

Approval Letter

**A Comparative Service Quality Analysis of Customer's and  
Manager's Perceptions: Case Study IndiHome Bandung**

In partial Fulfillment of the requirements for the Degree of Bachelor  
International ICT Business

Written By:  
Cynthia Dewanti  
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**Supervisor**

A handwritten signature in blue ink, appearing to read 'Herry Irawan', is positioned above the printed name.

Herry Irawan MM,MT

**INTERNATIONAL ICT BUSINESS  
FACULTY OF ECONOMIC AND BUSINESS  
TELKOM UNIVERSITY  
BANDUNG  
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