

## DAFTAR SINGKATAN DAN LAMBANG

Singkatan	Nama	Pemakaian Pertama Kali Pada Halaman
FWA	<i>Fixed Wireless Access</i>	1
YLKI	Yayasan Lembaga Konsumen Indonesia	3
SMS	<i>Short Message Service</i>	3
BPKN	Badan Perlindungan Konsumen Indonesia	4
Panja	Panitia Kerja	5
BRTI	Badan Regulator Telekomunikasi Indonesia	5
WNI	Warga Negara Indonesia	5
DPR	Dewan Perwakilan Rakyat	5
RI	Republik Indonesia	5
QFD	<i>Quality Function Deployment</i>	6
HOQ	<i>House of Quality</i>	10
Servqual	<i>Service Quality</i>	10
VOC	<i>Voice of Customer</i>	12
TM	<i>Tele Management</i>	32
ATSI	Asosiasi Telekomunikasi Seluler Indonesia	33
CP	<i>Content Provider</i>	40
MO	<i>Mobile Originating</i>	42
MT	<i>Mobile Terminating</i>	42
IP	<i>Internet Protocol</i>	44
SMSC	<i>Short Message Service Centre</i>	45
PDU	<i>Protocol Data Unit</i>	45
OSI	<i>Open System Interconnection</i>	45
TCP	<i>Transmission Control Protocol</i>	45
SVC3	<i>Silicon Valley College Career Connection's</i>	45
SMPP	<i>Short Message Peer-to-Peer</i>	46

WAP	<i>Wireless Application Protocol</i>	46
HTTP	<i>Hypertext Transfer Protocol</i>	46
HTML	<i>HyperText Markup Language</i>	46
HTTPS	<i>Hypertext Transfer Protocol Secure</i>	46
VB	<i>Visual Basic</i>	46
UCP	<i>Universal Computer Protocol</i>	47
EMI	<i>External Machine Interface</i>	47
PHP	<i>Hypertext Preprocessor</i>	47
RBT	<i>Ring Back Tone</i>	50
NSP	Nada Sambung Pribadi	50
WAP	<i>Weighted Average Performance</i>	72
CSGI	<i>Customer Satisfaction Gap Index</i>	73
CSI	<i>Customer Satisfaction Index</i>	73
SOP	<i>Standard Operating Procedure</i>	103
MoU	<i>Memorandum of Understanding</i>	107
SARA	Suku, Agama, Ras dan Adatistiadat	119