

This glossary contains definitions and other terms as they relate to the Group and as they are used in this prospectus, which may not correspond to the standard industry definitions.

“2G”	second generation wireless service. This generation of services started in around 1990 and is based on circuit-switched technology where each call requires its own radio channel, which makes transmission of data relatively slow as compared with 2.5G and 3G. Such services include CDMA, TDMA and GSM
“2.5G”	second-and-a-half generation wireless service. Such service is based on packet-switched service that increases transmission speeds as compared with 2G
“3G”	third generation wireless service, a system of services for wireless communications, which will allow wireless transmission speeds up to 2 Mbps. Key features of such systems are a high degree of worldwide commonality of design, compatibility of services, use of small pocket terminals with worldwide roaming capability, Internet and other multimedia applications, and a wide range of services and terminals
“ACD”	Automatic Call Distributor is a telephone facility that manages incoming calls and handles them based on the number called and an associated database of handling instructions
“CDMA”	Code Division Multiple Access technology, a type of wireless communication system modulation. The technology converts voice signal into digital signal, adds an address (the identity code of the destination which the sender wishes to send to) to each digital voice packet, scrambles the packet and sends it by way of radio frequency
“CDMA1X”	a 2.5G technology that offers up to approximately 2 times increase in voice capacity and provides data speed of up to 307 Kbps on a single (1.25 MHz, or 1X) carrier in new or existing frequency spectrum. CDMA1X has been commercially available since October 2000. CDMA1X sometimes is also referred as 2.8G technology as it is closer to 3G technologies
“cellular”	a wireless local telephone service that operates by dividing a geographical area into sections or cells. Each cell has its own transmitter/receiver that tracks and operates with mobile phones within its coverage area. The dimensions of a cell can range from several hundred metres to several kilometres
“CRM”	customer relationship management
“CTI”	Computer Telephone Integration, a technology that intertwines the calling function of telephone and the data processing and control functions of computer together in achieving value added services and data services of telecommunications in order to satisfy the needs of unconnected customers

GLOSSARY OF TECHNICAL TERMS

“digital”	a signal that has only two possible levels per cycle
“email”	electronic mail
“FLEX”	a paging encoding technology which has an encoding rate up to 6,400 bits per second
“GPRS”	General Packet Radio Services, an evolved version of 2G GSM technology which transmits and receives packets of data through different parts of the network, instead of using a continuous open radio channel. The system takes advantage of space capacity of the network and data transmission speed is up to 115.2 Kbps, as compared with GSM's speed of 9.6 Kbps or 14.4 Kbps
“GSM”	Global System for Mobile communication, a widely used digital wireless telephone technology. The technology digitizes and compresses data, then sends it down a channel with two other streams of user data, each in its own time slot
“ICP”	Internet content provider, a company that provides content to Internet users
“Internet”	a global network of interconnected, separately administered public and private computer networks
“industry application”	business cum technical solution comprising hardware and software components and is designed to enhance wireless telecommunication for the specific operating environment/requirement of an industry
“instant messaging”	services to alert user if another chosen users are connected to the Internet and, if they are, to exchange message with them
“IP”	Internet Protocol, which was originally developed by the U.S. Department of Defence to enable communications of dissimilar computing platforms around the country
“ISO 9001/ISO 9002”	a constituent part of the ISO 9000 series which covers areas of management responsibility; quality system; contract review; document and date control; purchasing; control of customer's supplied-products, product identification and traceability; process control; inspection and testing; measuring and equipment testing; control of non-conforming product; corrective and preventive action; handling; storage; packaging preservation and delivery; control of quality records; internal quality audits; training; servicing and statistical techniques
“IVR”	Interactive Voice Response, an automatic telephone answering system that responds with a voice menu and allows the user to make choices and enter information via the keypad
“LAN”	local area network, a communication network that serves users within a confined geographical area

“operating system”	a master control programme for a computer that manages and controls the allocation and usage of hardware resources such as memory, central processing and disk space, the foundation on which software applications are built
“PBX”	Private Branch Exchange, an in-house telephone switching system that interconnects telephone extensions to each other, as well as to the outside telephone network. It includes the routing for call forwarding, conference calling and call accounting
“PCS”	Personal Communications Service, a wireless phone service similar to cellular telephone service, but emphasising personal service and extended mobility. Cellular was designed principally for car phone use with transmitters emphasising coverage of highways and roads. PCS is designed for greater user mobility and generally requires more cell transmitters for coverage, but has the advantage of fewer blind spots
“PDA”	Personal Digital Assistant, a pocket-sized special purpose computer designed for personal information management and other uses
“PHS”	an acronym for “personal handyphone system”, which was developed by the Nippon Telegraph and Telephone Corporation. Personal handyphone is a portable wireless phone which is light in weight and functions as a cordless phone at home and as a mobile phone elsewhere
“platform”	a computer environment which allows the development and execution of computer applications
“PPS”	Power Paging System, high speed calling system developed by the Group based on the Windows operating system, including manual, automated, Internet, digital, ACD and backstage management modules, which provides all calling functions including sending, checking, messaging and public information. Possessing special features like large capacity (supporting 1 million subscribers and 100 frequencies), good compatibility (supporting access to various paging systems and devices) and flexibility in expansion. This system is currently one of the most advanced paging systems in the PRC
“protocol”	the organised processes and rules that communications equipment use to transfer data
“repeater”	a device that is used to take a signal that has travelled a long distance and make such signal new again (for instance, by way of reproducing and re-transmitting such signal)
“RF”	radio frequency, which ranges from 500KHz to 300 gigahertz
“smartphone”	a handheld device integrating the function of a PDA and a mobile phone

GLOSSARY OF TECHNICAL TERMS

“SMS”	Short Messaging Services, a text message service that enables short message of generally no more than 140–160 characters in length to be sent and transmitted from a mobile phone
“software”	a system, utility or application program expressed in computer language
“TD-SCDMA”	Time Division Synchronous Code Division Multiple Access one of the 3G technology standards
“TDMA”	Time Division Multiple Access, a digital wireless telephony transmission technique
“telecommunication”	communication across a distance through electrical or radio signals
“telecommunication operator”	telecommunication network operator which provide voice, data or other value-added services through a mobile or fixed-line telecommunication networks
“transceiver”	transmitter and receiver which serve as a transmission device between all mobile users in a cell and connect mobile calls to the mobile phone switching office and/or the landline phone network
“WAN”	wide area network, a geographically dispersed telecommunications network
“WAN IP call centre”	a system for providing call centre services based on wireless area network built on Internet Protocol and therefore can be run on the Internet
“WAP”	an acronym for “wireless application protocol”, a specification for a set of communication protocols to standardise the way that wireless devices, such as mobile phones and radio transceivers, can be used for Internet access, including browsing the web, sending and receiving e-mail
“WCDMA”	Wideband Code Division Multiple Access, an ITU standard derived from CDMA and a 3G mobile wireless technology
“website”	a collection of web files on a particular subject, with a beginning page called a homepage, that is saved up by an HTTP server on the world-wide web to which Internet users can navigate using web browsers
“Windows”	an operating system developed by Microsoft Corporation, which is a multitasking graphical user interface environment that runs on MS-DOS-based computers
“wireless solution”	computing solution, made up of hardware and/or software components, that facilitates wireless telecommunication or provision of value-added services through a wireless telecommunication network such as mobile network
“www”	a world wide network of services that support the communication of data over the Internet