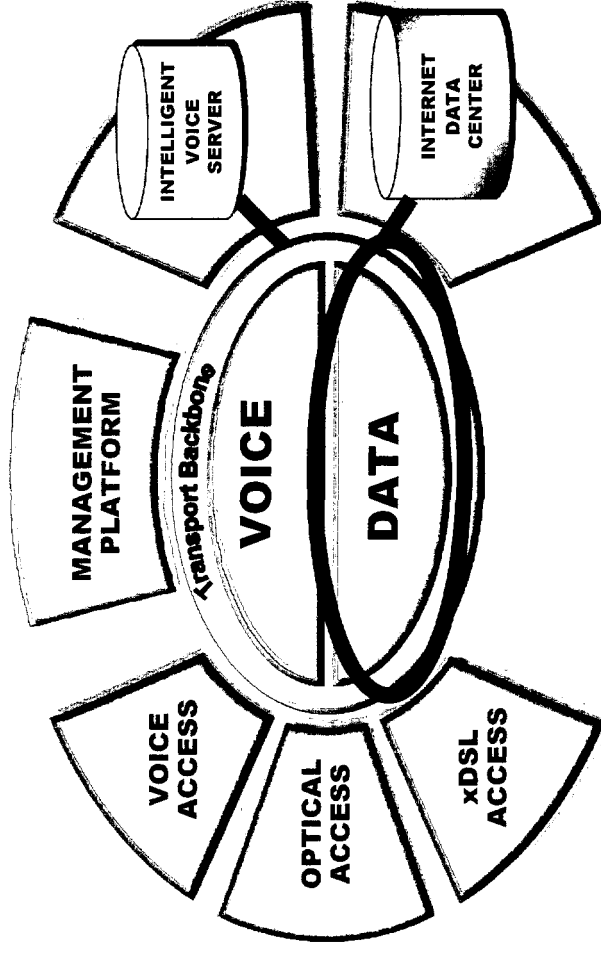
Telecom Italia Domestic Wireline

Technology Day

Rome, July 19th, 2002

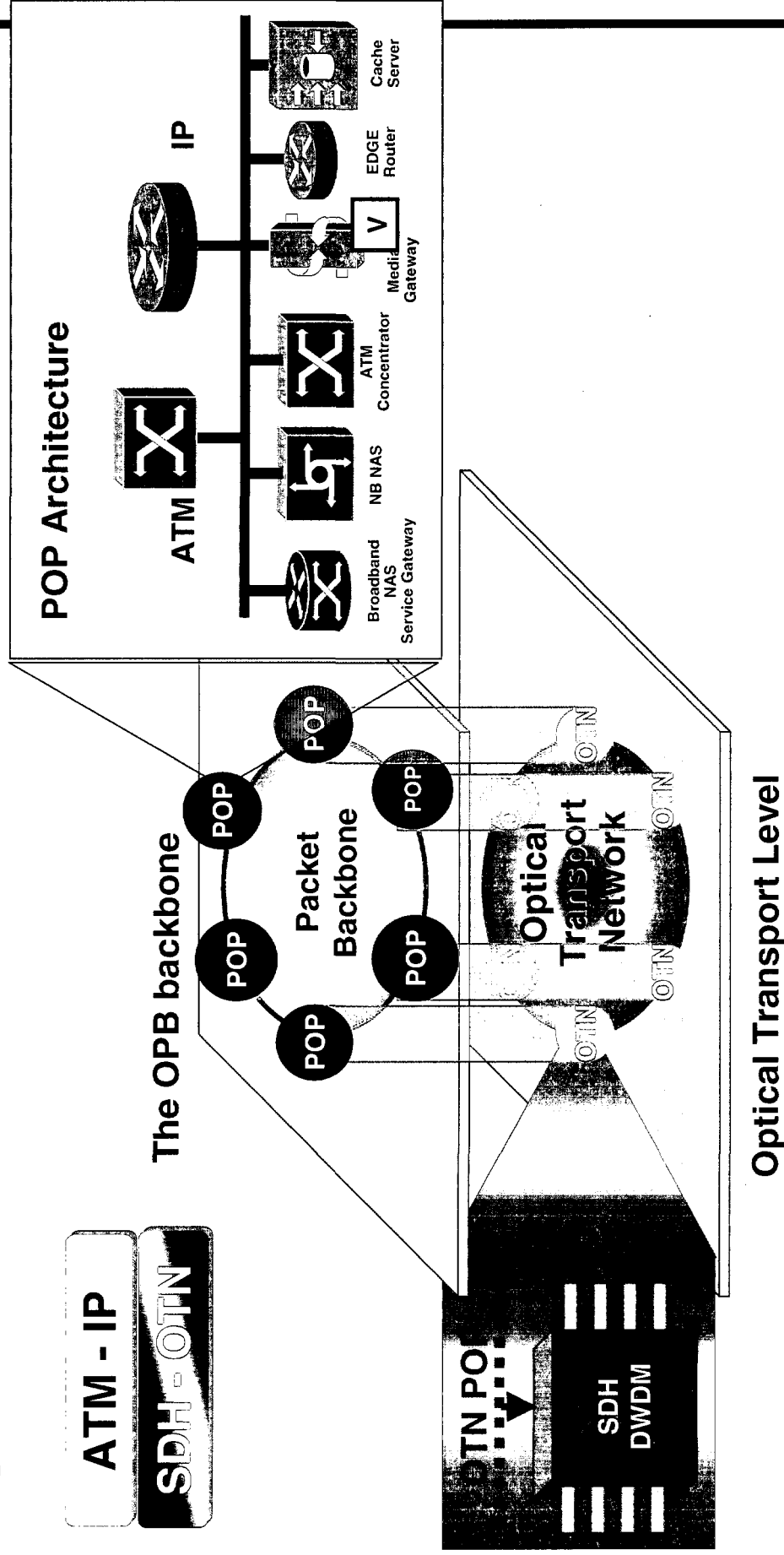
Stefano Pileri

Data Network

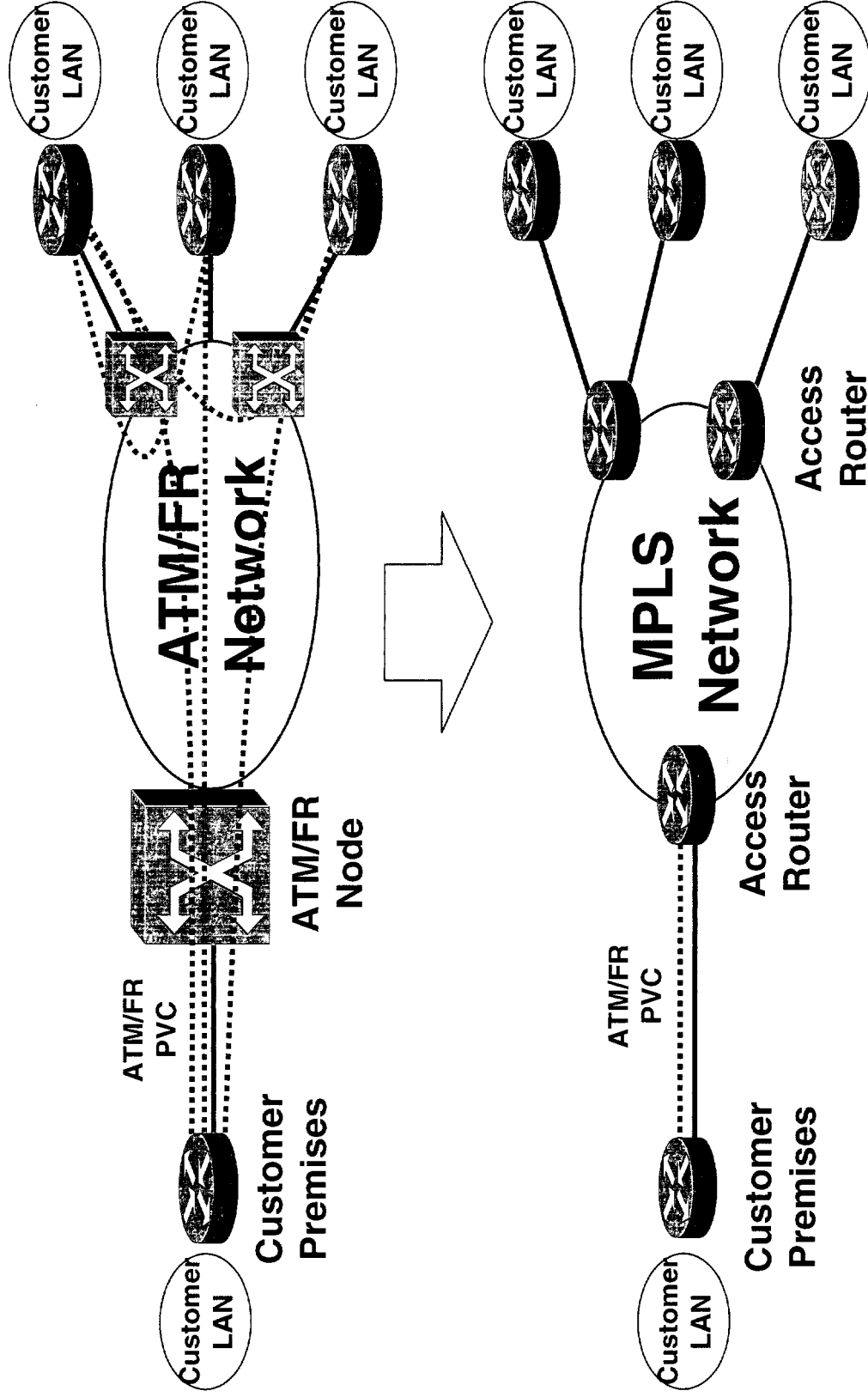


Access/Edge Data Nodes :	2167 nodes
Backbone Data Nodes :	95 ATM – 88 IP
Packet Backbone Capacity :	60 Gbit/s
Big Internet Capacity :	2.6 Gbit/s

Data Network Architecture : “Optical Packet Backbone”

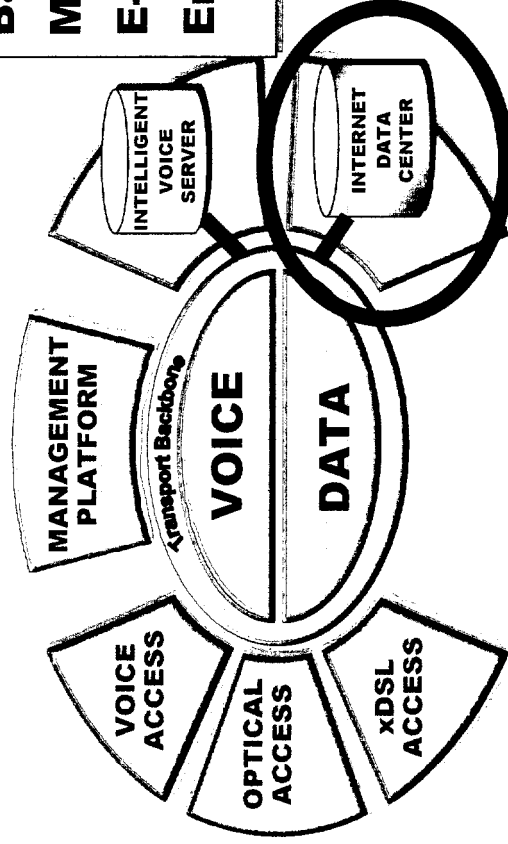


IP-MPLS versus FR-ATM connectivity



Internet Data Centers for business customers

Storage	61,000 GByte
RAM	1207 GByte
Software applications	410
Database on line	197
Web pages	4,402,000
Band	7.5 Gbit/s
Mailbox	130,000
E-mail	500,000 /day
Engineers	150



