Term glossary for ICT-H

A

Internet access

Means by which an individual or human group connects to the Internet communication network. This may be carried out via any type of digital or analogue line, and using any type of equipment (personal computer, laptop computer, PDA, mobile telephone, etc.).

Electronic administration

Application of advanced information and telecommunications technologies to Public Administration processes, among others, and in a specific place, online transactions with citizens and companies, completion and mailing of official forms, for example, the "income tax" forms.

Types of citizen participation in public life carried out using information and telecommunications technologies. Examples: forums open to citizen participation, and in which citizens and their political representatives are involved, and even online voting.

ADSL.- See *ADSL line.*

Electronic organiser.- See *PDA*

Amazon Cloud Drive

File hosting service launched by *Amazon* in 2011.

Amazon Cloud Player

Music playback service offered by *Amazon Cloud Drive.*

Parabolic antenna

This is the device used to receive the aerial signal sent from a satellite. It may be fixed or mobile, and it enables seeing the signal both individually and as a group. This system allows for seeing Digital +, foreign broadcasters and domestic broadcasters received by satellite.

Antispyware

Different types of programs that allow for defence against spyware programs.

Antispam

Set of methods used to prevent "junk mail" (See *Spam*)

Antispyware.- See *Antispyware.*

Antivirus

Computer program that detects and eliminates the presence of other programs that have been installed without user consent, and which are

designed to destroy the software installed in the computer. These may be applications executed at a given moment, or they may function permanently (sentinels).

Wage earner

Person who works for a public or private businessperson, and who in return receives a salary, wage, commission, gratification or any other type of remuneration in cash or in kind.

Authentication.- See *Authentication.*

Authentication

Verification of the identity of a person or process, in order to access a resource or to be able to carry out a given activity. This is also applied to the verification of identity of origin of a message.

B

Electronic banking

This refers to the action of intercommunication by a bank client with her/his bank, surfing the Internet. Regarding the definition used in the Questionnaire, see the indications on question 30 in the text from this Manual

Broadband

This is used, in a network, to indicate that a large amount of data may be transmitted for a given period of time (Eurostat currently indicates speeds greater than or equal to 144 kbps). This concept currently refers to the following types of connection: 3G (UMTS), 3,5G (HSDPA), HSUPA (for mobile telephony), ADSL, cable network and other broadband connections (via satellite, etc.).

Narrowband

Type of connection in which the data is transmitted at slower speeds than with a broadband connection. Examples of these forms of connection are those carried out using a conventional landline (via modem), RDSI, GPRS, etc.

Blog

A **blog or weblog**, or in Spanish, a *bitácora*, is a website that is periodically updated, that chronologically collects texts or articles from one or more authors, with the most recent appearing first, and where the author always preserves the freedom to publish what s/he believes to be pertinent. The term *blog* is derived from the words *web* and *log* ("log" in English = *diary*).

Bluetooth

Specification for short range, low cost and small format radio links, bewteen laptop computers, mobile telephones or any other mobil device.

Blu-ray.

This is a new-generation optical disc format measuring 12 cm in diameter (the same as the CD and the DVD) for high-definition video and high-density data storage 5 times better than the DVD.

Spam, unsolicited mail.- See *Spam.*

To browse or search for information regarding goods and services via the Internet

Surfing the Internet, whose objective is to locate significant information regarding some product or service.

C

Cable.- See *Cable network*

Stereo system

Electronic equipment generally comprising different components that allows listening to different sound types and formats, such as radio (receiver), compact discs (CD), magnetic tapes (audiotapes), vinyl records (plate, phono), multimedia equipment (laserdisk, DVD, television), etc., all connected usinkg a central unit (amplifier, prior re-amplifier, power stages, etc.) and whose sound is heard through loudspeakers (speakers, boxes).

CD

The **compact disc** (popularly known as **CD**, from the English *Compact Disc*), is an optical digial support used to store any type of information (audio, video, documents and other data). By extension, in Spanish this name (CD) is also applied to the device used to play this support, while in English it is called a CD player.

CD-Rom

From the English *Compact Disc - Read Only Memory*, this is a CD in which the only possibility is to reproduce the recorded content (it does not allow for new recordings).

Cell phone.- See *Mobile phone*.

Electronic or digital certificate

An **electronic certificate** is a digital document through which a trustworthy third party (a certification authority) guarantees the link between the itentity of a subject or entity and its public password.

Chats, Conversations or Forums

Simultaneous communication, between two or more persons using the Internet, which allows for two persons who are connected to computers, located in two different locations, to communicate in writing via the Internet in real time. Until recent years, it was only possible to have written

"conversations", but technological advances now enable audio and video conversations.

CheckDialer

Programme for the Windows systems that monitors teh connections made through a modem.

Its objective is to detect the telephone number dialed on attempting a connection, and to compare it with a list of prohibited numbers (Black List). If the number dialed coincides with any pattern from the Black List, the program will notify the user and stop the dialing before it is complete, as this intercepts the communication between Windows and the modem.

Another option, which is even more restrictive and secure, consists of configuring a list of permitted numbers (White List), in such a way that CheckDialer only allows a connection with these numbers, and rejects all others.

Internet café

Public place with Internet access terminals where the Internet may be accessed, generally with an economic cost based on time. Cafeteria and/or catering services are usually also offered, as well as other telematic services, such as fax, mail, printer, etc.

