

# SUSTAINABILITY-LINKED BOND FRAMEWORK

**DECEMBER 2024**



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Abbreviations  
Disclaimer



## Business Overview

1.1

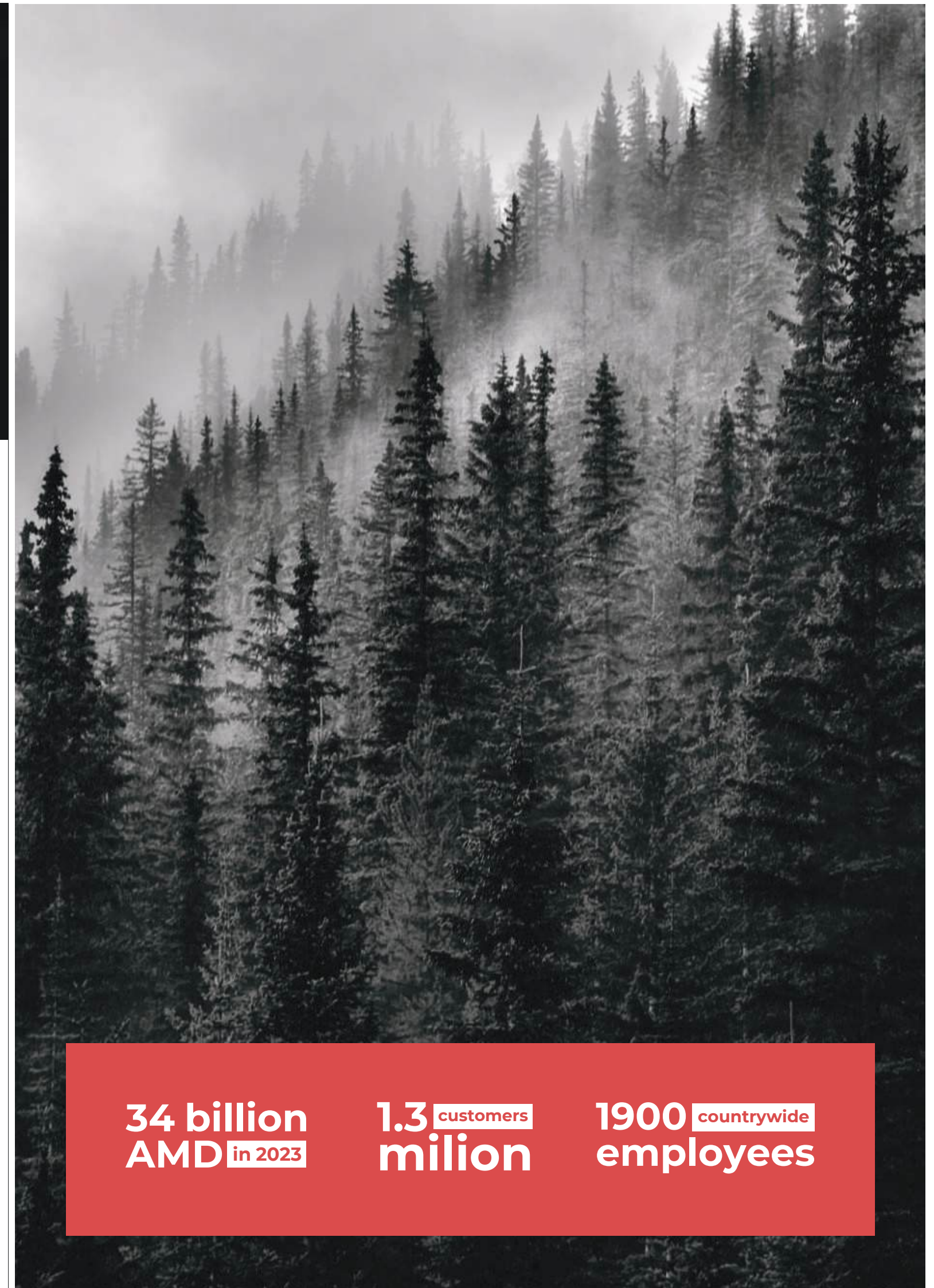
Telecom Armenia OJSC (brand name: Team Telecom Armenia) is the successor to Armenia's first telecommunications company, which has over 100 years of history. The unique combination of the rich heritage of the incumbent communication operator with cutting-edge technologies enables the Company to provide a seamless blend of experience and innovation to the customers.

Team Telecom Armenia is a leading telecommunications operator with a revenue of AMD 34 billion in 2023 and 1900 employees countrywide. The Company had a total customer base of 1.3 million as of December 31, 2023, including 1 million mobile customers and 300 thousand fixed-line customers.

The Company provides 2G (GSM), 3G (UMTS), and 4G (LTE) mobile services, fixed-line telephony, digital television services (IPTV and OTT), as well as fixed internet access via FTTH, FTTB, VDSL, and ADSL technologies.<sup>1</sup> In 2021, the Company began the construction of an exceptional Next Generation Network (NGN) in the region. With a remarkable speed of 25 Gb/s, powered by 25G-PON technology, this network represents the future of telecommunications.

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<sup>(1)</sup> **FTTH (Fiber to the Home)**: a broadband network architecture where optical fiber runs directly to individual homes. **FTTB (Fiber to the Building)**: optical fiber is installed to a building, with connections to individual units made via other technologies like Ethernet or coaxial cable. **DSL (Digital Subscriber Line)**: a family of technologies that provide internet access by transmitting digital data over traditional copper telephone lines. **VDSL (Very-high-bit-rate Digital Subscriber Line)**: a DSL technology offering faster data transmission over copper telephone lines than ADSL, but with a shorter effective range. **ADSL (Asymmetric Digital Subscriber Line)**: a type of DSL technology that allows faster download speeds than upload speeds over copper telephone lines.



34 billion  
AMD in 2023

1.3 customers  
million

1900 countrywide  
employees

# Milestones & Sustainability Focus

1.2

In October 2020, "Team" LLC acquired 100% of the shares of "VEON Armenia" CJSC. The company was rebranded to Team Telecom Armenia in November 2020. This acquisition marked the beginning of a transformative journey for the company, focusing on sustainable growth and technological advancement.

**team**<sup>TM</sup>  
TELECOM ARMENIA

Leader in regional telecommunications

That same year, the company secured crucial regulatory approvals from the Commission of Television and Radio: a network operator license in April, valid until 2031, and a license for non-linear audiovisual broadcasting in December. Additionally, Team Telecom Armenia began offering data transit services to regional telecommunications operators, facilitating seamless data transfer between Asia and Europe through its DWDM fiber optic network.

To further support Armenia's digital infrastructure, Team Telecom Armenia raised USD 45 million in May 2022 from esteemed international financial institutions, including USD 20 million from each the International Finance Corporation (IFC) and the European Bank for Reconstruction and Development (EBRD), and USD 5 million from Ameriabank. This funding fueled the company's commitment to advancing high-speed internet accessibility and fostering a vibrant digital economy in Armenia.

In June 2023, Team Telecom Armenia issued stocks through an initial public offering (IPO), inviting public participation in its growth. The funds raised are being used to expand the fiber optic NGN network, launch the 5G mobile network, and activate new international channels. By November 2023, 40 million shares worth AMD 8.24 billion (USD 20 million) were listed on the Armenian Securities Exchange, attracting around 1000 investors and enhancing corporate transparency and governance.

In 2023, the company launched the innovative Team Energy project, which intersects telecommunications, energy and sustainability, promoting the use of electric vehicles in Armenia and significantly reducing air pollution and transportation costs.

