

PREFACE

Alhamdulillah, praise the author turned to the presence of Allah SWT, because thanks to his grace and grace, the author be able to complete this thesis with the title “the effect of Service Quality and Brand Awareness of Customer Satisfaction IndiHome”. This thesis was prepared as the requirements to acquire a Bachelor's degree in Business Administration Business Administration study Program Faculty of Economics and Business.

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The author is aware of the shortcomings in the preparation of this thesis, both in aspects of writing techniques, use of language, and scientific understanding. Therefore, The author is always open to suggestions and constructive criticism with a view to making improvements in future. Hopefully this thesis is useful and can be used as a reference for all interested parties, especially Telkom University students.

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