Encryption

Encryption is the processing of a set of data, contents or other, in a package, for the purpose of preventing anyone except the intended recipient from reading it. There are many types of data encryption, constituting the basis for security in the network. The best known type is PGP.

Content encryption.- See *Encryption.*

Access key.- See *User identification* and *Password.*

Electronic commerce (online purchases)

Commercial exchange of goods and services carried out using Information and Communications Technologies, customarily with the support of standardised online platforms and protocols. From the household perspective, in general, this includes all purchases, reservations and orders made by any means (desktop computers, laptop computers, hand-held computers, mobile phones, etc.), whether carried out personally or accompanied by other persons. The questionnaire only considers those purchases made for particular reasons.

Compact Disc.- See *CD*

Purchase of shares or securities, insurance or other financial services

Online purchase, reservation or subscription of any financial, stock or electronic banking product, such as shares, securities, insurance, stock advisory and management, asset management, etc.

Online purchases of products and services

Online purchase, reservation or subscription of any material or immaterial product carried out using the support of standardised online platforms and protocols. This includes all purchases, reservations and orders made by any means (desktop computers, laptop computers, hand-held computers, mobile phones, etc.), and from anywhere, whether carried out personally or accompanied by other persons.

Virtual community

Group whose links, interactions and relations take place in a virtual space, such as the Internet, rather than in a physical space.

Internet connection.- See *Internet access*

LAN connection

This consists of the Internet connection using a local area network.

Digital mobile connection

This is the connection made between a mobile phone and a computer for Internet access.

PLC connection

(Power Line Communication) Connection to the Internet, which is carried out using power lines via an encoding device.

Password.- See *User identification* and *Password.*

Parental control

This refers to certain functions of a given device or software that enable parents to filter or apply restrictions on the device or personal computer in case of software.

Parent control.- See *Parental control*

Conversations, Chats or Forums

Simultaneous communication, between two or more persons using the Internet, which allows for two persons who are connected to computers, located in two different locations, to communicate in writing via the Internet in real time. Until recent years, it was only possible to have written "conversations", but technological advances now enable audio and video conversations.

Junk mail.- See *Spam.*

Electronic mail (email)

An Internet-based messenger service, through which a computer may exchange messages with other computers (or groups of users) via the Internet. Electronic mail is one of the most popular Internet uses.

Unsolicited electronic mail

Massive, indiscriminate and unsolicited mailing of advertising using electronic mail. See *Spam.*

Firewall

This is a part of a system or network that is designed to block unauthorised access, at the same time that it allows authorised communications. This is a devise or set of devices configured to permit, limit, encrypt, decipher, the traffic between the different areas, over the base of a set of criteria.

Cryptography

This is a term derived from the Greek "kruptos", hidden, which according to the academic dictionary, means "Art of writing with a secret code or in an enigmatic way". Any procedure that enables an emittor to hide the content of a message in such a way that only persons who have a given key can read it after deciphering it, is crytographic.

Computer course

Any type of course that is related to computer use, and carried out both in the classroom and via self-study or other follow-up means.

D

Decoder

Electronic equipment that the consumer must instal at home in order to be able to view, on the television, those television services whose signal is encoded.

Download official forms

Copy, from a place online to a computer, forms that are available to carry out any administrative paperwork for the Administration at any level; local or municipal council, Autonomous Community, State, administration institutions, etc.

See also *Electronic administration.*

Download programs

This is the action of copying computer software on a computer from the Internet communication network.

Decoder.- See *Decoder*

Temporarily away

A person who, having resided in a dwelling, and without having left it permanently, is currently not there, due to work, studies, travel, holidays, illness, etc.

Compact disc.- See *CD*

Hand-held devices

For the purposes of the Survey, this includes those small-sized devices that, without being laptop computers, enable Internet access. Specifically: mobile phones, PDAs, mp3/mp4 players, electronic books (e-book), portable videogame consoles, etc.

Dropbox

Dropbox is a cross-platform file cloud hosting service, operated by *Dropbox* company. This service lets the users store and sync files, both online and between computers, as well as share files and folders with other people.

DSL (Digital Subscriber Line)

Generic name of the technology family that offers broadband via the conventional copper pair initially set up for telephone service. ADSL is the type that is currently operating. See *ADSL*.

DVD (Digital Video-Disk or Digital Versatile Disk)

Physical support that permits the storage of films and video in digital format, with high quatliy and multiple sound channels. In Spanish, both the physical support and the device used to play it are known as DVD, while in English the device is called a DVD player.

E

E-book.- See *Electronic book*

Regulated education

This refers to the education that is taught within the regulated education system managed by the responsible administrative authorities, such as the Ministry of Education, Culture and Sport, the Ministry of Labour and Social Affairs, the Autonomous Community Councils on Education and Labour and Universities, which convalidad the academic qualificiation attained upon completing said education, so that it is valid throughout Spain.

Businessperson

All those persons who manage their own companies or who carry out freelance (self-employed) work in a liberal profession, trade, industry or commerce, with or without dependent wage earners (employees).

Encryption.- See *Encryption.*

Send filled-in forms

Surfing the Internet, whose objective is the transmission of filled-in forms to an Administration institutions, serving to complete the performance of some administrative paperwork for the Administration at any level; local or municipal council, Autonomous Community, State, Administration institution, etc.

Electronic equipment

Any electronic devide that is not included in computer material, such as radios, cameras, video cameras, programmers, measuring equipment, weather stations, stereos, etc.