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In January 2024, the company launched the third international connectivity cable with a capacity exceeding 1Tb/s. This new cable, linking Armenia to Frankfurt through Georgia and Russia, provides an alternative route to the existing Georgia-Sofia connection and strengthens Armenia's global data exchange capacity.

These strategic initiatives underscore Team Telecom Armenia's dedication to sustainability, technological innovation, and transparency, positioning the company as a leader in regional telecommunications. The IPO and listing ensure compliance with Armenian Stock Exchange disclosure requirements, enhancing the company's sustainability profile.

Team Telecom Armenia places a strong emphasis on adopting international management standards to uphold industry excellence, foster professionalism and continuous enhancement and insure the commitment to continuously modernizing its fixed and mobile networks across the country. By investing in a powerful and flexible network infrastructure, including server and software upgrades, we ensure the rapid implementation and delivery of cutting-edge services.

# Our strategy

1.3

Team Telecom Armenia's strategy is anchored in our mission to make human interaction and work more accessible and convenient through cutting-edge digital technologies. With this mission in mind, we aspire to become the industry leader by harnessing the creative potential of Team and the boundless possibilities of technology. To actualize this vision, Team Telecom Armenia is building upon the following pillars:

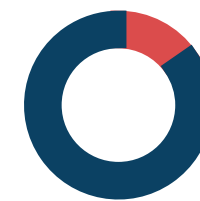


## Team Ecosystem of Connected Products and Services

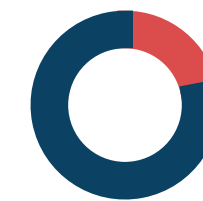
We are constructing a powerful and flexible network, server, and software infrastructure that will facilitate the rapid implementation and high-quality delivery of present and future services. We commit to continuously upgrading our communication networks and IT systems used in our daily operations. Our strategic imperative includes building the best 25 Gb/s NGN network in the region, which will drive the expansion and modernization of our fixed and mobile networks across the country. Our ambitious objective is to extend seamless connectivity to up to 500,000 households spread across Armenia, integrating them into our state-of-the-art FTTH network. These efforts will enhance the quality of services provided to individual subscribers and business customers, fostering the development of the digital economy, trade, and entrepreneurship in Armenia. Additionally, by establishing a more flexible and faster internet infrastructure, Team Telecom Armenia will strengthen its position in providing data transit services to local and regional telecommunications operators.

As of June 30, 2024, the Company's 4G mobile network covers 15.35% of Armenia's territory, 21.97% of settlements, and 74.06% of the population. To expand the 4G coverage, the company continuously upgrades its Radio Access Network (RAN) and builds new base stations. In 2023, following the acquisition of a total of 40 MHz of frequency bands through tenders for 700 MHz radio frequencies, the Company plans to introduce a 5G network in Armenia's three largest cities.

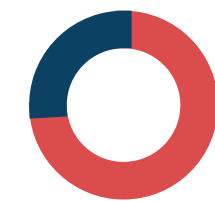
### AS OF JUNE 30, 2024, THE COMPANY'S 4G MOBILE NETWORK COVERS



**15.35%**  
of Armenia's territory



**21.97%**  
of settlements



**74.06%**  
of the population

Team Telecom Armenia continuously improves its digital platform services and aims to create an interconnected ecosystem of services that will provide the best experience for its customers. The company plans to diversify its revenue by introducing innovative services with modern solutions. Pursuing this goal, in 2023, the company became the first in Armenia's telecommunications sector to launch the innovative Team Energy project, where telecommunications, energy, and ecology intersect. This project facilitates the adoption of electric vehicles in Armenia, significantly reducing air pollution and transportation costs.

## Team Customers

As the quality and availability of fixed and mobile communication services grow, the company plans to increase its subscriber base by offering attractive convergent service packages, combining mobile services with fixed broadband internet, IPTV digital television, and fixed voice services. The company emphasizes delivering the best customer experience at all touchpoints, including users of the Team apps and services, whose growth is also a key priority in the coming years.

As a barometer of our efficacy in this endeavor, we diligently track the Net Promoter Score (NPS)<sup>2</sup>, a key metric reflecting customer sentiment. Evaluation of customer satisfaction spans diverse facets including network quality, pricing transparency, commercial propositions, and service excellence across call centers and physical shops. In the NPS survey conducted in 2023, we have not only sustained but also augmented our NPS score by 0.3 percentage points compared to the preceding period, contrasting with declining trends among competitors.

To continuously enhance our customers' experience, we are introducing new systems and processes that improve self-care capabilities and facilitate seamless interactions with our services. Our aim is to make our customers' lives easier and more comfortable by leveraging innovative technologies and tailored solutions.

(2) NPS is a performance metric indicating how likely a customer is to recommend your company to a friend or a colleague on a scale from 0 to 10. Customers on the higher end of the scale (9,10) are called promoters. Those falling in the 0-6 range are considered as detractors. The Net Promoter Score is calculated by subtracting the percentage of detractors from the percentage of promoters, yielding a score between -100 to 100.

## Team People

Collaboration and effective teamwork are essential for our success as a high-tech pioneer. We are fostering a culture of cross-functional cooperation and encourage employees to work together across departments, unlocking the full potential of our diverse talents.

Developing the leadership skills of our middle and senior managers is a top priority. We recognize the importance of effective leadership in navigating today's fast-changing business environment. To equip our management staff with the required competencies, we have launched the Middle Management Development Program (MMDP) aiming to enhance the management and leadership skills of our managers, to enable them to make informed decisions, drive organizational growth, and inspire their teams.

Our commitment to promoting cross-functional cooperation, implementing a succession plan, and developing leadership skills demonstrates our dedication to nurturing our human capital and driving Team Telecom Armenia's success in the fast-paced and dynamic telecommunications industry.



## Team Services

Our goal is to become the preferred operator for customers seeking digital platform services, offering an ecosystem of connected products for an exceptional experience. To achieve this, we will create new digital services that diversify our revenue streams and will adapt to the evolving labor market requiring new skills and knowledge.

In a pioneering step towards diversifying our service portfolio we have introduced Team Energy - a groundbreaking project converging telecommunications, technology and ecological pursuits. This initiative is aimed at advancing the adoption and accessibility of electric vehicles across Armenia, thus markedly decreasing air pollution and transportation expenses. The expansive network of Team Energy electric vehicle charging stations now spans all across the country. Through a dedicated application, users can easily locate nearby charging points, initiate charging sessions, and make payments using bank cards. Moreover, subscribers of Team Telecom Armenia can conveniently utilize their phone balance for payments.

## Team Governance

As a leading telecommunications company we acknowledge the crucial importance of effective management and operational efficiency for our continued success. Therefore, we are actively pursuing the necessary funds to support our development and expansion. After successfully completing our IPO, we have demonstrated our commitment to transparency, openness, and above all to winning the trust of our potential investors and customers, inspiring us to further leverage the capital market instruments.

Additionally, we are optimizing costs across all aspects of our operations, from infrastructure capacity utilization to supply chain management. By doing so, we aim to maintain the international industry standards of quality, information security and environmental protection while ensuring sustainable financial growth.

In 2023, the company embarked on this journey by achieving compliance certification with the ISO/IEC 27001:2013 standard. The certification was granted following a rigorous audit conducted by "CERT International" s.r.o. The audit encompassed assessments of the company's headquarters and all branches across the Republic of Armenia and scrutinizing various facets, including physical and information security processes, training, procurement, and network security management.

Looking ahead, "Telecom Armenia" OJSC is steadfast in its pursuit of highest industry standards and continuous improvement by further targeting to obtain the ISO 9001:2015 certification for quality and ISO 14001 certification for environmental management system. These endeavors underscore the company's commitment to optimizing resource utilization, adopting eco-friendly practices, and fostering a safe work environment, thereby ensuring sustainable business growth.



