

# Glossary

<b>2G</b>	<b>second generation mobile telecommunications</b> Mobile telecommunications services that use digital techniques, providing voice communications and a relatively low transmission rate for data.
<b>3G</b>	<b>third generation mobile telecommunications</b> A broadband mobile telecommunications platform supporting multimedia voice, video and data services. WCDMA and CDMA2000 are the 3G technologies derived from the GSM and CDMA 2G technologies respectively.
<b>ABA</b>	<b>Australian Broadcasting Authority</b> Former Commonwealth regulatory authority responsible for broadcaster licensing and content regulation of broadcast and narrowcast services under the <i>Broadcasting Services Act 1992</i> . Merged with Australian Communications Authority (ACA) to form the ACMA in 2005. Also see ACMA.
<b>ABC</b>	<b>Australian Broadcasting Corporation</b> Free-to-air national broadcaster of ABC radio and television channels, as well as online services. The ABC is funded by the Australian Government.
<b>ABS</b>	<b>Australian Bureau of Statistics</b> Commonwealth body responsible for collecting, analysing and publishing Australian economic, social and demographic data.
<b>ACA</b>	<b>Australian Communications Authority</b> Former Commonwealth regulatory authority for telecommunications and radiocommunications. Merged with the Australian Broadcasting Authority in July 2005 to form the Australian Communications and Media Authority. Also see ACMA.
<b>ACCC</b>	<b>Australian Competition and Consumer Commission</b> Commonwealth regulatory body with responsibilities derived from the <i>Trade Practices Act 1974</i> .
<b>ACE</b>	<b>Australian Communication Exchange</b> The current National Relay Service and text-based emergency call service provider.
<b>ACMA</b>	<b>The Australian Communications and Media Authority</b> Commonwealth regulatory authority for broadcasting, online content, radiocommunications and telecommunications, with responsibilities under the <i>Broadcasting Services Act 1992</i> , the <i>Radiocommunications Act 1992</i> , the <i>Telecommunications Act 1997</i> , the <i>Telecommunications Consumer Protection and Service Standards Act 1999</i> and related Acts. Established on 1 July 2005 following a merger of the Australian Communications Authority and the Australian Broadcasting Authority.
<b>ADSL</b>	<b>asymmetric digital subscriber line</b> A transmission method allowing high data rate communication over existing copper wires. The downstream data (data downloaded by user) transmission rate is much higher than the upstream data rate.
<b>ADSL2</b>	Higher data rate ADSL with greater reach from local telephone exchanges, dynamic data rate adaptation, better resistance to noise, diagnostics, a stand-by mode to save power and reduced initialisation time.
<b>ADSL2+</b>	Version of ADSL that uses double the bandwidth for downstream data transmission, effectively doubling maximum downstream data rates.
<b>AFP</b>	<b>Australian Federal Police</b> Australia's national police force. ACMA works with the AFP on email spam and illegal internet content such as child pornography that is hosted outside Australia.
<b>Australian Human Rights Commission</b>	The Australian Human Rights Commission is the new name of the Human Rights and Equal Opportunity Commission. The Commonwealth agency with responsibility for administration of Australia's equal opportunity and anti-discrimination laws, including the <i>Disability Act 1992</i> .

<b>AISI</b>	<b>Australian Internet Security Initiative</b> The AISI collects data on computers that are operating as zombies, analyses this data, and provides free daily reports to participating Australian Internet Service Providers (ISPs) on the zombie computers operating on their networks.
<b>AM radio</b>	<b>amplitude modulation radio</b> A method of radio broadcasting where the frequency is modulated or varied by its changing amplitude. AM radio signals travel large distances and have wide coverage areas. Radiofrequencies for AM broadcasts are expressed in kilohertz (kHz).
<b>AMTA</b>	<b>Australian Mobile Telecommunications Association</b> Association of mobile industry suppliers and manufacturers.