High Fidelity Equipment.- See *Stereo System.*

Hi-Fi equipment.- See *Stereo System.*

Spy.- See *Spy program*

F

Fax

Electronic equipment that enables sending and receiving images in paper format using a basic telephone line.

Facebook

This is a social network-type website (one of the most visited in the world). It was inicially only for university students, but as of 2006, it expanded to any person with email.

Fibre optic cable

A device that conducts light, by the reflection of light in the interior of glass strands. In fibre optics, the signal does not mitigate as in copper, since the fibres do not lose information due to the refraction or dispersion of the light, thus achieving good performance (in copper, however, the signals are mitigated, due to the resistance of the material to propagate greater electromagnetic waves). Moreover, it is possible to emit several different signals at the same time, with different frequencies to distinguish them, which in telephony is known as unifying or multiplexing different electrical conversations. Fibre optics can also be used to transmit light directly.

Internet content filter

Option that electronic mail applications usually offer, by virtue of which certain selection actions are automatically caried out on the incoming or outgoing messages (for example, copying a recipient or transferring a folder, eliminating, etc.) depending on the content of one or more fields or zones of said messages (*Subject:, From:, To:,* body of the message, etc.). It is very useful when wants to stop receiving mail sent from a specific, particularly bothersome person, or from an address from which unsolicited or unwelcome messages are sent. The best-known option is OPTENET, though it is also possible to carry out this type of filtering with INTERNET EXPLORER.

Firewall-. See *Firewall.*

Electronic signature

Set of data on electronic format, consigned with others or associated with them, that may be used as a means of identifying the signee.

Flickr

Free website that let us store, classify, search, send and share photos and videos online. Its popularity is mainly due to its capacity to manage pictures with different tools that make possible to tag the pictures and see and comment other users' pictures.

Forums, Conversations or Chats

Simultaneous communication, between two or more persons using the Internet, which allows for two persons who are connected to computers, located in two different locations, to communicate in writing via the Internet in real time. Until recent years, it was only possible to have written "conversations", but technological advances now enable audio and video conversations.

Electronic form

Administrative form accessible via the Internet.

G

Google

Google Inc is an American multinational company which specializes in products and services related to the Internet, software, electronic devices and other technologies. The flagship Google product is the Google internet search engine content.

Google Docs

Officially called *Google Docs & Spreadsheets* is a free web-based program for creating online documents, with tools for collaborative workgroups. It includes, among others, a word processor, a spreadsheet programme and a basic presentation manager.

Google Drive

It is a file cloud hosting service introduced by *Google* in 2012.

Google Play Music

It is both a music files cloud storage and sync service and online music shop launched by Google in 2011 as part of Google Play.

GPRS (General Packet Radio Service)

Mobile telephony communication service based on the transmission of packages enabling the Internet connection. This is technology for the transmission between to GSM and UMTS systems, occasionally known as G2.5

GPS (Global Positioning System)

This is a system for global navigation by satellite, which permits determining the location or position of an object, a person or a vehicle anywhere in the world, with great precision.

Computer worm

Virus sub-class This is malware with the property of being able to duplicate itself. Unlike a virus, a worm does not need to alter program archives, but rather resides in the memory.

GSM (Global System for Mobile Communications).- See *G2*

G1 or 1G

This is the abbreviation referssing to first-generation mobile telephony. These telephones used analogue technology, and they were launched in the 1980s.

G2 or 2G

Abbreviation representing the second generation of mobile telephony. 2G mobile telephony is not strictly a standard or protocol, but rather, it is a means of signalling the change in mobile telephony protocols from analogue to digital. GSM is the most representative of these protocols

G2.5/G2.75 or 2.5G/2.75G

As such, there is no standard or technology that can be called 2.5G or 2.75G, but some 2G mobile telephones are customarily called such, when theyinclude some of the improvements and technologies of the 3G standard, such as the case of GPRS or EDGE. This enables an Internet connection.

G3 or 3G

This is the so-called third generation of mobile telephony. UMTS is the standard used in Europe and Japan. This enables a broadband Internet connection.

G3.5 or 3.5G

This is the optimisation of the UMTS/WCDMA spectral technology. It represents the evolution of the third generation of mobile technology (3G), and is also known as HSDPA.

G3.75 or 3.75G or 3.5G Plus

This is an evolution of HSDPA. It is called HSUPA (High-Speed Uplink Packet Access), and it is a data access protocol for mobile telephony networks with a high upload transfer rate (up to 7.2 Mbit/s).

G4 or 4G

These are the initials of the fourth generaiton of mobile telephony technologies. The WWRF (Wireless World Research Forum) defines 4G as a network that workers in Internet technology, combining it with other uses and technologies, such as Wi-Fi and WiMAX. 4G is not a defined technology or standard, but rather a collection of technologies and protocols to enable the maximum performance of processing with the cheapest wireless network. The IEEE has not yet make a statement designating 4G as "beyond 3G".

H

Hacker

A person who can cause security problems in a computer, through another computer elsewhere, by introducing illegal software.

Hand-Held Personal Computer

Small-sized computer, typically half the size of a sheet of paper, which enables an Internet connection, among other tasks that are typical of a personal computer.

HHPC.- See *Hand-Held Personal Computer*

Hotspot

Wireless access points, which define coverage zones in which the Internet may be accessed via some sort of wireless technology, such as Wi-Fi or Bluetooth, only if adequate WLAN equipment is available (devices and cards).

