



## ACKNOWLEDGEMENT

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First of all, Praise and grateful to Allah S.W.T the almighty god for giving me the chance to live, a healthy during the period of completion my project paper and also ensure have finish my practical training for 6 month. Thanks also to my parents that raise me patiently, tolerance, understanding and unending support.

Not forget to my respectful lecturer Mr. Franklin Hazley Lai that gives me the guidelines and support me to complete this assignment as my advisor for in my practical training period. Thank you so much for all his advice, guided and time in making completion of research paper. It is a honour to be appoint under him during the period of my practical training.

I am here to thankful everybody that helps and support internally and externally in finishing this research paper especially my classmate BMB6M1 and all staff work at my practical work at Telekom Malaysia Berhad for the kind help and support in completing this project papers and thanks to the valued respondents that give cooperation to answer my questionnaire.

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## ABSTRACT

This study focus on an assessing after-sales service delivered by Telekom Malaysia Berhad towards their former customer who had already terminated their subscription on fixed-line home telephone services. This study is necessary for Telekom Malaysia Berhad to measure the level of customer's satisfaction and to examine the impact of after-sales service delivered by Telekom Malaysia Berhad in order to find the cause behind growing rate of service termination among respective customers. Thus, this study also benefits for Telekom Malaysia Berhad to better understanding on their weaknesses on their after-sales service as well to improve services to meet customer's expectation. The recommendation provided for Telekom Malaysia Berhad to fully understand the root of problem and make an improvements based on expectation of customers.