**ISO/IEC 27001:2013**  
**ISO 9001:2015**  
**ISO 14001**

# Strategic Investments

1.4

Since 2020, the company has made investments totaling over AMD 37 billion. These investments have primarily been financed through the company's operational cash flows and funds raised from the issuance of shares. From 2020 to 2023, the company has consistently implemented key programs at the core of its strategy. The investments made, as well as those planned for the medium term, are directed towards:

## Modernization and Expansion of the Fixed Network

The company has built high-speed FTTH (Fiber-to-the-home) network providing internet access in the administrative districts of Davtashen, Arabkir, Avan, Zeytun, and Nor Nork in Yerevan, as well as in 33 regional cities (including Hrazdan, Kapan, Armavir, Artashat, Charentsavan, etc.) and 5 villages. Network construction is also underway in Yerevan's Kentron, Shengavit, Ajapnyak districts, and several regional settlements.

Thanks to the unique NGN network built in the region, 300,000 households already have access to ultra-high-speed internet with a capacity of 25 Gbps. The cutting-edge server and subscriber equipment for this network is supplied by Nokia, a leader in the industry.

The company currently operates a primary optical network consisting of 6,374 km of fiber optic cables, 2,722 km of unique underground pipeline infrastructure, and 60,000 poles, covering the entire country. All network points are connected through a ring topology, ensuring maximum network reliability and service availability. Of the company's 886 macro stations, 729 are connected via optical channels (instead of radio links), enhancing mobile station bandwidth and improving mobile internet quality.

Between 2024 and 2026, the company plans to expand its state-of-the-art FTTH network to cover an additional 220,000 households in urban and rural communities of Armenia's regions. By the end of 2026, the implementation of the FTTH project will result in 500,000 households across nearly all settlements in Armenia having access to the ultra-high-speed NGN network with a capacity of 25 Gbps. The planned investments in this direction for 2024-2026 amount to AMD 7.7 billion.

## Acquisition of Subscriber Equipment

The company continuously acquires high-quality subscriber equipment to ensure that its infrastructure reliably meets the diverse and growing needs of its customer base. This strategic investment highlights the company's dedication to providing an exceptional connectivity experience. Depending on the challenges and services being delivered in a given area, different types of equipment are selected.

The primary subscriber equipment used by the company includes residential routers for Wi-Fi 4/5/6 technology, providing high-speed wireless internet connections and voice services. Wi-Fi extenders are also provided to subscribers to extend network coverage and enable seamless transition between Wi-Fi devices (mesh network), significantly improving the user experience. The planned investment for subscriber equipment in 2024-2026 amounts to AMD 2.6 billion.



## Construction of Transit and

## Intra-Republican Transmission Network

The DWDM transmission network, based on Huawei and Nokia equipment, supports data transmission speeds of up to 400 Gbps.

As part of the North-South data transit project, the company began building and developing a high-speed DWDM transmission network using modern Nokia solutions in 2020, alongside the previously constructed Huawei-based network.

The capacity of the communication channels has doubled annually, reaching 5.4 Tbps by July 2024. The deployed network is fully compatible and capable of providing 100G lambda services. The DWDM network also supports IP-MPLS transport and SDH networks, effectively increasing their capacity.

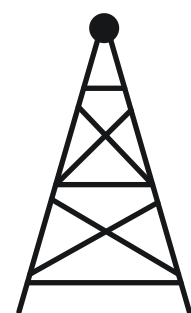
The company is the only operator in Armenia that offers high-quality voice and data transmission services using TDM technology over its SDH network. In addition to inter-station communication lines, the company provides E1 and STM 64 Kbps services using TDM technology to the Ministry of Defense (MoD) and National Security Service (NSS). To ensure the continuous operation of TDM routes (E1, STM1/4/16/64), the company is consistently replacing old SDH equipment with newer, more flexible, and capable devices.

The company plans to continue upgrading the network between 2024 and 2026, with an additional investment of AMD 240 million. New hubs have already been installed at the company's data centers in Gyumri, Talin, and Ashtarak. There are plans to install a new hub in Tashir and increase the capacity of the Vanadzor-Ptghavan communication line to enhance the capacity and reliability of international communication channels. Additional equipment will be added to the IP/MPLS network to boost capacity at data centers in Hrazdan, Yeghegnadzor, Kapan, Agarak, and Ptghavan.

## Modernization and Expansion

## of the Mobile Network

The company continuously upgrades its mobile radio access network, which now consists of 1,036 mobile stations (including 886 macro, 67 micro, and 83 pico stations), covering 98.2% of the population with 2G, 96.2% with 3G, and 74.1% with 4G technologies.



**1,036**  
mobile stations

**886** macro

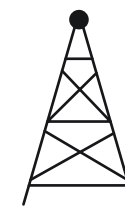
**67** micro

**83** pico

In 2023, through competitive auctions, the company acquired 40 MHz of radio frequencies in the 700 MHz band, enabling further expansion of its 4G network and the forthcoming deployment of 5G technology in the mobile networks of Armenia's three major cities.

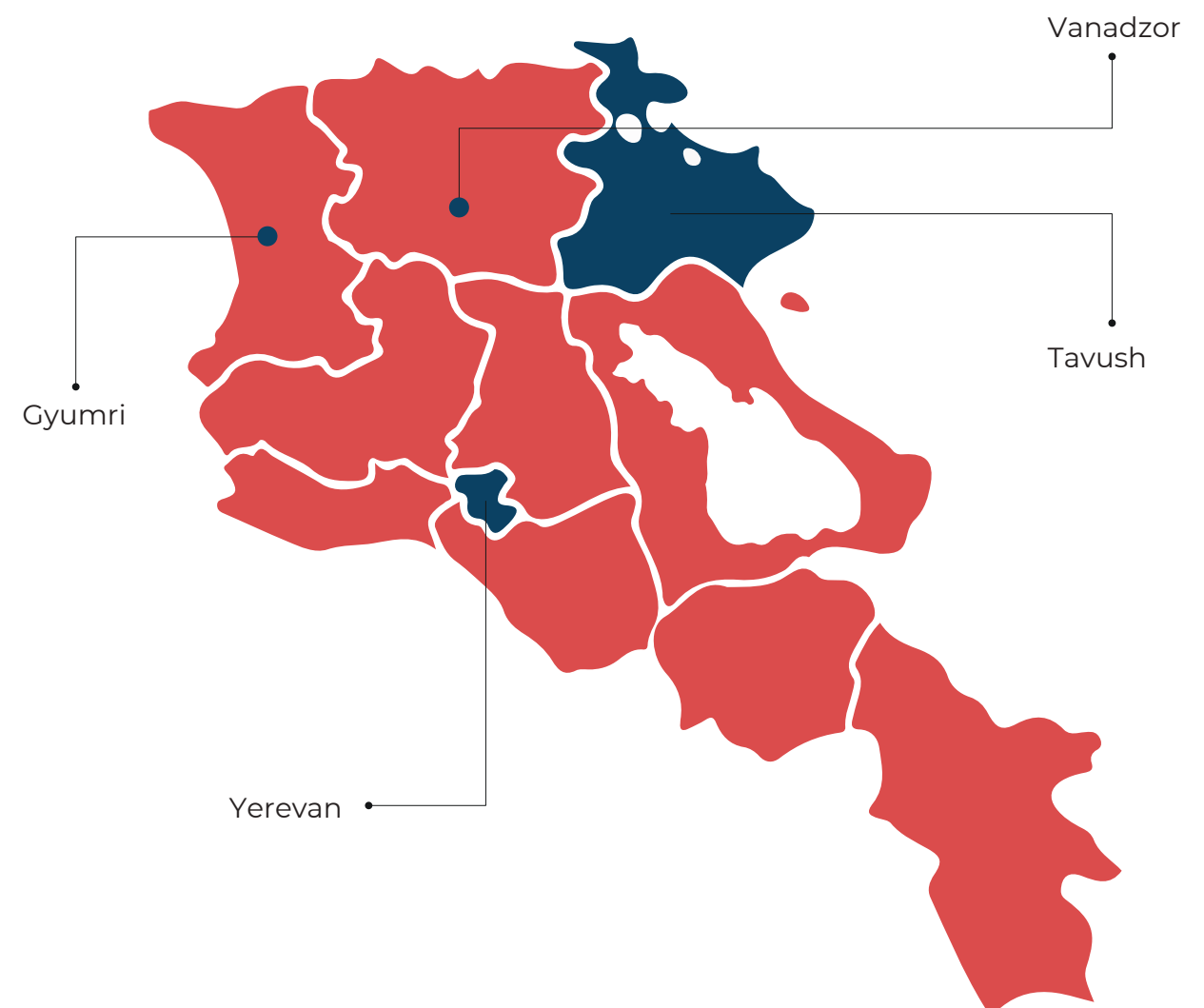
The company plans to expand 3G and 4G coverage throughout the country to provide wider access to data services. Upcoming projects include the introduction of VoLTE technology. The network modernization will include the upgrade of over 400 mobile macro stations in Yerevan and other major cities in the republic with next-generation Ericsson multi-technology equipment, supporting 2G/3G/4G/5G technologies.