HSDPA (High-Speed Downlink Packet Access).- See *G3.5*

HSPA (High-Speed Packet Access)

Combination of technologies that are subsequent to the 3rd general of mobile telephony (3G), such as 3.5G or HSDPA and 3.5G Plus, 3.75G or HSUPA. Theoretically, it admits speeds of up to 14.4 Mb/s for downloads and up to 2 Mb/s for uploads, depending on the net state or saturation and its implementation.

HSUPA (High-Speed Uplink Packet Access).- See *G3.75*

I

ICloud

Cloud storage system launched by *Apple Inc.* in 2011.

User identification

This is carried out through an access key, which is a combination of letters, numbers and signs that must be typed in order to obtain access to a program or parts of a given program, a terminal or personal computer, a point in the network, etc. Oftentimes the English work (passwork) is used to refer to the access key.

Internet

Decentralised set of interconnected communication networks that use the TCP/IP protocol family, guaranteeing that the heterogeneous physical networks comprising it work as a single logical worldwide network. It originated in 1969, when the first computer connection, ARPANET, was made between three universities in California, and one in Utah, in the United States of America.

Internet café (Cibercafé)

Public place with Internet access terminals where the Internet may be accessed, generally with an economic cost based on time. Cafeteria and/or catering services are usually also offered, as well as other telematic services, such as fax, mail, printer, etc.

iPad

Trade name of a PC table developed by Apple Inc. For the purposes of the Survey, this is considered within the "Laptop computer" category.

iPhone

Trade name of an "intelligent telephone" (*smartphone*) multimedia with an Internet connection, tactile screen (with multitactile technology) and a minimalist hardware interface, developed by Apple Inc. According to the criteria followed, the Survey considers this to be a "Mobile telephone (broadband)".

iPod

Framework of portable multimedia players that are designed and commercialised by Apple Inc. (iPod Classic, iPod Touch, iPod Mini, iPod Nano, iPod Shuffle, etc.). For the purposes of the Survey, they are considered to be "mp3 or mp4 players"

IRC (Internet Relay Chat)

Interactive Internet Chat. Worldwide protocol for simultaneous conversations *(party line)* that enables several persons communicating amongst themselves in writing, via the computer, in real time. The IRC service is structured via a network of servers, each of which accepts client program connections, one per user.

ISDN *(See RDSI Line)*

J

Online games

Recreation of processes that occur in real life, via the construction of models that arise from teh development of certain specific applications. Simulation programs are very widespread, and have various capacities, from simple computer games to powerful applications that permit industrial experimentation without the need for large, onerous structures; atypical case of the latter would be the recreation of a wind tunnel in aeronautics.

JW Player

It is a free software media player.

K

Key

See also *User identification* and *Password*. Code or password to be able to access a system, a part of it or an application.

L

LAN (Local Area Network)

Data communication system that enables a certain number of devices to communicate amongst themselves directly, in a reduced geographical area, using moderate- or high-speed physical communication channels.

Laptop.- See *Laptop computer*

Laserdisk (LD)

Audiovisual playing device used with a disk similar to a DVD. In Spanish the term refers to both the player and the means of reading, while in English, the player is known as a Laserdisk player or projector. This is a two-sided digital disk that plays digital audio and video. It is known as a home laser video projector. During its existence, the format has also been known as LV (LaserVision) and CDV (Compact Disk Video). Players are sometimes called VDPs (Video Disk Players or MDPs).

LCD

This is the English acronym for **Liquid Crystal Display**. This is an electir system for data presentation, comprising 2 transparent conducting layers, and a special crystaline material in the middle (liquid crystal) that has the ability to orient light moving through it.

Electronic book reader (e-reader)

Electronic device that allows for reproducing the contents of electronic books, with a paper-like reading quality, thanks to electronic ink technology. On the market, there is great confusion between the term *e-reader* (device that acts as reading support) and the term *e-book* (digital content or electronic book), in many cases using the latter to designate the reading support.

Electronic book (e-book)

Book en digital format, which in some cakes, requires specific programs for reading. It usually takes advantage of the hypertext, hyperlink and multimedia possibilities, and it may or may not be available online.

ADSL line (Asymmetric Digital Subscriber Line)

xDSL-type transmission technology. This consists of a high-speed digital line supported in the symmetrical copper pair carrying the conventional telephone line or hired line. This is currently the most commonly used, and it is called "asymmetric" because it allows a higher speed in data reception by

the users than in data emission by them. Among the xDSL Digital Subscriber Lines, there are several modalities, such as ADSL, HDSL and RADSL.

RDSI line (Integrated Services Digital Network)

Transmission technology that combines voice and digital services through the network in a single medium, making it possible to offer clients digital data services as well as voice connections through a single "cable", with a maximum transmission speed of 128 Kbps (band up to 5 times faster than the speed reached by a conventional analogue modem). In English, this is known as ISDN.

Conventional telephone line

Voice communication line transmitted by the traditional copper pair. See also *Basic Telephone Network.*

Linkedin

This is a business-related website, which was founded in December 2002, and launched in May 2003 (comparable to a social network service), mainly for a professional network. More than 70 million professionals use LinkedIn to exchange information, ideas and opportunities

Key.- See *User identification* and *Password.*

LTE

Standing for **Long Term Evolution**, it is a mobile communications standard developed by 3GPP, the association that developed and maintains GSM and UMTS. The radio interface (physic level) of the LTE system is something new, so as LTE is a new generation as compared to UMTS (third generation or 3G) or GSM (second generation or 2G). Nevertheless, the ITU (International Telecommunication Union) does not think that the LTE which is being deployed around the world nowadays is 4G; thus, it is said that LTE is 3.9G or "almost-4G". Nowadays, the only two technologies approved as standard 4G by the ITU are LTE-Advanced and WiMAX 2. The are the successors of LTE and WiMAX.

