



# SUSTAINABILITY REPORT

# 2017



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
AR	Augmented Reality
B2B	Business to Business
BCM	Business Continuity Management System
BME	Budapest University of Technology and Economics
BSS	Business Support System
Bt.	Limited Partnership
BTL	Below the line
CDP	Carbon Disclosure Project
CEERIUS	Central and Eastern European Responsible Investment Universe
CEO	chief executive officer
CER	Certified Emission Reduction
CHRO	Chief HR officer
CO <sub>2</sub>	carbon dioxide
CPE	Customer Premise Equipment
CPEx	Customer Profile Exchange
CRM	customer relationship management
CSR	Corporate Social Responsibility
DEFRA	Department for Environment, Food & Rural Affairs
DELFIN Award	Award for a Committed, Sustainable, Innovative Generation
DIY	Do It Yourself activity
DNFP	Digital National Development Program
DPO	Data Protection Officer
DSL	digital subscriber line
DT	Deutsche Telekom
DWP	Digital Welfare Program
EBH	Equal Treatment authority

Abbreviation	Full name
EC	economic performance indicators
EC	European Commission
ÉFOÉSZ	Hungarian Association for Persons with Intellectual Disability
EIT	European Institute of Innovation and Technology
EMF	electromagnetic fields
EN	environmental performance indicators
ESzCsM	Ministry of Health, Welfare and Family Affairs
ETNO	European Telecommunications Network Operators' Association
EU	European Union
FGSM	Fixed Global System for Mobile Communications
FINA	International Swimming Federation
FMS	Fixed Mobile Substitution
FN	Sustainability Day
FTC	Ferencvárosi Torna Club (a Hungariaa football team)
FTSE4GOOD	Financial Times Stock Exchange
Gbit	gigabit ( 1000 000 000 bits)
GDPR	General Data Protection Regulation
GHG	Green House Gases (üvegházhatású gázok)
GJ	giga Joule
GPON	gigabit passive optical network
GRI	Global Reporting Initiative
GSCC	Group Sustainability Coordination council
GSM	Global System for Mobile Communication
GSMA	GSM Association
GVH	Hungarian Competition Authority
GWh	gigawatt-hour
HBLF	Hungarian Business Leaders Forum
hh!	hello holnap!
HR	Human Resources
HSE	Health, Safety and Environment (Egészség, biztonság és környezetvédelem)

Abbreviation	Full name
HUF M	million forints
ICCA	International Customer Contact Analysis
ICNIRP	International Commission on Non-Ionising Radiation Protection
ICT	information and communication technology
ICS	Internal Control System
IEC	International Electrotechnical Commission
IFRS	International Financial Reporting Standards
iOS	mobile operating system developed and distributed by Apple Inc.
IoT	internet of things
IP	internet protocol
IPTV	internet protocol TV
ISO	International Organization for Standardization
IT	Information technology
IUCN	International Union of Conservation of Nature
IVR	interactive voice response
IVSZ	ICT Association of Hungary
JAC	Joint Audit Cooperation
Kft.	limited liability company
kg	kilogramm
KIBU	Kitchen Budapest
KKV	SMB - small and medium-sized business
km	kilometer
KPI	key performance indicators
kW	kilowatt
kWh	kilowatt-hour
L	litre
LTE	long term evolution
LTi	Legyél Te is Informatikus!
M3	cubic metre
MakTel	Makedonski Telekomunikacii

Abbreviation	Full name
Mbps	mega bit per second
MEOSZ	National Federation of Disabled Persons' Associations
MIMO	Multiple Input Multiple Output
MKT	Makedonski Telekomunikacii
MOB	Hungarian Olympic Committee Magyar Olimpiai Bizottság
MT	Magyar Telekom
MVGYOSZ	Hungarian Federation of the Blind and Partially Sighted
MWh	megawatt-hour
NAV	hungarian Tax Office
NG	next generation
NMHH	(NMIA) National Media and Infocommunication Authority
NOx	nitrogen-oxide
Nyrt.	(Plc.) public limited company
OHSAS	Occupational Health and Safety Management System
OSS	open source software
OSSKI	Frédéric Joliot-Curie National Research Institute for Radiobiology and Radiohygiene
PR	public relations
PSTN	public switched telephone network
PwC	PricewaterhouseCoopers Könyvvizsgáló Kft.
QR	2 dimensional barcode
SatTV	satellite TV
SIM	subscriber identity module
SLA	Service Level Agreement
SO x	Sulfur oxide
T	ton
TCG	Telekom Crne Gore/Crnogorski Telekom/Telekom Montenegro
TM	Performance Evaluation System
TRI*M Index	a standardized indicator system to explore customer satisfaction and customer loyalty
TSM	T-Systems Hungary
UN	United Nations

Abbreviation	Full name
UN	United Nations
UNEP	United Nations Environmental Programme
VDSL	Very high bit-rate Digital Subscriber Line
VFK (CSC)	Corporate Sustaibnability Centre
VMI	Vendor-managed Inventory
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