<b>ARPU</b>	<b>average revenue per user</b> A measure used primarily by communications companies. It is the total revenue divided by the number of subscribers.
<b>auDA</b>	<b>.au Domain Administration</b> Organisation established to develop an effective self-regulatory regime for internet domain names in Australia.
<b>Australian Content Standard</b>	The Australian Content Standard requires all commercial free-to-air television licensees to broadcast an annual minimum transmission quota of 55 per cent Australian programming between 6 am and midnight. In addition there are specific minimum annual sub-quotas for Australian (adult) drama, documentary and children's programs.
<b>bandwidth</b>	In the internet industry, bandwidth refers to the capacity of a connection to carry information, while in radiocommunications it is the amount of radiofrequency spectrum used for a particular function.
<b>bit/s</b>	<b>bits per second</b> Rate of transfer of data. See also Gbit/s, kbit/s, Mbit/s.
<b>broadband</b>	Describes a class of internet access technologies, such as ADSL, HFC cable and WiFi, offering a data rate significantly higher than narrowband services. These services are usually 'always-on' and do not tie up a telephone line exclusively for data. Broadband is a relative rather than absolute concept, 256 kbit/s widely regarded as the lower limit for broadband access.
<b>BSB</b>	<b>Broadcasting Services Bands</b> Parts of the radiofrequency spectrum dedicated to broadcasting services.
<b>carrier</b>	The holder of a telecommunications carrier licence in force under the <i>Telecommunications Act 1997</i> .
<b>CNR calls</b>	<b>caller no response calls</b> Calls to the emergency call service where there is no response when the operator asks which emergency service is required.
<b>Communications Alliance</b>	Industry organisation formed on 1 September 2006 from the merger of the Australian Communications Industry Forum (ACIF) and the Service Providers Association (SPAN).
<b>coverage area</b>	Geographic area in which calls are able to be made successfully. For instance, the area between a base station and a mobile phone handset.
<b>CPP</b>	<b>Community Phones Program</b> Program under TAPRIC aimed at improving access to basic telecommunications services for people living in remote Indigenous communities, including the provision of community phones.
<b>CRA</b>	<b>Commercial Radio Australia</b> Industry body responsible for developing and reviewing, in consultation with the ACMA, the Commercial Radio Codes of Practice.
<b>CSG</b>	<b>Customer Service Guarantee</b> Standard covering provision of the standard telephone service that provides for financial compensation to customers if the requirements are not met. The new CSG Standard came into effect from 30 June 2000, replacing the original 1998 standard, and was amended in 2004.
<b>CSP</b>	<b>carriage service provider</b> Person supplying or proposing to supply certain carriage services, including a commercial entity acquiring telecommunications capacity or services from a carrier for resale to a third party. Internet and pay TV service providers fall within the definition of carriage service providers under the <i>Telecommunications Act 1997</i> .
<b>CTS</b>	<b>Children's Television Standards</b> Standards designed to provide access for children (aged <14 years) to quality television programs made specifically for them. The standards regulate timing and scheduling of children's programs and content of adjacent programming.
<b>CTV</b>	<b>community television</b> Free-to-air television service that serves the needs and interests of a particular community, that may be a geographical or interest-based community.
<b>datacasting</b>	A service that delivers content in the form of text, data, speech, music or other sounds, visual images, or any other form or combinations of forms, where delivery uses the BSB.
<b>data rate</b>	Volume of data able to be transmitted over a given period of time. Data rates are usually measured in bits per second.

<b>data traffic</b>	Volume of data transferred in both directions between a customer and the customer's ISP. Data traffic is measured in bytes.
<b>DBCDE</b>	<b>Department of Broadband, Communications and the Digital Economy</b> Commonwealth department responsible for, among other things, communication policy.
<b>DDA</b>	<b>Disability Discrimination Act 1992</b> Commonwealth legislation that makes discrimination on account of one's disability unlawful.
