

DAFTAR SINGKATAN DAN ISTILAH

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| BUMN | : Badan Usaha Milik Negara |
| <i>BoE</i> | : <i>Board of Executive</i> |
| <i>TIMES</i> | : <i>Telecommunications, Information, Media & Edutainment and Services</i> |
| <i>IDN</i> | : <i>Indonesia Digital Network</i> |
| <i>SCM</i> | : <i>Supply Chain Management</i> |
| <i>CAPEX</i> | : <i>Capital Expenditure</i> |
| <i>POTS</i> | : <i>Plain Old Telephone System</i> |
| <i>ADSL</i> | : <i>Asynchronous Digital Subscriber Line</i> |
| <i>VDSL</i> | : <i>Video Digital Subscriber Line</i> |
| <i>ROA</i> | : <i>Return on Assets</i> |
| <i>OM</i> | : <i>Operations Management</i> |
| <i>CRM</i> | : <i>Customer Relationship Management</i> |
| <i>SRM</i> | : <i>Supplier Relationship Management</i> |
| <i>SEM</i> | : <i>Structural Equation Modeling</i> |
| <i>PLS</i> | : <i>Partial Least Square</i> |
| <i>IT</i> | : <i>Information Technology</i> |
| <i>SPSS</i> | : <i>Statistical Program for Society Science</i> |
| Telkom | : PT. Telekomunikasi Indonesia, Tbk |
| Witel | : Unit Organisasi Telkom berbasis teritori (geografis) dengan cakupan satu / beberapa wilayah administrasi Pemerintah Daerah tertentu dan dengan pertimbangan beban kendali operasional bisnis Telkom |
| IndiHome | : Layanan <i>TriplePlay</i> dari Telkom yang terdiri dari <i>Internet on Fiber</i> atau <i>High Speed Internet</i> , <i>Phone</i> (Telepon Rumah), dan <i>IPTV (UseeTV Cable)</i> dengan menggunakan infrastruktur <i>Fiber To The Home (FTTH)</i> yang merupakan layanan unggulan di Witel (Telkom). |