Between 2024 and 2026, the company also plans to construct around 250 new mobile stations in Yerevan, Gyumri, Vanadzor, Tavush region, and other regional settlements, as well as upgrade 250 existing stations with 4G-capable equipment. The rollout of 5G stations is scheduled to begin in 2025-2026. The planned investment in mobile network development for 2024-2026 is AMD 7.4 billion.



**250**  
new mobile stations

between  
**2024-2026**



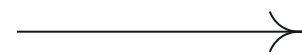
## Development of the IP Multimedia System

Alongside the expansion of its mobile network, between 2021-2023, the company implemented the EXFO Nova Explorer platform for traffic analysis, aimed at addressing subscriber complaints, identifying and analyzing network issues, visualizing and resolving problems. The old Huawei STP/MNP system was replaced with the teleSys USPS system, and new SS7 Firewall and DRA functionalities were introduced.

To ensure service continuity and reliability, ongoing maintenance and software updates were carried out on network elements currently in operation. The company is in the process of upgrading its mobile data transmission PS Core network with modern Ericsson platforms.

The ENM (Ericsson Network Management) system currently being deployed will allow for the mobile voice CS Core network's software to be updated to the highest level available today. The planned investment in this direction for 2024-2026 is AMD 2.3 billion.

**2.3 billion AMD**

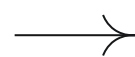


the planned investment in this direction for 2024-2026

## Development of IPTV & OTT Television Services

Between 2021-2022, to improve the quality of television services, the company implemented a new TV Headend platform developed by the French company ATEME. The software and design of the television portal were revamped, and new TV channels are continuously being added. To maintain system performance and high-quality services, additional server resources are regularly integrated into the system. The planned investment for IPTV & OTT services from 2024-2026 amounts to AMD 300 million.

**300 billion AMD**



the planned investment for IPTV & OTT services from 2024-2026 amounts

## Modernization of Data Centers and

## Technical Environment

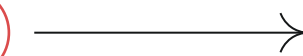
The company has an extensive network of voice transmission equipment across the country. Communication hubs are located in 91 buildings (12 large and 12 small in Yerevan, 47 in regional cities, and 20 in large villages).

There are three primary data centers in Yerevan, with the main data center hosting IP Television, cloud, and IT infrastructure, core and edge routers, and primary IP transport equipment. The other two house server equipment for the mobile network. The primary data center in Yerevan is classified as a regional Tier 3 data center.

The main IT data center, relaunched between 2022-2023, spans 469 square meters and serves the company's internal needs while also offering cloud, hosting, and co-location services.

In the coming years, new server racks will be continuously added to the data centers, along with the modernization and enhancement of uninterrupted power supply (UPS) and cooling systems. Electrical supply directions will be restructured to improve reliability, and the fire protection system will be upgraded. In regional nodes and mobile base stations, old batteries will be replaced, fixed voltage power systems will be upgraded, and problematic backup generators will be replaced. The planned investment in this area for 2024-2026 is AMD 1.2 billion.

**1.2 billion AMD**



the planned investment in this area for 2024-2026

## Modernization of the IP/MPLS Network

The company's nationwide IP/MPLS Backbone network is based on equipment from Nokia, Ericsson, Huawei, and Cisco, with all network points connected through a fully redundant ring architecture. This ensures full service availability in the event of any cable damage.

This network serves as the backbone for several services, such as: backhaul for the mobile network, IP transport for B2B subscriber services, aggregation points for B2C access networks, IP-level connections between PoPs (Points of Presence) and COs (Central Offices/Data Centers).

During 2024-2025, the network will undergo extensive upgrades with Nokia equipment to meet increasing demands for bandwidth. The project is currently underway.

Once upgraded, the network will have a total capacity of up to 216 Tbps, improve routing efficiency, ensure maximum network stability, prevent service interruptions, automate network management, and optimize resources across both IP and optical networks. Comprehensive control over router management will enhance IP network security, while also achieving maximum energy efficiency.

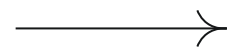


## Development of the Core and Edge IP Network

During 2021-2022, the company launched a new, high-capacity edge router (Juniper MX 2020) in Yerevan, along with new Points of Presence (PoP) in international data centers located in Sofia, Frankfurt, Moscow, and Amsterdam. During this period, the network also activated new connections, including Frankfurt-Sofia with 100 Gbps bandwidth, Yerevan-Sofia with 200 Gbps total bandwidth, and Yerevan-Moscow-Frankfurt with 100 Gbps total bandwidth.

Through new traffic exchange routes in international PoPs, the company established direct peering with major IX networks, such as DE-CIX Frankfurt, DATA-IX Moscow, MSK-IX Moscow, PITER-IX Moscow, BALKAN-IX Sofia, and BIX Sofia. New PoPs were launched in Equinix/FR5 in Frankfurt and Equinix/AM5 in Amsterdam, which are interconnected. The company plans to open a new route through Georgia and Russia to Stockholm, Sweden, and to install a new PoP at Equinix/SK1 in Stockholm. Additionally, cache engines for Google, Meta, Akamai, Cloudflare, G-Core, and Netflix have been installed in the company's data center to enhance the quality of services for local and international customers. The planned investment in this area for 2024-2026 is AMD 350 million.

**350 million AMD**



the planned investment in this area for 2024-2026

## Modernization and Development of IT Technologies

In 2023, the company began implementing a new billing system, which includes the modernization of software solutions and server infrastructure. This large-scale initiative aims to transform the company's operations by introducing state-of-the-art capabilities for managing converged services. The new system is designed to simplify the management of multiple services in one platform. The goal of this upgrade is to streamline operations, make processes smoother, and ultimately make life easier for both the company's team and its customers.

A key feature of the new system is its support for converged services, enabling the use of multiple services on a single platform. The functionality of converged services offers the following benefits:

- allows the integration of different services into one platform, simplifying the calculation of service usage and billing for subscribers, enhancing the quality of customer service.
- provides subscribers with a unified system where they can see one bill for all their services and manage everything from one interface.
- enables the quick development of flexible new offers, such as bundled services.