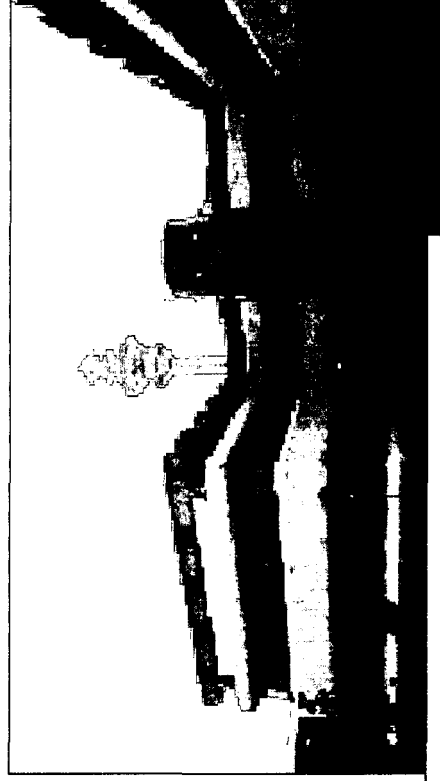
IDC of Telecom Italia Domestic Wireline

POMEZIA (ROMA)



More than 15000 m²
of systems areas,
service areas and
technological areas

More than 5000 m² of
systems areas,
service areas and
technological areas



ROZZANO (MILANO)

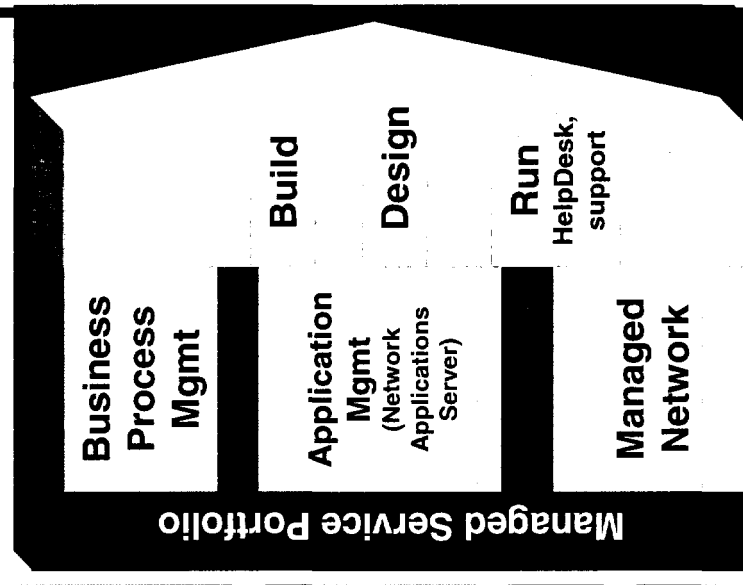
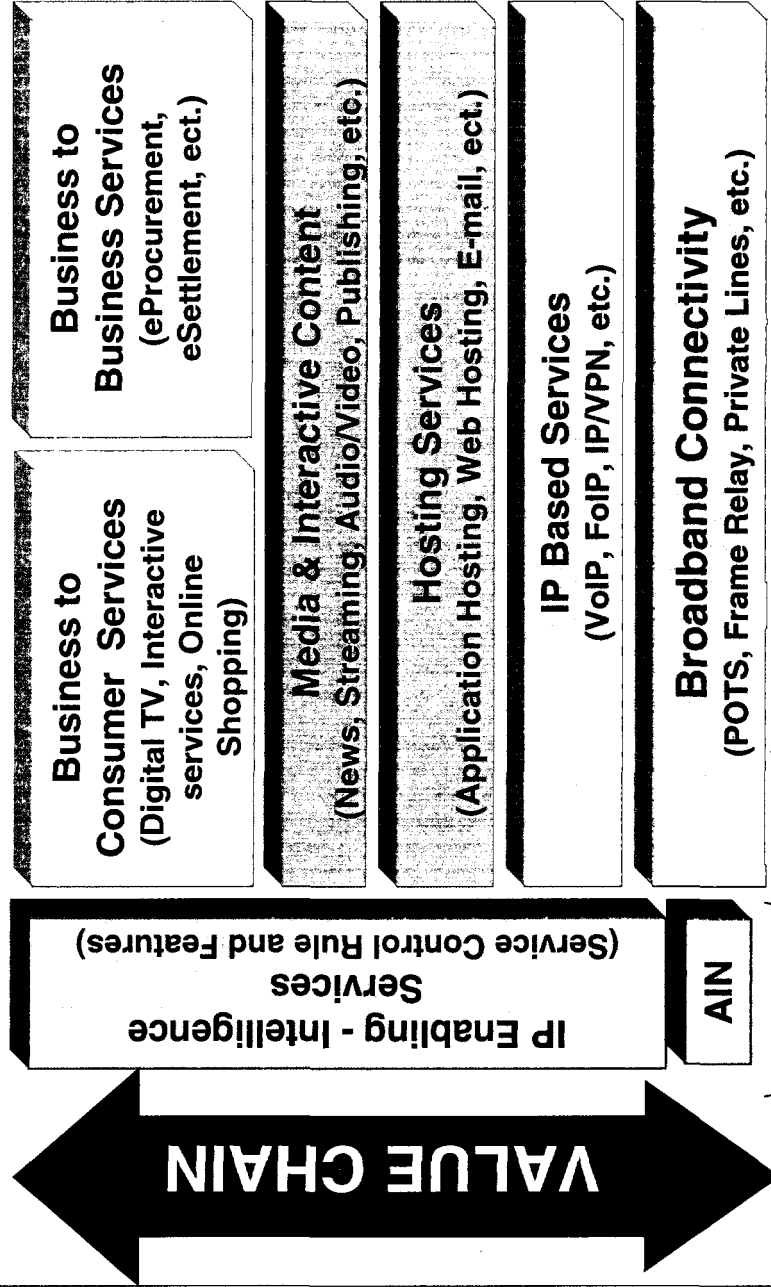
Technology Day

Telecom Italia Domestic Wireline

Stefano Pileri

Rome, July 19th, 2002

Integrated and flexible platform for innovative Web based Services



Agenda



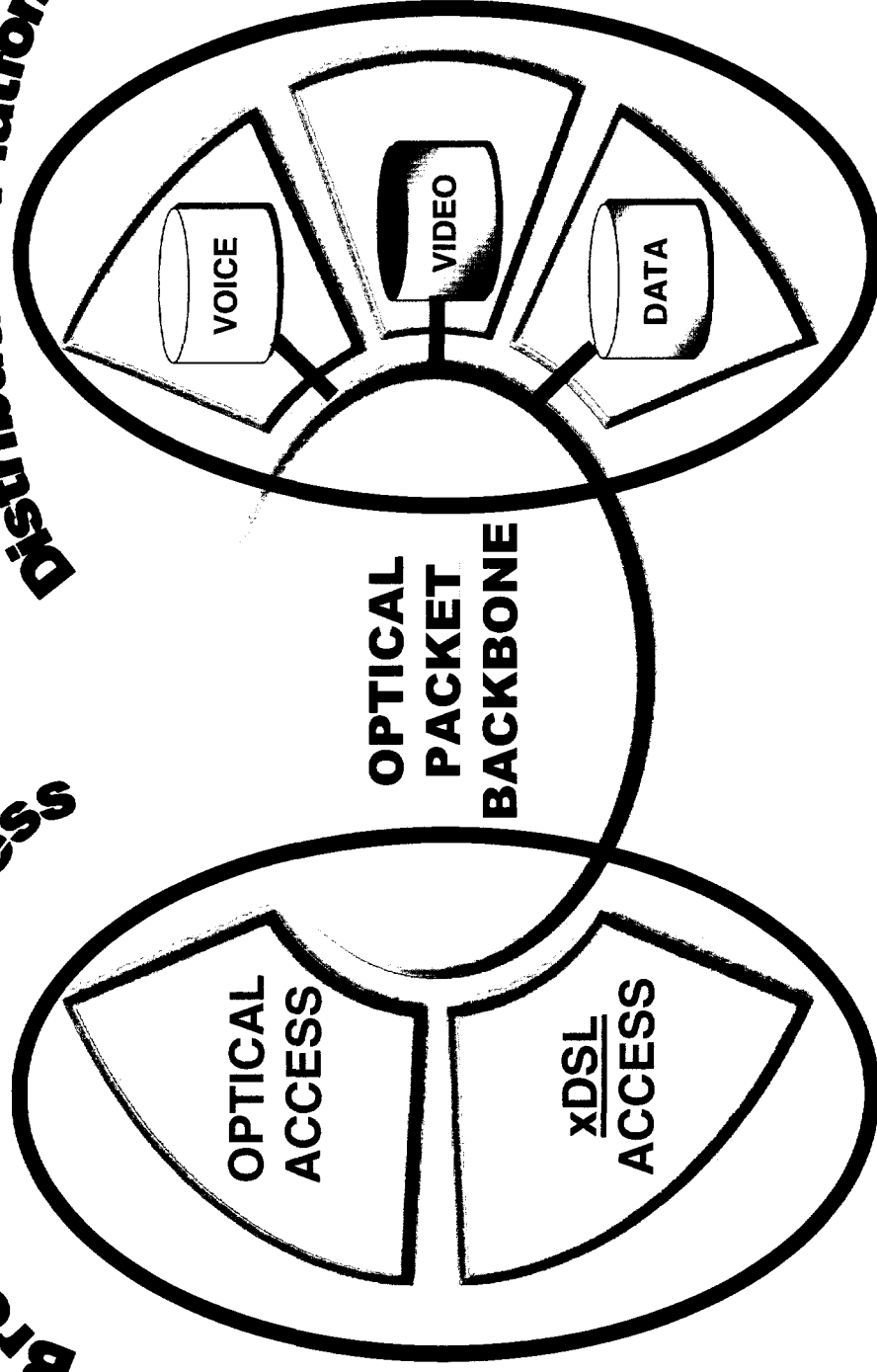
Telecom Italia Wireline Network

- ▶ New Technologies for Service Innovation
- Network Evolution for Operational Excellence

Towards a "Next Generation Network"

