

## Annex 4

## Glossary

<b>3G</b>	Third generation — third-generation mobile communications technology — a set of services that combine both high-speed mobile access with Internet services and radio communication technology that creates a data channel.
<b>4G</b>	Fourth generation — a generation of mobile communications with heightened demands. The fourth generation usually includes promising technologies that make it possible to transfer data at a rate exceeding 100 Mbit/s — mobile and 1 Gbit/s — fixed users.
<b>5G</b>	Fifth generation is a high-speed wireless Internet, a fifth-generation technology that provides more efficient communications and access to data and services by increasing the speed of data receipt/transmission and broadening the range.
<b>ADSL</b>	Asymmetric Digital Subscriber Line — an asymmetric digital subscriber line — modem technology in which the available bandwidth of the channel is distributed between the proceeding and entering traffic asymmetrically.
<b>API</b>	Application Programming interface — a description of how one computer program may interact with another program.
<b>ARPU</b>	Average Revenue Per User — average revenue per month per subscriber.
<b>B2B</b>	Business to Business is a term for commercial relations between legal entities.
<b>B2C</b>	Business to Consumer is a term that refers to a commercial relationship between a legal entity and a consumer.
<b>B2G</b>	Business to Government — a term that refers to commercial relations between a legal entity and the state.
<b>B2O</b>	Business to Operators is a term that refers to a commercial relationship between a legal entity and communications operators.
<b>Big Data</b>	Big data processing.
<b>Blockchain</b>	A continuous sequential chain of blocks containing information, organized according to specific rules. Most often, copies of the chain of blocks are stored on many different computers independently of each other.
<b>CDMA</b>	Code Division Multiple Access — multiple access with code division, digital cellular (wireless) communications network. CDMA is recommended by the global organization for standardization of communications as the most promising for building third-generation networks.
<b>DWDM</b>	Dense Wave Division Multiplexing is the most reliable technology for the underlying infrastructure of multiservice and mobile networks, ensures a sharp increase in network throughput and provides a wide range of fundamentally new communications services.
<b>EBITDA</b>	Earnings before interest, taxes, depreciation and amortization — the Company's profit before deduction of interest on loans, profits tax and depreciation.
<b>ESG factors</b>	Environmental. Social. Governance — environmental, social and management factors.
<b>Firewall</b>	A technology barrier designed to prevent unauthorized or unsolicited communications between computer networks or hosts.
<b>FMC</b>	One contact (fixed mobile convergence) — technology combining fixed and mobile communications), with subsequent transfer to commercial operation.
<b>FTTH</b>	Fiber to the Home — fiber optic cable to the home (individual/private home).
<b>FTTx</b>	Fiber to the x — fiber-optic connection technology.
<b>FWA</b>	Fixed Wireless Access — 4G-based wireless Internet technology used in areas not covered by fiber-optic communication lines.
<b>GSM</b>	A global standard of digital mobile cellular communications with time and frequency split, is highly secure and operates in 2G networks. The main purpose is to make calls and exchange messages.
<b>GPON</b>	Digabit passive optical network — GB passive optical networks.
<b>IaaS</b>	Infrastructure as a Service — infrastructure as a service, for example, virtual servers and a virtual network; the client may install any software and applications.
<b>IPTV</b>	Internet Protocol Television — television using Internet protocol, technology (standard) of digital television in data transmission networks using IP protocol, used by digital cable television operators, and the new generation of television.
<b>IP transit</b>	A service to provide managed and high-speed Internet access through modern optical data transmission networks using the BGP protocol. BGP is a protocol of dynamic route between autonomous systems used in the Internet.
<b>IoT</b>	Internet of things — a common name for technologies that allow devices built into individual objects to send and receive information via the Internet (wired or wireless).
<b>LoRa</b>	Long Range is a technology and a method of modulation of the same name.
<b>LTE</b>	Long-Term Evolution is a wireless high-speed data transmission standard for mobile phones and other data terminals.
<b>NPS</b>	Net Promoter Score — Consumer Commitment Index or Company (Recommendation Readiness Index), used to assess readiness for repeat purchases. It is one of the main indices for measuring customer loyalty.

<b>OTT</b>	Over the Top — a method of providing video services over the Internet.
<b>ROACE</b>	Return on average capital employed — return on average capital employed.
<b>SaaS</b>	Software as a Service — software as a service, for example, e-mail or other office application; the client uses the application, basic application settings are managed by the provider.
<b>SAC</b>	Subscriber Acquisition Cost — a metric that reflects the Company's total costs on attracting one buyer.
<b>SDN/NFV</b>	Software -Defined Networks (SDN) and Network Function Automation (NFV).
<b>VAS</b>	Value-Added Services — value-added services.
<b>VPN</b>	Virtual Private Network — a common name for the technology that makes it possible to provide one or more network connections (a logical network) over another network (for example, the Internet).
<b>WAP</b>	Wireless Application Protocol. The protocol was created specifically for GSM networks, where portable devices need to be connected to the Internet. Using WAP, a user of a mobile device may download any digital data from the Internet.
<b>WIMAX</b>	Worldwide Interoperability for Micro Access) is a broadband wireless technology that provides high-speed long-distance connections, even without a line of sight, on a reflected signal.
<b>WLL</b>	Wireless local loop is a type of communications technology that is a combination of a radiotelephone line and a fixed-line telephone.
<b>AMTC</b>	Automatic long-distance telephone communication.
<b>FOCL RS</b>	Fiber-optic communications lines in rural settlements.
<b>ICT</b>	Information and communication technologies.
<b>CSR</b>	Corporate social responsibility.
<b>SMEs</b>	Small and medium-sized enterprises.
<b>ULE</b>	Association of legal entities.
<b>SSC</b>	Shared service center.
<b>Broadband or high-speed Internet access</b>	Internet access at a data rate that is higher than the maximum possible when using dial-up access using a modem and a public telephone network.