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## Glossary of terms and acronyms

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**ADSL** Asymmetric Digital Subscriber Line

**ARPU** an indicator – average monthly revenues from services per user, excluding roaming visitors

**BlackBerry** a mobile office solution from Telefónica O2 designed for mobile corporate customers

**BTS** Base Transceiver Station for relaying signal to mobile telephones

**CDMA** Code Division Multiple Access, a modern digital technology for wireless data and broadband internet

**CSR** Corporate Social Responsibility

**CTO** Czech Telecommunications Office

**DSLAM** Digital Subscriber Line Access Multiplexer; a gateway to the network of ADSL access provider

**e-účt** a service offering online access to the fixed line billing balance

**EDGE** Enhanced Data Rates for GSM Evolution, a mobile digital technology with a faster and more reliable data transmission

**FTP** File Transfer Protocol; a platform-independent protocol for the transfer of files between computers

**GPRS** General Packet Radio Service, a technology for mobile data transmission

**GSM** Global System for Mobile Communication; the most widely deployed digital wireless communication standard for the digital mobile system which globally uses frequencies of 450, 900, 1,800 and 1,900 MHz, and frequencies of 900 and 1,800 MHz in the Czech Republic

**HSCSD** High-Speed Circuit-Switched Data, a technology for mobile data transmission in the GSM network

**HSDPA** High Speed Downlink Packet Access, a superstructure technology for data transmission in the UMTS network, with speeds from 8 to 10 Mb/s

**HTTP** Hypertext Transfer Protocol; an internet protocol for exchanging hypertext documents and other HTML content

**ICT** Information and Communication Technologies

**IFRS** International Financial Reporting Standards

**IMAP** Internet Message Access Protocol an internet protocol for remote access to email

**IP Connect** a service for communication using the IP protocol

**IPsec (IP security)** a security enhancement to the IP protocol

**IPTV** Internet Protocol Television; a television signal broadcast over broadband networks using the IP protocol

**IP VPN** Internet Protocol Virtual Private Network, a service of intra-corporate data or voice over IP communication

**LAN** Local Area Network a local network for communication between computers in the network

**LTE** Long Term Evolution for UMTS; the latest concept of data transmission technology in the 3<sup>rd</sup> generation mobile networks

**MMS** a multimedia format for mobile data transmission

**My Europe** a mobile tariff of Telefónica O2, with free-of-charge incoming calls for roaming users

**My Europe SMS** a mobile tariff of Telefónica O2, with free-of-charge incoming calls for roaming users

**NMT** Nordic Mobile Telephony, a technology standard for mobile telephony networks using the 450 MHz frequency

**O2 Business Unlimited** a tariff of Telefónica O2 for business customers, offering unlimited calls to all fixed line and mobile network free of charge, as part of the monthly subscription

**O2 Business Nonstop Max** a tariff of Telefónica O2 for business customers, offering free calls within the O2 mobile network and to all fixed line networks in the Czech Republic

**O2 Duo** a converged service of Telefónica O2 combining unlimited calls to fixed line networks in the Czech Republic with O2 Internet ADSL or O2 TV, all as part of one monthly subscription

**O2 Duo Mobil** a converged service of Telefónica O2 combining, as part of one monthly subscription, O2 Internet ADSL and a mobile voice tariff; the fixed line rental fee is already included

**O2 Fér** a service of Telefónica O2 Slovakia, offering a single rate on calls and SMS for the customers of prepaid and contract services, without monthly subscription fee

**O2 Internet ADSL** a broadband internet access service of Telefónica O2, formerly branded O2 Internet Expres

**O2 Internet Komplet** a service of Telefónica O2 combining fixed line and mobile services

**O2 Internet Mobil** a CDMA mobile service of Telefónica O2

**O2 [:kùl:]** a service of Telefónica O2 with fee SMS

**O2 Neomezená linka** the first VoIP service of Telefónica O2 for business customers

**O2 Neon** a family of flat rate tariffs

**O2 Trio** a converged service of Telefónica O2 combining O2 Internet ADSL, O2 TV and unlimited calls to fixed networks in the Czech republic, all for one monthly fee

**O2 TV** an IPTV service of Telefónica O2; digital television over a fixed line

**O2 TXT** a mobile tariff of Telefónica O2 designed for prepaid customers who prefer to communicate via SMS and MMS

**OIBDA** Operating Income before Depreciation and Amortisation

**Platí to Kvído** a service of Telefónica O2 which lets customers call for free for a duration of one minute

**POP3** Post Office Protocol version 3; an internet protocol used for downloading email messages by the client remotely from the server

**RSU** Remote Subscriber Unit

**SMS** Short Message Service; a format of short messages used in mobile telephony

**UMTS** Universal Mobile Telecommunications System; a standard for the so-called 3rd generation mobile networks

**VoIP** Voice over Internet Protocol

**VPN** Virtual Private Network

**VPN Expres** an IP VPN data service of the former ČESKÝ TELECOM; it is based on the ADSL access technology with aggregation, and the MPLS backbone network

**WAN** Wide Area Network; a wider computer network giving remote branches full access to data and providing for communication between the headquarters and the branches and within the branch network

**WAP** Wireless Application Protocol, a protocol for displaying selected web pages on a mobile telephone display

**WiFi** a local wireless network for accessing the internet