M

Malware

Malicious software, badware.

Computer material

Computer equipment and its peripheral components, such as screens, keyboards, memory units, printers, mouse devices, scanners, DVD, CD or video players or recorders, etc.

Internet communication media

Surfing the Internet, whose objective is to locate and use significatn information regarding communication media, such as reading digital and

electronic newspapers and magazines, listening to the radio, watching television, etc.

Instant messaging

This is understood to be communication in real time, between two persons, on the basis of written texts. Compared with traditional email, it is possible to ascertain whether the person(s) we are contacting are "online", thereby making communication easier and more efficient.

Illegal or offensive messages or files

Indiscriminate and massive propaganda carried out via email, and which may include contents that break current regulations or that constitute an offense to the sensitivity, beliefs or values of the person or organisation that receives it.

Messages to mobile phones (texting)

Mobile telephony communication techynology that allows mobile telephone users to send text messages to other mobile telephone terminals (known as SMS or text messages). These messages may include images or photographs (known as MMS or multimedia messages).

Messenger (MSN Messenger)

Instant messagine program for Windows systems.

Microsoft Office 365

Office 365 is a cloud communication and collaboration solution, offered by Microsoft.

Mini-laptop.- See *Netbook*

MMS.- See *Multimedia Message Service.*

Modem

Modem is an acronym for MOdulator-DEModulator; this is a device that transforms the digital signals from the computer into an analogue telephone signal, and viceversa, which allows the computer to transmit and receive information using the telephone line or cable line. There are basically two types of modem:

- External: they are easy to transport, and in addition, their status is more visible through their lights (marking on/offline, transmitting, etc.). External modems may be classified according to their type of connection: PC Card Modem (for laptops), USB Modem (connected to a USB port), Series Port Modem (connected to a computer series port).

- Internal: expansion cards (connected to the motherboard) on which the different components comprising the modem are placed. Internal modems may be classified according to their type of connection: ISA Modem, PCI Modem, AMR Modem.

USB Modem.- See *modem*.

Mobile.- See *Mobile phone*.

mp3

Digital audio player. Device that stores, organises and plays digital audio files. They are known as such due to the ubiquity of the .mp3 format, but they often play other file formats.

mp4

Digital multimedia player. Device that stores, organises and plays digital video, audio and image files. Digital multimedia players play different audio and video formats, depending on the manufacturer, and not necessarily .mp4 format.

Multimedia Message Service (MMS)

Mobile telephone communication technology that allows mobile telephone users to take images and then send them to another mobile telephone terminal or processor through email. These messages may include images, graphics, voice and audio sequences, and in the near future, they will also allow for sending videos.

N

Browsing (surfing)

Searching and consulting information on the Internet service, based on the hypertext, performed in an unstructured way (that is, the objective of the browsing may change at any moment, according to the internaut's whim).

Surfing the Internet

Moving around websites using hypertext for the search and consultation of information on the www service.

Netbook

A netbook is a sub-laptop, that is, a low-cost and physically smaller laptop computer catgory, which provides greater mobility and independence. This is mainly used to surf the Internet and carry out basic functions, such as text and spreadsheet processing. It is also known as a *mini-laptop.* The Questionnaire will include this in the *Laptop computer category.*

O

Online

From the English, "on line". Connected.

Pocket computer (Pocket PC).- See *Palmtop* and *PDA*

Hand-held computer.- See *Pocket computer*

Personal computer

Desk-sized electronic machine for computation, which is capable of processing information, following instructions stored in programs. This is also known as a computer.

Laptop computer

Small-medium-sized computer, which may be transported as a briefcase and sat on the user's lap. It comprises a liquid screen, integrated keyboard and connected mouse. This includes mini-laptops and netbooks.

Desktop computer

Large-sized electronic machine for computation, which is capable of processing information, following instructions stored in programs, and which it is necessary to place somewhere to be used. This is also called a PC (Personal Computer). It usually comprises a screen, a keyboard and a central unit, all separate.

P

Website

File in HTML format that may be viewed from anywhere via the Internet. This site resides in a different and separate server in the space of the search place(s).

Palmtop

Small-sized computer, somewhat larger than a pack of cigarettes, which may be held in the palm of the hand (palm) and which permits an Internet connection, among other functions. This is generally identified with PDAs.

Flat-screen

Television monitor that includes LCD or plasma technologies, as comapred with the traditional cathode ray tube (CRT)

Password

Code or password for a user to be able to access a system, a part of a system or an application. This is used to identify and give access to persons with certain permits. It is frequently used in networks.

PayPal

PayPal is an American company belonging to the Internet commerce sector, enabling the transfer of money between users who have email, an alternative to the traditional paper method with cheques or money orders. PayPal also processes payments in e-commerce and other web services.

PC (Personal Computer)

Desktop personal computer, with a screen, keyboard and central unit, all usually separate. This includes screens without a CPU, such as AOL screens.

PDA (Personal Digital Assistant)

Small-sized computer whose main function was initially that of maintaining an electronic organiser, though it is increasingly confused with hand-held computers and palm computers (palm top), and it is becoming integrated with other devices, such as mobile telephones. It is also known as a pocket computer (pocket PC).

