The Communications Market 2015

Glossary and Table of Figures

Glossary

2.5G In mobile telephony, 2.5G protocols extend 2G systems to provide additional features such as packet-switched connections (GPRS) and higher-speed data communications.

2G Second generation of mobile telephony systems. Uses digital transmission to support voice, low-speed data communications, and short messaging services.

3.5G Refers to evolutionary upgrades to 3G services, starting in 2005-2006, that provide significantly enhanced performance. High Speed Downlink Packet Access is expected to become the most popular 3.5G technology (see HSDPA).

3DTV Three-dimensional television. A television viewing system whereby a 3D effect is created for the viewer. The 3D image is generated using red and blue colour tints on two overlaid images intended for left and right eye. Some forms of 3D TV can involve the viewer wearing glasses (stereoscopic) but more advanced systems do not require glasses (auto-stereoscopic).

3G LTE See LTE

3G Third generation of mobile systems. Provides high-speed data transmission and supports multimedia applications such as full-motion video, video-conferencing and internet access, alongside conventional voice services.

4G The fourth generation of mobile phone mobile communication technology standards, which provides faster mobile data speeds than the 3G standards that it succeeds.

802.11 see Wireless LANs (WiFi)

Access Allowing other companies operating in the postal market, or other users of postal services, to use Royal Mail's facilities for the partial provision of a postal service.

Access network An electronic communications network which connects end-users to a service provider; running from the end-user's premises to a local access node and supporting the provision of access-based services. It is sometimes referred to as the 'local loop' or 'last mile'.

Active audience – the total number of people who visited any website or used any internet connected application at least once in a given month.

ADSL Asymmetric digital subscriber line. A digital technology that allows the use of a standard telephone line to provide high-speed data communications. Allows higher speeds in one direction (towards the customer) than the other.

ADSL2+ A technology which extends the maximum theoretical downstream data speed of ADSL from 8Mbit/s to 24Mbit/s/

ADSL Max BT's range of commercial ADSL services.

ADS-RSLs Audio distribution systems restricted service licences. These licences are issued for broadcast radio services using spectrum outside the 'traditional' broadcast bands (i.e. FM and AM). Typically offering commentary and other information for attendees within a stadium or venue on specially-designed radio receivers for sale at the event (as they do not use standard broadcast frequencies).

Alternative operator Refers to service providers, usually in telecoms, other than the incumbent (or established) operator/s (see incumbent operator/s).

AM Amplitude modulation. Type of modulation produced by varying the strength of a radio signal. This type of modulation is used by broadcasters in three frequency bands: medium frequency (MF, also known as medium wave (MW)); low frequency (LF, also known as long wave (LW)), and high frequency ((HF, also known as short wave (SW)). The term AM is also used to refer to the medium frequency band (see MF, below).

ARPU Average revenue per user. A measurement used by pay-television or mobile companies to indicate the average monthly revenue earned from a subscriber.

Asynchronous transfer mode (ATM) A networking technology designed to handle high data volumes and low-latency content such as real-time voice and video.

ATT Analogue terrestrial television. The television broadcast standard that all television industries launched with. Most countries in this study are planning to phase out ATT in the next ten years.

BARB Broadcasters Audience Research Board. The pan-industry body that measures television viewing.

Bit-rates The rate at which digital information is carried within a specified communication channel.

BitTorrent A peer-to-peer file sharing protocol which uses 'trackers' on websites to index content and is used by a number of BitTorrent clients to download and upload content.

Blog Short for weblog. A weblog is a journal (or newsletter) that is frequently updated and intended for general public consumption. Blogs generally represent the personality of the author or the website.

Bluetooth Wireless standard for short-range radio communications between a variety of devices such as PCs, headsets, printers, mobile phones, and PDAs.

Broadband A service or connection generally defined as being 'always on' and providing a bandwidth greater than narrowband.

Bulk mail High volumes of mail sent in one posting, typically of the same format and weight and often sorted to a predetermined level before being handed to the operator

CAGR Compound Annual Growth Rate. The average annual growth rate over a specified period of time. It is used to indicate the investment yield at the end of a specified period of time. The mathematical formula used to calculate CAGR = (present value/base value)^(1/#of years) – 1

Catch-up TV Usually refers to a services that allow consumers to watch or listen to content on a non-linear basis after the initial broadcast.

Communications Act Communications Act 2003, which came into force in July 2003.

Connected TV A television that is broadband-enabled to allow viewers to access internet content.

