DAFTAR PUSTAKA

Al-Debei, Mutaz M., dan Avison, David. (2009). Business Model Requirements and Challenges in the Mobile Telecommunication Sector. *Journal of Organizational Transformation and Social Change. In Press*. Retrieved from Brunel University Research Archive : http://bura.brunel.ac.uk/handle/2438/3801

Al-Debei, Mutaz M., El-Haddadeh, Ramzi, dan Avison, David. (2008). Defining the Business Model in the New World of Digital Business. *Proceedings of the Fourteenth Americas Conference on Information Systems, Toronto, ON, Canada August 14th-17th 2008, 1-11*. Retrieved from Brunel University Research Archive : http://bura.brunel.ac.uk/handle/2438/2887

Anttalainen, Tarmo. (2002). *Introduction to Telecommunications Network Engineering* (2nd Edition). Artech House.

Bertin, Emmanuel, Creapi, Noel, dan L'Hostis, Michel. A few myths about telco and OTT models. *Intelligence in Next Generation Networks (ICIN), 2011 15th International Conference on IEEE, 2011*.

Brown, Neil. (2014). An Assessment of The Proportionality of Regulation 'Over The Top' Communications Services Under Europe's Common Regulatory Framework for Electronic Communications Networks and Services. *Computer Law & Security Review*, (30) 357-374.

Carr, Houston H., dan Snyder, Charles A. (2003). *The Management of Telecommunications : Business Solutions to Business Problems Enabled by Voice and Data Communications* (2nd ed.) New York, USA : McGraw-Hill.

eMarketer. (2014, 20 November). Internet to Hit 3 Billion Users in 2015. *eMarketer*. Tersedia : http://www.emarketer.com/Article/Internet-Hit-3-Billion-Users-2015/1011602/1 [Diakses 13 Maret 2015].

Ericsson. (2015). *Ericsson Mobility Report : On The Pulse Of Networked Society, Mobile World Congress Edition February 2015*. Stockholm, Sweden : Ericsson.

Freeman, Roger L. (2005). *Fundamentals of Telecommunications* (2nd Edition). New Jersey, USA : Wiley.

Frick, Jan dan Ali, Murshid Mikael. (2013). Business Model Canvas as Tool for SME. *APMS 2013, Part II, IFIP International Federation for Information Processing AICT 415,* 142–149.

Ganuza, Juan Jose dan Viecens, Maria Fernanda. (2014). Over-The-Top (OTT) Content : Implications and Best Response Strategies of Traditional Telecom Operators, Evidence from Latin America. *Info,* 16(5), 59-69. Retrieved from Emerald Insight.

Greene, Wedge dan Lancaster, Barbara. (2007, 18 November). Over The Top Services. *Pipeline Magazine*, 12 2007. Tersedia : http://pipelinepub.com

Indotelko. (2014, 28 Mei). Layanan Data Tumbuh 19,3% di Asia Pasifik. *Indotelko.* Tersedia : http://www.indotelko.com/kanal?it=Layanan-Data-Tumbuh-19-3-di-asia-pasifik [Diakses 14 Maret 2015].

Indotelko. (2014, 2 Desember). Operator Seluler Tolak Net Neutrality. Tersedia : http://www.indotelko.com/kanal?c=id&it=Operator-Tolak-Net-Neutrality [Diakses 3 Maret 2015].

International Telecommunication Union. *ICT Regulation Toolkit : Regulating 'Over-The-Top' Services.* ITU. Tersedia : www.ictregulationtoolkit.org.

Internet.org. (2014). *State of Connectivity : 2014, A Report on Global Internet Access.* Internet.org.

Iqbal, Muhammad. (2015, 9 Januari). BRTI : Operator Tidak Kompak Atasi Polemik OTT. *Selular.id.* Tersedia : http://selular.id/news/telco/2015/01/brti-operator-tidak-kompak-atasi-polemik-ott/ [Diakses 3 Maret 2015].

Jayakar, Krishna dan Park, Eun-A. (2014). Emerging Frameworks for Regulation of Over-the-Top Services on Mobile Networks: An International Comparison. *2014 TPRC Conference Paper*. Retrieved from SSRN: http://ssrn.com/abstract=2418792

Kamiruddin, Amir. (2014, Desember). Polemik Operator Versus OTT adalah Dampak Tak Berkesudahan Belum Balik Modalnya Investasi Infrastruktur Data. Tersedia : https://dailysocial.net/post/operator-ott-investasi-data [Diakses 3 Maret 2015].

Kamiruddin, Amir. (2014, Maret). Sinergi dengan Layanan OTT Salah Satu Kunci Bertahannya Operator Seluler. Tersedia : https://dailysocial.net/post/sinergi-dengan-layanan-ott-salah-satu-kunci-bertahannya-operator-seluler [Diakses 3 Maret 2015].

Kemp, Simon. (2015). *Digital, Social, and Mobile in APAC 2015*. Singapore : We are Social Singapore. Didapat dari : http://www.slideshare.net/wearesocialsg/digital-social-mobile-in-apac-in-2015) [Diakses 13 Maret 2015].

Kotler, Philip dan Armstrong, Gary. (2012). Principles of Marketing (14th edition). USA : Pearson Education.

Lovelock, Christopher, & Wirtz, Jochen. (2011). *Services Marketing: People, Technology, Strategy* (7th Edition). New Jersey, USA : Pearson Education.

Machmud, Senen dan Sidharta, Iwan. (2014). Business Models for SMES in Bandung : SWOT Analysis. *Jurnal Ekonomi, Bisnis & Entrepreneurship*, 8(1), April 2014, 51-61.

