



Journal of Emerging Technologies and Innovative Research

An International Open Access Journal Peer-reviewed, Refereed Journal

www.jetir.org | editor@jetir.org An International Scholarly Indexed Journal

Certificate of Publication

The Board of

Journal of Emerging Technologies and Innovative Research (ISSN : 2349-5162)

Is hereby awarding this certificate to

Tesfay Teklay Gebrewbet

In recognition of the publication of the paper entitled

**AN ASSESSMENT OF THE IMPACT OF SERVICE QUALITY ON
CUSTOMER SATISFACTION ON PSTN FIXED LINE VOICE SERVICE OF
ENTERPRISE CUSTOMERS (IN THE CASE OF ETHIOTELECOM ADDIS
ABABA)**

Published In JETIR (www.jetir.org) ISSN UGC Approved (Journal No: 63975) & 7.95 Impact

Paria P
EDITOR

Published in Volume 9 Issue 9 September-2022 | Date of Publication: 2022-09-07

Paria P
EDITOR IN CHIEF



JETIR2209053

Research Paper Weblink <http://www.jetir.org/view?paper=JETIR2209053>

Registration ID : 500901

An International Scholarly Open Access Journal, Peer-Reviewed, Refereed Journal Impact Factor Calculate by Google Scholar and Semantic Scholar | AI-Powered Research Tool, Multidisciplinary, Monthly, Multilanguage Journal Indexing in All Major Database & Metadata, Citation Generator