Contention ratio An indication of the number of customers who share the capacity available in an ISP's broadband network. Figures of 50:1 for residential broadband connections and 20:1 for business are typical).

CPS Carrier pre-selection. The facility offered to customers which allows them to opt for certain defined classes of call to be carried by an operator, selected in advance and with

whom they have a contract. CPS does not require the customer to dial a routing prefix or use a dialler box.

DAB Digital audio broadcasting. A set of internationally-accepted standards for the technology by which terrestrial digital radio multiplex services are broadcast in the UK.

Data packet In networking, the smallest unit of information transmitted as a discrete entity from one node on the network to another.

DCMS Department for Culture, Media & Sport

Delivery office A facility serving a defined geographical area where postal packets are prepared for final delivery

Digital audience The active audience across laptop/desktop computers and mobile phones.

Digital Britain The government report, published in June 2009, outlining a "strategic vision for ensuring that the UK is at the leading edge of the global digital economy".

Digital switchover The process of switching over the analogue television or radio broadcasting system to digital.

Direct mail Addressed advertising mail

DMB Digital mobile broadcasting. A variant of the DAB digital radio standard for mobile TV services, and an alternative to DVB-H (see DVB, below).

Dongle A physical device, attached to a PC's USB port, which adds hardware capabilities.

Downstream access Access to Royal Mail's postal network at an inward mail centre or at any point in the postal chain after that.

Downstream The activities of inward sortation and delivery.

DRM Digital rights management. The technology that controls access and use of digital content.

DSL Digital subscriber line. A family of technologies generally referred to as DSL, or xDSL, capable of transforming ordinary phone lines (also known as 'twisted copper pairs') into high-speed digital lines, capable of supporting advanced services such as fast internet access and video on demand. ADSL, HDSL (high data rate digital subscriber line) and VDSL (very high data rate digital subscriber line) are all variants of xDSL).

DTR See DVR

DTT Digital terrestrial television. The television technology that carries the Freeview service.

Dual-carrier LTE 4G A 4G LTE mobile service which uses double the bandwidth of standard LTE services, resulting in a higher data rate.

DVB Digital video broadcasting. A set of internationally-accepted open standards for digital broadcasting, including standards for distribution by satellite, cable, radio and hand-held devices (the latter known as DVB-H). The DVB Project develops the standards.

DVB-T2. The latest digital terrestrial transmission technology developed by DVB. The technology is being used to facilitate the introduction of HDTV on DTT in the UK. DVB-S2 (satellite) and DVB-C2 (cable) are also available.

DVD Digital versatile disc. A high-capacity CD-size disc for carrying audio-visual content. Initially available as read-only, but recordable formats are now available.

DVR Digital video recorder (also known as 'personal video recorder' and 'digital television recorder). A digital TV set-top box including a hard disk drive which allows the user to record, pause and rewind live TV.

End-to-end Operators other than Royal Mail that provide a full postal service from collection to delivery

EPG Electronic programme guide. A programme schedule, typically broadcast alongside digital television or radio services, to provide information on the content and scheduling of current and future programmes.

E-reader An electronic, portable device capable of downloading and displaying text such as digital books or newspapers.

E-retail Distance shopping, using online services to order and pay for goods

EST Electronic sell-through. For the purposes of this report electronic sell-through is audio visual content that is purchased and a copy permanently kept, ie not rented.

Feature phone A low-end mobile phone that has less computing ability than a smartphone, but more capability than the most basic handsets.

Fibre-to-the-building A form of fibre-optic communication delivery in which an optical fibre is run directly onto the customer's premises.

Fibre-to-the-cabinet Access network consisting of optical fibre extending from the access node to the street cabinet. The street cabinet is usually located only a few hundred metres from the subscriber premises. The remaining segment of the access network from the cabinet to the customer is usually a copper pair but could use another technology, such as wireless.

Fibre-to-the-home A form of fibre optic communication delivery in which the optical signal reaches the end user's living or office space.

Fibre-to-the-premises A form of fibre-optic communication delivery in which an optical fibre is run directly onto the customer's premises.

First-run acquisitions A ready-made programme bought by a broadcaster from another rights holder and broadcast for the first time in the UK during the reference year.

First-run originations Programmes commissioned by or for a licensed public service channel with a view to their first showing on television in the United Kingdom in the reference year.

FM Frequency modulation. Type of modulation produced by varying the frequency of a radio carrier in response to the signal to be transmitted. This is the type of modulation used by broadcasters in part of the VHF (Very High Frequency) band, known as VHF Band 2.