Overall, this functionality within the new billing system allows for more flexible and interesting service offerings, simplifies payment management and customer service, reduces costs, and increases revenue.

These investments signify our commitment to technological advancement, infrastructure expansion, and service quality improvement. We strive to meet the evolving needs of our customers and maintain our position as a leading telecommunications provider in Armenia.

# Putting ESG at the core of the strategy

1.5

As a leading telecommunications company in Armenia, Team Telecom Armenia recognizes its pivotal role in shaping a sustainable future for its communities. As the primary employer within the Armenian telecommunications sector, we understand the responsibility entrusted to us in fostering sustainable businesses that contribute positively to our society and environment. Our commitment to Environmental, Social, and Governance (ESG) principles is deeply ingrained in our strategic approach and operational practices. Our dedication to ESG excellence extends beyond mere compliance with regulations and was developed in line with international standards.

Aligned with our vision for a sustainable future, we have integrated ESG considerations into the core of our strategic initiatives and management principles collectively referred to as ESMS (Environmental & Social Management System). Since 2022 we operate with a firm commitment to adhering to rigorous international ESG standards, in addition to complying with local policies and regulations. During the strategic planning, Team Telecom Armenia not only outlined a clear roadmap to establish quantifiable sustainable objectives at the corporate level but also have diligently executed these objectives throughout 2022, driving tangible progress towards its sustainability goals. We are committed to being a catalyst for positive change, not only within our organization but also in the communities we serve and the environment we inhabit.



# Sustainability at Team

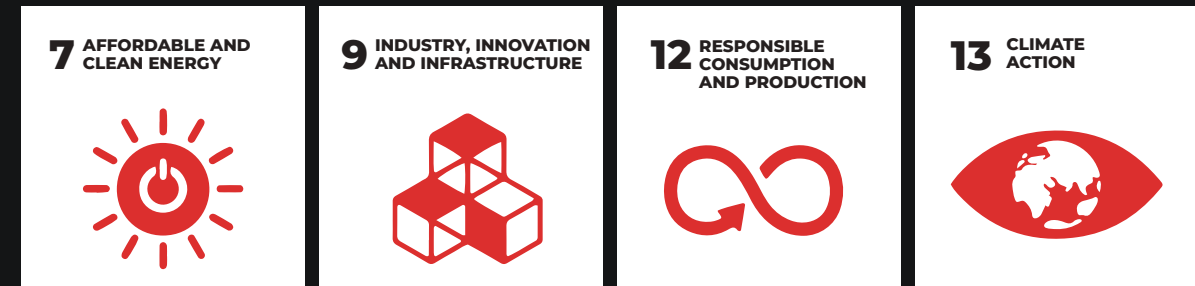
1.6.1

Throughout the journey towards sustainability, Team Telecom Armenia has made substantial strides in integrating Environmental, Social, and Governance (ESG) considerations into the core of its operations. The recognition of critical importance of identifying and managing ESG risks not only optimizes and justifies the investments into new projects but also contributes meaningfully to Armenia's sustainable development and the well-being of our stakeholders.

Within this context, throughout the year 2022, Team Telecom Armenia diligently focused on assessing and addressing its ESG risks across all its activities & operations, which has further led to the development of a comprehensive Risk register, encompassing environmental, social and occupational health and safety (OHS) risks. Furthermore, before launching any new project, a comprehensive screening procedure is being launched to identify and mitigate potential risks, ensuring responsible project implementation and further maintenance/operation. In addition, the Company mapped its business operations and the activities against the UN SDGs. At the company level, Team Telecom Armenia is committed to advancing towards the achievement of SDG 7 (ensure access to affordable, reliable, sustainable and modern energy for all), SDG 9 (industry, innovation and infrastructure), SDG 12 (responsible consumption & production) and SDG 13 (climate action).



## DIRECT IMPACT



## INDIRECT (SUPPORTIVE) IMPACT



Team Telecom Armenia is committed to minimize any potential adverse impact on the environment caused by its operations and aims to contribute to Armenia's transition towards a more sustainable and low carbon economy. For a telecommunications company located in Armenia, measuring GHG emissions becomes the first step in the fight against climate change. The below table highlights our ambition in decreasing the Company's GHG emissions for Scope 1, 2 & 3.

KPI's	Scope 1 & Scope 2		Scope 3	
Baseline (2023)	19,559.1 tCO2e		15,880.2 tCO2e	
Target (2029)	-40%	<u>11,735.4 tCO2e</u>	-40%	<u>9,528.1 tCO2e</u>

Emission reduction roadmaps at company level have been developed, and intermediate targets have been set to keep track on the progress towards reducing total Scope 1 and Scope 2 emissions by 40% by 01 November 2029, compared to the base year, 2023, and Scope 3 (Category 1 purchased goods & services) emissions by 40% by 01 November 2029.

# Sustainability Governance

1.6.2

Team Telecom Armenia's governance framework is designed to promote accountability, mitigate risks, and enhance long-term value creation for all stakeholders. By continually strengthening our policies and governance practices, we reinforce our commitment to responsible business practices and sustainable growth. At the heart of our governance structure lies a Board of Directors composed of professionals who bring a wealth of expertise and diverse perspectives to the table. The Board is tasked with overseeing the implementation of sound governance practices across the organization, ensuring that our operations adhere to the highest ethical and legal standards. In tandem with the Company's Code of Conduct and Compliance Provisions, delineating the expected behaviors and conduct standards for all personnel within our organization, Team Telecom Armenia has endorsed various policies addressing Environmental, Social, and Governance (ESG) concerns. These policies serve to enhance our integration of ESG considerations into our daily operations and new projects, ensuring a robust framework for sustainability governance is firmly established.

The sustainable development & integration of recognized certifications in the Company's strategy describes Team Telecom Armenia's commitment to sustainable finance as an integral component of responsible corporate governance, and the implementation of Environmental and Social Management System (ESMS) and procedures in connection with its commercial activities.



Under the policies of the ESMS, such as the Environmental & Social Management Plan Telecom Armenia OJSC not only tracks and monitors its own ESG data, but also commits to encourage its business partners and stakeholders to comply with environmental, health & safety and labor regulations, and maintain best practices in regards to those topics based on the updated Compliance Provisions, Business Partner Check Up Policy and Code of Conduct.

Based on this ESMS, the Company has integrated internationally recognized environmental and social risk management standards into its risk management processes, and it has committed to communicate transparently to its stakeholders regarding the Company's environmental performance.

In addition, within the ESMS, the Company has developed Sexual Harassment Prevention Policy & Equal Rights & Prevention of Discrimination Policy reflecting Team Telecom Armenia's commitment to eliminate unlawful and unfair discrimination, prevent any type of harassment in the workplace and to promote diversity in all its forms, and an updated version of Anti-Bribery and Anti-Corruption Policy, which sets out the Group's policy for preventing bribery and corruption, in line with all applicable anti-bribery and anti-corruption laws.

To ensure these policies are known and followed by their stakeholders, the Company also runs Grievance Mechanism Policy & Speak Up platform that provides the means for identifying and eliminating unethical practices within the workplace. Moreover, the policy sets forth the process to report on concerns (including anonymously) related to environmental damage and improper conduct or unethical behavior.

Furthermore, the Company's plans and policies under the ESMS include a Stakeholder Management Plan, which outlines strategies to engage and collaborate with various stakeholders, including customers, communities, government entities and other interested groups. It emphasizes the importance of building constructive relationships, understanding stakeholders' needs and concerns, and integrating their feedback into decision-making processes. This plan aims to foster trust, transparency, and mutual respect between the organization and its stakeholders.