Peer-to-peer (P2P)

A computer network amongst peers (in English, peer-to-peer is translated as pair to pair or point to point, and better known as P2P) refers to a nework that does not have fixed clients or servers, but rather a series of nodes that behave simultaneously as clients and as servers, with regard to the remaining nodes in the network. It is a way of sharing files in a way that is similar to doing so by email or messages.

Pharming

Pharming is the use of a weakness in the software of the DNS (Domain Name System) servers or in that of the equipment of the users themselves, which permits an attacker to redirect a domain name to a different machine. In this way, a user who introduces a given domain name that has been redirected, will access, in their Internet explorer - the website that the attacker has specified for that domain name.

Phishing

Type of crime included in the area of cyber scams, and which is characterised by the intention of obtaining confidential information in a fraudulent manner (such as a password or detailed information regarding credit cards or other bank information).

Picasa

Picasa is a web tool for viewing, organizing and editing digital photos. In addition, Picasa has an integrated website for photo sharing.

PLC (Power Line Communications)

Technology that enables the transmission of data through the electrical network. It converts outlets into potential connections, and to which it is necessary to add a modem to access services such as the Internet, IP telephony, vidoconferencing, etc.

Podcast/Podcasting

The term *podcast* arises from the words *iPod* and *broadcast*. **Podcasting** consists of the creation of sound files (generally in mp3 format) and video files (called videocasts or vodcasts), and their distribution via an RSS file, which allows for subscribing and using a program to download it so that the user can listen to it whenever s/he so desires, generally on a portable player.

Virtual newspaper

Newspaper disseminated via the Internet, which may also be published in print format, or only in electronic format.

PGP- See *Pretty Good Privacy.*

Plasma (screen)

This is a flat screen in which light is created by the excitation of phosphorescent substances, via the discharge of plasma between two glass screens.

Pocket PC (pocket computer). See *PDA*

Portal

Website whose objective is to offer the user access to a series of resources and services in an easy and integrated way, and among which there are usually search engines, forums, electronic purchasing, etc.

Portal 060

Website that, since its creation in May 2006, has included different telematically-accessible services of the General State Administration, Autonomous Communities and local corporations.

Laptop.- See *Laptop computer*

Pretty Good Privacy

Well-known freely distributed program that prevents files and email messages from being read by others, using cryptography techniques. It may also be used to sign a document or message electronically, thus performing the authentication of the author.

Privacy

This may be identified as the scope of the personal life of an individual, which must be reserved and kept confidential. The development of the Information Society and the expansion of Computer Science and Telecommunications entail new threats that must be faced from different perspectives: social, cultural, legal, etc.

Security program

Computer programs, applications or software that serve to protect the computer system of a user or a network of users, control access and avoid intromission of unwanted persons in the computer system, as well as to control the introduction of unwanted software in the system.

Spy program

A spy program, translated from the English *spyware*, is a type of software, within the malware category, that is installed covertly in a computer, in order to collected information regarding the activities carried out on it.

Antispyware program.- See *Antispyware*

Electronic publication

Method for distributing any type of publication using digital means, mainly CD-ROM and the Internet.

R

Radio

Electronic equipment that permits receiving and listening to acustic signals broadcast from different broadcasting places. This includes Shortwave (MW), Amplitude Modulation (AM) and Frequency Modulation (FM). It includes analogue and digital (XM and Sirius format) radio devices.

Radio-cassette player

Electronic equipment that permits listening to the radio and playing recordings in audio cassette format. In some cases, it also includes a compact disc (CD) format player.

RDSI (Integrated Services Digital Network) *(see ISDN line)*

Cable reception

Encoded digital television whose signal is received through the cable network, and which requires a decoding device. Unlike satellite and land television, this connects the user via cable. It offers the possibility of connecting to the Internet, using email, interactivity, etc. This system enables viewing channels such as Aunacable, Euskaltel, Ono, Retecal, R, Telecable, Tenaria, Retena, Telerioja, etc.

Satellite reception

Television whose signal is received from a satellite, using a satellite dish. With this system, it is possible to watch the following channels: Digital+, foreign broadcasters, and domestic broadcasters received by satellite (Astra, etc.).

Cable network

Optic cable line that permits receiving an encoded digital television signal, Interent access and voice services. This network comprises (at least partially) fibre optics.

Integrated Services Digital Network (see RDSI)

Fixed network

Communications network that is accessed from fixed locations, whose situation does not change over time.

Social network (on the Internet)

These are websites located on the web that enable users to share contents, interact and create communities regarding similar interests

Basic Telephony Network (BTN)

Domestic coverage network especially developed to prode telephone service, that is, for the transmission of voices.

Switched Telephony Network (STN)

This is the same concept as that of the BTN, but in this case, the emphasis is on the circuit switch technology on which it is based, as compared with point-to-point data links.

Mobile telephony network

Coverage network for the purpose of providing wireless telephone service.

Electronic magazine

Electronic magazine distributed on the Internet. This may be solely electronic, or there may also be a print version.

RSS

RSS stands for Really Simple Syndication or Rich Site Summary, a text format under the XML standard that serves to distribute news headlines and content online, in a totally automatised manner. RSS files allow for ascertaining the updates of a website in a fast and simple way, without the need to enter said website.

S

Security

See also *Security programs*. Control mechanisms used on the Internet to avoid undue or unauthorised use of systems. This considers different aspects: in access to restricted services or areas, in systems, facing viruses, in payments, in information encryption and in email.

Multimedia Message Service.- See *Multimedia Message Service*.

