
GLOSSARY OF TECHNICAL TERMS

This glossary contains explanations of certain terms used in this prospectus in connection with the Company and its business. The terminologies and their meanings may not correspond to standard industry meanings or usage of those terms.

“2G”	second generation mobile telecommunications services using wireless communication technology
“3G”	third generation mobile telecommunications services using wireless communication technology
“ACD”	Automatic Call Distribution system, a system which distributes calls to the Group’s system/operators
“Agent Navigation System”	a system used by the Group’s operators in the provision of outbound services
“BIS service(s)”	Built-in-Secretarial services, a personalized message taking service provided by the Group to certain service subscribers of the Group’s customers
“EXCEL”	a programmable telephone exchange system, which is used for allocating calls to operators, monitoring the inbound and outbound call traffic and recording the daily call summary
“IDD”	International Direct Dial
“IVRS”	Interactive Voice Response System, a computerised system with pre-recorded voice prompts enabling caller to select options, obtain information and interact with telephone operators
“SIM”	subscriber identity module
“SIM card”	subscriber identity module card
“SMS”	short messaging service, a service available on most digital mobile phones that permits the sending of short messages between mobile phones, other handheld devices and even landline telephones