**Service and Content
Distribution Platform**

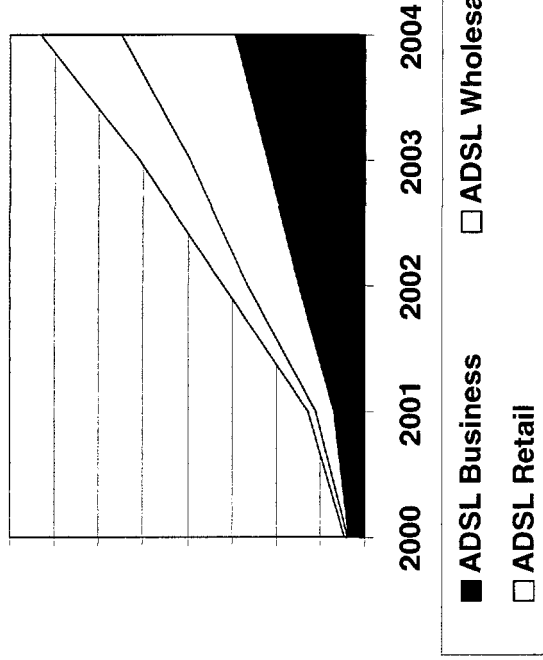
Broadband Access



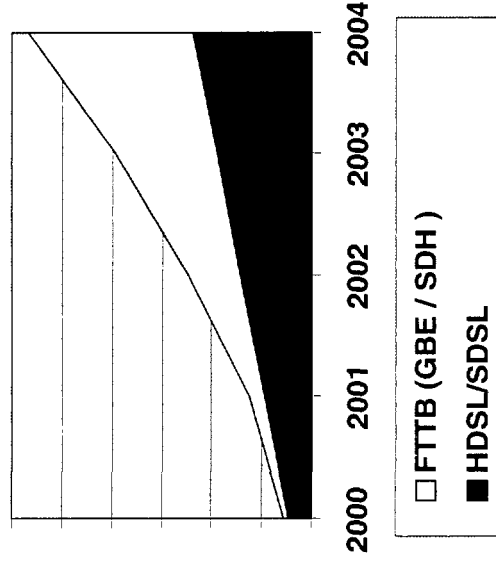
Bandwidth Requirements

ADSL

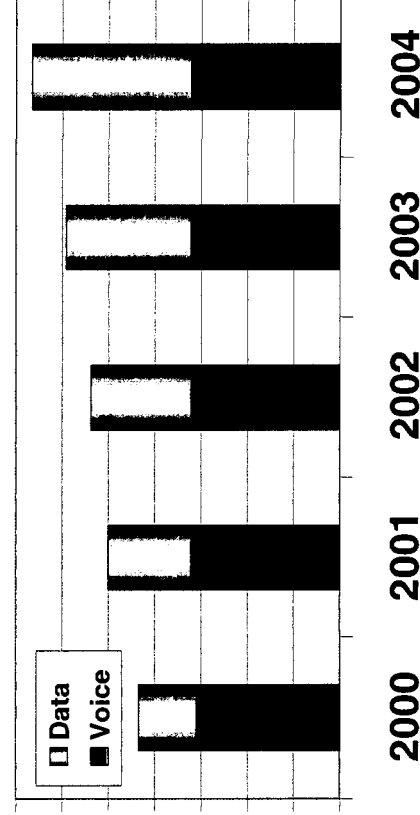
Access Bandwidth



High speed Access Bandwidth

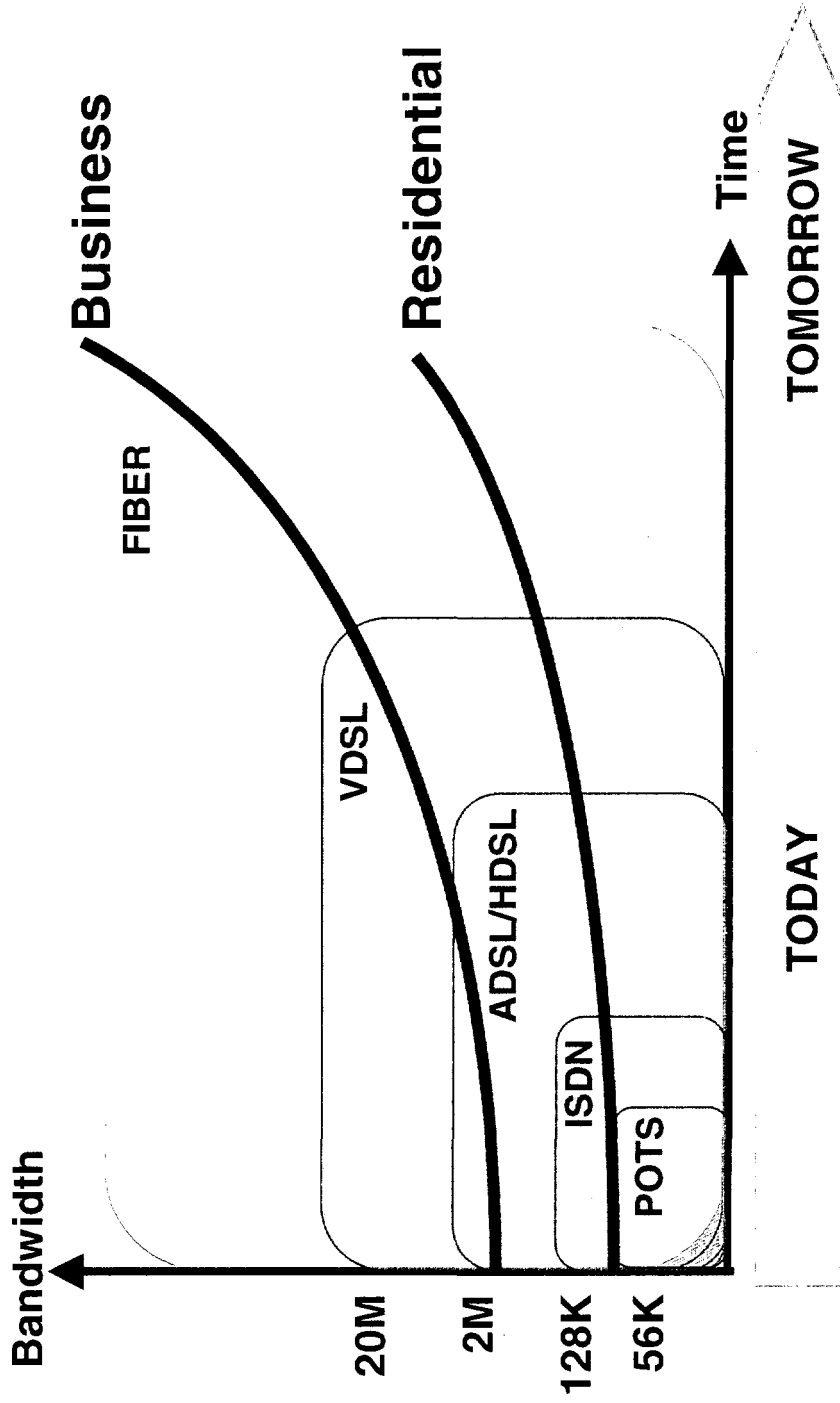


Bandwidth on Backbone



Telecom Italia Domestic Wireline

Bandwidth growth and technology



- Technology tailored on customer needs and time to market
- No “killer technology” but a “bundle of technology” to optimize investment
- New technologies means more services and better quality
- No risk for service quality

DSL Broadband Access Evolution

(DSL = Digital Subscriber Loop)

ADSL

(Asymmetrical DSL)

- Digital transmission over one copper pair
- Line speed depends on line length:
 - downstream up to 6 Mbit/s
 - upstream up to 1 Mbit/s

HDSL

(High-bit-rate DSL)

- Digital transmission over two copper pairs
- Line speed: 2 Mbit/s (both ways)

SHDSL

(Symmetrical High-bit-rate DSL)

- Digital transmission over one copper pair
- Line speed: up to 2 Mbit/s (both ways)



LRE

(Long Reach Ethernet)

- VDSL Digital Transmission
- Up to 10 Mbit/s symmetrical links depending on line length
- Native IP/Ethernet Services

VDSL

(Very high-speed DSL)

- Digital transmission over one copper pair
- Line speed depends on line length (see next chart →)

VDSL Technology

- **Digital transmission over one copper pair:**
 - symmetrical mode: about 10 Mbit/s
 - asymmetrical mode: up to 6 Mbit/s upstream, 50 Mbit/s downstream
- **Line speed depends on line length:**
 - e.g.: 14 Mbit/s downstream, 1 Mbit/s upstream → ~1300 m
- **Suitable for network architectures as FTTB or FTTC**
- **A standard ETSI frequency plan will allow to have VDSL cards for DSLAM (FTTE)**

Optical Broadband Access Evolution

SDH

(Synchronous Digital Hierarchy)

- Digital transmission over two fibers
- Ring architecture
- Typical bit rate: 155 and 622 Mbit/s
- Suitable for multi-service applications

GBE

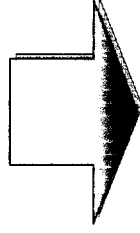
(GigaBit Ethernet)

- Packet transmission over two shared fibers
- Bit rate: 1 Gbit/s
- Suitable for data applications

DWDM

(Dense Wavelength Division Multiplexing)

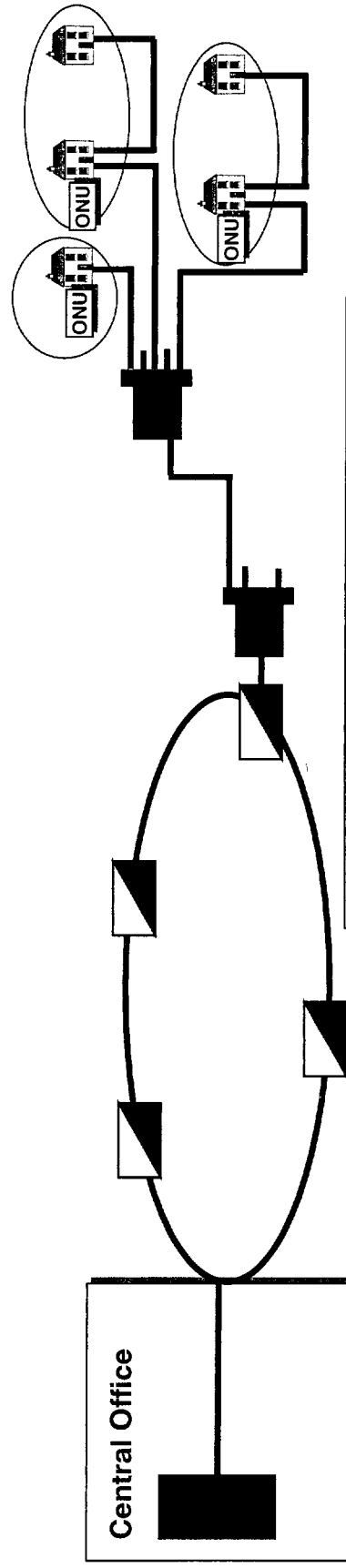
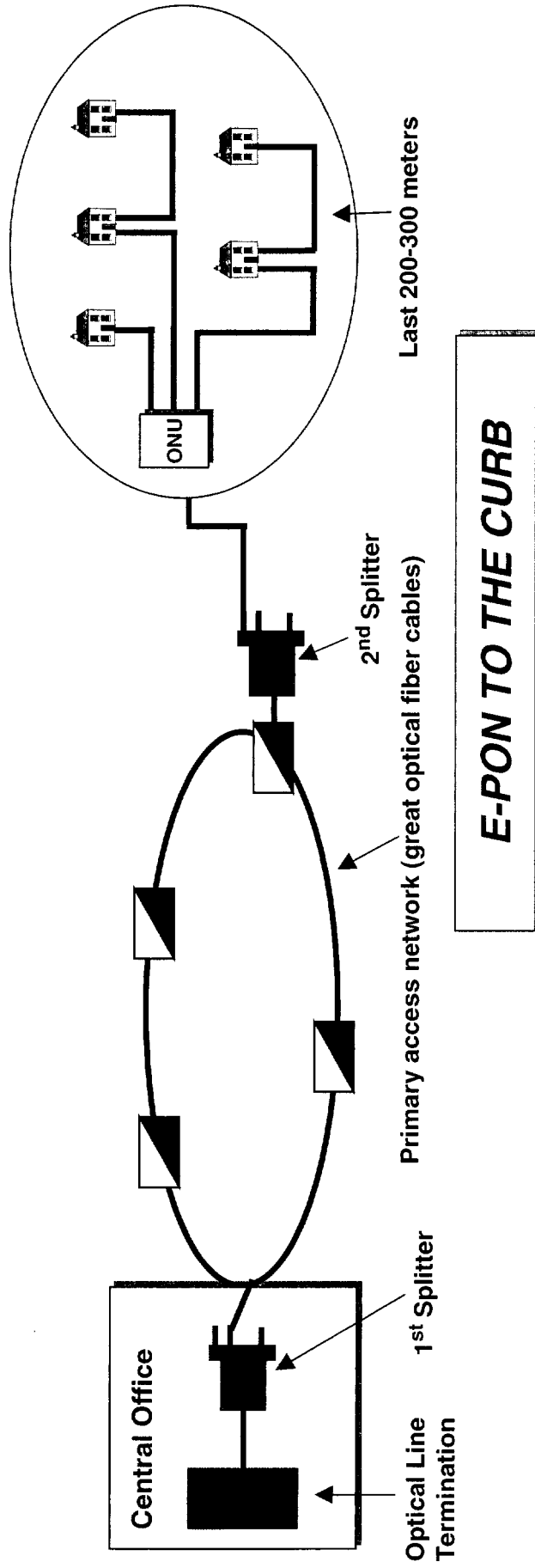
- Optical transmission on a wavelength ("lambda")
- Bit rate: 2.5 Gbit/s, 10 Gbit/s and over
- Suitable for high-capacity transport



E-PON (Ethernet Passive Optical Network)

- Optical transmission with WDM technology
- Tree architecture based on passive optical components
- Bit rate: up to 1 Gbit/s downstream and 800 Mbit/s upstream
- Suitable for native IP/Ethernet services