Server

Computer software system that provides resources (for example, file servers, name servers). This term is used very frequently online to refer to those systems that provide information to Internet users.

Simulation.- See *Games.*

Website

A *website* is a collection of related web pages. The pages of a website (web pages) are frequently accessed through a common root URL known as a portal, which normally resides in the same physical server

Smartphone

A *smartphone (intelligent telephone)* is an electronic device that, while functioning as a mobile telephone, has characteristics that are similar to those of a personal computer. These use operating systems such as *Symbian*, *Windows Mobile*, *Android*, etc. For the purposes of the Questionnaire, these are included as *Mobile telephones (broadband)*

Smart TV

Smart TV refers to a TV that has integrated all services provided by the Internet.

SMS Short Message Service).- See *Messages to mobile telephones*.

Software

Programs or logical elements that make a computer or network function, or that is executed therein, as a counterpoint to the physical components of the computer or the network.

Spam

Unsolicited messages that are typically advertising, sent in large (even massive) quantities, and that in some way jeopardise the recipient, are known as **spam**, **junk mail** or **junk sms**.

Spyware.- See *Spy program*

Stream

Audio, video or animation recording to order, without the need to download it from a remote Internet server.

Streaming

This term refers to watching or listening to a file directly on a website, without the need to download it previously to the computer. This could be described as "click and get it". In more complex terms, it could be said that it describes a strategy on demand for the distribution of multimedia content via the Internet.

T

Tablet PC

Tactile screen computer that permits writing or drawing on it with one's hand or with a pointer, and then being able to process that information similarly to with a conventional computer. It has a memory, a microprocessor and an operating system, like a traditional computer. For the purposes of the Survey, this will be included in the "Laptop computer" category

Prepaid card

A prepaid car is that in which the consumption value that will be carried out with the card is anticipated. Payment is made on the card, and transactions may be made with it until the amount charged is used up.

DTT.- See *Digital Terrestrial Television.*

1G mobile telephony.- See *G1*

2G mobile telephony.- See *G2*

2.5G/2.75G mobile telephony.- See *G2.5/G2.75*

3G mobile telephony.- See *G3*

3.5G mobile telephony.- See *G3.5*

4G mobile telephony.- See *G4*

Celular telephone.- See *Mobile phone.*

Landline telephone

Voice communication device whose base is connected to a telephone network via cables. The part of the device through which the person listens and speaks may be connected to the base with wires, or without them, in this latter case known as a "*wireless telephone*".

Landline wireless telephone

Voice communication device whose base is connected to a telephone network via cables, and which has the part through which the person listens and speaks connected to the base via waves (wireless). There are wireless telephones with analogue and digital (DECT, etc.) technology

Mobile telephone

Wireless portable telephone connected to a cellular network, and which enables the user to use it anywhere covered by the network, normally throughout the entire territory in which the company operates, which may be teh whole country. A cellular network, and the telephones connected to it, may be digital or analogue. If the network is digital, the telephone may send and receive information via the Internet. It is also known as a *cell phone, handy or mobile.* This category includes the so-called *smartphones*

Television

Wave reception device that enables viewing moving images.

Analogue television

Wave reception television device whose signal is received via a conventional antenna. The following channels may be viewed through this system: TV1, La2, Antena3, Tele5, Canal+, all the channels of the Autonomous Communities and all the local channels.

Cable television

Encoded digital television whose signal is received through the cable optic network, and which requiers a decoding device. It offers the possibility of connecting to the Internet, using email, interactivity, etc. This system enables viewing channels such as Madritel (Madrid), Euskaltel (País Vasco), Ono (Comunidad Valenciana), Menta (Andalucía), Retecal (Castilla y León), R (Galicia) and Supercable.

Digital television

Television device that receives teh signal through a communication platform with digital technology, with better image resolution and more interactive services that analogue television.

Digital Terrestrial Television (DTT)

Digital television platform whose transmission is carried out using land radio-broadcasting systems. that is, antennae located on the Earth's surface. This offers the possibility of connecting to the Internet. This system allows

for viewing the following channels: NetTV, VeoTV, Onda6, La Otra, Planeta, Radio Popular COPE, Vocento, Grupo 4 and Canal 6-Premecal, etc.

Satellite television

Television receiver device whose signal is received from a satellite, through a satellite dish. The following channels may be viewed through this system: Digital+, foreign broadcasters and domestic broadcaster received by satellite (Astra, Intelsat, Eutelsat, Hispasat, Sirus, Arabsat).

ICT (Information and Communications Technologies)

Set of tools, customarily of an electronic nature, used for the collection, storage, processing, dissemination and transmission of information.

Independent worker

Person who receives income based on the production value of the production process s/he is responsible for, regardless of the amount of work provided. These are workers who must make decisions regarding the markets in which they operate, about the financing, and who are usually the owners or lessors of the machinery and the equipment with which they work. It could be stated that they sell the result of their work.

Transistor (see *Radio*)

3G.- See UMTS

3.5G.- See HSDPA

Trojan

Malicious program with a harmless appearance that is executed in a hidden way in the system, and that permits remote access for an unauthorised user. A trojan is not a computer virus. The amin differences are that trojans do not spreak infections to ther systems by themselves, and they need to receive instructions from an individual in order to carry out their purpose.

Twitter

This is a social network and microblogging service that allows users to send and read text micro-entries with a maximum length of 140 characters, known as "tweets".

