



# GLOSSARY

## Names of organizations, subdivisions and internal regulatory documents of the Company

**Kcell JSC, Kcell, Company** – Kcell Joint-Stock Company

**WF Samruk-Kazyna JSC** – Sovereign Wealth Fund Samruk-Kazyna Joint-Stock Company

**GSM Kazakhstan LLP** – GSM Kazakhstan Limited Liability Partnership (Kazakhtelecom OJSC)

**HR, HR Service (Engl. Human Resources)** – subdivision in charge of personnel

**ITU (Engl. International Telecommunication Union)** – International Telecommunication Union

**Nexign Converged BSS, Nexign** – Nexign Converged Business Support System, an integrated billing system

**NSB, NSB of the RK ASP&R** – National Statistics Bureau of the Agency for strategic planning and reforms of the Republic of Kazakhstan

## Technical terms and abbreviations

**AI (Engl. Artificial Intelligence)** – artificial intelligence

**3G, 3G networks (Engl. 3rd Generation)** – third generation mobile networks

**4G, 4G networks (Engl. 4th Generation)** – fourth generation mobile networks

**4G+, LTE advanced** – standard for wireless high-speed data transmission with higher data transmission speeds compared to the basic LTE standard

**5G, 5G networks (Engl. 5th Generation)** – fifth generation mobile networks

**DevOps (Engl. Development & Operations)** – method to automate technological processes of software development and implementation, active interaction of specialists in various fields and deep integration of technological processes.

**eSIM (Engl. electronic SIM)** – digital SIM card built into a smartphone

**GSM (Fr. Groupe spécial mobile** – standard developer name) – global digital mobile cellular standard with time and frequency division

**GSM-1800** – GSM network operating at a frequency of 1,800 MHz

**GPRS (Engl. General Packet Radio Service, literal expression** – “general packet radio service”) – technology of packet data transmission over mobile networks

**FWA (Engl. Fixed Wireless Access)** – fixed wireless access to the Internet

**CGC** – Corporate Governance Code

**CRMS** – corporate risk management system

**NB RK** – National Bank of the Republic of Kazakhstan

**RK** – Republic of Kazakhstan

**IAS** – Internal Audit Service

**CIS** – Commonwealth of Independent States

**US** – United States of America

**JSC (in an organization name)** – joint-stock company

**LLP (in an organization name)** – limited liability partnership

**IMT-2020 (Engl. International Mobile Telecommunications – 2020)** – designation of 5G standard within the International Telecommunication Union specification

**IoT (Engl. Internet of Things)** – “Internet of Things”, concept of transmitting data between devices to interact with each other or with the external environment

**LTE, 4G LTE (Engl. Long-Term Evolution, literal expression** – “long-term evolution”) – standard for wireless high-speed data transmission based on 4G mobile networks

**MMS, MMC (Engl. Multimedia Message Service)** – multimedia mobile messages

**mMTC (Engl. Massive Machine-Type Communications, literal expression** – “massive machine-type communications”) – technologies for connecting a large number of devices (sensors, meters, etc.) to information networks

**OTT (Engl Over the Top, literal expression** – “over the top”) – a method of providing video services over the Internet that does not require direct contact with the telecommunication operator’s network

**pLTE (Engl. Private LTE)** – dedicated private mobile networks

**SIM-card (Engl. Subscriber Identification Module)** – electronic subscriber identification module used in mobile communications

**SMS (Engl. Short Message Service)** – short text message

**BBA** – broadband access to the Internet

**Marketing, financial and economic terms and abbreviations**

**ARPU (Engl. Average Revenue per User)** – average revenue per user

**CAPEX (Engl. Capital Expenditures)** – capital expenditures

**CFF (Engl. Cash Flow from Financing Activities)** – cash flow from financing activities

**CFI (Engl. Cash Flow from Investing Activities)** – cash flow from investing activities

**CFO (Engl. Cash flow from operating activities)** – cash flow from operating activities

**CPA (Engl. Cost per Action)** – model of payment for Internet advertising, in which only certain user actions on the advertiser's website are paid

**CVM (Engl. Customer Value Management)** – customer value management

**EBITDA (Engl. Earnings before Interest, Taxes, Depreciation and Amortization)** – earnings before interest, taxes, depreciation and amortization

**cNPS (Engl. consumer Net Promoter Score)** – consumer Net Promoter Score

**eNPS (Engl. employee Net Promoter Score)** – employee Net Promoter Score

**KPI (Engl. Key Performance Indicators)** – key performance indicators

**Units**

**U** – unit

**Gcal** – gigacalorie (heat energy unit equal to 109 calories)

**kWh** – kilowatt-hour (electric power consumption unit)

**m<sup>3</sup>** – cubic meter

**Mbit** – megabit (information content unit equal to 106 bit)

**M2M (Engl. Machine-to-Machine, literal expression – “Machine-to-Machine”)** – technology for direct exchange of information between devices on a network

**MAU (Engl. Monthly Active Users)** – number of active users per month

**MOU (Engl. Minutes of Use, literal expression – “Minutes of Use”)** – quantity of minutes of voice data transmission per a subscriber

**NCF (Engl. Net Cash Flow)** – net cash flow

**ROA (Engl. Return on Assets)** – return on assets

**ROE (Engl. Return on Equity)** – return on equity

**VAS (Engl. Value-Added Services)** – value-added services

**ROS (Engl. Return on Sales)** – return on sales

**GDP** – gross domestic product

**doll.** – US dollar

**CPI** – consumer price index

**IAV** – index of actual volume

**CIT** – corporate income tax

**MFS** – mobile financial system

**RK OEAC** – General Classifier of the types of economic activities of the Republic of Kazakhstan

**MHz** – Megahertz (frequency (radio frequency) measurement unit equal to 1 mln hertz)

**mln** – million

**bln** – billion

**Pbyte** – petabyte (information content unit equal to 1015 bytes)

**p.p.** – percentage point

