

Annex 11

Glossary

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

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.

3.5G 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).

4G See LTE

3GPP Third Generation Partnership Project. The 3GPP was formed in December 1998 as a collaboration agreement bringing together a number of telecommunication standards bodies, referred to as Organizational Partners. The original aim of the 3GPP was to produce globally applicable technical specifications for third-generation mobile systems based on evolved GSM core networks and the radio access technology UTRA (Universal Terrestrial Radio Access).

Access network Electronic Communications Network which connects end-users to a service provider; running from the end-user's premise 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.

Additional charges Consumers are sometimes required to pay additional amounts of money ('additional charges'), over and above the headline prices they expect. For example, they may pay more in order to pay bills by cash or cheque, rather than by direct debit (through a 'non-direct debit' charge). Other examples include: paying an early termination charge to terminate a contract early, or paying extra to receive a fully itemised bill.

ADR Alternative Dispute Resolution.

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.

App store An extension of a service provider's online store that offers free and paid applications for mobile phones.

Barriers to entry an additional cost which must be borne by entrants but not by firms already in the industry; or other factors, which enable an incumbent to maintain prices above the competitive level without inducing entry.

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.

Calling Party's Network Pays (CNCP) The approach where the originating operator pays the terminating operator to complete a call

Call termination The process of connecting ('terminating') a telephone call from a user on one network to a user on another network

Capacity Based Termination Charges (CBC) Termination charges based on the capacity required for termination

Cashback A type of sales incentive where a retailer promises the payment of a certain amount of money to the customer when the customer takes out a mobile contract.

Consumer Direct A telephone and online consumer advice service, supported by the Department for Business and Regulatory Reform. www.consumerdirect.gov.uk/.

CPs Communications Providers. Companies which provide services to a customer's home, such as telephone and internet services, and which usually own some infrastructure.

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

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 that has been selected in advance and has a contract with the customer. CPS does not require the customer to dial a routing prefix or use a dialler box.

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

DECT guard band Frequency bands 1781.7 – 1785 MHz paired with 1876.7 – 1880 MHz. Band allows service providers to use low-power applications, such as picocells to enhance mobile coverage and capacity.

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

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 highspeed 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).

DTT Digital Terrestrial Television. The digital television transmission network based on terrestrial transmitter towers.

Dual Mode A mobile phone that is compatible with more than one form of data transmission network.

EDGE Enhanced Data rates for GSM Evolution. A digital mobile phone technology that allows improved data transmission rates as an extension on top of standard GSM.

Enterprise Act Enterprise Act 2002, which, among other things contains consumer protection legislation. Ofcom is one of the designated enforcers of the Enterprise Act. More information on the Enterprise Act can be found on OFT's website www.offt.gov.uk.

Ethernet A common technology that allows computers on a network to talk to each other.

EC European Commission

FAC (Fully Allocated Costs) an accounting method for attributing all the costs of the company to defined activities such as products and services. Typically this method would follow the principle of cost causality.

General Condition Set of conditions applying to communication providers, imposing legal obligations on providers.

GPRS General Packet Radio Service, a packet data service provided over so-called 2.5G mobile networks.

GSM Global Standard for Mobile Telephony, the standard used for 2G mobile systems.

HLR Home Location Register. The main database of permanent subscribers for a mobile network.

HSDPA High Speed Datalink Packet Access, an evolution of 3G mobile technology, often known as 3.5G, which offers higher data speeds.

HSPA Jointly, downlink and uplink mobile broadband technologies are referred to as HSPA (High Speed Packet Access) services.

HSPA+ further enhancement of HSPA. Compared to HSPA, it provides increased downlink and uplink data transfer speeds.

HTTP Hypertext Transfer Protocol is an application-level protocol for hypermedia information systems. It is used in the World Wide Web to retrieve inter-linked resources.

Interconnection The linking of one Public Electronic Communications Network to another for the purpose of enabling the persons using one of them to be able (a) to communicate with users of the other one; (b) to make use of services provided by means of the other one (whether by the provider of that network or by another person).

