

DAFTAR SINGKATAN DAN LAMBANG

Singkatan	Nama	Pemakaian pertama kali pada halaman
ISP	<i>Internet Service Provider</i>	2
ICT	<i>Information and Communications Technology</i>	2
ASEAN	<i>Association of Southeast Asian Nations</i>	3
ITU	<i>International Telecommunication Union</i>	4
ServQual	<i>Service Quality</i>	5
QFD	<i>Quality Function Deployment</i>	7
ETSI	<i>European Telecommunication Standard Institute</i>	26