Glossary for Annual Report

ADSL: Asymmetric Digital Subscriber Line. Technology that allows high volume data transmission (broadband) over traditional phone lines

Annual General Shareholder's Assembly: This is required to be held each year, within six months from the end of the financial year, in order to approve annual financial statements

ARPU: Average Revenue per User is calculated as total revenue divided by average number of subscribers during the year.

BSC: Base Station Controller

BTS: Base Transceiver Station

Capex: Capital Expenditure. Investments in tangible and intangible assets.

Carrier's carrier: A network operator who provides network services to other telecommunications companies

CASE (Cairo and Alexandra Stock Exchange): Egypt's Stock Exchange is comprised of two exchanges, Cairo and Alexandria, both of which are governed by the same board of directors and share the same trading, clearing and settlement systems.

Cash Flow: The difference between cash inflows and cash outflows for a specific period

CDMA: Code Division Multiple Access. Wireless interface technology for mobile networks based on spectral spreading of the radio signal and channel division by code domain.

Customer Centricity: Comprehensive customer orientation – ie. gearing actions to customers and their various needs when designing products and developing services, and also in sales, public relations and all market communications. The opposite would be product centricity, where a company focuses primarily on its products

Customer Segmentation: Division of customers into homogenous groups (segments) in order to consistently gear the portfolio of products and services, but also sales and public relations etc. to their various needs, and to deal with each customer segment on a differentiated basis

EBITDA: Earnings Before Interest, Taxes, Depreciation and Amortisation. EBITDA = Income + Depreciation and Amortisation.

EBITDA Margin: EBITDA/Operating Revenues

EPS: Earnings per Share

Free Cash Flow: Free Cash Flow = Operating Cash Flow+/- Acquisitions/Sales of Financial Investments +/- Net Interest Paid – Payments redated with PRBs – Income Taxes Paid +/- Dividends Paid/Received +/- Other Cash Movements

GAAP: Generally Accepted Accounting Principal

GDP: Gross Domestic Product

Gearing Ratio: Gearing Ratio = Net Debt/ (Net Debt + Equity + Minority Interests)

Goodwill: The excess amount that results if an acquisition cost is higher than the book value of the acquired company

GPRS: General Packet Radio Service. Technology that allows for higher data transmission rates in GSM networks

GSM: Global System for Mobile Communications

IFRS: International Financial Reporting Services. The new international accounting standards introduced as of 1 January 2005

Internet: A worldwide IP-based computer network that has no central network management

IP: Internet Protocol. Standard that specifies the exact format of packets of data as they are transmitted through and Internet network

ISDN: Integrated Services Digital Network

ISP: Internet Service Provider. Company that provides access to the Internet

LSE: London Stock Exchange

MCIT: Egyptian Ministry of Communication, Information and Technology

MOU: Minutes of Usage. Monthly average of outgoing and incoming traffic in minutes per average number of users in the period

MSC: Mobile Switching Centre

NTRA: Egyptian National Telecommunications Regulatory Authority

SAC: Subscriber Acquisition Cost.

SME: Small Medium Enterprise

Teledensity: Telecommunications penetration expressed as a percentage of population

VOIP: Voice Over Internet Protocol