E - PON Access Network Architecture



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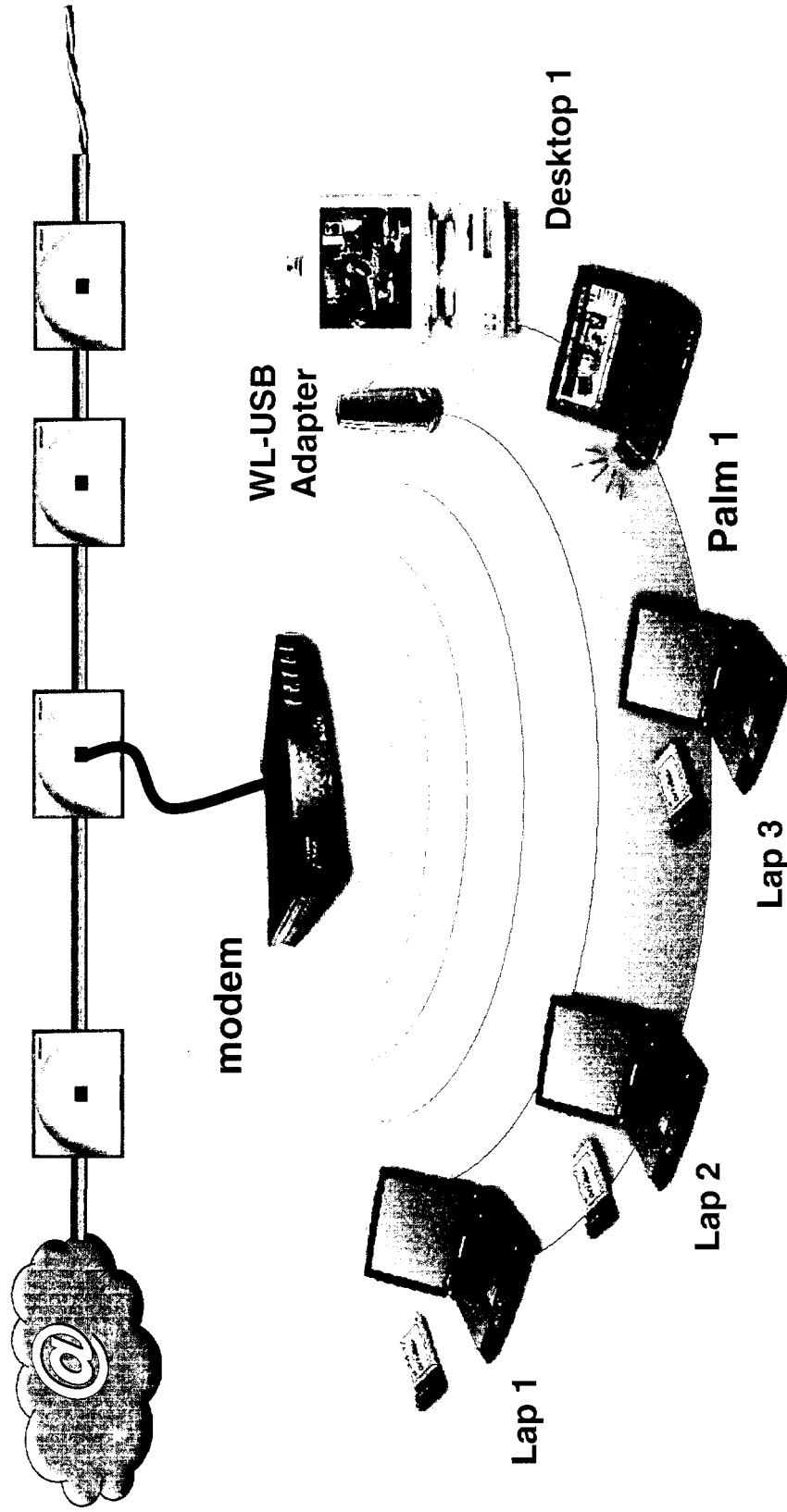
Rome, July 19th, 2002

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E-PON Technology

- E-PON connects Central Office to a maximum of 32 ONUs (Optical Network Units) per each Optical Line Termination (OLT)
 - use of passive splitter: location depending on customer penetration
 - redundancy capabilities
 - WDM transmission (tx and rx on 1 Optical Fiber)
- Capacity shared by all ONUs of the PON
 - about 1 Gbit/s downstream
 - about 800 Mbit/s upstream
- Suitable for network architectures as FTTB or FTTC
- ONU: from 4 to 48 customers
 - 2 Optical Fiber (tx and rx) per customer: no distance problem
 - home cabling and installation of Customer Equipment (Media Converter or Router)

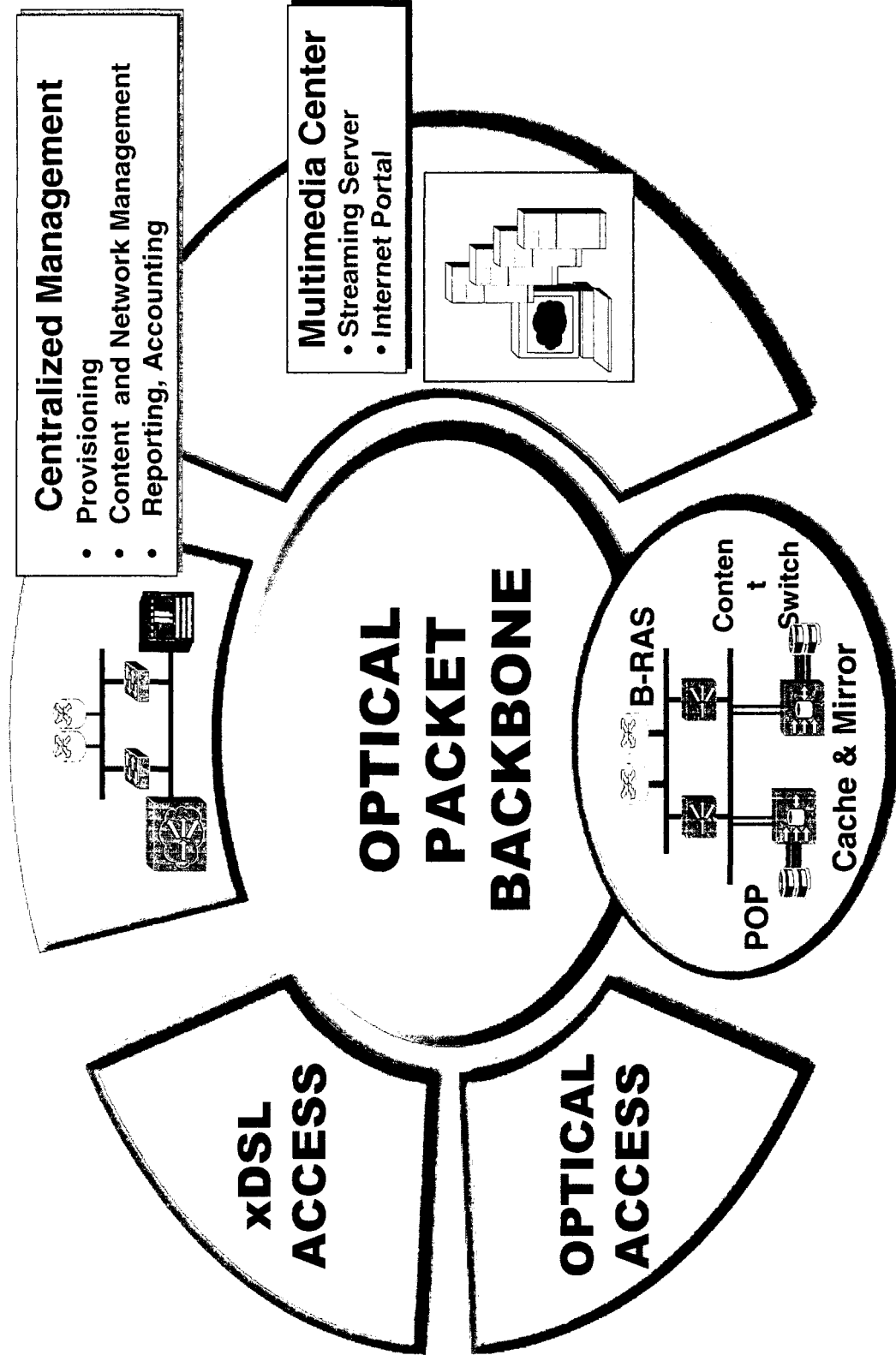
WIFI Broadband Access in Home Office



WLAN (802.11b) Technology

- **Use of radio hub (Access Point) as access to the network:**
 - nominal capacity up to 11 Mbit/s
 - use of ISM unlicensed frequency band (2.4 GHz)
 - up to ~50 users per single Access Point
- **Coverage radius depends on capacity and environment:**
 - **INDOOR:** e.g.: 7 Mbit/s → ~10-40 m (typ. 10 m residential env.);
1 Mbit/s → ~20 -80 m (typ. 20 m residential env.);
- **Suitable for residential / SOHO/ Enterprises network architectures**
 - broadband connectivity without cable installation problems within house
 - Access Point integrated within ADSL modem/router case
- **Higher capacity WLAN devices will be available soon: HyperLAN/2 and 802.11a (5 GHz, 54 Mbit/s)**

Open Multimedia Platform Architecture



Open Multimedia Platform Services

- **Web-site acceleration**
- **Gaming (on-demand, on-line)**
- **Audio/video services : download-and- play, streaming (on demand, live)**
- **Digital Rights Management**
- **E-commerce, E-learning**
- **Application on demand**
- **Business TV**

Intelligent Network Services Evolution

➤ Voice VAS

- Existing services evolution (e.g. CCBS, Pay4Me, 400)
- New services using enhanced voice technology
 - VAD (Voice Activated Dialling)
 - Voice recognition
 - ...

➤ Convergent Services

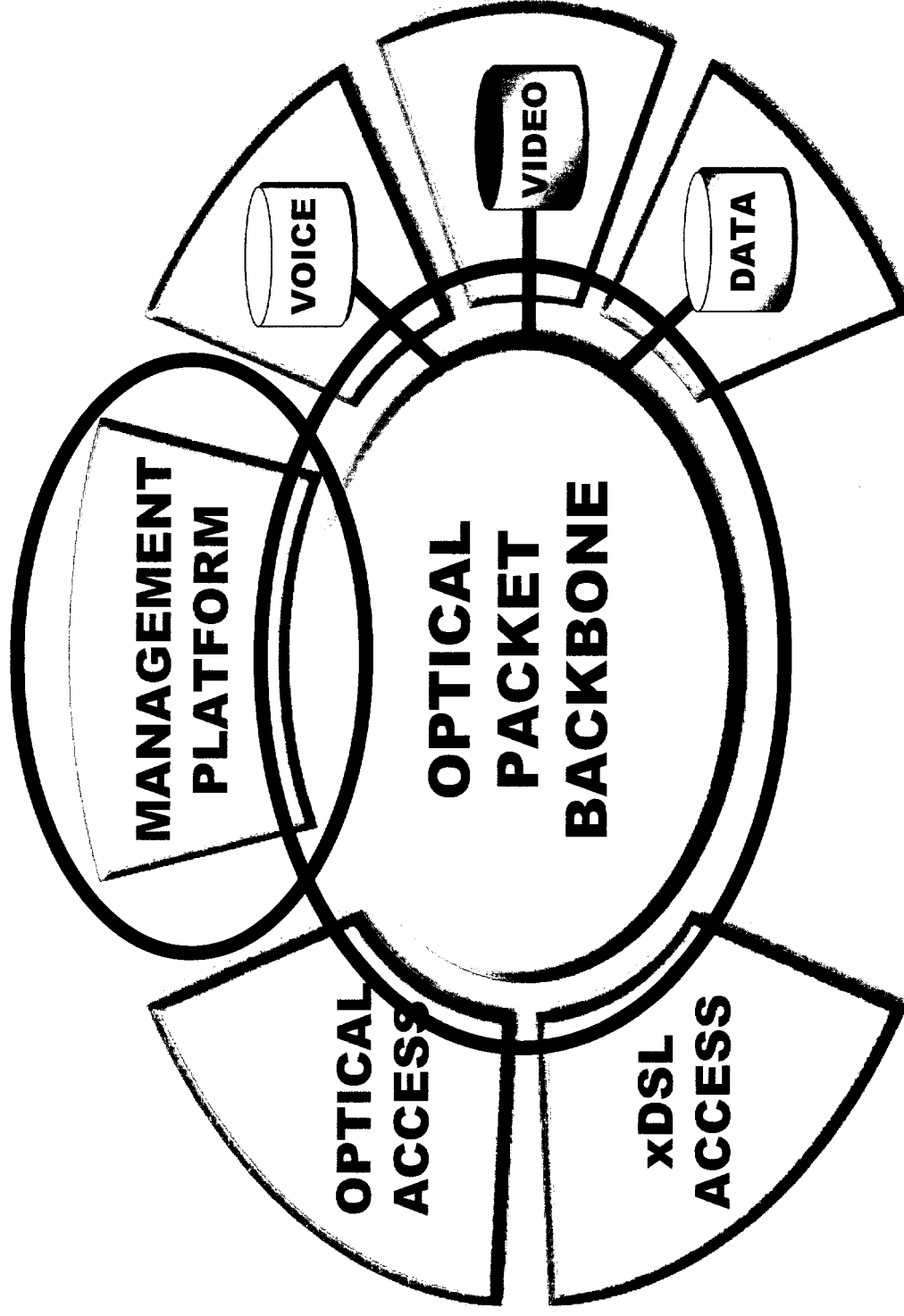
- VoIP extension for existing services (e.g. “Chi è” on line)
- Hybrid VPN with VoIP and Instant Messaging
- Voice Browsing
- ...