U

USB

The Universal Serial Bus, commonly abbreviate as USB, is a port that serves to connect peripherals to a computer

UMTS   (Universal Mobile Telecommunication System)

Standard for broadband and high speed mobile telephony. This is a third-generation (3G) system intended to replace GSM.

Internet use

Use of electronic devices with access to the Internet data communication network to surf (seek or view information, moving around websites), carried out through any equipment that permits access (desktop computers, laptop computers, pocket computers in their different modalities, televisions with screens, mobile phones, videogame consoles, etc.), and from anywhere (the home, the workplace, the study centre, cybercafés, households of relatives or acquaintances, etc.), for any period of time, and whose use may have been personal (individual), or accompanied by other persons in that use.

Computer use

Use of computer devices, such as a desktop computer (PC), laptop computers or pocket computers in their different modalities (PDA, electronic organiser, palmtop, pocket PC, handheld computer, HHPC), carried out from anywhere (the dwelling, the workplace, the study centre, cybercafés, other households of relatives or friends, etc.), in order to carry out any type of computer activity (consultations, programs, file management, Internet surfing, games, etc.) during any period of time, and whose use may have been either personal or accompanied by other persons in their use.

Fraudulent use of credit cards or debit cards

Third-party use of the credit or debit cards belonging to a person, without the express consent of said person. This can be done by capturing the card number via the Internet or telephone, making a copy of the payment by machine or any other means.

V

VDSL

VDSL (or VHDSL) stands for *Very High bit-rate Digital Subscriber Line.* It is a broadband Internet access technology, related to the xDSL technologies group, that transmits impulses through copper pairs. It is the evolution of the ADSL.

Sale of goods and services via the Internet

Action of offering tangible or intangible goods and services for sale, carried out through the Internet communication network.

Video

Electronic equipment that permits visualising audiovisual filmings using a screen or television.

Videoconference

Long-distance meeting between two or more persons who can see and/or hear each other by means of computers connected through the Internet. This is carried out using specific applications (with a video camera and screen). Using the videoconference, it is possible to hold a conversation with persons who are geographically far away, as though they were in the same room.

Videoconsole

A **videoconsole**, **videogame console**, **videogame system**, abbreviated as **console**, **system** or **platform**, is the hardware and software system for the home, initially designed to play videogames. Nowadays, it includes importent multimedia characteristics.

Video call.- See **Videoconference**

Videogames

Generic name used to refer to certain entertainment programs that may be executed on computers or on other devices called consoles, which also have a computer base. In recent years, they have experience a spectacular development, from both the commercial perspective and with regard to their services and abilities.

Computer virus

Program whose objective is to alter the normal functioning of a computer, without the permission or knowledge of the user.

Computer viruses basically have the function of propagating through software. They do not replicate themselves, as they do not have that ability, as a computer worm would. They are very harmful, and some also contain a payload with different objectives, ranging from a simple joke to causing significant damage to the systems, or blocking the computer networks, generating useless traffic.

W

WAP (Wireless Application Protocol)

Wireless Communication Application Protocol that permits interactive Internet access to mobile telephone users, visualising the information on the telephone visor.

WhatsApp

It is an instant messaging application which led us send and receive messages by using the Internet. It can complete e-mail, instant messaging, SMS or MMS services. Not only it allows text messaging, but also the users can create groups and send each other images, videos and audio recordings.

Web

Distributed information system, based on hypertext, created at the beginning of the 1990s by Tim Berners-Lee, a researcher in the CERN, Switzerland. The information may be any format (text, graphics, audio, fixed image or moving image), and it is easily accessed by users via navigating (surfing) programs.

Weblog.- See *Blog*

Webcam

A **webcam** is a small digital camera connected to a computer, which can capture images and transmit them live via the Internet, whether to a website or to other computer(s) privately.

WeVideo

It is a web tool for editing and sharing video in the cloud.

WiFi (Wireless Fidelity)

This is the set of wireless technologies (using radio waves), the most population up until now is so-called WiFi (actually, there are several types, according to the telecommunication standard they use), and it is basically used to connect devices to the Network at short distances (such as links within the home (router-device) or public places (hotels, airports, etc.), generally known as *hotspots*)

Wiki

A wiki is a website whose pages may be edited by multiple volunteers through the web browser. The most important application, and that which is the most famous to date has been the creation of collaborative encyclopaedias, this being the Wikipedia genre.

Wikipedia

This is a Wikimedia Foundation (a non-governmental organisation) project to buid a free and polyglot encyclopaedia. There are more than 15 million Wikipedia articles that have been jointly written by volunteers from all over the world, and almost all of them may be edited by any person who accesses Wikipedia. This was begun in January 2001 by Jimmy Wales and Larry Sanger, and it is currently the largest and most population consulation piece on the Internet.

WiMAX

The acronym for "Worldwide Interoperability for Microwave Access" is a brand that certifies that a product meets certain standards for wireless access. These standards permit connections at speeds that are similar to ADSL, and at a distance of 50-60 km.

Windows SkyDrive

SkyDrive is a file hosting service started by Microsoft in 2007.

WLAN (Wireless Local Area Network)

Local area networks that a user may access through a wireless connection, such as Wi-Fi or Bluetooth.

World Wide Web.- See *Web.*

www.060.es.- See *060 Portal*

X

xDSL - See *ADSL line*

Xing

This is an Internet networking platform, where users may manage and establish professional contacts. In Spain alone, the platform has more than 1.2 million users, and therefore, this as the leader in the Spanish market as regards professional-type networks.