<b>DEP</b>	<b>Disability Equipment Program</b> Telstra's program for supplying people with disabilities with telecommunications equipment.
<b>dial-up internet service</b>	Service where subscribers connect to the internet via a modem and dial-up software utilising the PSTN or an ISDN connection.
<b>Do Not Call Register (DNCR)</b>	Register established by the ACMA that allows individuals to register their home and mobile numbers to opt out of receiving most unsolicited telemarketing calls, with limited exemptions for public interest organisations.
<b>DRM</b>	<b>Digital Radio Mondiale</b> DRM uses the existing AM broadcast frequency bands and is designed to fit in with the existing AM broadcast band plan, based on signals of 9 kHz or 10 kHz bandwidth. All data produced from the digitally encoded audio and associated data signals is shared out for transmission across a large number of closely spaced carriers.
<b>DSL</b>	<b>digital subscriber line</b> Transmission technique that dramatically increases the digital capacity of telephone lines into the home or office. Also ADSL, HDSL, xDSL.
<b>DSLAM</b>	<b>digital subscriber line access multiplexer</b> A device located in an exchange required to connect a subscriber to a DSL service.
<b>EME</b>	<b>electromagnetic energy</b> Energy in the form of waves having an electric and magnetic component.
<b>ESA</b>	<b>exchange service area</b> One of approximately 5,000 areas serviced by exchanges in Telstra's fixed telephone network.
<b>ESO</b>	<b>emergency service organisation</b> Organisation providing an emergency service, such as police, ambulance or fire brigade.
<b>exchange</b>	Network node where various numbers and types of communication lines are switched by the telecommunications network operator. Exchanges operate at local, long distance and international levels, and all subscribers are connected to their local exchange.
<b>fixed-line telephone service</b>	A term used to describe the delivery of voice services over the PSTN or other fixed networks.
<b>FLRN</b>	<b>freephone and local rate number</b> Telephone numbers commencing with the digits 180 (freephone) and 13 (local call).
<b>FM</b>	<b>frequency modulation radio</b> A mode of radio broadcasting in which the frequency of the transmitted wave is modulated or varied with the amplitude or pitch of the signal. FM radio signals have good immunity to electrical interference and provide consistent quality reception during the day and night. The geographical coverage area varies, but for a high-power FM transmitter can be up to 100 kilometres. Radiofrequencies for FM broadcasts are expressed in megahertz (MHz).
<b>Free TV Australia</b>	Industry body responsible for developing and reviewing the Commercial Television Industry Code of Practice.
<b>FSA</b>	<b>field service area</b> One of 44 broad geographic regions in Telstra's fixed telephone network.
<b>GB</b>	<b>Gigabytes</b> A billion bytes.
<b>Gbit/s</b>	<b>Gigabits per second</b> Data transfer rate of a billion bits per second. See bit/s.
<b>GDP</b>	<b>gross domestic product</b> Market value of all goods and services produced by labour and capital in Australia.
<b>geographic numbers</b>	Numbers used to provide access to local telephone services and related voicemail services, facsimile services, internet dial-up services and termination numbers for freephone and local rate services. Also known as local numbers.
<b>GHz</b>	<b>Gigahertz</b> One billion Hertz, where one Hertz is the measurement of frequency equal to one cycle of electromagnetic radiation per second.
<b>GSM</b>	<b>global system for mobile communication</b> The widely used European digital cellular network standard.

<b>GSP</b>	<b>gross state product</b> Market value of all goods and services produced by labour and capital in an Australian state or territory.
<b>HDTV</b>	A digital television broadcasting system with higher resolution than traditional television systems.
<b>HFC cable</b>	<b>hybrid fibre coaxial cable</b> Network element consisting of optical fibre on main routes, supplemented by coaxial cable closer to a customer's premises.
<b>HSDPA</b>	<b>high speed downlink packet access protocol</b> A 3G (third generation) mobile telephony communications protocol in the High-Speed Packet Access (HSPA) family, which allows networks based on Universal Mobile Telecommunications System (UMTS) to have higher data transfer speeds and capacity.