Agenda



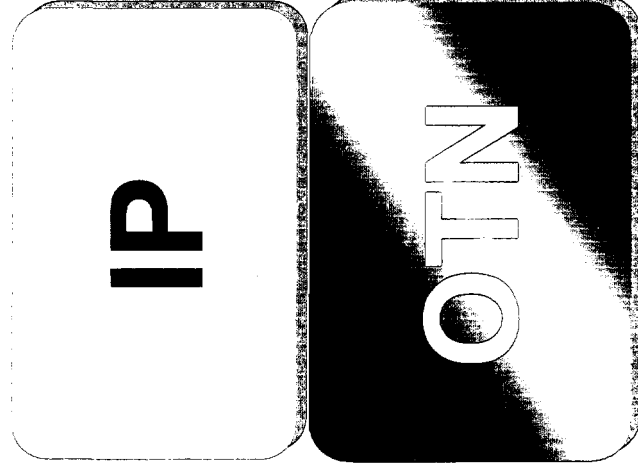
- Telecom Italia Wireline Network
- New Technologies for Service Innovation
- Network Evolution for Operational Excellence

Towards a “Next Generation Network”



Optical Packet Backbone Evolution

- A “Thin” Platform based on:
- IP over Optical Transport Network
 - Multiservice Data PoPs



the IP Backbone transports traffic for Executive and Mass Market Services, Internet Data Centers, private and public peerings, T1 mission critical IP networks and voice traffic

Multiservices Optical Transport Network (OTN) for SDH, IP and the *Next Thing*

IP backbone strategy

IP

➤ Goals:

- Deployment of a single backbone infrastructure
- Reduction of network elements
- Integration with the Optical Transport Level
- Deployment of a future proof IP technology

➤ Tools:

- broadband and high performance IP infrastructure
- enhanced IP/MPLS functionalities (CoS/QoS, MPLS Traffic Engineering, MPLS Fast Rerouting, MPLS VPN)

OTN backbone strategy



➤ Goals:

- New connectivity services
- Introduction of Class of Services concept at transport layer
- Strong integration with IP networks
- Future proof technology

➤ Tools:

- Integrated equipment (SDH and Optical Channel)
- Mesh approach
- Distributed intelligence

From rings to mesh



➤ Ring architecture

- simple and fast protection schemes
- simple design and management
- low flexibility: due to routing strong constraint
- low scalability: each span transport the sum of all the traffic. In case of traffic growth either all nodes have to be updated or another ring should be added

➤ Meshed architectures

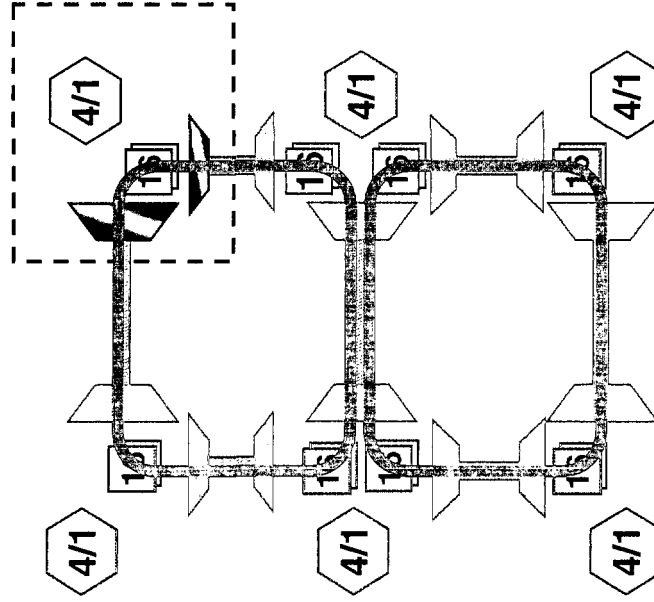
- flexibility: destination reached along different paths
- scalability: each span can be upgraded independently
- efficient use of bandwidth (restoration)

From rings to mesh

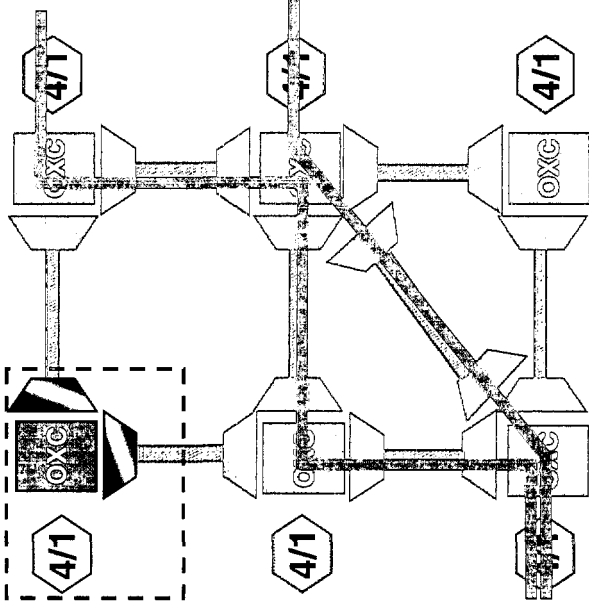


Rings

MS-SPRing protection



Mesh Restoration



- Node integration: one equipment vs stacked ADMs
- flexibility: destination reached along different paths
- scalability: each span can be upgraded independently
- efficiency: smart use of bandwidth with restoration



: Stacked ADM-16



: DXC 4/3/1



: DWDM 40x10 Gbit/s



: Optical Cross Connect,

Distributed intelligence : Evolution towards ASON



➤ Benefits of ASON

Automatically Switched Optical Network:

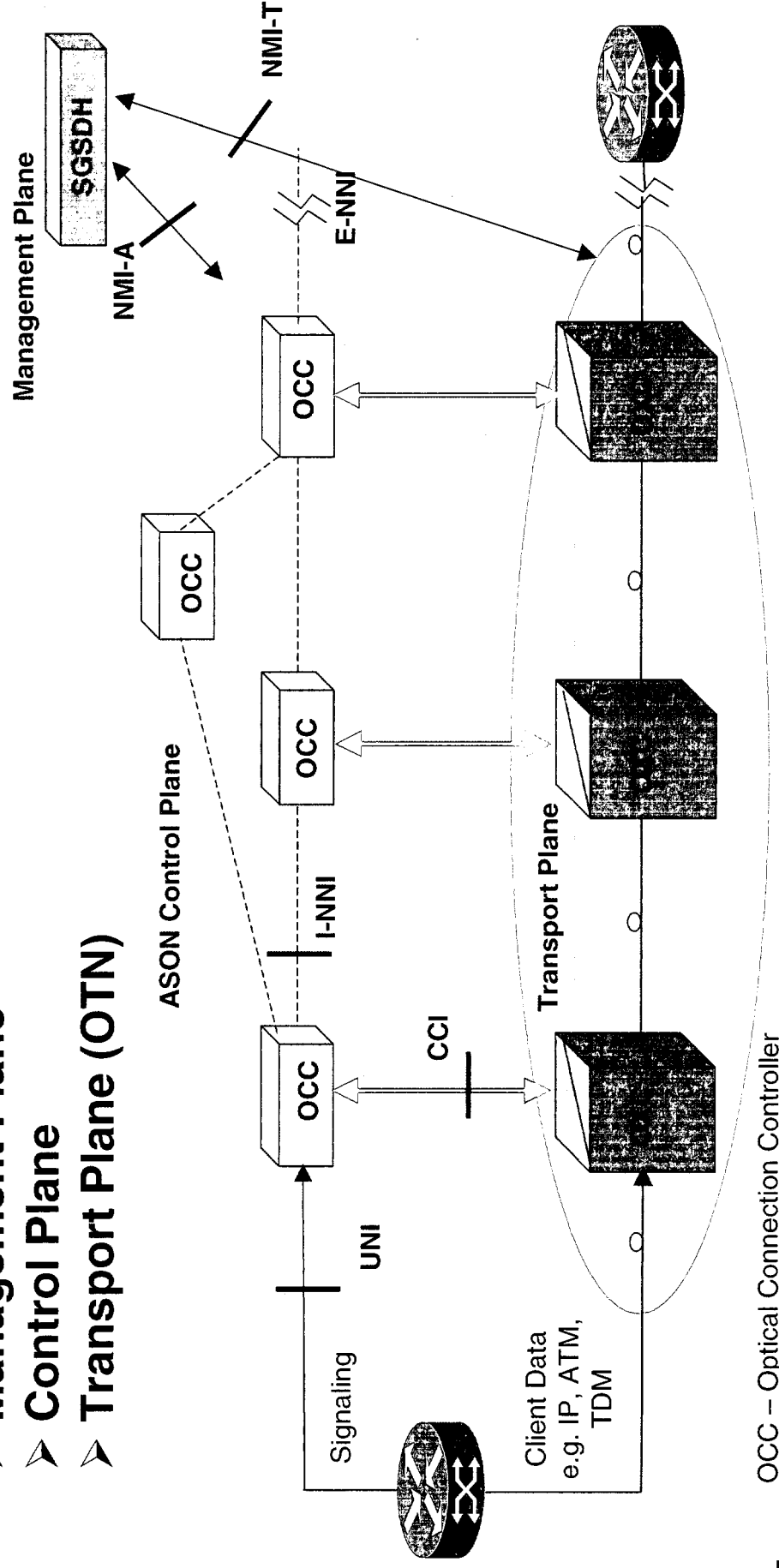
- Fast and automatic end-to-end provisioning
- Fast and efficient re-routing
- Dynamic set-up of connections based on client (and customer) request
- Support of Optical Virtual Private Networks (OVPN)
- Support of different levels of Quality of Service

Distributed intelligence Evolution towards ASON



► ASON is based on:

- Management Plane
- Control Plane
- Transport Plane (OTN)



