

USO Discussion Paper—Glossary

| | |
|------------------|--|
| 3G | Third generation mobile network |
| ACA | Australian Communications Authority (now ACMA) |
| ACCC | Australian Competition and Consumer Commission |
| ACMA | Australian Communications and Media Authority (see Attachment C for more detail) |
| ATS | Alternative Telecommunications Services |
| BTCE | Bureau of Transport and Communications Economics |
| CCL | Country Calling Line |
| CSG | Customer Service Guarantee (see Attachment C for more detail) |
| CSO | Consumer Service Obligation |
| HiBIS | Higher Bandwidth Incentive Scheme |
| NRS | National Relay Service |
| NUSC | Net Universal Service Cost |
| OPEL | Refers to a joint venture between Optus and rural group Elders |
| SMP | Standard Marketing Plan (see Attachment C for more detail) |
| STS | Standard Telephone Service (see Attachment C for more detail) |
| TAPRIC | Telecommunications Action Plan for Remote Indigenous Communities |
| TCPSS Act | Telecommunications (Consumer Protection and Service Standards) Act 1999 |
| TIO | Telecommunications Industry Ombudsman (see Attachment C for more detail) |
| TPA | <i>Trade Practice Act 1974</i> |
| USO | Universal Service Obligation |
| USP | Universal Service Provider |
| VoIP | Voice over Internet Protocol |
| WiMAX | Worldwide Interoperability for Microwave Access |