Format The type of programme service broadcast by radio stations. Also, the part of a radio station's licence which describes the programme service.

Frame relay A wide area network technology which is used to provide a continuous, dedicated connection between sites without the need for a leased line.

Free-to-air Broadcast content that people can watch or listen to without having to pay a subscription.

Fulfilment mail Requested goods including tickets, brochures, packets and parcels

GDP Gross Domestic Product.

GPRS General packet radio service, a packet data service provided over 2.5G mobile networks.

GPS The GPS (global positioning system) is a 'constellation' of 24 well-spaced satellites that orbit the Earth and make it possible for people with ground receivers to pinpoint their geographic location.

GSM Global standard for mobile telephony, the standard used for 2G mobile systems.

HDTV High-definition television. A technology that provides viewers with better quality, high-resolution pictures.

Headline connection speed The theoretical maximum data speed that can be achieved by a given broadband. A number of factors, such as the quality and length of the physical line from the exchange to the customer, mean that a given customer may not experience this headline speed in practice.

HSPA Jointly, downlink and uplink mobile broadband technologies are referred to as HSPA (high speed packet access) services.

Hyper-local website An online news or content services pertaining to a town, village, single postcode or other small geographically-defined community.

IDTV Integrated digital television set. A television set that includes a digital tuner (as well as analogue) and therefore does not require an additional set-top box to receive digital television. IDTVs are most commonly capable of receiving DTT but also digital satellite (Freesat).

Incumbent operator/s An incumbent operator usually refers to a market's established provider/s, in the UK fixed market this is BT and Kingston Communications.

International roaming A service offered by mobile operators that allows customers to use their phone abroad. The home operator has agreements with foreign operators that allow customers to make and receive calls, send and pick up text messages, and use some of the other mobile services (such as access to voicemail or topping-up credit on pre-pay phones). The exact services available and the charges for their use vary between operators.

Internet A global network of networks, using a common set of standards (e.g. internet protocol), accessed by users with a computer via a service provider.

Internet-enabled mobile phone A mobile phone which allows its user to access the internet via in-built access technology such as GPRS or WCDMA.

Internet-enabled TV An umbrella term covering any television set connected to the internet via a third-party device, such as a set-top box, a games console or a laptop/PC.

Internet property A full domain (i.e. felmont.com), pages (i.e. sports.felmont.com/tennis), applications or online services under common ownership or majority ownership for a single legal entity.

IP (internet protocol) The packet data protocol used for routing and carrying messages across the internet and similar networks.

IPTV Internet protocol television. The term used for television and/or video signals that are delivered to subscribers or viewers using internet protocol (IP), the technology that is also used to access the internet. Typically used in the context of streamed linear and on-demand content, but also sometimes for downloaded video clips.

ISDN Integrated services digital networks. A standard developed to cover a range of voice, data, and image services intended to provide end-to-end, simultaneous handling of voice and data on a single link and network.

ISP Internet service provider. A company that provides access to the internet.

ITC Independent Television Commission, one of the regulators replaced by Ofcom in 2003

ITV All references to ITV1 should be read as including STV, UTV and Channel Television.

ITV licensees ITV Broadcasting Limited, STV, UTV and Channel Television.

LAN (Local area network) A network for communication between computers covering a local area, like a home or an office.

Large letter This refers to Royal Mail's definition Large Letter. A Large Letter is any item larger than a Letter and up to 353mm in length, 250mm in width and 25mm in thickness, with a maximum weight of 750g.

L-Band A range of frequencies within which an allocation has been made in much of the world for broadcasting (1452 to 1492 MHz), generally by satellite, but in Europe for terrestrial digital sound broadcasting in the range 1452 to 1480 MHz. Some DAB digital radio receivers can tune to this range.

Leased line A transmission facility which is leased by an end user from a public carrier, and which is dedicated to that user's traffic.

LLU (local loop unbundling) LLU is the process where the incumbent operators (in the UK it is BT and Kingston Communications) make their local network (the lines that run from customers premises to the telephone exchange) available to other communications providers. The process requires the competitor to deploy its own equipment in the incumbent's local exchange and to establish a backhaul connection between this equipment and its core network.

Local loop The access network connection between the customer's premises and the local PSTN exchange, usually a loop comprised of two copper wires.