OCC – Optical Connection Controller

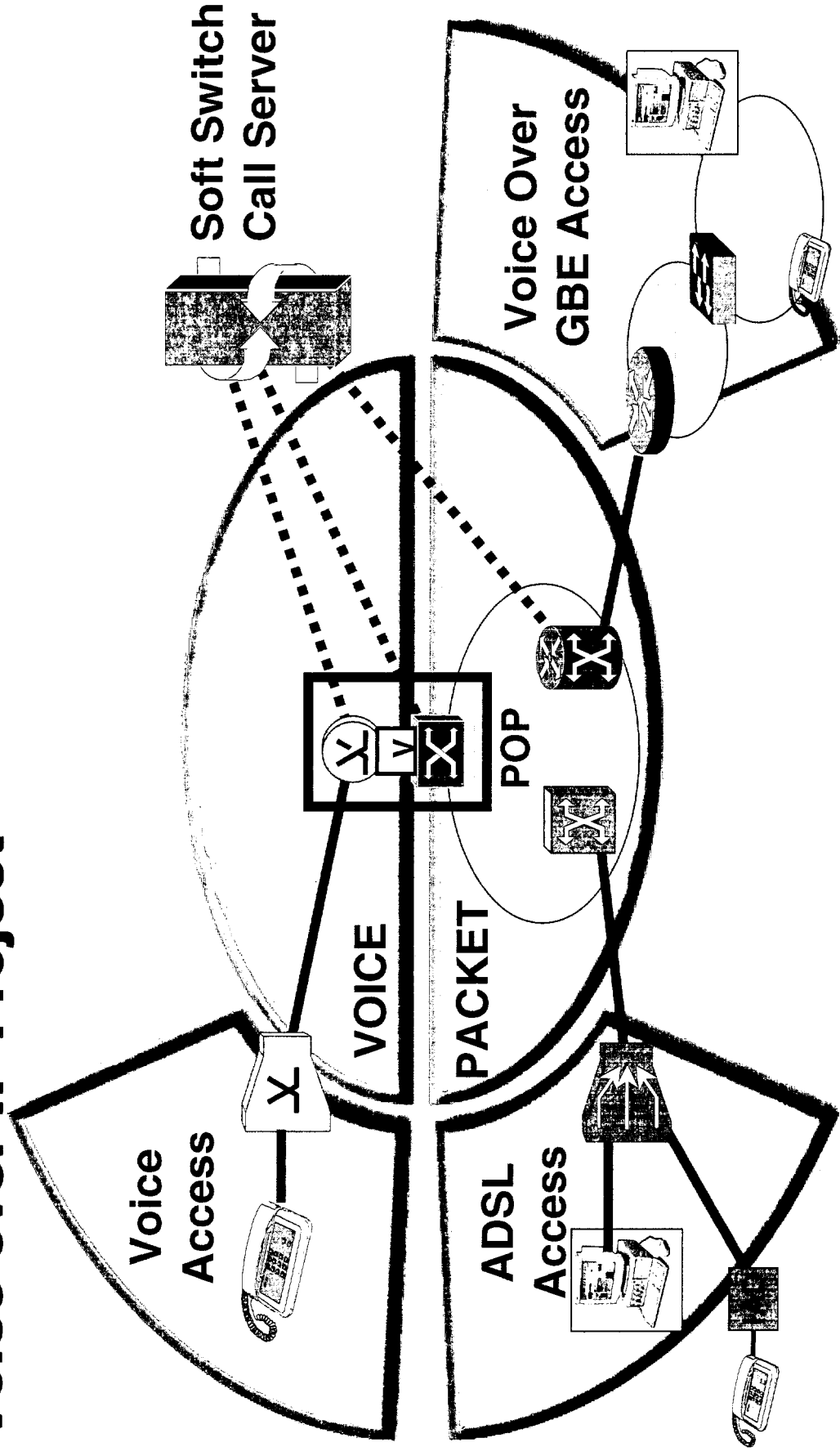
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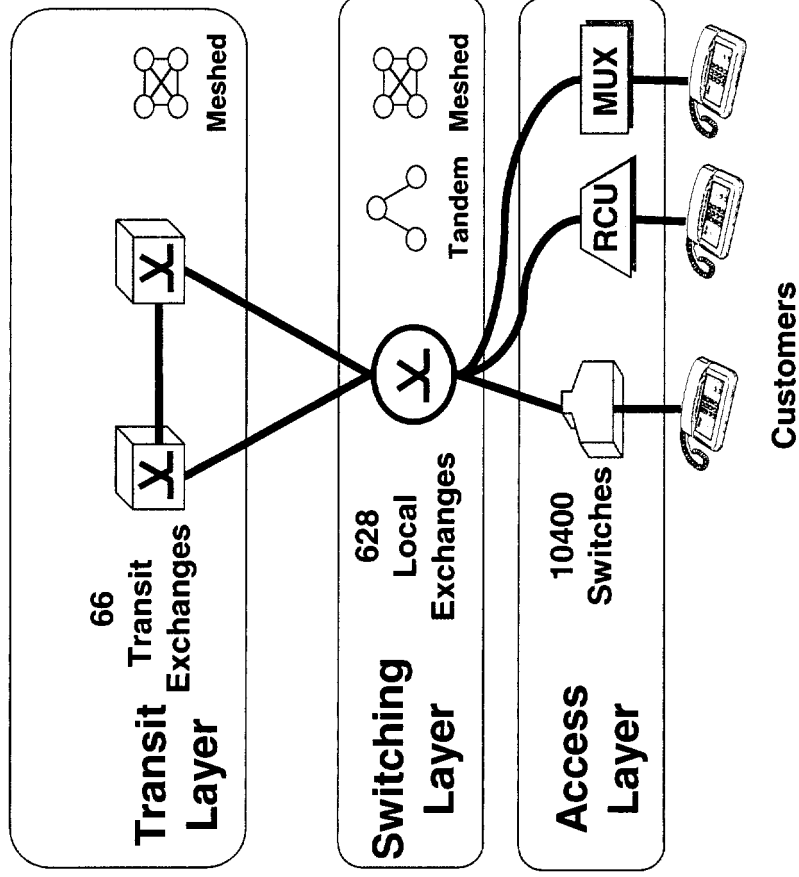
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Voice Network Evolution : “Voice over IP Project”

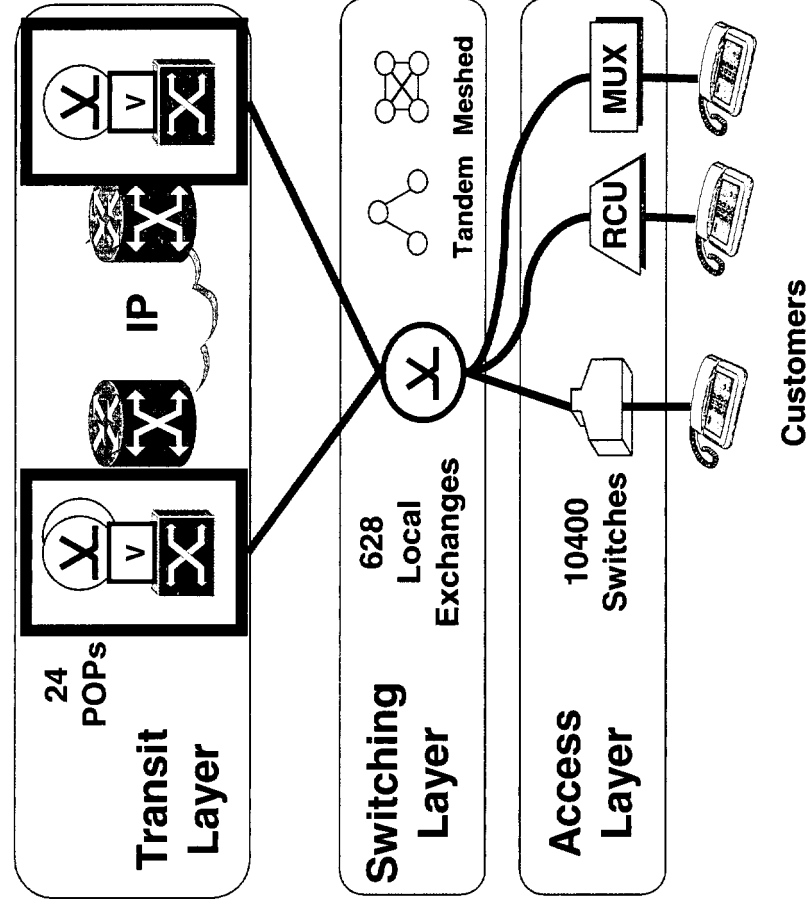


Voice Network Evolution : Phase I

Current scenario



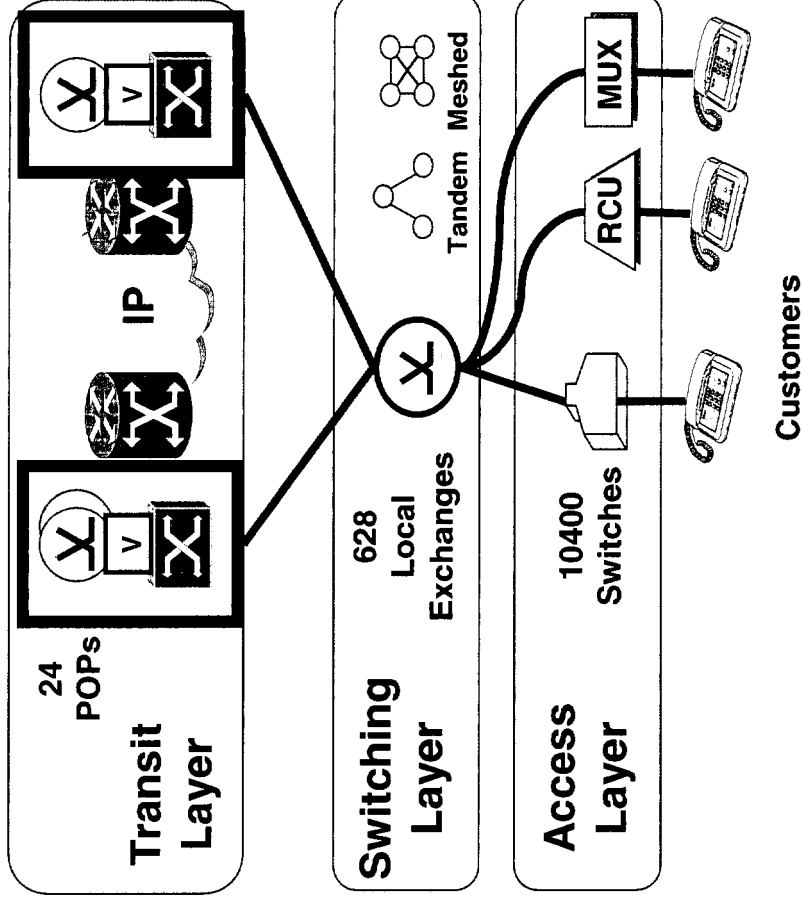
Phase I scenario



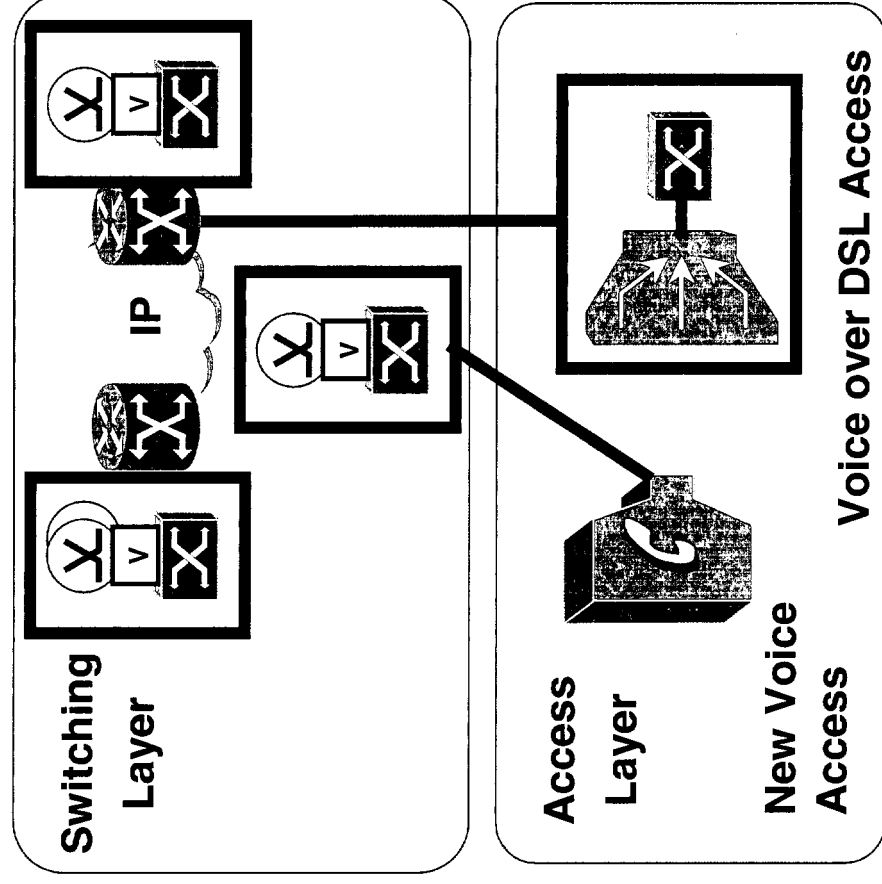
Voice Network Evolution :

