

DAFTAR SINGKATAN DAN ISTILAH

AoS	: <i>Availability of Service</i>
AVE	: <i>Avarege Varience Extracted</i>
CEM	: <i>Customer Experience Management</i>
CEO	: <i>Chief Executive Officer</i>
CFU	: <i>Customer Facing Unit</i>
CIM	: <i>Customer Interface Management</i>
CLI	: <i>Customer Loyalty Index</i>
CRM	: <i>Customer Relatoinship Management</i>
CSI	: <i>Customer Satisfaction Indiex</i>
CSLS	: <i>Customer Satisfaction and Loyalty Survey</i>
DNB	: <i>Divisi Network and Broadband</i>
DDS	: <i>Divisi Digital Service</i>
EGM	: <i>Executive General Manager</i>
GAUL	: <i>Gangguan Berulang</i>
IEC	: <i>International Electrotechnical Commission</i>
ISO	: <i>International Organization for Standardization</i>
IT	: <i>Information Technolgoy</i>
ITIL	: <i>IT Infrastructure Library</i>
LIS	: <i>Line in Service</i>
LOY	: <i>Behavior of Loyalty Intentions</i>
MPIT	: <i>Master Plan Information Technology</i>
MTTI	: <i>Mean Time to Investigate</i>
MTTR	: <i>Mean Time to Resolve</i>
MOM	: <i>Moment of Truth</i>
NAL	: <i>Net Additional Line</i>
NG-OSS	: <i>Next Generation - Operational Support System</i>
Nonatero	: <i>National Customer Care Center Control</i>
NOSS-A	: <i>New Operational Support System – Assurance</i>
OUT	: <i>Outcome Focus</i>
PEA	: <i>Peace of Mind</i>
PLS	: <i>Partial Least Square</i>

PR	:	Peraturan Direktur
PRO	:	<i>Product Experience</i>
RToS	:	<i>Response Times of Service</i>
SAT	:	<i>Customer Satisfaction</i>
SEM	:	<i>Structural Equation Modeling</i>
SLG	:	<i>Service Level Guarantee</i>
SPSS	:	<i>Statistical Package for the Social Sciences</i>
TIOC	:	<i>Telkom Integrated Operation Center</i>
WOM	:	<i>Word of mouth Behavior</i>