L-RSL See also S-RSLs – Long Term Restricted Service Licences. L-RSLs are a means of providing a radio service for a non-resident population within a defined establishment such as hospital patients and staff, students on a campus, or army personnel. They are available on demand, provided they meet the licensing criteria and that a suitable frequency is available. Licences are renewable after the initial five-year term.

LTE (Long-term evolution). Part of the development of 4G mobile systems that started with 2G and 3G networks (also see dual-carrier LTE 4G).

Machine to machine (M2M) – wired and wireless technologies that allow systems to communicate with each other.

Mail centre A facility serving a geographical area used for the sortation of postal packets

Micro-blogging short form blogging, where posts are typically small elements of content such as short sentences, individual images or video links.

MMS Multimedia messaging service. The next generation of mobile messaging services, adding photos, pictures and audio to text messages.

MNO Mobile network operator, a provider which owns a cellular mobile network.

Mobile broadband Various types of wireless high-speed internet access through a portable modem, telephone or other device.

Modem sync speed The data rate at which a broadband network negotiates with a modem and the maximum data rate that a particular broadband service can support.

MP3 (MPEG-1 Audio Layer-3) A standard technology and format for compressing a sound sequence into a very small file (about one-twelfth the size of the original file) while preserving the original level of sound quality when it is played.

MP3 player A device that is able to store and play back MP3 files.

MPEG Moving Picture Experts Group. A set of international standards for compression and transmission of digital audio-visual content. Most digital television services in the UK use MPEG2, but MPEG4 offers greater efficiency and is likely to be used for new services including TV over DSL and high-definition TV.

Multichannel In the UK, this refers to the provision or receipt of television services other than the main five channels (BBC One and Two, ITV1, Channel 4/S4C, Five) plus local analogue services. 'Multichannel homes' comprise all those with digital terrestrial TV, satellite TV, digital cable or analogue cable, or TV over broadband. Also used as a noun to refer to a channel only available on digital platforms (or analogue cable).

Multiplex A device that sends multiple signals or streams of information on a carrier at the same time in the form of a single, complex signal. The separate signals are then recovered at the receiving end.

MVNO An organisation which provides mobile telephony services to its customers, but does not have allocation of spectrum or its own wireless network.

MW See MF and AM above.

Narrowband A service or connection providing data speeds up to 128kbit/s, such as via an analogue telephone line, or via ISD.

Near video on demand (NVoD), a service based on a linear schedule that is regularly repeated on multiple channels, usually at 15-minute intervals, so that viewers are never more than 15 minutes away from the start of the next transmission.

Net neutrality The principle that all traffic on the internet should be treated equally, regardless of content, site or platform.

Next-generation access networks (NGA) New or upgraded access networks that will allow substantial improvements in broadband speeds. This can be based on a number of technologies including cable, fixed wireless and mobile. Most often used to refer to networks using fibre optic technology.

Next-generation core networks (NGN) Internet protocol-based core networks which can support a variety of existing and new services, typically replacing multiple, single service legacy networks

Non-linear Content that is delivered 'on demand' as opposed to linear, broadcast content.

Oftel Office of Telecommunications, whose functions transferred to Ofcom on 29 December 2003.

'Over-the-top' video Refers to audio-visual content delivered on the 'open' internet rather than over a managed IPTV architecture.

Pact Producers Alliance for Cinema and Television, the UK trade association for independent film, television, animation and interactive media companies.

Pay-per-view A service offering single viewings of a specific film, programme or event, provided to consumers for a one-off fee.

PDA Personal Digital Assistant.

Peak time The period during which: a radio station broadcasts its breakfast show and, on weekdays only, also its afternoon drive-time show; a television station broadcasts its early- and mid-evening schedule, typically used by Ofcom to refer to the period between 18:00 and 22:30 each day (including weekends).

Peer-to-peer (P2P) distribution The process of directly transferring information, services or products between users or devices that operate on the same hierarchical level.

Pipeline Stages involved in the production and distribution process of a good or service from the initiation of the process to the delivery of the final product. In postal services the pipeline refers to the stages from collection to delivery of a postal item.

Podcasting A way for digital audio files to be published on the internet, and then downloaded onto computers and transferred to portable digital audio players.

Postal packets A letter, parcel, packet or other article transmissable by post

PSB Public service broadcasting, or public service broadcaster. The Communications Act in the UK defines the PSBs as including the BBC, ITV1 (including GMTV1), Channel 4, Five and S4C.

PSTN Public switched telephone network. The network that manages circuit-switched fixed-line telephone systems.

