#### **THESIS**

# THE EFFECT OF NETWORK QUALITY, PRODUCT BUNDLING, AND BRAND IMAGE TOWARD CUSTOMER SATISFACTION AND ITS IMPACT ON CUSTOMER LOYALTY

(Survey on simPATI Consumers)



By:

### **BAYU ADITIA NUGROHO**

#### C1H015020

# MINISTRY OF RESEARCH, TECHNOLOGY, AND HIGHER EDUCATION FACULTY OF ECONOMICS AND BUSINESS UNIVERSITAS JENDERAL SOEDIRMAN PURWOKERTO

2019

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In order to fulfill some of the requirements needed to get a Bachelor Degree

From the Faculty of Economics and Business, University of Jenderal

Soedirman

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