

CERTIFICATION for the PEER REVIEW PROCESS &
EVALUATION of the PEER REVIEW PROCESS &
CERTIFICATION for NON-EXISTENCE of ARTIFICIAL CITATIONS
and ANTI-PLAGIARISM CONTROL

Name: Shatha Abdel-kareem Mohammad Al-Mahadeen

Institution: Al-Balqa Applied University

City: Al Balqa Governorate, A'Salt

Country: Jordan

Phone: 00962 776597161

Academic Email: mas14684@gmail.com

I declare, I confirm, I certify and I sign that I received substantial, important, line by line peer review with several and substantial comments, important remarks and hints from, at least, 3 Reviewers and the Assistant Editor for my paper: **The Role of Electronic Customers Relationship Management in Enhancing Customer Loyalty at Jordanian Telecommunication Industry**

with Authors: Prof: Excimirey Amer Al- Manasrah

I would like to thank all the reviewers for their thoughtful comments and efforts towards improving our manuscript. We revised the manuscript with special attention to the comments that we received from **Three (3)** reviewers that were experts, specialists in the area of my paper.

I declare, confirm, certify and sign that WSEAS has checked my paper for possible plagiarism by Turnitin and my paper was found without plagiarism or self-plagiarism by Turnitin. I also declare, confirm, certify and sign that also that no Associate-Editor, no Editor-in-Chief, no member of the WSEAS Secretariat forced me in this Journal to add references (citations) to any previous publications of the journal.

I also declare, confirm, certify and sign that I have made all the changes, modifications, additions, studies, corrections asked by the reviewers and I have fully complied with their instructions. I also understand that before the publication the 3 reviewers will check my paper to see if all the changes, modifications, additions, studies, corrections etc have been done and I authorize the WSEAS to publish my paper or to reject my paper even in the 2nd round of peer review or to continue with an additional round of peer review.

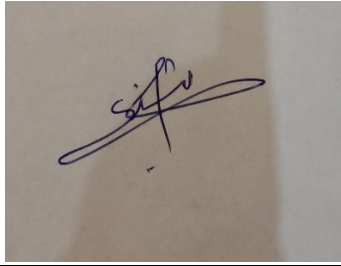
I also declare, I confirm, I certify and I sign that I will not publish this paper or an important part of the paper in any other Journal (inside or outside WSEAS) Conference Proceedings (inside or outside WSEAS), Book (inside or outside WSEAS), University Repository etc) without the written permission of the WSEAS.

I also declare, I confirm, I certify and I sign that this paper or an important part of the paper has not been published in other Journal (inside or outside WSEAS) Conference Proceedings (inside or outside WSEAS), Book (inside or outside WSEAS), University Repository etc). In case of violation of the above terms, WSEAS can reject any unpublished paper or even retract any published paper.

Please, write additional comments below (take ideas from:

We had a great opportunity in dealing with a professional Journal like WSEAS Journals', submitting was easy, reviews were great and added much to the article, I highly recommend WSEAS to all academics interested in publishing their work.

Signature :

A photograph of a handwritten signature in blue ink on a light-colored surface. The signature is stylized and appears to be 'S. J. W.' or similar, with a long horizontal stroke extending to the right.

Date: 09/08/2022