Publications Regularly produced publications such as periodicals and magazines

'Pull' VOD A video-on-demand system where content is delivered in real time to the viewers. The approach is usually favoured on platforms that have a high-speed return path, such as cable or IPTV

'Push' VOD A video-on-demand system where content is downloaded to the hard disk of a set-top box rather than streamed in real time via a wired network. The approach is usually favoured on platforms that do not have a high-speed return path, such as satellite or terrestrial.

PVR See DVR

RAJAR Radio Joint Audience Research – the pan-industry body which measures radio listening.

Registered items A service of conveying postal packets from one place to another by post which provides for the registration of the packets in connection with their conveyance by post

and for the payment of an amount determined by the person providing the service in the event of the theft or loss or damage to the packets

Repeats All programmes not meeting the definition of first-run origination or first-run acquisition.

Royal Mail Wholesale A business unit within Royal Mail Group that negotiates with any postal operator or user who applies for access to Royal Mail Group's postal network.

RSL Restricted service licence. A radio licence serving a single site (e.g. a hospital or university campus) or serving a wider area on a temporary basis (e.g. for festivals and events).

Service bundling (or multi-play) A marketing term describing the packaging together of different communications services by organisations that traditionally only offered one or two of those services.

Service provider A provider of electronic communications services to third parties, whether over its own network or otherwise.

Share (radio) Proportion of total listener hours, expressed as a percentage, attributable to one station within that station's total survey area.

Share (TV) Proportion of total TV viewing to a particular channel over a specified time, expressed as a percentage of total hours of viewing.

SIM (subscriber identity module) A SIM or SIM card is a small flat electronic chip that identifies a mobile customer and the mobile operator. A mobile phone must have a SIM card inserted before it can be used.

SIM-only A mobile contract that is sold without a handset**.**

Simulcasting The broadcasting of a television or radio programme service on more than one transmission technology (e.g. FM and MW, DAB and FM, analogue and digital terrestrial television, digital terrestrial and satellite).

Smart glasses

1. A wearable computer that displays information in the wearer's field of vision and may support speech interaction. Much of the information is retrieved via a mobile network internet connection, although this link may require use of a mobile phone connected wirelessly to the glasses. Typical applications include mapping and directions, phone call initiation and answering, and taking photographs and videos.

2. A secondary category of smart glasses, designed for use by people with visual impairments, using sensors to provide higher-contrast display of objects in front of the wearer.

Smartphone A mobile phone that offers more advanced computing ability and connectivity than a contemporary basic 'feature phone'.

Smart TV A standalone television set with inbuilt internet functionality.

Smartwatch A wearable computer that provides features in addition to those to be expected of a watch. Typically they are connected wirelessly to a mobile phone and display incoming messages, call status and provide some degree of control over the phone, including call answering and control of audio playback. Other features can include motion sensors, cameras and GPS.

SME Small to medium-sized enterprise. A company with fewer than 250 employees.

SMS Short Messaging Service, usually used to refer to mobile text messaging (see text message below).

Social networking site (SNS) A website that allows users to join communities and interact with friends or to others that share common interests.

Socio-economic group (SEG) A social classification, classifying the population into social grades, usually on the basis of the Market Research Society occupational groupings (MRS, 1991). The groups are defined as follows.

A. Professionals such as doctors, solicitors or dentists, chartered people like architects; fully qualified people with a large degree of responsibility such as senior civil servants, senior business executives and high ranking grades within the armed forces. Retired people, previously grade A, and their widows.

B. People with very senior jobs such as university lecturers, heads of local government departments, middle management in business organisations, bank managers, police inspectors, and upper grades in the armed forces.

C1. All others doing non-manual jobs, including nurses, technicians, pharmacists, salesmen, publicans, clerical workers, police sergeants and middle ranks of the armed forces.

C2. Skilled manual workers, foremen, manual workers with special qualifications such as lorry drivers, security officers and lower grades of the armed forces.

D. Semi-skilled and unskilled manual workers, including labourers and those serving apprenticeships. Machine minders, farm labourers, lab assistants and postmen.

E. Those on the lowest levels of subsistence including all those dependent upon the state long-term. Casual workers and those without a regular income.

S-RSLs Short-term restricted service licences (S-RSLs) are issued for temporary local radio stations which usually serve a very localised coverage area, such as an education campus, a sports event, or a music or religious festival site. These licences are also used for temporary trials of community stations, sometimes to gauge interest before applying for a five-year community licence.

