

GPRS (General Packet Radio Services) is an add-on to GSM mobile communication technology that provides packet data transmission.

GRI stands for Global Reporting Initiative.

GSOC stands for General Service Operational Center.

ICT stands for Information and Communications Technology.

IFRS stands for International Financial Reporting Standards.

IoT (Internet of Things) refers to interconnection via the internet of computing devices embedded in everyday objects, enabling them to send and receive data.

IPTV stands for Internet Protocol Television.

KPI (Key Performance Indicators) are performance metrics that help an organisation achieve its strategic goals and operating targets.

LTV (Lifetime Value) is an internal estimated assessment of the current value of the future cash flow per subscriber throughout the entire period of his or her relationship with MegaFon.

M2M (Machine-to-Machine) refers to technologies that allow both wireless and wired systems to communicate with other devices of the same type.

NPS stands for Net Promoter Score.

OIBDA (Operating Income Before Depreciation and Amortisation) is a financial measure which should be considered as supplementary rather than as an alternative to the information provided in the financial statements of the Company. OIBDA margin means OIBDA as a percentage of revenue. The Company believes that OIBDA provides a better measure of the Company's actual operational results including our ability to finance capital expenditures, acquisitions and other investments, and our ability to incur and service debt. OIBDA is widely used by investors, analysts, and rating agencies as a measure to evaluate and compare current and future operating performance and to determine the value of companies within the telecommunications industry.

OTT (Over the Top) is a technology for online video data transmission from a content provider to a user's device via data networks, often bypassing telecoms operators.

PS Core (Packet Switched Core) is a mobile packet-switched core network.

REX (Route Explorer) – is a solution for monitoring, predicting and optimising routing in packet backhaul networks.

RDIF stands for Russian Direct Investment Fund.

RMICS stands for Risk Management and Internal Control System.

SME stands for Small and Medium-Sized Enterprises.

SON (Self-Optimising Network) is a smart network capable of independently evaluating the performance of each of its constituent elements and optimising its own operation.

tNPS stands for Transactional Net Promoter Score.

VAS stands for Value-Added Services.

VAT stands for Value-Added Tax.

VHI stands for Voluntary Health Insurance.

VOD stands for Video on Demand.

VoLTE (Voice over LTE) is a voice streaming technology using an LTE network.

VoWiFi (Voice over WiFi) – is a technology enabling voice calls and messaging from mobile devices connected to Wi-Fi.

VPN stands for Virtual private network.

VST stands for Video Start Time.

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