Phase II

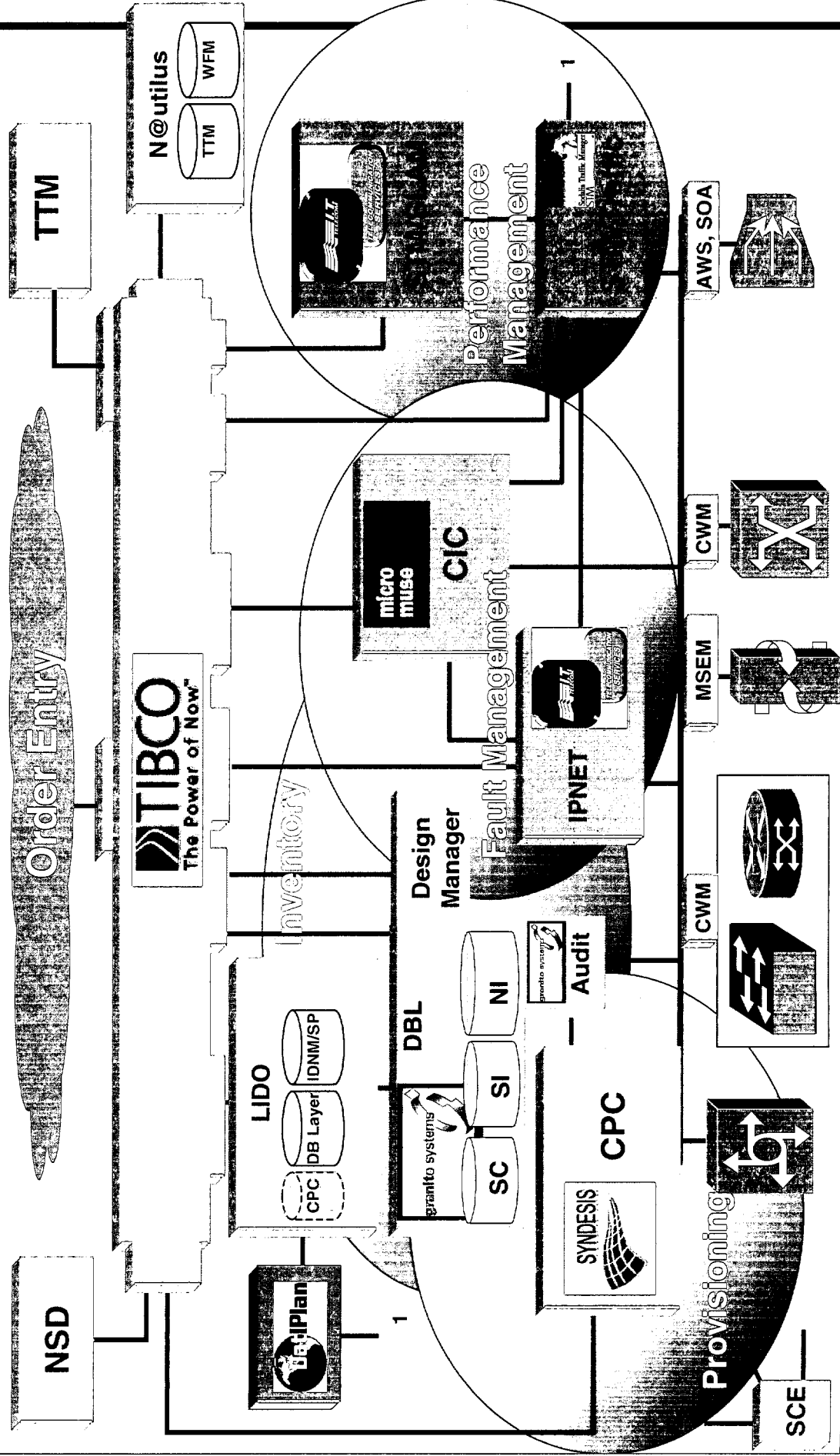
Phase I scenario



Phase II scenario



Next Generation OSS platform



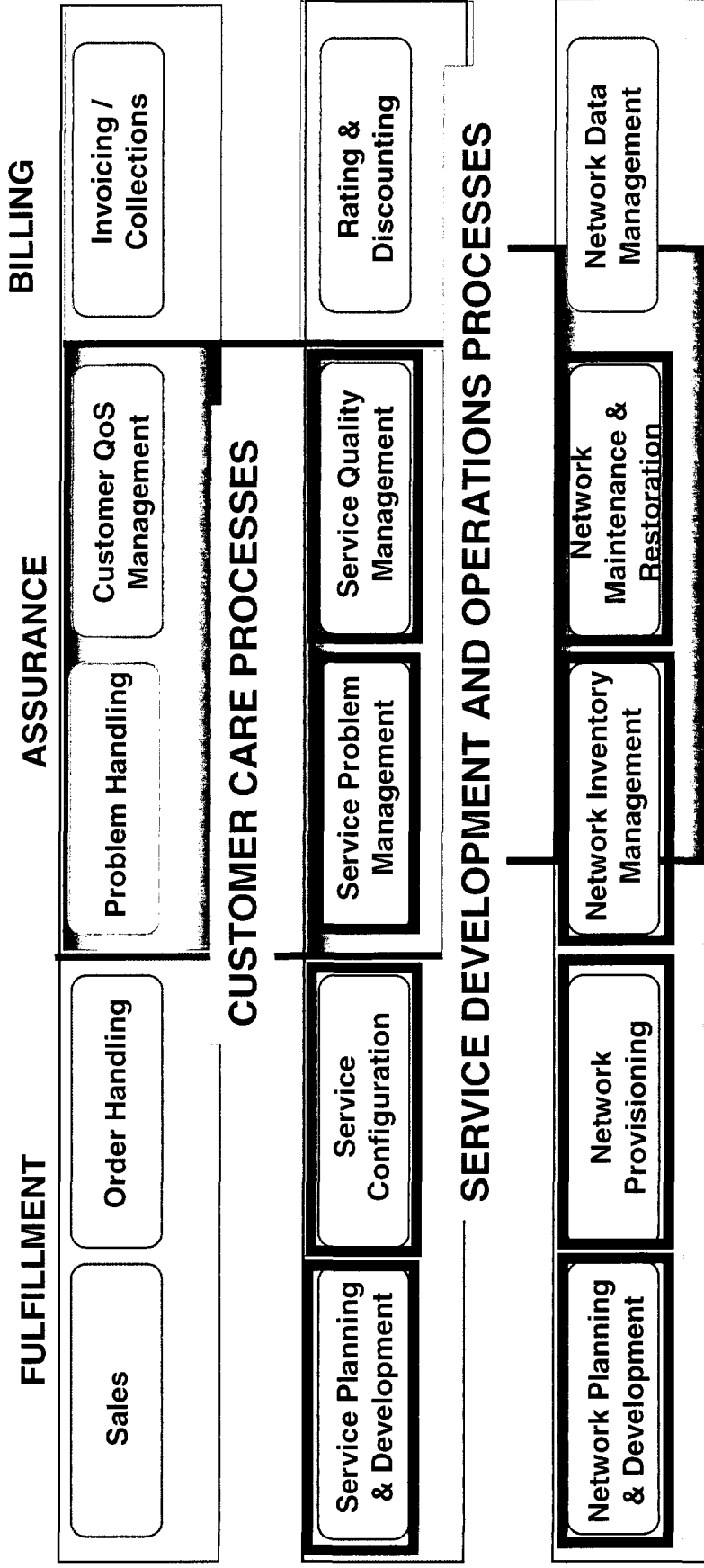
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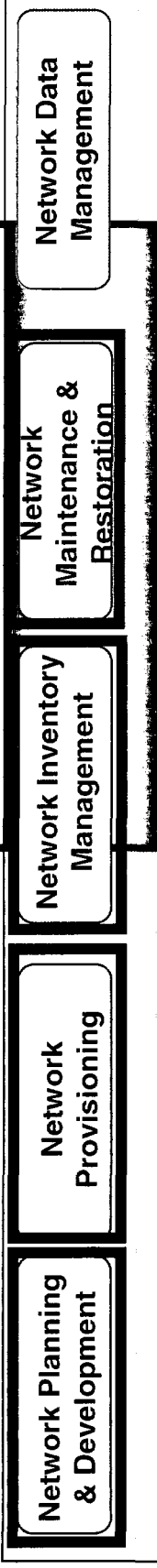
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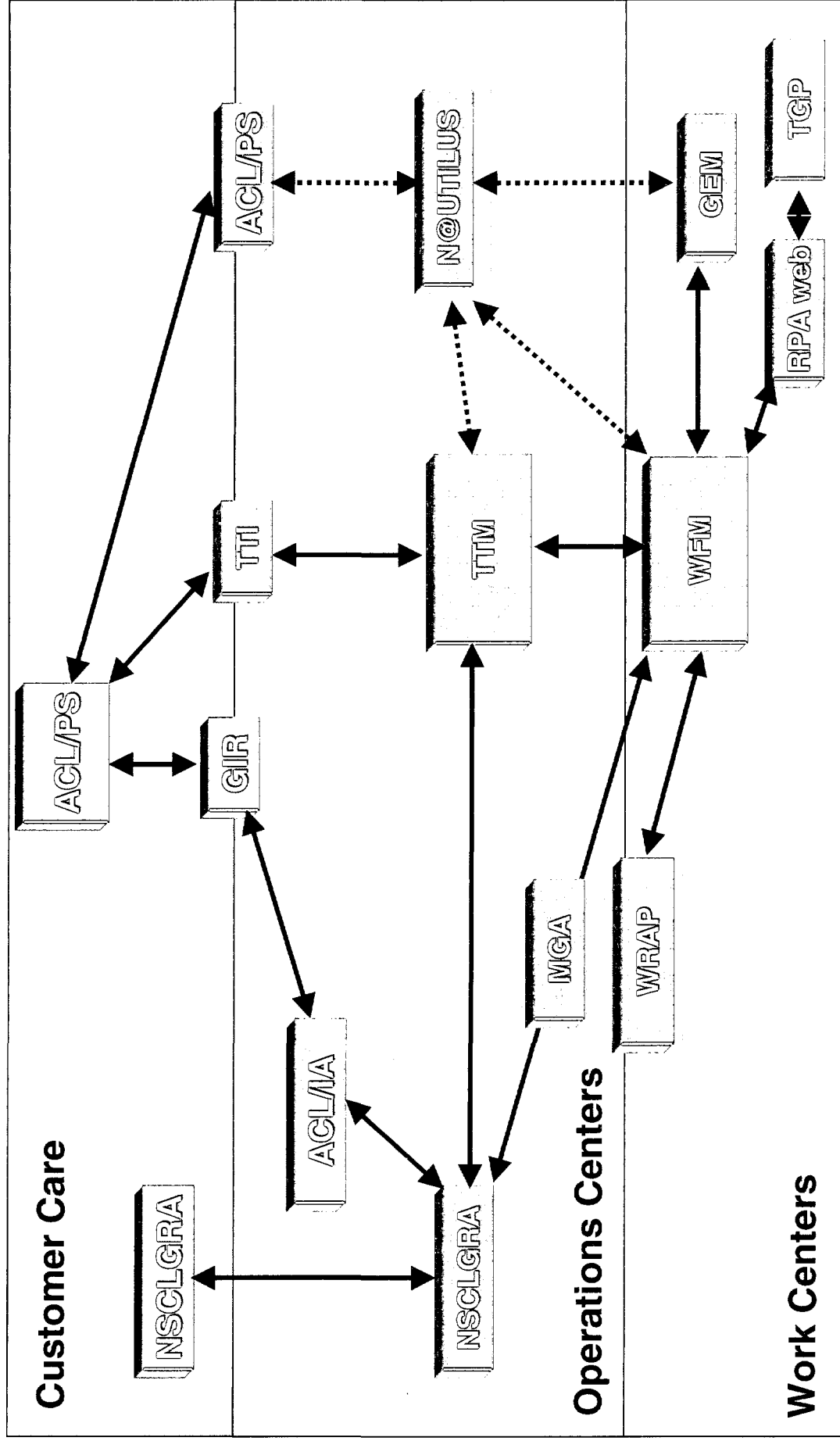
OSS Platform : Functional coverage



