

**APPROVAL PAGE**

**ANALYZING THE IMPACT OF ONLINE SERVICE QUALITY ON CUSTOMER  
SATISFACTION  
(A Case Study Of FirstMedia)**

**MINI THESIS**

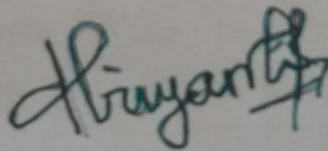
In Partial Fulfillment of the Requirements for the Degree of Bachelor Degree  
Study Program Management of International ICT Business

**By:**

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BANDUNG  
2015**