

LIST OF ABBREVIATIONS

Abbreviation	Full name
4V	managers in change, change in managers program
AD	akcionarsko dioniárska (Plc.)
ADSL	asymmetric digital subscriber line
AG	Aktiengesellschaft (Company limited by shares)
AGM	annual general meeting
AmCham	American Chamber of Commerce
AOSZ	National Association of autism
ARPU	Average Revenue Per User
BBU-VÜK	Business Services Business Unit – business customer relations
BCM	Business Continuity Management System
BKK	Budapesti Közlekedési Központ (Centre for Budapest Transport)
BT	British Telecom
Bubi	Budapest community bikes
CAPEX	capital expenditure
CATV	Cable TV
CDP	Carbon Disclosure Project
CEERIUS	Central and Eastern European Responsible Investment Universe
CEMP	Central European Media & Publishing
CEO	chief executive officer
CER	Certified Emission Reduction
CES	customer effort score
CEX	Customer Experience
CFM	Customer Feedback Management
CFO	Chief Financial Officer
CHRO	Chief Human Resources Officer

Abbreviation	Full name
Co.	company
CO ₂	carbon dioxide
CPE	Customer Premise Equipment
CPEx	direct electronic procurement transactions
CR	Corporate Responsibility
CRM	customer relationship management
CT	Crnogorski Telekom
CTIO	Chief Technology Innovation Officer
CSR	Corporate Social Responsibility
DELFIN Award	Award for a Committed, Sustainable, Innovative Generation
DMA	Disclosure on Management Approach
DPDP	Directorate for Personal Data Protection
DPO	Data Privacy Officer
DT	Deutsche Telekom
DTAG	Deutsche Telekom Aktiengesellschaft (company limited by shares)
EC	economic performance indicators
ÉFOÉSZ	Hungarian Association for Persons with Intellectual Disability
EFOTT	University and college students' national tourist meeting
EIA	Environmental Impact Assessment
EMF	electromagnetic fields
EN	environmental performance indicators
ESzCsM	Ministry of Health, Welfare and Family Affairs
ETNO	European Telecommunications Network Operators' Association
EU	European Union
FINA	International Swimming Federation
FN	Fenntarthatósági Nap (Sustainability Day)
FYRO	Former Yugoslavian Republic of
Gbit	gigabit (1000 000 000 bits)
GC	Global Compact

Abbreviation	Full name
GeSI	Global e-Sustainability Initiative
GmbH	Gesellschaft mit beschränkter Haftung
GPON	gigabit passive optical network
GPS	Global Positioning System
GRI	Global Reporting Initiative
GSCC	Group Sustainability Coordination Council
GSM	Global System for Mobile Communication
GSMA	GSM Association
GWh	gigawatt-hour
HBLF	Hungarian Business Leaders Forum
HCM	Health Care Mobile
HOC	Hungarian Olympic Committee
HR	Human Resources
HR	human rights performance indicators
HSE	Health and Safety Environment
HSPA	high speed packet access
HTE	Scientific Association for ICT Hungary
HUF	Hungarian forint
IARC	International Agency for Research on Cancer
ICCA	International Customer Contact Analysis
ICCM	integrated customer care modul
ICNIRP	International Commission on Non-Ionising Radiation Protection
ICT	information and communication technology
ICS	Internal Control System
IFRS	International Financial Reporting Standards
IO	Internal Operations
iOS	mobile operating system developed and distributed by Apple Inc.
IP	internet protocol
IPTV	internet protocol TV

Abbreviation	Full name
ISAE3000	Revised International Standard on Assurance Engagements
ISDN	integrated services digital network
ISO	International Organization for Standardization
IT	Information technology
IVR	interactive voice response
KFKI	Central Physical Research Institute
Kft.	limited liability company
KIBU	Kitchen Budapest
KMR	performance management system
KPI	key performance indicators
KTV	cableTV
kWh	kilowatt-hour
LA	labour practices and decent work performance indicators
LED	light emitting diode
LLC	limited liability company
Ltd.	private company limited by shares
LTE	long term evolution
M2M	machine to machine
MakTel	Makedonski Telekomunikacii
MATISZ	Hungarian Association of Content Industry
Mbps	mega bit per second
MC	Management Committee
MEOSZ	National Federation of Disabled Persons' Associations
MHz	Megahertz
MISZ	Hungarian Association for Innovation
MKB	Magyar Külkereskedelmi Bank (Hungarian Foreign Trade Bank)
MKT	Makedonski Telekom
MSCI	Morgan Stanley Capital International
MSZ	Hungarian Standard

Abbreviation	Full name
MT	Magyar Telekom
MTE	Association of Hungarian Content Providers
MuKi	Munka Kisgyermekkel (Work with children) project
MVGYOSZ	Hungarian Federation of the Blind and Partially Sighted
MWh	megawatt-hour
NFC	Near Field Communication
NG	next generation
NGO	non-governmental organization
NMHH	(NMA) National Media and Infocommunication Authority
NOx	nitrogen oxides
Nyrt.	(Plc.) public limited company
OHSAS	Occupational Health and Safety Management System
OSSKI	Frédéric Joliot-Curie National Research Institute for Radiobiology and Radiohygiene
PA	providing access
Plc.	public limited company
PM	performance management
PPR	Potential and Performance Review
PR	product responsibility performance indicators
PSA	Probabilistic Safety Assessment
PSTN	public switched telephone network
QR	two-dimensional bar code
R&D	Research and Development
RFID	radio-frequency identification
RPC	number of subscriptions
SAC	subscriber acquisition cost
SAR	specific absorption rate
SatTV	satellite TV
SB	Supervisory Board
SEE	South-East Europe

Abbreviation	Full name
SIM	subscriber identity module
SINOSZ	Hungarian Association of the Deaf and Hard of Hearing
SMB	small and medium-sized business
SMS	short message service
SO	social performance indicators
SOx	sulfur oxides
SoHo	Small Office Home Office
STKH	Sopron and Region Environmental and Waste Management Nonprofit Ltd.
TA	technology applications
TCG	Telekom Crne Gore/Crnogorski Telekom/Telekom Montenegro
TM	performance management system
TMMK	T-Mobile Macedonia
TRI*M Index	a standardized indicator system to explore customer satisfaction and customer loyalty
TSM	T-Systems
UMTS	universal mobile telecommunications system
UN	United Nations
UNEP	United Nations Environmental Programme
UNICEF	United Nations International Children's Emergency Fund
Variable II (VII)	Long-term incentive program
VDSL	Very high bit-rate Digital Subscriber Line
VoCa	voice over cable TV
VoIP	voice over internet protocol
VPN	virtual private network
VÜK	Corporate Customer Support Branch
WHO	World Health Organization
Zrt.	cPLC