

**THE FACTORS INFLUENCE QUALITY SERVICE TO
RESPECT SATISFIED CONSUMERS SPEEDY TO COMPANY**

PT.TELKOM LAMPUNG

By

Erwin Malau

0803091015

A Field Practice Report

Submitted in a Partial Fulfillment of

The Requirements for D3 Degree

In

The Language and Arts Department of

The Faculty of Teacher Training and Education



LAMPUNG UNIVERSITY

BANDAR LAMPUNG

2012