The Child Labor Prevention Policy prohibits the employment of underage individuals and establishes mechanisms for verifying age eligibility. Furthermore, it includes measures for raising awareness, providing education, and supporting initiatives to eradicate child labor within our sphere of influence.

The Forced Labor Prevention Policy underscores our zero-tolerance stance against forced labor practices in any form while the Freedom to Join Workers Union Policy recognizes the freedom of workers to join unions and engage in collective bargaining as fundamental rights. These policies outline measures for identifying and addressing instances of forced labor, ensuring fair labor practices, and safeguarding workers' rights to association and representation.

The Occupational Health & Safety Policy outlines our commitment to providing a safe and healthy work environment for all employees, contractors, and visitors. It encompasses proactive measures for hazard identification, risk assessment, and implementation of controls to prevent accidents and occupational illnesses. Furthermore, it includes protocols for regular inspections, training programs, and emergency preparedness to ensure compliance with OHS regulations and standards.

The Community Health & Safety Policy extends our commitment to promoting health and safety beyond the workplace to the communities where we operate, as well as for our internal staff members – our own community. It encompasses initiatives to assess and address community health risks, enhance access to healthcare services, and collaborate with local stakeholders on safety awareness programs.

The Traffic Road & Safety Plan focuses on mitigating risks associated with transportation activities, both within our operations and in the communities we serve. It includes measures to improve road safety, manage traffic flow, and reduce the likelihood of accidents or incidents. Additionally, it incorporates initiatives for driver training, vehicle maintenance, and awareness campaigns to promote responsible road behavior.

And lastly, the Emergency Preparedness & Response Plan outlines procedures and protocols for effectively responding to emergencies and crises. It encompasses risk assessments, emergency response teams, communication strategies, and evacuation plans to ensure the safety and well-being of individuals and the continuity of essential operations. Additionally, it includes provisions for drills, training exercises, and continuous improvement initiatives to enhance emergency preparedness and response capabilities within the Company.



# Rationale for the Issuance

2

Team Telecom Armenia is committed to reducing its own energy consumption and carbon footprint (Scope 1 and Scope 2), as well as driving emission reductions across our entire value chain (Scope 3), both upstream and downstream, while working closely with our suppliers and customers to help them reduce their emissions.

Team Telecom Armenia views sustainability-linked bond financing as an effective way to demonstrate its sustainability goals and provide stakeholders with a means to support its climate change mitigation efforts.

By becoming an issuer of Sustainability-linked bonds (SLBs), Team Telecom Armenia intends to:

- encourage the integration of ESG issues into its daily operations,
- raise public awareness on the benefits and importance of good ESG management and climate disclosure practices,
- strengthen their position in the market as the leading sustainability-oriented company in Armenia,
- serve as an example and inspiration for other market players, by becoming the first SLB issuer in the Armenian Capital Market.

# Sustainability-Linked Bond Framework

3

The current framework presents the guiding principles to issue Sustainability-Linked Bonds. This Framework has been established in accordance with the Sustainability-Linked Bond Principles (SLBP) 2023 of the International Capital Market Association (ICMA). The SLBPs are voluntary guidelines that describe the best practices for financial instruments to incorporate future results related to sustainability, clarifying the approach to issuing SLBs and contributing to the development of the SLB market.<sup>3</sup>

Team Telecom Armenia's Sustainability-Linked Bond Framework is aligned with the five components of the SLBP:

- (1) Selection of Key Performance Indicators (KPIs)
- (2) Calibration of Sustainability Performance Targets (SPTs)
- (3) Bond Characteristics
- (4) Reporting
- (5) Verification

SLBs are any type of bond instrument for which the financial and/or structural characteristics may vary depending on whether the issuer achieves previously defined sustainability/ESG objectives. In this sense, the issuer of an SLB explicitly commits to improve (including within bond documentation), to certain sustainability outcomes that are relevant, fundamental, and material to its business within a set period. SLBs are performance-based instruments, therefore the use of proceeds are not considered a determinant in their categorization, and the use of proceeds are intended to be used for general corporate purposes.<sup>4</sup>



(3) ICMA (2020). Sustainability-Linked Bond Principles 2020.  
 (4) Ibid.

# Selection of the Key Performance Indicators (KPIs)

3.1

Team Telecom Armenia has selected two KPI's and related ambitious SPT's, with both being core, relevant and material to its business operations. The selected KPI's are presented below.

KPI 1a: Absolute Scope 1 & 2 GHG emissions (measured in tCO2e)	
KPI 1a: definition	<p><b>Scope 1:</b> Direct emissions measured in tCO2e from sources owned or controlled by Team Telecom Armenia.</p> <p><b>Scope 2:</b> Indirect emissions measured in tCO2e from the consumption of purchased electricity, heat, steam and cooling. Calculation method: GHG Protocol Accounting &amp; Reporting Standard (The "GHG Protocol")</p>
Historical data	Y2023: <b>19,559.1 tCO2e</b>
Context & materiality	<p>Republic of Armenia has committed to reducing its national GHG emissions by 40% below 1990 levels by 01 November 2030 as part of Armenia's Nationally Determined Contributions (NDC) under the Paris Agreement reflecting a strong national focus on climate action.</p> <p>Additionally, digital technologies as a whole are said to account for 3.5% of greenhouse gas emissions worldwide (GSMA 2021).</p> <p>The GSMA has established an industry-wide target for the telecommunications sector to achieve net-zero GHG emissions by 2050 as this KPI is defined by GSMA as industry specific KPI for telecommunication operators worldwide.</p> <p>Further, this KPI is material and relevant to Team Telecom Armenia because it helps to measure its own performance concerning GHG emissions. The GHG emissions are assessed every trimester and further compared to previous years taking into account the technical equipping works and expansion of projects.</p> <p>Scope 1 &amp; 2 represent 55% (based on 2023 data) of Company's total GHG emissions</p> <p>The disclosure of this KPI allows Team Telecom Armenia to (1) better understand the carbon-related risks in its portfolio (2) support de-carbonization targets and (3) promote the usage of renewables in the technical sector of Armenia's economy.</p>

Alignment with the SDGs	 7.2 By 2034, increase substantially the share of renewable energy in the global energy mix.  9.4 By 01 November 2029, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.
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Relevant Methodology and Benchmark	<p>The applied methodology is relevant and able to be benchmarked. The methodology applied by Team Telecom Armenia to measure emissions is based on the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (revised edition 2016).</p> <p>The most recent Armenian electricity conversion factors have been applied from United Nations Framework Convention on Climate Change (UNFCCC), Version 01.0 Clean Development Mechanism (CDM) – 01 March 2021<sup>5</sup></p> <p>Further emission factors have been taken from globally accepted standards and databases from agencies such as IPCC, EPA, DoE (US), Department of Energy Security and Net Zero (UK), Department of Environment Food &amp; Rural Affairs (UK), including life cycle assessment approach wherever applicable.</p>
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**KPI 1a: Absolute Scope 1, 2 GHG emissions (measured in tCO2e)**

	<p><b>Methodology</b></p> <ul style="list-style-type: none"> <li>◆ <b>Data Collection:</b> Data on emissions is collected from all Team Telecom Armenia facilities including mobile/base stations, retail shops, Automated Telephone Stations (ATS), main offices, warehouse, and vehicle park, both in Yerevan and throughout Armenia. The data is obtained through invoices and site meter readings.</li> <li>◆ <b>Exclusions:</b> Emissions from water utilities have not been included in the calculations. Team Telecom Armenia does not have any joint ventures or offshore emissions, and these are therefore not included in the reported figures.</li> <li>◆ <b>Operational Control:</b> Emissions from leased-to-other tenants' buildings are reported within Scope 2, as Team Telecom Armenia has operational control over these facilities.</li> <li>◆ <b>Retail Shops:</b> Despite 61 out of 78 retail shops being rented, Team Telecom Armenia includes the GHG emissions of all 78 retail shops in its Scope 2 calculations.</li> </ul> <p>The perimeter includes emissions from all facilities as listed above, without any joint ventures or offshore emissions included. The scope of emissions included in the baseline will be identical to that used for the Sustainability Performance Targets (SPTs)</p>
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(5) <https://cdm.unfccc.int/sunsetcms/storage/contents/stored-file-20210303100626127/ASB0038-2021.pdf>

