

Appendix 1

GLOSSARY OF ACRONYMS AND ABBREVIATIONS

AFUTT	Association Française des Utilisateurs du Téléphone et des Télécommunications – French user association
AT&T	American Telegraph and Telephone (PTO)
ATOMICS	A Japanese project to collect data on subscriber call patterns
ATTIS	AT&T Information Systems (subsidiary of AT&T)
AUSTEL	Australian office of Telecommunications – regulatory authority
BEUC	Bureau Européen des Unions des Consommateurs (based in Belgium)
BLS	Bureau of Labor Statistics (US)
BT	British Telecom (PTO)
CAGR	Compound Annual Growth Rate
CCITT	International Telephone and Telegraph Consultative Committee
CEC	Commission of the European Communities
CEPT	European Conference of Postal and Telecommunications Administrations
CNET	Centre National d'Etudes Télécommunications (French research institute)
CPE	Customer Premises Equipment
CPI	Consumer Price Index
CRID	Centre de Recherches Informatique et Droit (University of Namur, Belgium)
CTP	Correios e Telecomunicações de Portugal (PTO)
DBP	Deutsche Bundespost (PTO)
DGT	Direction Générale de Télécommunications (France)
EC	European Community
EUSIDIC	European Association of Informations Services
Eurostat	European Statistical Office
FCC	Federal Communications Commission – US regulatory authority
FTZ	Fernmeldetechnisches Zentralamt (Germany)
GDP	Gross Domestic Product
GFCF	Gross Fixed Capital Formation
HDLC	Higher Data Link Control (communications protocol)
IDC	International Digital Communications Inc. (Japanese NCC)
IDD	International Direct Dialling – that is, without operator assistance

INTUG	International Telecommunications Users Group
ISDN	Integrated Services Digital Network
ITJ	International Telecommunications Japan Inc. (Japanese NCC)
ITU	International Telecommunication Union
kbit/s	Kilobits of information per second – a measure of transmission speed or bandwidth
KDD	Kokusai Denshin Denwa Co. (Japanese International PTO)
KTAS	Danish Regional PTO
LEC	Local Exchange Carrier (US term)
Mb	Megabytes – a measure of data storage
Mbit/s	Megabits of information per second – a measure of transmission speed or bandwidth
MHz	MegaHertz – a measure of wavelength frequency
MiTT	Minutes of Telecommunications Traffic
NCC	New Common Carrier – a term used to denote new market entrants competing with the PTO in the provision of public telecommunications services
NMT	Nordic Mobile Telephone, a technical standard for mobile communications
NTT	Nippon Telegraph and Telephone (PTO)
NUI	Network User Interface
NUS	National Utility Services (company)
OECD	Organisation for Economic Co-operation and Development (comprising 24 Member countries)
OFTEL	Office of Telecommunications – UK regulatory authority
OTE	Hellenic Telecommunications Organisation (Greek PTO)
PAD	Packet Assembler/Disassembler – a device used in packet-switched data communications
PBX	Private Branch Exchange; also PABX – Private Automatic Branch Exchange
PC	Personal Computer
PPI	Producer Price Index
PPPs	Purchasing Power Parties – a broad measure of the relative value of international currencies in terms of their buying power. They are calculated on a regular basis by the OECD and Eurostat
PSDN	Packet-Switched Data Network; also PPSDN – Public PSDN
PSTN	Public Switched Telephone Network
PTO	Public Telecommunications Operator
PTT	Post, Telegraph and Telephone – a term used in Europe to denote the combined operator of postal and telecommunications services
R&D	Research and Development
RBOC	Regional Bell Operating Companies (or Baby Bells) a term used to describe the regional telecommunications companies formed in the US after the divestiture of AT&T. More correctly, the seven main companies should be referred to as Regional Bell Holding Companies to which the 22 individual RBOCs belong
RPI	Retail Price Index

