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LIST OF ABBREVIATIONS

1G	1-Generation
2.5G	2.5-Generation
2G	2-Generation
3G	3-Generation
AMPS	Advanced Mobile Phone Service
BSC	Base Station Controller
BTS	Base Transceiver System
CDMA	Code Division Multiple Access
CELCOM	Cellular Communications (M) Sdn Bhd
CEPT	Conference of European Post and Telegraphs
CSD	Circuit Switched Data
D-AMPS	Digital-Advanced Mobile Phone Service
DAO	Data Active Objects
DECT	Digital Enhanced Cordless Telecommunication
ES	Exponential Smoothing
ETACS	Extended Total Communication System
ETSI	European Telecommunication Standards Institute
GPRS	General Packet Radio Service
GSM	Global System For Mobile
HLD	High Level Design
IMP	Implementation
IPR	Intellectual Property Rights
ITU	International Telecommunication Union
LLD	Low Level Design
LOC	Lines of Code
MA	Moving Averages
MDI	Multiple Document Interface
ME	Mean Error
MMRE	Mean Magnitude of Relative Error

MPID	Mobile Phone Usage Growth Rate Indicator
MRE	Mean Relative Error
MSE	Mean Squared Error
OCL	Object Constraint Language
OMT	Object Modelling Technique
OO	Object-Oriented
OOSE	Object-Oriented Software Engineering
PRF	Problem Report Form
QBE	Query By Example
RE	Requirements Engineering
REQ	Requirements Analysis
RSE	Residual Standard Error
SDI	Single Document Interface
SIM	Subscriber Identity Module
SMS	Short Message Service
SQL	Structured Query Language
SSE	Sum Squared Error
TDMA	Time Division Multiple Access
TMB	Telekom Malaysia Berhad
UML	Unified Modelling Language
UMTS	Universal Mobile Telephone System
USSD	Unstructured Supplementary Services Data
WAP	Wireless Application Protocol
WCDMA	Wireless Code Division Multiple Access