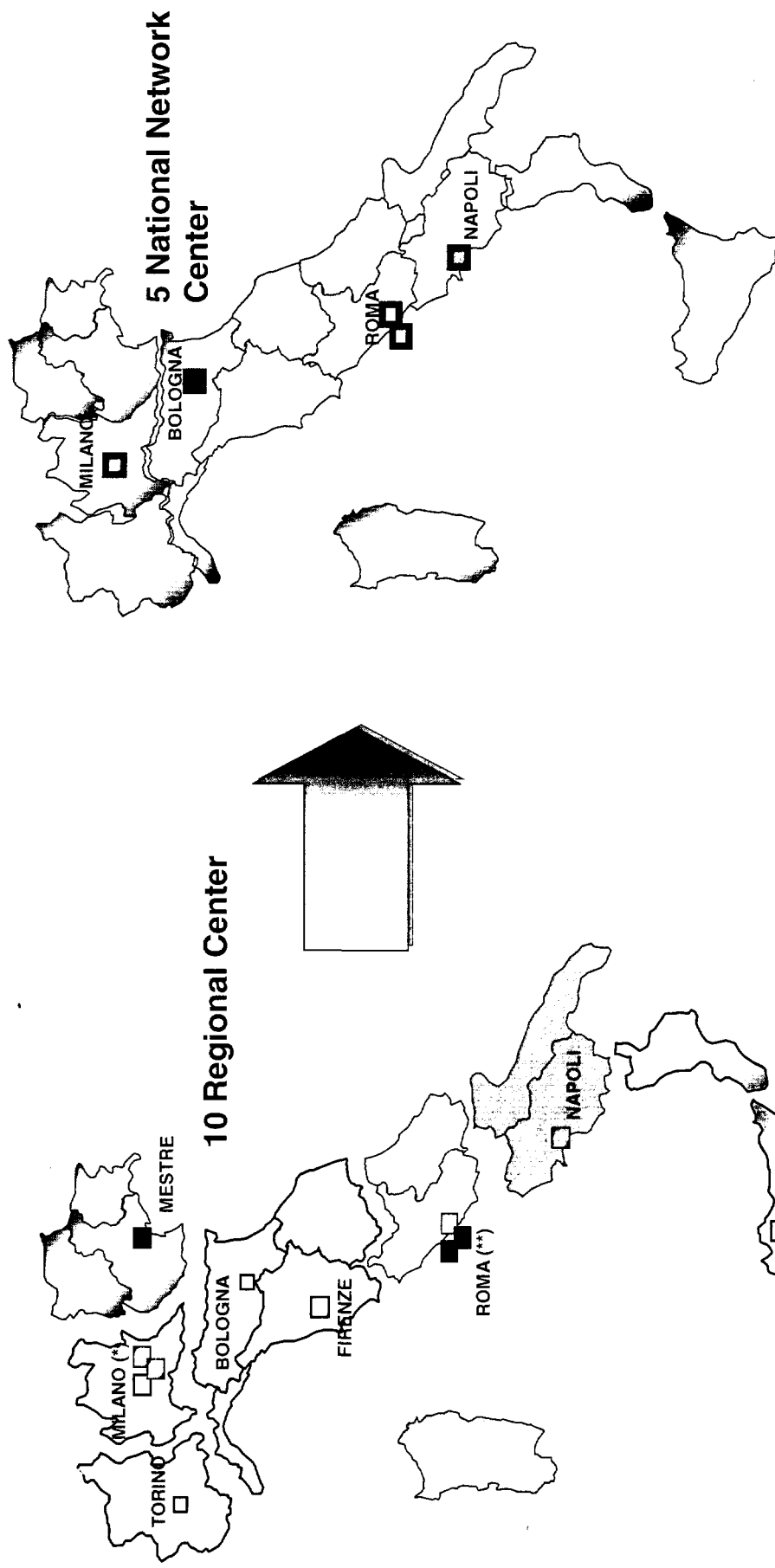
NETWORK SYSTEMS MANAGEMENT PROCESSES



Work Force Management System



Network Control Centers consolidation and integration

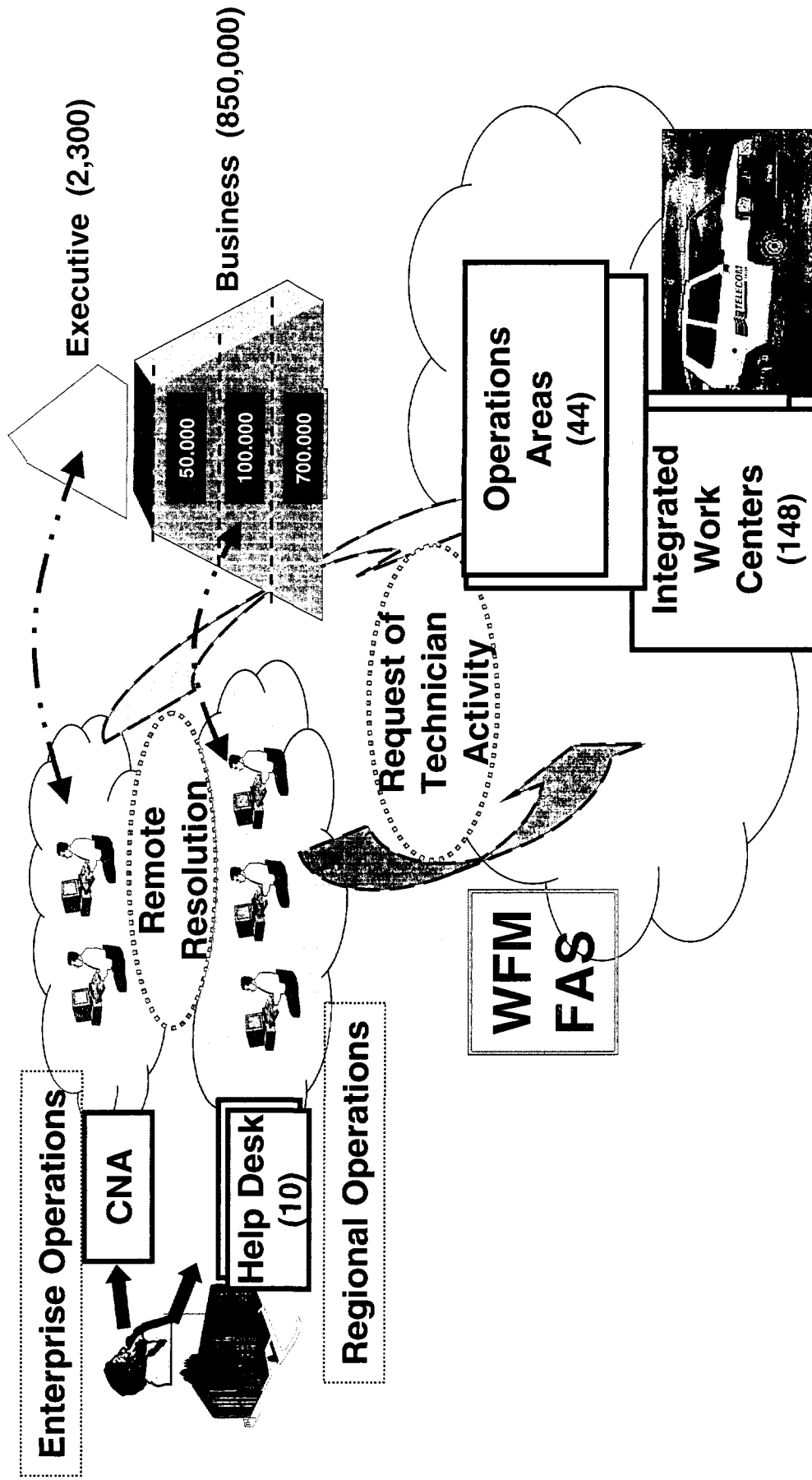


(*) for Milano City, Lombardia and previous National Center

(**) for Roma City, Lazio, Abruzzo, Sardegna and previous National Center

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Help Desk integration and empowerment



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GLOSSARY

ADM: Add-Drop Multiplexer
ADSL: Asymmetrical Digital Subscriber Line
AIN: Advanced Intelligent Network
AS: Access Switch
ASON: Automatically Switched Optical Network
ATM: Asynchronous Transfer Mode
BAS: Broadband Access Server
B-RAS: Broadband Remote Access Server
CCBS: Completion Calls to Busy Subscribers
CDN: Content Delivery Network
CNA: Centro Nazionale Assistenza (National Center)
CoS: Class of Service
DSL: Digital Subscriber Line
DSLAM: Digital Subscriber Line Access Multiplexer
DWDM: Dense Wavelength Division Multiplexing
DXC: Digital Cross Connect

E-PON: Ethernet Passive Optical Network
ETSI: European Telecommunication Standard Institute
FoIP: Fax over Internet Protocol
FR: Frame Relay
FTTB: Fiber To The Building
FTTC: Fiber To The Curb
FTTE: Fiber To The Exchange
GBE: GigaBit Ethernet
HDSL: High bit rate Digital Subscriber Line
IDC: Internet Data Center
IN: Intelligent Network
IP: Internet Protocol
ISC: International Switching Center
ISDN: Integrated Services Digital Network
ISP: Internet Service Provider
LAN: Local Area Network
LE: Local Exchange
LRE: Long-Reach Ethernet

MMF: Multi-Mode Fibre
MPLS: Multi-Protocol Label Switching
MSSPRing: Multiplex Section Shared Protection Ring
MUX: Multiplex
OLO: Other Licensed Operator
OLT: Optical Line Termination
ONU: Optical Network Unit
OTN: Optical Transport Network
OVPN: Optical Virtual Private Network
OXC: Optical Cross Connect
PBX: Private Branch eXchange
PoP: Point of Presence
POTS: Plain Ordinary Telephone Service
PVC: Permanent Virtual Circuit
QoS: Quality of Service
RAM: Random Access Memory

SCE: Service Creation Environment
SCP: Service Control Point
SDH: Synchronous Digital Hierarchy
SHDSL: Symmetrical High bit rate Digital Subscriber Line
SIP: Session Initiation Protocol
SMF: Single Mode Fibre
SOHO: Small Office Home Office
SS7: Signalling System 7
SSG: Service Selection Gateway
SSP: Service Switching Point
TDM: Time Division Multiplexing
TE: Transit Exchange
TI: Telecom Italia
TT: Trouble Ticketing
TTM: Trouble Ticketing Management
UNI: User Network Interface
UTP: Unshielded Twisted Pairs

VAD: Voice-Activated Dialing
VDSL: Very high-speed Digital Subscriber Line
VoIP: Voice over Internet Protocol
VPN: Virtual Private Network
WFM: Work Force Management
WIFI: Wireless Fidelity
WLAN: Wireless Local Area Network
WL-USB: WireLess- Universal Serial Bus