<b>ICANN</b>	<b>Internet Corporation for Assigned Names and Numbers</b> A not-for-profit corporation. Its responsibilities lie in coordinating the allocation and assignment of the sets of unique identifiers for the internet, namely, domain names within the Domain Name System (DNS), internet protocol (IP) addresses, autonomous system (AS) numbers, and protocol port and parameter numbers.
<b>INHOPE</b>	<b>Internet Hotline Providers in Europe Association</b> International forum for internet hotlines to exchange information and experience. Member hotlines deal with complaints regarding illegal internet content, particularly child pornography. The ACMA is an INHOPE member.
<b>interception</b>	The interception of telecommunication services for the purpose of law enforcement and national security.
<b>IP</b>	<b>Internet Protocol</b> The key member of the suite of internet protocols at the logical layer, specifying packet addressing and routing of data through the internet.
<b>IPND</b>	<b>Integrated Public Number Database</b> Database of information about customers of telecommunications services in Australia, for all carriers and carriage service providers (CSPs).
<b>IPTV</b>	<b>internet protocol television</b> Television system whereby digital content is delivered via a network infrastructure, often in conjunction with video-on-demand and other non-television services such as VoIP and other internet services.
<b>ISP</b>	<b>internet service provider</b> CSP offering internet access to the public or another service provider.
<b>IVR</b>	<b>interactive voice response</b> Software application that accepts a combination of voice and touch-tone keypad selection to enable callers to select an appropriate response, including being connected to an operator. Common uses of this type of application include directory assistance, telephone banking, incoming call routing, telephone betting and other public information services.
<b>KB</b>	<b>kilobyte(s)</b> A thousand bytes. See byte(s).
<b>kbit/s</b>	<b>kilobits per second</b> Data transfer rate of 1,000 bits per second. See bit/s.
<b>LICS</b>	<b>Location Independent Communication Service</b>
<b>local numbers</b>	See geographic numbers.
<b>low-impact facilities</b>	Communications facilities that are considered to have a low impact on their environment. They include underground cabling, small radiocommunications antennas and dishes, in-building subscriber connections and public payphones. The Telecommunications Act provides carriers with immunity from state and territory planning laws for the installation of 'low-impact' facilities.
<b>LPON</b>	<b>low power open narrowcasting</b> Radiocommunication class licence type authorising radio services operating at very lower outputs in the frequency range 87.5–88.0 MHz.
<b>LSS</b>	<b>Line sharing service</b> Involves an access provider providing a voiceband PSTN service to an end-user, whilst providing access to another carrier (the access seeker) to simultaneously provide services to the same end-user over the high-frequency portion of the unconditioned local loop. Access seekers typically use the LSS together with their own network equipment to supply DSL services to end-users.
<b>MB</b>	<b>Megabyte(s)</b> One million bytes. See byte(s).
<b>Mbit/s</b>	<b>Megabits per second</b> Data transfer rate of one million bits per second. See bit/s.
<b>MHz</b>	<b>Megahertz</b> One million Hertz. See also GHz.

<b>the Minister</b>	<b>Minister for Broadband, Communications and the Digital Economy</b> Minister responsible for the ACMA and its governing legislation, and the legislation that the ACMA administers.
<b>MSD</b>	<b>mass service disruption</b> Basis for claiming about an exemption by a CSP from complying with performance requirements under the CSG Standard due to circumstances beyond its control. The CSP must issue a public MSD notice, which must specify the start and end dates of the exemption period, the geographic area to which it relates and the number of customers affected by the exemption.
<b>MMS</b>	<b>multimedia messaging service</b> Mobile telecommunications data transmission service for sending messages with a combination of text, sound, image and video to MMS-capable handsets.
<b>MNP</b>	<b>mobile number portability</b> Portability for mobile phone numbers. See number portability.
