Abbreviations Used in The Thesis

ADSL = Asymmetric Digital Subscriber Line
ATM = Asynchronous Transfer Mode
B.C. = Before Christ
B.E. = Buddhist Era
BAI = Basic Access Interface
B-ISDN = Broadband Integrated Services Digital Network
BMA = Bangkok Metropolitan Administration
BTS = The Bangkok Transit System
C.E. = Christ Era
CAT = Communications Authority of Thailand
CBR = Constant Bit Rate
CES = Circuit Emulation Service
CSA = Control Self Assessment
CSC = Civil Service Commission
GMS = Greater Mekong Sub region
IMT-GT = Indonesia-Malaysia-Thailand Growth Triangle
IVR Server = Interactive Voice Response (IVR Server)
MRT = The Metropolitan Rapid Transit
NBIA = New Bangkok Inter-national Airport
OCSC = The Office of the Civil Service Commission
PAO = Provincial Administrative Organization
PTD = Post and Telegraph Deptartment
PTT = PTT Public Limited Company
R.E. = Ratnakosin of Era
R.E. = Ratnakosin of Era
RAN = Remote Access Network
RTN = Royal Thai Navy
SAS = Scandinavian Airlines System
TAO = Tambon Administrative Organization
TOT = Telephone Organization in Thailand
TOT = Telephone Office in Thailand
TQA = Thailand Quality Award
TRT = Thai Rak Thai party
VIP = Very Important Persons