

Appendix 1: Abbreviations Used

ADC: Access Deficit Charges

AGR: Adjusted Gross Revenue

ANOVA: Analysis of Variance

ARPU: Average Revenue Per User

BSNL: Bharat Sanchar Nigam Limited

CS: Customer Satisfaction

CPP: Calling Party Pay

CUG: Closed User Group

DOT: Department of Telecom

DTS: Department of Telecommunication Services

FBG: Financial Bank Guarantee

FDI: Foreign Direct Investment

GATS: General Agreement on Trade in Services

ICT: Information Communication Technology

ILD: International Long Distance

IP: Internet Protocol

ISPs: Internet Service Providers

IUC: Interconnection Usage Charges

MNP: Mobile Number Portability

MTNL: Mahanagar Telephone Nigam Limited

NLD: National Long Distance

NRI: Non Resident Indian

NTP: New Telecom Policy

ONA: Open Network Architecture

PoP: Point of Presence

PSU: Public Sector Undertaking

QoS: Quality of Service

RoW: Address the Right of Way

TDSAT: Telecommunications Dispute Settlement and Appellate Tribunal

TRAI: Telecom Regulatory Authority of India

TTO: Telecommunication Tariff Order

UAS: Unified Access Services

USO: Universal Service Obligation

USL: Universal Service Levy

USOF: Universal Service Obligation Fund

VAS: Value Added Service

VSNL: Videsh Sanchar Nigam Limited

WCS: Weighted Customer Satisfaction