<b>MVNO</b>	A mobile service operator that does not have its own licensed spectrum and does not have the infrastructure to provide mobile service to its customers. Instead, MVNOs lease wireless capacity from pre-existing mobile service providers and establish their own brand names different from the providers.
<b>National Classification Scheme</b>	The National Classification Scheme is a cooperative arrangement between the Commonwealth, States and Territories, under which the Classification Board classifies films (including videos and DVDs), computer games and certain publications.
<b>NCD</b>	<b>nominated carrier declaration</b> Declaration made by the owner of a telecommunications network unit (facilities or infrastructure for delivery of telecommunications services) nominating a licensed carrier that will be responsible for the specified network unit.
<b>NEDE</b>	<b>new eligible drama expenditure</b> Expenditure on new Australian or New Zealand television drama programs, to meet content requirements that support the local television industry.
<b>non dial-up subscribers</b>	Subscribers with permanent and 'always on' connections to the internet using various technologies, including: ISDN connections that do not require the user to dial up, DSL, cable, wireless, satellite, dedicated data service, frame relay.
<b>NRF</b>	<b>Network Reliability Framework</b> Requirement on Telstra from January 2003 to provide regular reports to the ACMA on the reliability of its fixed line services, and to remediate the network in areas with particularly poor performance.
<b>NRS</b>	<b>National Relay Service</b> Service that provides access to the standard telephone service for people with hearing or speech impairment through the relay of voice, modem or TTY communications. Operates as a translation service between voice and non-voice users of the standard telephone service. Currently provided by Australian Communication Exchange.
<b>number portability</b>	Arrangements allowing customers to transfer their telecommunications service from one service provider to another without changing their number.
<b>open narrowcasting service</b>	A free-to-air broadcasting service that has its reception limited by being targeted to a special interest group, by being intended for limited locations, by being provided during a limited period, or limited for some other reason.
<b>pay TV</b>	See subscription television service.
<b>payphone</b>	A public telephone where calls may be paid for with coins, phone cards, credit cards or reverse charge facilities.
<b>P2P applications</b>	<b>peer to peer applications</b> Application files not stored on a central server, but exchanged directly between users. Consumer grade VoIP is an example of a voice application that consumers download onto their own computers, bypassing carrier and based service-delivery altogether.
<b>portability</b>	See number portability.
<b>post-paid</b>	A contract under which a user is charged on a periodic basis depending on service usage during the billing period.
<b>premium rate services</b>	Content services accessed on numbers with a 190 prefix, where the cost of the call, including access to the content, is included on the customer's telephone bill. Content includes sports results, weather forecasts, astrology services, competition entries, dating contact and telephone sex services. Premium rate services include SMS as well as voice, fax and data.
<b>pre-paid</b>	A contract system by which users pay an amount up-front to purchase a certain amount of usage or credit.
<b>priority assistance</b>	Service for people with a diagnosed life-threatening medical condition entitling them to faster connection and fault repair of their fixed-line telephone service.
<b>PSTN</b>	<b>public switched telephone network</b> Public telecommunications network operated by a carrier to provide services to the public.

<b>RCMG</b>	<b>Register of Controlled Media Groups</b> The register, maintained by the ACMA, lists the media groups in each licence area, the media operations that form part of a group, and the controllers of those operations.
<b>SBS</b>	<b>Special Broadcasting Service</b> Free-to-air national radio and television broadcasting service providing multilingual and multicultural programs that inform, educate and entertain all Australians and, in doing so, reflect Australia's multicultural society. The SBS Online service also provides additional multilingual content through the internet.
<b>SIO</b>	<b>services in operation</b> Refers to the number of services provided by a telephone company at a particular time. The term is used in the context of both fixed line services and mobile services.
<b>smartnumbers®</b>	Specified freephone (1800) or local rate (13, or 1300) numbers allocated by auction that are considered desirable because they can be translated to a phoneword or have a memorable pattern.
