ABBREVIATIONS

1. ACD - Automatic Call Distribution
2. AUSPI - Association of Unified telecom Service Providers of India
3. CASS – Computer-Aided Sales Support
4. CDMA – Code Division Multiple Access
5. CDRC – Consumer Dispute Redressal Commission
6. COAI - Cellular Operator Associating of India
7. CPA – Consumer Protection Act
8. CRM – Customer Relationship Management
9. CRTC - Canada Canadian Radio-television and Telecommunications Commission
10. CTI - Computer Telephony Integration
11. CTR – Click Through Rate
12. DNCR – Do Not Call Registry
13. DRM – Direct Response Marketing
14. FCC - Federal Communications Commission
15. FPS - Fax Preference Service
16. FTC - Federal Trade Commission
17. GPRS - General Packet Radio Service
18. GSM - Global Systems Mobile (telecommunication)
19. IVR - Interactive Voice Response
20. KYC – Know Your Customer
21. OSPs - Other Service Providers
22. RSS - Rich Site Summary/RDF Site Summary/Really Simple Syndication
23. SMS - Short Message Service
24. SPSS - Statistical Package for the Social Sciences
25. TCPA - the Telephone Consumer Protection Act
26. TPS - Telephone Preference Service
27. VBB - Voice-based Bulletin Boards
28. WAP - Wireless Application Protocol
29. WSP - Wireless Service Provider