

## DAFTAR SINGKATAN

| Singkatan | Nama  | Pemakaian<br>pertama kali<br>pada halaman |
|-----------|---|---|
| APJII     | Asosiasi Penyelenggara Jasa Internet<br>Indonesia | 1   |
| DCS       | <i>Division Consumer Service</i>                  | 3   |
| BI        | <i>Behavioral Intention</i>                       | 3   |
| TPB       | <i>Theory of Planned Behavior</i>                 | 6   |
| TPA       | <i>Theory of Reasoned Action</i>                  | 6   |
| ADSL      | <i>Asymmetric Digital Subscriber Line</i>         | 42  |
| BRAS      | <i>Broadband Remote Acces Server</i>              | 42  |