**KPI 1b: Absolute Scope 3 GHG emissions (measured in tCO2e)**

KPI 1b definition:	<p><b>Scope 3:</b> All indirect emissions (not included in Scope 2) measured in tCO2e, that occur in the value chain, including;</p> <ul style="list-style-type: none"> <li>• upstream activities including indirect GHG emissions related to purchased or acquired goods and services, fuel and energy, involving emissions from fuel production and transport, waste generated, addressing the impact of waste disposal in their operations;</li> <li>• downstream activities including indirect GHG emissions related to sold goods, considering emissions from selling products to the customers.</li> </ul>
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Historical data	<b>Y2023:15,880.2 tCO2</b>
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Context & materiality	<p>Scope 3 emissions represent 45% (based on Y2023) of Company's total greenhouse gas emissions and the main Scope 3 items are the following subcategories: purchase of goods &amp; services (81,6% of Scope 3 emissions), fuel and energy-related activities (16.7%), waste generated in operations (0.7%) and use of sold products (1%)</p> <p>The inclusion of Scope 3 emissions in KPIs aligns with global sustainability frameworks and expectations, such as those set by the Science Based Targets initiative (SBTi), the Global Reporting Initiative (GRI), and the Carbon Disclosure Project (CDP). These frameworks increasingly emphasize the importance of addressing Scope 3 emissions due to their significant impact on global climate goals.</p> <p>Furthermore by incorporating Scope 3 reduction (Category 1 Purchased goods &amp; services) into KPIs, we will incentivize internal and external stakeholders to adopt more sustainable practices, thus amplifying their environmental impact beyond direct operations<sup>6,7</sup> as advised by GSMA ("ESG Metrics for Mobile", June 2024 issue guidance)</p> <p>The KPI will focus on reducing the Company's GHG emissions of Scope 3, Category 1 (Purchased goods &amp; services) in alignment with national commitments and industry targets<sup>8</sup>, promoting both digitalization and green transition in Armenia.</p>
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Alignment with the SDGs	 <b>12.</b> Ensure sustainable consumption and production patterns   Take urgent action to combat climate change and its impacts <b>13.1:</b> Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries
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(6) <https://www.gsma.com/solutions-and-impact/connectivity-for-good/external-affairs/wp-content/uploads/2024/06/ESG-Metrics-for-Mobile-June-2024.pdf>  
(7) <https://www.gsma.com/solutions-and-impact/connectivity-for-good/external-affairs/wp-content/uploads/2022/12/ESG-The-case-for-operators-and-their-senior-decision-makers.pdf>  
(8) [https://www.gsma.com/solutions-and-impact/connectivity-for-good/external-affairs/wp-content/uploads/2020/02/GSMA\\_IP\\_SBT-report\\_WEB-SINGLE.pdf](https://www.gsma.com/solutions-and-impact/connectivity-for-good/external-affairs/wp-content/uploads/2020/02/GSMA_IP_SBT-report_WEB-SINGLE.pdf)



Relevant Methodology and Benchmark	<p>The applied methodology is relevant and able to be benchmarked. The methodology applied by Team Telecom Armenia to measure emissions is based on the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (revised edition 2016). Scope 3 emissions from subcategories are calculated with the support of Grant Thornton Armenia and Grant Thornton India. The activity data is mostly monetary data followed by a physical data. Further emission factors have been taken from globally accepted standards and databases from agencies such as IPCC, EPA, DoE (US), Department of Energy Security and Net Zero (UK), Department of Environment Food &amp; Rural Affairs (UK), including life cycle assessment approach wherever applicable.</p>
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# Calibration of the Sustainability Performance Targets (SPTs)

3.2

The related SPT is presented below.

**Table 3. SPT 1a – Reduce absolute Scope 1&2 GHG emissions by 40% by 01 November 2029**

SPT 1a: Reduce absolute Scope 1&2 GHG emissions by 40% by 01 November 2029 compared to a 2023 baseline	
SPT 1a	Reduce Absolute Scope 1 & 2 GHG emissions by 40% by 01 November 2029 compared to a 2023 baseline.
SPT Observation Date	01 November 2029.

Baseline	<p><b>19,559.1 tCO<sub>2</sub></b> as of December 2023. Y2023 has been chosen as a base year for two major reasons:</p> <ol style="list-style-type: none"> <li>1. The year 2023 was selected as the baseline year because it represents the most recent complete calendar year for which comprehensive and accurate data is available</li> <li>2. Starting from 2023, the Company has finalized the development of all its environmental &amp; social plans &amp; procedures, and started their implementation including preparing the GHG emissions inventory</li> <li>3. The 2023 year reflects the normalization of economic activities within the Company, compared to the abnormal environment in 2020-2021 years due to COVID-19-related implications and was relatively peaceful year in terms of military accidents at Armenia - Azerbaijani border</li> </ol>
Ambition	<p>The company's SPT to reduce Scope 1 and 2 emissions by 40% by 01 November 2029 is well-aligned with Armenia's national climate objectives, supporting the country's commitment to a 40% reduction by 2030. It also meets the GSMA's focus on improving energy efficiency and reducing operational emissions.</p>
Action Plan	<p>To achieve the target Team Telecom Armenia will:</p> <ol style="list-style-type: none"> <li>1. Implement energy efficient actions on IT &amp; networks</li> <li>2. Decommission older technologies, such as phasing out outdated technologies and equipment, replacing copper cables with fiber optic to ensure more energy efficiency,</li> <li>3. Transition to an electrified vehicle fleet by increasing the number of electric cars in the car park to lower overall petrol and diesel consumption</li> <li>4. Grow utilization rate of solar energy, by installing renewable energy solutions at Company's facilities or purchasing electricity from renewable energy providers, such as hydro energy.</li> </ol>
Risks to the targets	<p>Main risks can be categorized as follows:</p> <ul style="list-style-type: none"> <li>• <b>competitive disadvantage:</b> if competitors in the telecom industry in Armenia are not pursuing similar GHG reduction targets, the company may face a competitive disadvantage. Higher operating costs associated with sustainability initiatives could impact the company's pricing competitiveness and market share,</li> <li>• <b>instability of grid electrical supply,</b> that requires the use of fossil fuel generators to keep sites operational,</li> <li>• <b>limited development of a competitive renewable energy market in Armenia:</b> limited market development might face regulatory uncertainties, which can increase risks in energy supply stability,</li> <li>• <b>adverse political, legislative and regulatory measures</b> impacting our strategy.</li> </ul> <p>Addressing these risks requires a comprehensive approach that involves collaboration with all stakeholders, including governmental agencies, careful planning and resource allocation, and a commitment to continuous improvement in sustainability performance.</p>

**Table 4. SPT 1b Reduce absolute Scope 3 GHG emissions by 40% by 01 November 2029**

SPT 1b: Reduce absolute Scope 3 GHG emissions by 40% by 01 November 2029	
SPT 1b	Reduce Absolute Scope 3 GHG emissions by 40% by 01 November 2029 compared to a 2023 baseline.
SPT Observation Date	01 November 2029.
Baseline	<b>Y2023: 15,880.tCO2e</b> as of December 2023 (Scope3)
Ambition	The SPT is coherent with the transition to a sustainable economy in Armenia and aligns with the objectives of limiting global warming well-below 2°C in line with the Paris Agreement <sup>9</sup> , and achieving climate neutrality by 2050, in accordance with the EU's Green Deal <sup>10</sup> .
Action Plan	To achieve the target Team Telecom Armenia will implement the following: <ul style="list-style-type: none"> <li><b>1.</b> Internal promotion of refurbished equipment</li> <li><b>2.</b> Reuse of decommissioned network equipment</li> <li><b>3.</b> Collection of at least 50% of devices such as routers &amp; WIFI's' when customers terminate their subscriptions</li> <li><b>4.</b> Responsible purchasing with CSR clauses included in supplier contracts</li> </ul>
Risks to the targets	Main risk is listed as follows: <p><b>Scope 3:</b> Our operation is dependent on a wide range of global suppliers. Disruption to our supply chain could mean that we are unable to execute our strategic plans, resulting in increased Scope 3 emissions.</p>

(9) United Nations (2015). Paris Agreement.