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. the 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.

IM (Instant Messaging) is a form of electronic communication that involves real-time correspondence between two or more users who are all online simultaneously. An instant messaging programme sends messages from one computer to another by means of small pop-up windows.

IP (Internet Protocol) The packet data protocol used for routing and carriage of messages across the Internet and similar networks.

ISP Internet Service Provider. A company that provides access to the internet.

Long Run Incremental Cost The costs caused by the provision of a defined increment of output, taking a long run perspective, assuming that some output is already produced. The 'long run' means the time horizon over which all costs (including capital investment) are variable. This can be either *Long Run Incremental Cost* + (LRIC+) – where common costs are included or *Long Run Marginal Cost* (LRMC) – where there is no allowance for recovery of common costs.

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

LTE (Long Term Evolution). Part of the development of 4G mobile systems that started with 2G and 3G networks. Aims to achieve an upgraded version of 3G services having up to 100 Mbps downlink speeds and 50 Mbps uplink speeds.

Mis-selling Covers a range of sales and marketing activities including the omission of relevant and/or provision of false or misleading information to consumers, applying unacceptable pressure on consumers to change supplier and in extreme cases slamming. Mis-selling can work against the interests of both consumers and competition and can undermine the confidence in the industry as a whole.

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

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

Mobile service providers MNOs and MNVOs

MNOs Mobile Network Operator (Vodafone, O2, Orange, T-Mobile, '3')

Mobile termination rate The 'per minute' fees that mobile phone companies charge other carriers to deliver incoming calls to users on their networks.

MVNO Mobile Virtual Network Operator - an organisation which provides mobile telephony services to its customers, but does not have allocation of spectrum or its own wireless network (e.g. Virgin Mobile, Tesco Mobile, BT Mobile, Fresh, Blyk).

MSP Mobile Service Provider

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

NRAs the body or bodies, legally distinct and functionally independent of the telecommunications organisations, charged by a Member State with the elaboration of, and supervision of compliance with, telecoms authorisations.

NGN Next Generation Network. Internet Protocol based core networks which can support a variety of existing and new services, typically replacing multiple, single service legacy networks.

Ofcom Office of Communications - the regulator for the communications industries, created by the Communications Act.

Off-net call – mobile-to-mobile call from one mobile network and terminating on a different mobile network.

OFT Office of Fair Trading - the consumer and competition authority of the UK.
www.offt.gov.uk

On-net call – mobile-to-mobile call from one mobile network and terminating on the same mobile network.

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

SIM Subscriber Identity Module – a small smart card type device that has details of the mobile subscriber including public telephone number and the numbers required by the network to recognise and authenticate the subscriber.

SMS Short Messaging Service – facility to send text messages of up to 160 alphanumeric characters between compatible devices.

SIM-only a monthly mobile contract which is sold without a handset.

SMP Significant Market Power – is a position held on a relevant market, by an operator for example, either individually or jointly with others, equivalent to dominance. That is a position of economic strength affording the entity in question the power to behave to an appreciable extent independently of competitors, customers and ultimately consumers.

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

Trading Standards The Trading Standards Service enforce the laws that govern goods and services bought, hired and sold, including Trade Descriptions Act 1968, The Consumer Protection Act 1986, The Consumer Credit Act 1974, Enforcement provisions under Part 8 of the Enterprise Act 2002.

UMTS Universal Mobile Telecommunications System. The 3G mobile technologies most commonly used in the UK and Europe.

USO Universal Service Obligation. This is a series of requirements, currently upon BT and Kingston Communications, to provide every household in the UK with access to a landline telephone.

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.

Waterbed effect The effect whereby regulation of one price of a multi-product firm causes one or more of its unregulated prices to change as a result of the firm's profit-maximizing behaviour

Wholesale voice call termination The service provided by a network operator to other providers in order to terminate calls. It is provided to and by all types of operators, including between fixed and mobile operators, normally on a two-way basis.

Wholesale charges: The charges paid between network operators, rather than by retail customers.

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.

XHTML 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).