

ABBREVIATIONS

4G	- Fourth Generation
5G	- Fifth Generation
ADSL	- Asymmetric Digital Subscriber Line
BPO	- Business Process Outsourcing
BSS	- Billing Support System
CAPEX	- Capital Expenditure
CCC	- Colombo City Centre
CDMA	- Code Division Multiple Access
CRM	- Customer Relationship Management
CSP	- Communication Service Provider
DC HSPA+	- Dual-Carrier High Speed Packet Access
DSP	- Digital Service Provider
EBITDA	- Earnings Before Interest, Taxes, Depreciation and Amortisation
EPF	- Employees' Provident Fund
ERP	- Enterprise Resource Planning
ETF	- Employees' Trust Fund
FBB	- Fixed Broadband
FTTH	- Fibre-To-The-Home
FTTN	- Fibre-To-The-Node
Gbps	- Gigabits per second
GRI	- Global Reporting Initiative
GTH	- Global Telecommunications Holdings
HDTV	- High Definition Television
HSPA	- High Speed Packet Access
ICT	- Information and Communication Technologies
ICTA	- Information and Communication Technology Agency
IDD	- International Direct Dialling
IMS	- IP Multimedia Subsystem
INED	- Independent Non-Executive Director
IoE	Internet of Everything
IoT	- Internet of Things
IPTV	- Internet Protocol Television
ISP	- Internet Service Provider

ITU	- International Telecommunication Union
KPI	- Key Performance Indicator
KPO	- Knowledge Process Outsourcing
LED	- Light Emitting Diode
LGN	- Lanka Government Network
LTE	- Long-Term Evolution
MBB	- Mobile Broadband
Mbps	- Megabits per second
MIMO	- Multiple-Input and Multiple-Output
MoU	- Memorandum of Understanding
MPLS	- Multi Protocol Label Switching
NB-IoT	- Narrowband Internet of Things
NBN	- National Backbone Network
NED	- Non-Executive Director
NFV	- Network Functions Virtualisation
NGN	- Next Generation Network of Sri Lanka
OPEX	- Operating Expenses
OSS	- Operational Support System
OTT	- Over the Top
PEO TV	- Personalised Entertainment Option Television
PIOCMA	- Pacific and Indian Ocean Cable Maintenance Agreement
PoP	- Point of Presence
PSTN	- Public Switched Telephone Network
RCS	- Rich Communications Suite
SAFA	- South Asian Federation of Accountants
SDN	- Software-Defined Networking
SEA ME WE	- South East Asia-Middle East-West Europe
SEAIOCMA	- South East Asia and Indian Ocean Cable Maintenance Agreement
SLBN	- Sri Lanka Telecom Broadband Network
SLFRS	- Sri Lanka Accounting Standards
SLIM	- Sri Lanka Institute of Marketing
SME	- Small and Medium Enterprise
SOA	- Service Oriented Architecture