

LIST OF ABBREVIATIONS

| Abbreviation | Full name |
|--------------|--|
| AD | akcionarsko dioničarska (private company limited by shares) |
| ADSL | asymmetric digital subscriber line |
| AG | Aktiengesellschaft (Company limited by shares) |
| AOSZ | National Association of autism |
| BB | broadband |
| BCM | Business Continuity Management System |
| BME | Budapest University of Technology and Economics |
| BTL | Below the line |
| CC | call center |
| CDP | Carbon Disclosure Project |
| CEERIUS | Central and Eastern European Responsible Investment Universe |
| CEMP | Central European Media and Publishing |
| CEO | chief executive officer |
| CER | Certified Emission Reduction |
| CES | customer effort score |
| CEX | Customer Experience |
| CHRO | Chief Human Resources Officer |
| CNE | Customer Network Experience |
| Co. | company |
| CO2 | carbon dioxide |
| CPE | Customer Premise Equipment |
| CPEx | direct electronic procurement transactions |
| CRA | Compliance Risk Analysis |
| CRM | customer relationship management |
| CRT | Cathode Ray Tube |
| CT | Crnogorski Telekom |
| CSR | Corporate Social Responsibility |
| DNFP | Digital National Development Program |
| DSL | digital subscriber line |
| DT | Deutsche Telekom |

| Abbreviation | Full name |
|--------------|---|
| DTAG | Deutsche Telekom Aktiengesellschaft (Company limited by shares) |
| DWP | Digital Welfare Program |
| EC | Economic Performance Indicators |
| eDM | electronic direct marketing |
| ÉFOÉSZ | Hungarian Association for Persons with Intellectual Disability |
| EFOTT | University and college students' national tourist meeting |
| EMF | Electromagnetic Fields |
| EN | Environmental Performance Indicators |
| ETNO | European Telecommunications Network Operators' Association |
| EU | European Union |
| FGSM | Fixed Global System for Mobile Communications |
| FINA | International Swimming Federation |
| FN | Sustainability Day |
| FTC | Ferencvárosi Torna Club (football club) |
| FTSE4GOOD | Financial Times Stock Exchange sustainability index |
| Gbit | gigabit (1000 000 000 bits) |
| GC | Global Compact |
| GeSI | Global e-Sustainability Initiative |
| GHG | Green House Gases |
| GmbH | Gesellschaft mit beschränkter Haftung (limited liability company) |
| GRI | Global Reporting Initiative |
| GSCC | Group Sustainability Coordination Council |
| GSM | Global System for Mobile Communication |
| GSMA | GSM Association |
| GWh | gigawatthour |
| HBLF | Hungarian Business Leaders Forum |
| hh! | hello holnap! initiative |
| HOC | Hungarian Olympic Committee |
| HR | Human Resources |
| HUF | Hungarian Forint |

| Abbreviation | Full name |
|--------------|---|
| ICCA | International Customer Contact Analysis |
| ICT | information and communication technology |
| IO | Internal Operations |
| IoT | internet of things |
| IP | Internet Protocol |
| IPTV | Internet Protocol TV |
| ISDN | Integrated Services Digital Network |
| ISO | International Organization for Standardization |
| IT | Information technology |
| IVR | interactive voice response |
| IVSZ | ICT Association of Hungary |
| JAC | Joint Audit Cooperation |
| KÉK | Kortárs Építészeti Központ (NGO) |
| KFKI | Central Physical Research Institute |
| Kft. | limited liability company |
| KIBU | Kitchen Budapest |
| KIR | Environmental management systems |
| KPI | key performance indicators |
| kW | kilowatt |
| 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 |
| MakTel | Makedonski Telekomunikacii |
| Mbps | Megabit per secundum |
| MC | Management Committee |
| MEOSZ | National Federation of Disabled Persons' Associations |
| MHz | Megahertz |

| Abbreviation | Full name |
|--------------|---|
| MKT | Makedonski Telekom |
| MSAN | multi-service access node |
| MSZ | Hungarian Standard |
| MT | Magyar Telekom |
| MTA | Hungarian Academy of Sciences |
| MVGYOSZ | Hungarian Federation of the Blind and Partially Sighted |
| MVM | Magyar Villamos Művek (hungarian energy company) |
| MWh | megawatt-hour |
| NatCo | National Company |
| NFC | Near Field Communication |
| NG | Next Generation |
| NGO | non-governmental organization |
| NOx | nitrogene oxids |
| OHSAS | Occupational Health and Safety Management System |
| PhD | philosophie doctor |
| Plc. | public limited company |
| PR | Public relation |
| PR | Product Responsibility Performance Indicators |
| PSTN | public switched telephone network |
| PwC | PricewaterhouseCoopers |
| R&D | Research and Development |
| RPC | number of subscribers |
| SAP | Systems, Analysis and Program Development |
| SINOSZ | Hungarian Association of the Deaf and Hard of Hearing |
| SME | small and medium enterprieses |
| SMS | short message service |
| SO | Social Performance Indicators |
| SOx | sulfur oxids |
| SSC | Shared Service Center |
| TCG | Telekom Crne Gore/Crnogorski Telekom/Telekom Montenegro |

| Abbreviation | Full name |
|--------------|---|
| TM | Performance management |
| 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 |
| UNDP | United Nations Development Programme |
| UNEP | United Nations Environmental Programme |
| UNICEF | United Nations International Children's Emergency Fund |
| USD | USA dollar |
| VFK | Corporate sustainability Center |
| VÜK | Enterprise customer support unit |
| WWF | World Wildlife Fund |