

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