(10) European Commission (2023). A European Green Deal.

# Bond Characteristics

The financial characteristics of Telecom Armenia OSJC SLB can differ depending on whether the selected KPI reaches the predefined SPT by the Target Observation Date, which is 01 November 2029. The results of achievement or lack of achievement of the SPT will be available on or before the publication date of the Telecom Armenia OSJC Annual and Sustainability Reports, no later than 180 calendar days from the target observation date.

The Company commits to have intermediate target for Emission reduction reducing total Scope 1 and Scope 2 emissions by 20% by 01 October 2027, compared to the base year, 2023, and Scope 3 (Category 1 purchased goods & services) emissions by 20% by 01 October 2027.

If the SPT has not been achieved by the Company Observation Date, a coupon step-up of 0.25%, or an increase of the premium with equivalent amount will be payable by Telecom Armenia OSJC. In addition, a coupon step-up of 0.25%, or an increase of the premium with equivalent amount will also become payable if the performance level against the SPT cannot be calculated or reported in a satisfactory manner supported by a verification assurance statement provided by an independent auditor, or if Telecom Armenia OSJC does not publish the relevant verification assurance statement within the time limit as prescribed by the bond's final terms.

## Recalculation of Baseline

Team Telecom Armenia recognizes that certain potential events, such as significant acquisitions, divestments, mergers, changes in the regulatory environment, or changes in the methodology applied by the external verifier, force majors, annual revisions by the Company can substantially impact the calculation of the KPI and may require the restatement of the SPT, and/or adjustments of its baseline. Under such circumstances, Team Telecom Armenia may recalculate the baseline in adherence to the recalculation methodology deployed by the external and independent verifier. Any such readjustment will be communicated by Team Telecom Armenia in its annual reporting on the SPT and will be accompanied by a verification assurance statement provided by an independent auditor (as described in the verification section).

# Reporting

3.4

Team Telecom Armenia will publicly disclose on a separate section of its annual sustainability report updated information concerning the SLB, which will include:

- Updated information on the performance of the selected KPI, including baselines (where relevant).
- A verification assurance report of the SPT that describes the performance against the SPT and the related impact, and timing of the impact, on the bond's financial and/or structural characteristics.
- A qualitative and/or quantitative explanation of the contribution of the main factors behind the evolution of the KPI.
- An illustration of the positive impacts and infographics related to improved sustainable performance.
- Any additional information that allows investors to monitor the ambition of the SPT.

For purposes of the SPT, certain potential events, such as acquisitions or divestitures, including events not within our control, such as changes in the regulatory environment, can substantially impact the calculation of the KPI, and may require the restatement of the SPT and/or pro-forma adjustments of baselines or KPI scope. Any such readjustment will be disclosed as part of Company's annual reporting on the KPI.

The reporting will be published annually until bond maturity, and in case for any date/period relevant for assessing the SPT performance leads to a potential adjustment of the SLB's financial and/or structural characteristics.

# Verification

3.5

# Second Party Opinion

3.5.1

Team Telecom Armenia has engaged Morningstar Sustainalytics to provide a second party opinion (SPO) on the alignment of Framework with Sustainability-Linked Bond Principles (SLBP) administered by ICMA. The SPO will be made available on our website. We will perform additional SPO or external assurance if there are material changes to the Framework, such as, but not limited to, additional KPI(s) or SPT(s) to be included over time.

# Annual Verification

3.5.2

We will seek an independent and external verification of our performance level against each SPT for each KPI by a qualified external reviewer with relevant expertise, annually until the bond's maturity, and in any case for any date relevant for assessing the SPT performance leading to a potential adjustment of the SLB financial and/or structural characteristics, until after the last SPT trigger event of the bond has been reached.

The verification of the performance against the SPTs will be made publicly available within a specific section of the Company's annual sustainability reports.

In case of a recalculation of the KPIs, SPTs, or the baselines, any such readjustments will be accompanied by a verification assurance statement provided by an independent auditor that will also be publicly disclosed within Team Telecom Armenia's annual sustainability reports.

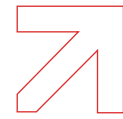
# Abbreviations



<b>OJSC</b>	Open Joint Stock Company
<b>IPO</b>	Initial Public Offering
<b>ESMS</b>	Environmental and Social Management System
<b>ESG</b>	Environmental & social governance
<b>OHS</b>	Occupational Health & Safety
<b>AMD</b>	Armenian Dram
<b>GHG</b>	Greenhouse gases
<b>ICMA</b>	International Capital Market Association
<b>SLBs</b>	Sustainability Linked Bonds
<b>SLBP</b>	Sustainability-Linked Bond Principles
<b>SPO</b>	Second Party Opinion
<b>SPTs</b>	Sustainability Performance Targets
<b>UN SDGS</b>	UN Sustainable Development Goals
<b>LLC</b>	Limited Liability Company
<b>CJSC</b>	Closed Joint Stock Company
<b>GSMA</b>	Global System for Mobile Communications
<b>tCO2</b>	tons of Carbon Dioxide
<b>IPCC</b>	Intergovernmental Panel on Climate Change
<b>EPA</b>	Environment Protection Agency
<b>DoE</b>	Department of Energy
<b>EU</b>	European Union
<b>CSR</b>	Corporate Social Responsibility
<b>SDH</b>	Synchronous Digital Hierarchy

<b>TDM</b>	Time Division Multiplexing
<b>E1</b>	ITU-T G.703 standard transmission protocol
<b>STP</b>	Signaling Transfer Point
<b>UPS</b>	Uninterruptable Power Supply
<b>MNP</b>	Mobile Number Portability
<b>SS7</b>	Signaling System Seven
<b>DRA</b>	Diameter Routing Agent
<b>PS Core</b>	Packet Core
<b>CS Core</b>	Voice Core
<b>IX network</b>	Exchange network
<b>UMTS</b>	Universal Mobile Telecommunications System
<b>LTE</b>	Long-Term Evolution
<b>FTTH</b>	Fiber to the Home
<b>IPTV</b>	Internet Protocol Television
<b>OTT</b>	Over the Top
<b>FTTB</b>	Fiber to the Building
<b>VDSL</b>	Very high-speed Digital Subscriber Line
<b>ADSL</b>	Asymmetric Digital Subscriber Line
<b>NGN</b>	Next Generation network
<b>PON</b>	Passive Optical network
<b>DWDM</b>	Dense Wavelength Division Multiplexing
<b>IP-MPLS</b>	Internet Protocol - Multiprotocol Label Switching

# Disclaimer



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