



SUSTAINABILITY REPORT

2016



EGYÜTT. VELED

LIST OF ABBREVIATIONS

Abbreviation	Full name
AD	private company limited by shares Macedonia
ADSL	asymmetric digital subscriber line
AG	Aktiengesellschaft (Company limited by shares)
AOSZ	National Association of autism
BB	broadband
VÜK	Enterprise customer support unit
BCM	Business Continuity Management System
BKK	Budapesti Közlekedési Központ (Centre for Budapest Transport)
BME	Budapest University of Technology and Economics
BSC	BSC Bachelor of Sciences
BTL	Below the line
BTS	base transceiver station
BuBI	Budapest Public Bike System
CC	call center
CDP	Carbon Disclosure Project
CEERIUS	Central and Eastern European Responsible Investment Universe
CEO	chief executive officer
CES	customer effort score
CEMP	Central European Media & Publishing
CER	Certified Emission Reduction
CEX	Customer Experience
CFM	Customer Feedback Management
CO	carbon monoxide
CO ₂	carbon dioxide
CHRO	Chief HR officer
CPEx	Customer Profile Exchange
CPE	Customer Premise Equipment
CR	Corporate Responsibility
CRM	customer relationship management
CSR	Corporate Social Responsibility

Abbreviation	Full name
CT	Crnogorski Telekom
CRT	Cathode Ray Tube
DEFRA	Department for Environment, Food & Rural Affairs
DELFIN Award	Award for a Committed, Sustainable, Innovative Generation
DWP	Digital Welfare Program
DJSI	Dow Jones Sustainability Index
DMA	Disclosure on Management Approach
DNFP	Digital National Development Program
DSL	digital subscriber line
DSLAM	digital subscriber line access multiplexer
DT	Deutsche Telekom
DTAG	Deutsche Telekom Aktiengesellschaft (Company limited by shares)
EBH	Equal Treatment authority
EC	economic performance indicators
EC	European Commission
eDM	electronic direkt marketing
ÉFOÉSZ	Hungarian Association for Persons with Intellectual Disability
EFOTT	University and college students' national tourist meeting
EIR	Energy management system certificate
EMF	electromagnetic fields
EN	environmental performance indicators
UN	United Nations
ESzCsM	Ministry of Health, Welfare and Family Affairs
ETNO	European Telecommunications Network Operators' Association
EU	European Union
FGSM	Fixed Global System for Mobile Communications
Gbit	gigabit (1000 000 000 bits)
FTC	Ferencvárosi Torna Club (a Hungarian football team)
FTSE4GOOD	Financial Times Stock Exchange
FN	Sustainability Day

Abbreviation	Full name
GC	global compact
FINA	International Swimming Federation
GeSI	Global e-Sustainability Initiative
GJ	giga Joule
GHG	Green House Gases (üvegházhatású gázok)
GmbH	Gesellschaft mit beschränkter Haftung
GPON	gigabit passive optical network
GPS	Global Positioning System
GRI	Global Reporting Initiative
GSM	Global System for Mobile Communication
GSMA	GSM Association
GW	Gateway
GWh	gigawatt-hour
HBLF	Hungarian Business Leaders Forum
HCM	Health Care Mobile
hh!	hello holnap!
HSPA	High Speed Packet Access (nagy sebességű csomagletöltési hozzáférés)
HSE	Health, Safety and Environment (Egészség, biztonság és környezetvédelem)
HR	Human Resources
HTE	Scientific Association for ICT Hungary
IAESTE	The International Association for the Exchange of Students for Technical
ICCA	International Customer Contact Analysis
ICCM	integrated customer care modul
ICNIRP	International Commission on Non-Ionising Radiation Protection
ICS	Internal Control System
ICT	information and communication technology
IEC	International Electrotechnical Commission
IFRS	International Financial Reporting Standards
IO	Internal Operations
iOS	mobile operating system developed and distributed by Apple Inc.

Abbreviation	Full name
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
IWF	British Internet Watch Foundation
JAC	Joint Audit Cooperation
KFKI	Central Physical Research Institute
kg	kilogramm
km	kilometer
KIBU	Kitchen Budapest
Kft.	limited liability company
KIR	Environmental management systems
KKV	SMB - small and medium-sized business
KMR	performance management system
KPI	key performance indicators
kWh	kilowatt-hour
kW	kilowatt
LA	labour practices and decent work performance indicators
LED	Light Emitting diode
LTE	long term evolution
LTI	Legyel Te is Informatikus!
M2M	Machine to machine
MakTel	Makedonski Telekomunikacii
Mbps	mega bit per second
MEOSZ	National Federation of Disabled Persons' Associations
MHz	Megahertz

Abbreviation	Full name
MOB	Hungarian Olympic Committee (Magyar Olimpiai Bizottság)
MSAN	multi-service access node
MKT	Makedonski Telekomunikacii
MMS	Multimedia Messaging Service
MSZ	Hungarian Standard
MT	Magyar Telekom
MTA	Hungarian Academy of Sciences
MTE	Association of Hungarian Content Providers
MVGYOSZ	Hungarian Federation of the Blind and Partially Sighted
MWh	megawatt-hour
NAC	network access control
NAV	hungarian Tax Office
NatCo	National Company
NG	next generation
NGO	non-governmental organization
NIOK	Nonprofit Information and education Center
NMHH	(NMIA) National Media and Infocommunication Authority
NOx	nitrogen-oxide
NYSE	New York Stock Exchange
Nyrt.	(Plc.) public limited company
ODP	Smart digital Program (Okosdigitális Program)
OHSAS	Occupational Health and Safety Management System
OSS	open source software
OSSKI	Frédéric Joliot-Curie National Research Institute for Radiobiology and Radiohygiene
PA	providing access
PhD	philosophie doctor
PR	public relations
PR	product responsibility performance indicators
PSTN	public switched telephone network
PSA	Probabilistic Safety Assessment

Abbreviation	Full name
PSU	power supply units
Q4	quarter4
PwC	PricewaterhouseCoopers Könyvvizsgáló Kft.
QR	2 dimensional barcode
SAR	Specific Absorption Rate
SAP	Systems, Analysis and Program Development
SatTV	satellite TV
SIM	subscriber identity module
SME	small and medium enterpriees
SMS	short message service
SO	social performance indicators
SOx	Sulfur oxide
SOHO	Small Office Home Office
SSC	Shared Service Center
SSO	Single Sign On
TA	technology applications
TCG	Telekom Crne Gore/Crnogorski Telekom/Telekom Montenegro
TRI*M Index	a standardized indicator system to explore customer satisfaction and customer loyalty
UN	United Nations
UNEP	United Nations Environmental Programme
UNICEF	United Nations International Children's Emergency Fund
UNDP	United Nations Development Programme
VFK (CSC)	Corporate Sustainbability Centre
VDSL	Very high bit-rate Digital Subscriber Line
VoCa	voice over cable TV
VoIP	voice over internet protocol
VR	Virtual Reality
WHO	World Health Organization
WWF	World Wide Fund for Nature
Zrt.	cPLC