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Glossary

4G/LTE is the fourth generation of wireless technology which provides greater access to data and services through enhanced download and upload speeds, and enhanced use of spectrum.

Agile is an umbrella term for several advanced iterative software development approaches relying on continuous feedback, within self-organised cross-functional teams, to address fast-changing requirements.

ASON stands for Automatic Switched Optical Network.

B2B stands for Business-to-Business.

B2C stands for Business-to-Consumer.

B2G stands for Business-to-Government.

B2O stands for Business-to-Operators.

B2X stands for Business-to-X, including B2B, B2G, and B2O, but excluding B2C.

BCM stands for Business Continuity Management.

Big Data represents the information assets characterised by such a high volume, velocity and variety that it requires specific technology and analytical methods for its transformation into value.

CAPEX (Capital Expenditures) comprises the cost of purchases of new equipment, new construction, acquisition of new or upgrades to existing software, acquisition of spectrum and other intangible assets, and purchases of other long-term assets, together with related costs incurred prior to the intended use of the applicable assets, all accounted for as at the earliest time of payment or delivery. Long-term assets obtained through business combinations are not included in the calculation of capital expenditures.

CDN (Content Delivery Network) is a service for content providers, which relies on distributed network infrastructure to speed up downloads for users outside metro areas and secure content availability during peak traffic events, including: large-scale live webcasts, advertising campaigns, software updates, or DDoS attacks.

CEM stands for Customer Experience Management.

Converged services are telecommunications services provided over both mobile and fixed-line networks.

CSI stands for Customer Satisfaction Index.

CVM stands for Customer Value Management.

Data user is a subscriber who has consumed any amount of data traffic within the preceding month.

DoS/DDoS (Distributed Denial of Service) means a hacking attack intended to disrupt a user's system by hindering or stopping access to system resources (servers) for the user.

Direct carrier billing means payment from a mobile account in Apple and Google app stores.

DLP stands for Data Leak Prevention technology.

DWDM (Dense Wavelength Division Multiplexing) is a modern technology for carrying a large number of channels on the same fibre.

eNPS stands for Employee Net Promoter Score.

EVS stands for Enhanced Voice Services, also known as Enhanced HD Voice, or 3GPP coding standard/EV-RC, carrying the full audible range of the human ear (20 kHz) and supporting calls from compatible smartphones over VoLTE via MegaFon's 4G (LTE) network.

FCR stands for First Call Resolution.

FMC stands for Fixed Mobile Convergence.

FOCL stands for Fibre Optic Communications Line.

FTC refers to JSC First Tower Company.

FNVO stands for Fixed Virtual Network Operator.

GNOC stands for Global Network Operational Centre.