<b>SMP</b>	<b>standard marketing plan</b> Approved plan by the universal service provider of how it will meet the USO.
<b>SMS</b>	<b>short message service</b> Mobile telecommunications data transmission service that allows users to send short text messages to each other using the mobile handset keypad.
<b>spam</b>	Unsolicited messages often sent in bulk to a large number of email addresses.
<b>SpamMATTERS</b>	The ACMA's spam reporting and forensic analysis system. Users download a 'button' from the ACMA website to their email application that enables them to simultaneously delete spam from their computer and report it to the ACMA.
<b>STS</b>	<b>standard telephone service</b> The telecommunications service defined as a carriage service providing voice telephony or an equivalent service that meets the requirements of the TCPSS Act and the DDA.
<b>Subscription television</b>	Service providing access, for a fee, to television channels transmitted using cable, satellite or terrestrial microwave.
<b>TAPRIC</b>	<b>Telecommunications Action Plan for Remote Indigenous Communities</b> Plan developed from a study commissioned by the Australian Government that gathered information about telecommunications services required by remote Indigenous communities.
<b>three-way control</b>	An unacceptable three-way control situation exists in relation to the licence area of a commercial radio broadcasting licence (the <i>first radio licence area</i> ) if a person is in a position to exercise control of a commercial television broadcasting licence, where more than 50 per cent of the licence area population of the first radio licence area is attributable to the licence area of the commercial television broadcasting licence; and a commercial radio broadcasting licence, where the licence area of the commercial radio broadcasting licence is, or is the same as, the first radio licence area; and a newspaper that is associated with the first radio licence area.
<b>TIO</b>	<b>Telecommunications Industry Ombudsman scheme</b> Industry-funded independent dispute resolution service established in December 1993, for consumers unable to resolve complaints with their telecommunications carrier or CSP (including ISPs).
<b>trigger event</b>	A trigger event is relates to commercial regional radio licences and include: a transfer of a licence; or formation of a new registrable media group which includes a regional commercial radio broadcasting licence; or change of controller of a registrable media group which includes a regional commercial radio broadcasting licence.
<b>TSP</b>	<b>telephone service provider</b> CSP offering telephony services.
<b>TTY</b>	<b>Teletypewriter</b> Telephone typewriter where communication is typed after the call is connected, allowing people with hearing or speech impairment to use telecommunications. Calls can be connected to another TTY user or relayed and translated by the NRS.
<b>ULLS</b>	<b>unconditioned local loop service</b> Use of unconditioned communications over copper wire pairs between the boundary of a telecommunications network at a customer's premises and a point of connection with a service provider usually other than the owner of the unconditioned network.
<b>USO</b>	<b>universal service obligation</b> Obligation under the <i>Telecommunications Act 1997</i> to ensure standard telephone services, payphones and prescribed carriage services are reasonably accessible to all people in Australia on an equitable basis, wherever they reside or carry on business.
<b>VDSL</b>	<b>very high bitrate digital subscriber line</b> VDSL is a DSL technology providing faster data transmission over a single flat untwisted or twisted pair of copper wires. VDSL is capable of supporting high bandwidth applications.
<b>VoIP</b>	<b>Voice over internet protocol</b> A protocol for transmitting voice over packet-switched data networks. Also called IP telephony.

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<b>WiFi</b>	<b>wireless fidelity</b> Used generically to refer to wireless local area network (IEEE 802.11) technology providing short-range, high data rate connections between mobile data devices and access points connected to a wired network.
<b>WiMAX</b>	<b>Worldwide Interoperability for Microwave Access</b> Industry group organised to advance the IEEE 802.16 standards for broadband wireless access networks for multimedia applications with a wireless connection.
<b>X18+</b>	Content classified by the OFLC under the Australian Classification Code as containing sexually explicit activity that is likely to cause offence to a reasonable adult and is unsuitable for viewing by a minor.

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