Streaming content Audio or video files sent in compressed form over the internet and consumed by the user as they arrive. Streaming is different to downloading, where content is saved on the user's hard disk before the user accesses it.

Superfast broadband Sometimes known as next-generation broadband, super-fast broadband delivers headline download speeds of at least 30Mbit/s.

Tablet computer A mobile computer which is included within a single panel with a touchscreen.

Telecommunications, or 'telecoms' Conveyance over distance of speech, music and other sounds, visual images or signals by electric, magnetic or electro-magnetic means.

Text message A short text-only communication sent between mobile devices.

Time-shifting The broadcasting of a television service on more than one channel with a specified delay (typically an hour), to provide more than one opportunity for viewers to watch

the service. Alternatively, the recording of programmes by viewers (using DVRs, recordable DVDs or VCRs) to watch at another time.

Transactional mail Business mail usually sent on a regular scheduled basis, often used in financial transactions, including statements, invoices and credit card bills

Transmitter A device which amplifies an electrical signal at a frequency to be converted, by means of an aerial, into an electromagnetic wave (or radio wave). The term is commonly used to include other, attached devices, which impose a more simple signal onto the frequency, which is then sent as a radio wave. The term is sometimes also used to include the cable and aerial system referred to above, and indeed the whole electrical, electronic and physical system at the site of the transmitter.

TSA Total survey area. The coverage area within which a radio station's audience is measured by RAJAR.

TV over DSL/TV over broadband A technology that allows viewers to access TV content – either in a linear programme schedule, or on demand – using internet protocol via broadband services, either on a PC or (via a set-top box) on a TV set.

TVWF Television Without Frontiers. A range of provisions designed to achieve coordination of the legal, regulatory and administrative frameworks of European Union member states with respect to television broadcasting, adopted by the European Council in 1989 and amended in 1997. TVWF was replaced by the Audio Visual Media Services (AVMS) Directive in December 2007.

UKOM UK Online Measurement. A media industry measurement of UK consumers' online activity, specified by UKOM Ltd and delivered by comScore.

UKPIL UK Parcels, International and Letters is a division of Royal Mail Group which comprises parcels, international and media & unaddressed mail services

UMA Unlicensed Mobile Access, a technology that provides roaming between GSM and 802.11 WiFi

UMTS Universal mobile telecommunications system. The 3G mobile technologies most commonly used in the UK and Europe.

Unaddressed mail Also known as door-to-door and door drops, unaddressed mail is advertising mail with no specified recipient, usually distributed to all households within a targeted geographical area

Unbundled A local exchange that has been subject to local loop unbundling (LLU).

Unique audience The number of different people visiting a website or using an application.

Usage caps Monthly limits on the amount of data which broadband users can download, imposed by some ISPs.

UWB Ultra-wideband A technology developed to transfer large amounts of data wirelessly over short distances, typically less than ten metres.

VCR Video cassette recorder.

VHF Very high frequency The part of the spectrum between 30MHz and 300MHz. FM radio is broadcast on part of this band (87.6MHz to 107.9MHz) and DAB digital radio is broadcast on another (Band III: 217.5MHz to 230MHz in the UK, and over a wider range, but shared with TV services, elsewhere in Europe).

VOD Video-on-demand A service or technology that enables TV viewers to watch programmes or films whenever they choose to, not restricted by a linear schedule (also see 'push' VOD and 'pull' VOD.

VoIP Voice over internet protocol. A technology that allows users to send calls using internet protocol, using either the public internet or private IP networks.

WAP Wireless application protocol.

Web 2.0 A perceived 'second generation' of web-based communities and hosted services such as social networking sites and wikis, which facilitate collaboration and sharing between users.

Widget Widgets are small chunks of code embedded on desktops, web pages, mobile phones and TVs to enable content to be distributed.

WiFi hotspot A public location which provides access to the internet using WiFi technology.

WiMAX A wireless MAN (metropolitan area network) technology, based on the 802.16 standard. Available for both fixed and mobile data applications.

Wireless LAN or WiFi (Wireless fidelity) Short-range wireless technologies using any type of 802.11 standard such as 802.11b or 802.11a. These technologies allow an over-the-air connection between a wireless client and a base station, or between two wireless clients.

WLR (Wholesale line rental) A regulatory instrument requiring the operator of local access lines to make this service available to competing providers at a wholesale price.

XHTML (Extensible HTML) A mark-up language for web pages from the W3C. XHTML combines HTML and XML into a single format (HTML 4.0 and XML 1.0).

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