RPI-X	Retail Price Index minus a constant percentage (formula used in price caps)
RTT	Régie des Télégraphes et des Téléphones (Belgian PTO)
SDR	Special Drawing Rights (exchange rate mechanism sometimes used in international accounting rates)
SIP	Società Italiana per l'Esercizio delle Telecomunicazioni (PTO)
SNA	System Network Architecture (Proprietary network architecture)
SPRU	Science Policy Research Unit (University of Sussex)
TARIFICA	Western European Tariff Information Service, updated bi-monthly, available from Logica Consultancy Ltd. (UK)
TELCATS	Telecom Customer Attitudes to Services (a computer programme for monitoring customer satisfaction levels, developed in Australia)
Telco	Telephone company – American usage term for PTO
TFP	Total Factor Productivity
TLP	Telefones des Lisboa e Porto (PTO)
TMA	Telecommunications Managers Association
TPI	Telephone Price Index
VANS	Value-Added Network Services
VAT	Value-Added Tax; also TVA (France), MOMS (Scandinavia), IVA (Spain)
WATTC-88	World Administrative Telegraph and Telephone Conference, held in Melbourne, Australia, 1988
WIK	Wissenschaftliches Institut für Kommunikationsdienste, Bad Honnef, Germany (research institute)

Appendix 2

WORKED EXAMPLE OF BUSINESS USER SPREADSHEET

AUSTRIA (in local currency, excluding tax)

Fixed Charges	Installation (once only) 1 200			Rental (per month) 180			Fixed charge basket (= Installation/5 + Rental*12) 2 400		
Usage charges per minute peak rate	3 km 0.67	7 km 0.67	12 km 0.67	17 km 0.67	22 km 0.67	27 km 4	40 km 4	Total	
Basket of calls	1 396	290	184	105	79	105	132		
Duration	2.5	2.5	2.5	2.5	3.5	3.5	3.5		
Cost	2 338.19	485.29	308.82	176.47	185.29	1 474.95	1 843.69		
Weighted discount	1.000	1.000	1.000	1.000	1.000	0.954	0.954		
Total	2 338.19	485.29	308.82	176.47	185.29	1 406.81	1 758.51	6 659.37	
	75 km	110 km	135 km	175 km	250 km	350 km	490 km		
Peak rate (<i>contd</i>)	6.67	6.67	6.67	6.67	6.67	6.67	6.67		
Basket of calls	105	79	53	105	0	0	0		
Duration	4.5	4.5	4.5	4.5	4.5	4.5	4.5		
Cost	3 162.19	2 371.64	1 581.09	3 162.19	0.00	0.00	0.00		
Weighted discount	0.944	0.944	0.944	0.944	0.944	0.944	0.944		
Total	2 985.11	2 238.83	1 492.55	2 985.11	0.00	0.00	0.00	9701.59	
Exchange	Local currency Schillings			US\$ 13.318			PPPs 16.107		
Fixed charges	2 400.00			180.20			149.00		
Usage charges	16 360.96			1 228.46			1 015.77		
Basket	18 760.96			1 408.66			1 164.77		

Appendix 3

EXCHANGE RATES AND PURCHASING POWER PARITIES

Average 1989 levels

In US Dollars

	Exchange rate	Purchasing power parities
Australia	1.2639	1.4607
Austria	13.3183	16.1070
Belgium	39.6561	42.4263
Canada	1.1860	1.2404
Denmark	7.3596	10.2449
Finland	4.3071	6.4346
France	6.4197	7.2918
Germany	1.8926	2.3631
Greece	162.6090	119.8976
Iceland	56.6028	73.9136
Ireland	0.7095	0.7214
Italy	1379.2300	1447.5210
Japan	137.4500	200.2005
Luxembourg	39.6561	42.4263
Netherlands	2.1347	2.2762
New Zealand	1.6713	1.7467
Norway	6.9227	9.7027
Portugal	157.9150	95.5681
Spain	118.9410	109.4969
Sweden	6.4609	9.2160
Switzerland	1.6420	2.3838
Turkey	2103.7500	653.7963
United Kingdom	0.6097	0.6114
United States	1.0000	1.0000
