

### **ACMA**

Australian Communications and Media Authority - Commonwealth regulatory authority responsible for broadcasting, radiocommunications, telecommunications and online content, formed on 1 July 2005 from a merger of the ABA and the ACA.

### **ADSL**

Asymmetric Digital Subscriber Line is a technology for transmitting digital information at a high bandwidth on existing phone lines to homes and businesses. ADSL is asymmetric in the sense that it uses most of the channel to transmit downstream to the user and only a small part to receive information from the user. This means, high download rates and slower upload rates. Generally if you see 1.5 Mb ADSL broadband, it refers to 1.5 Mbit/s Max d/load rate. The upload rate will probably be around 256 kbit/s Max. (ADSL has a maximum download rate of 8 Mbit/s, ADSL2 is capable of up to 20 Mbit/s and ADSL2+ is rated at 24 Mbit/s maximum.)

### **ADSL2**

A new technology that extends the capability of basic ADSL in data rates up to 20Mbit downstream and 1Mbit upstream. Actual speeds may reduce depending on line quality - usually the most significant factor in line quality is the distance from the DSLAM to the customer's equipment.

### **Authentication**

The process of verifying a user's identity. It generally involves providing a unique username and password to identify oneself in order to gain access to something.

### **Bandwidth**

The measured amount of data that can be transmitted over a network in a fixed period of time.

### **Browser**

A software application used to navigate the numerous webpages available on the World Wide Web. Internet Explorer, Mozilla Firefox and Opera are examples of free internet browsers.

### **Cookies**

Small text files installed on your computer when you browse certain web sites. Cookies are used to store information about a user's browsing activity, and are often used by sites that allow users to "personalise" their service.

### **Dialup**

A method of connection to the internet using existing copper phone lines using a modem on the client's end to send information at a slow speed, normally reaching maximum speed at about 56 kbit/s. This technology uses the voice spectrum of the telephone lines to transmit data using a system of sounds that only the receiving modem or ISP understand.

### **Domain**

The address of a website, expressed in words.

### **DNS**

A database system which stores both the domain name and IP addresses of Internet computers. When you specify a domain name in your browser, it will access a DNS database to find the corresponding IP address then establish a connection to the site.

### **Download**

The process of transferring data from an Internet computer to your computer.

### **DSLAM**

Digital Subscriber Line Access Multiplexer is a network device, located in the telephony exchanges of the service providers, that connects multiple customer ADSLs to a high-speed internet backbone line using multiplexing techniques.

### **Email**

The process of sending messages from one computer to another via a computer network.

### **Firewall**

A security mechanism that protects a computer or network from unauthorised access.

### **HTML**

HyperText Markup Language, the coding language used to create hypertext documents for the World Wide Web. In HTML, a block of text can be surrounded with tags that indicate how it should appear (for example, in bold face or italics). Also, in HTML a word, a block of text, or an image can be linked to another file on the Web. HTML files are viewed with a World Wide Web browser.

### **HTTP**

Hypertext Transfer Protocol - The protocol that regulates how the contents of a website (including files and images) are transferred across the Internet.

### **PHP**

PHP Hypertext Preprocessor, the coding language to create interactive web pages.

### **Prioritization**

A system where different types of usage are dynamically assigned appropriate priorities, based on our clearly defined and published network management rules.

### **Shaping**

A means to control the volume of traffic being sent to and from a connection in a specified period of time. If your connection is "shaped", then you have exceeded your monthly data limit, and your connection bandwidth is restricted to 72 kbps until your shaping date rolls around.

### **TIO - Telecommunications Industry Ombudsman**

Industry-funded independent dispute resolution service for consumers who are unable to resolve individual complaints with their carriers and carriage service providers.

### **VoIP**

VoIP is a general term for a family of transmission technologies for delivery of voice communications over the Internet. Voice-over-IP systems carry telephony speech as digital audio.

### **Websites**

A collection of Web pages, images, videos or other digital assets that is hosted on one or more web servers, usually accessible via the Internet.

### **www**

World Wide Web.