

DAFTAR SINGKATAN DAN LAMBANG

BSC	: <i>Base Station Controller</i>
BTS	: <i>Base Transceiver Station</i>
CDMA	: <i>Code Division Multiplexing Access</i>
DTF	: <i>Divisi Telkom Flexi</i>
EVDO	: <i>Evolution Data Only or Evolution Data Optimized</i>
FMB	: <i>Flexi Mobile Broadband</i>
GSM	: <i>Global System for Mobile Communications</i>
HoQ	: <i>House of Quality</i>
Internet	: <i>Interconnected Networking</i>
ISP	: <i>Internet Service Provider</i>
MS	: <i>Mobile Station</i>
PT Telkom	: <i>Perseroan Terbatas Telekomunikasi</i>
QFD	: <i>Quality Function Deployment</i>
WAP	: <i>Weighted Average Performance</i>