Maulana, Ilham. (2014). Rekomendasi Model Bisnis Industri Musik di Indonesia. Skripsi sarjana pada Universitas Telkom.

Menteri Perhubungan Republik Indonesia. (2001). *Keputusan Menteri Perhubungan No. 21 Tahun 2001 Tentang Penyelenggaraan Jasa Telekomunikasi*. Indonesia : Kementerian Perhubungan Republik Indonesia.

Osterwalder, Alexander dan Pigneur, Yves. (2010). *Business Model Generation*. New Jersey, USA : John Wiley & Sons, Inc.

Osterwalder, Alexander dan Pigneur, Yves. (2012). *Business Model Generation.* Jakarta, Indonesia : PT. Elex Media Komputindo.

Parasuraman, A., Zeithaml, Valarie A., & Berry, Leonard L. (1985). A Conceptual Model of Service Quality and Its Implications for Future Research. *The Journal of Marketing*, 49(4), 41-50.

Parcu, Pier Luigi dan Stasi, Maria Luisa. (2014). The Internet: A black hole releasing new stars. Business models and regulation. *20th ITS Biennial Conference, Rio de Janeiro, Brazil, 30 Nov. - 03 Dec. 2014: The Net and the Internet - Emerging Markets and Policies*. Retrieved from http://hdl.handle.net/10419/106891

Penttinen, Jyrki T.J. (2015). *The Telecommunications Handbook : Engineering Guidelines for Fixed, Mobile, and Satellite Systems*. West Sussex, UK : Wiley.

Priandita, Aulia dan Toha, Mohamad. (2013). Business Strategy Formulation Using Business Model (Case Study : PT. Kartina Tri Satria). *The Indonesian Journal of Business Administration*, (2) No.1 68-75.

Rachmaghnia, Devita. (2014). Analisis Penyelenggaraan Call Center di Indonesia Menggunakan Business Model V^4 sebagai Usulan Kerangka Regulasi Untuk Kementerian Komunikasi dan Informatika. Skripsi sarjana pada Universitas Telkom.

Rezqi, Muhammad Gilang. (2014). Analisis Model Bisnis Usaha Mikro, Kecil, Menengah (UMKM) di Bidang Sepatu Dengan Menggunakan Pendekatan *Business Model Canvas*. *e-Proceeding of Management*, 2(1), April 2015.

Satori, Djam'an, dan Komariah, Aan. (2014). *Metodologi Penelitian Kualitatif*. Bandung, Indonesia : Alfabeta.

Setijawibawa, Melina. (2015). Evaluasi Model Bisnis pada Perusahaan X Menggunakan Business Model Canvas. *AGORA*, 3(1), 305-313.

Schoening, Heinrich M. (2005) *Business Management of Telecommunications*. New Jersey, USA : Pearson Education.

Strategyzer AG. The Business Model Canvas. Tersedia : http://strategyzer.com. [Diakses 15 Mei 2015].

Sugiyono. (2013). *Metode Penelitian Kuantitatif, Kualitatif, dan R & D*. Bandung, Indonesia : Alfabeta.

Sujata, Joshi, Sohag, Sarkar, Tanu, Dewan, Chintan, Darmani, Shubham, Purohit dan Sumit, Gandhi (2015). Impact of Over the Top (OTT) Services on Telecom Service Providers. *Indian Journal of Science and Technology, 8 (S4) 2015,* 145-160. Retrieved from: http://www.indjst.org/index.php/indjst/article/viewFile/62238/48529

Telecom Regulatory Authority of India. (2015). *Regulatory Framework for Over-the-top (OTT) Services.* New Delhi, India : TRAI. Tersedia : www.trai.gov.in/WriteReaddata/.../Document/OTT-CP-27032015.pdf

Teleplus.co.id. (2014, 5 November). Ekosistem Digital Yang Memajukan Bangsa. Tersedia : http://www.teleplus.co.id/2014/11/05/ekosistem-digital-yang-memajukan-bangsa [Diakses 25 Agustus 2015]

Wijaya, Wiradika Adi. (2014). Analisis Bisnis Layanan Teknologi Machine to Machine Sebagai Produk Solusi Teknologi Informasi dan Keamanan Menggunakan Business Model Canvas (Studi Kasus Pada PT. Aetherica Itanusa Persada). Skripsi sarjana pada Universitas Telkom.

Williamson, Brian. (2013). Over-The-Top (OTT) : Helping or Hindering Network Investment?. *InterMEDIA*, 41(3), 11-14.

XL Axiata. (2014). *Laporan Tahunan XL Axiata 2014.* Jakarta, Indonesia : PT. XL Axiata Tbk.

XL Axiata. Logo XL Axiata. Tersedia : www.xl.co.id [Diakses 3 Maret 2015]

Zhang, Yiqing and Huang, Lijuan. (2015). China's E-commerce Development Path and Mode Innovation of Agricultural Product Based on Business Model Canvas Method. *WHICEB 2015 Proceedings*, 560-569. Retrieved from http://aisel.aisnet.org/whiceb2015/9

Zeithaml, Valerie A., Bitner, Mary J., & Gremler, Dwayne D. (2009). *Services Marketing: Integrating Customer Focus Across The Firm* (5th Edition). Singapore : McGraw-Hill.

Zolnowski, Andreas, Weiss, Christian, dan Bohmann, Tilo. (2014). Representing Service Business Models with The Service Business Model Canvas – The Case of Mobile Payment Service in The Retail Industry. *2014 47th Hawaii International Conference on System Science*, 718-727.