AGE GROUPS

PAYMENTS & CONTRACTS

**EXTRA CHARGES** 

**INSIGHTS** 

Churn Rate

26.86%

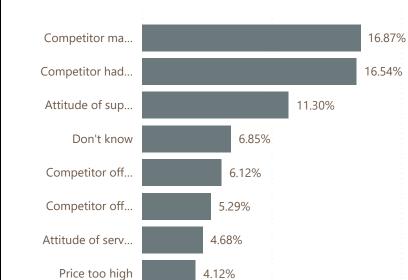
Churn Reason

**Churned Customers** 

1796

**Total Customers** 

6687



4.12%

4.06%

3.84%

3.40%

1.45%

10%

**%GT Churned Customers** 

0.33%

Product dissatis...

Network reliabil...

Long distance c...

Service dissatisf..

Extra data char...

Limited range o...

Poor expertise ...

Lack of afforda...

Lack of self-ser...

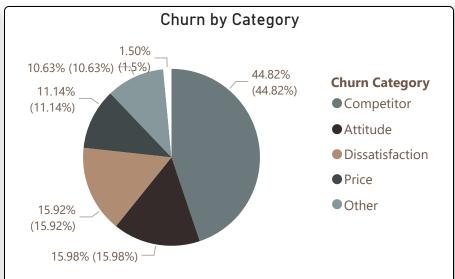
Poor expertise ...

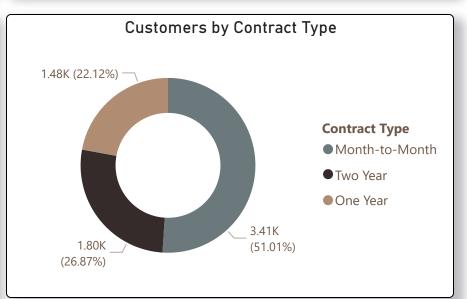
Deceased

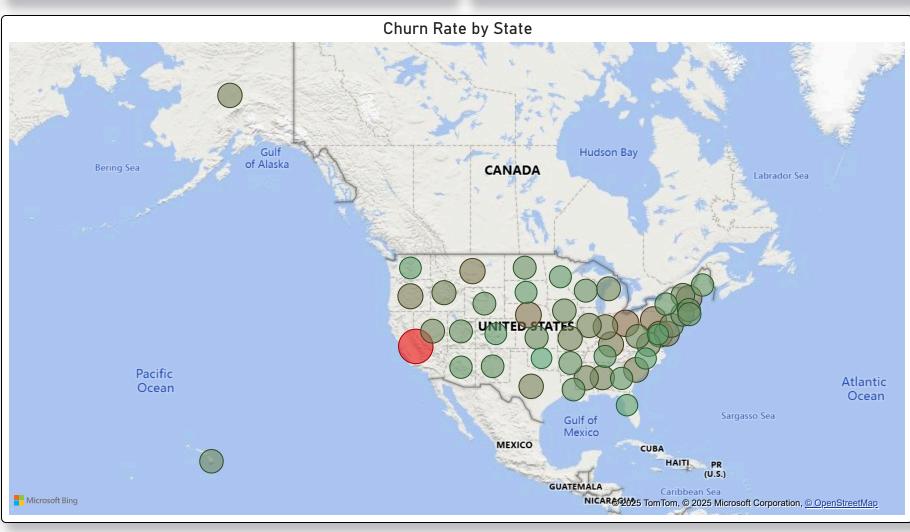
Moved



20%





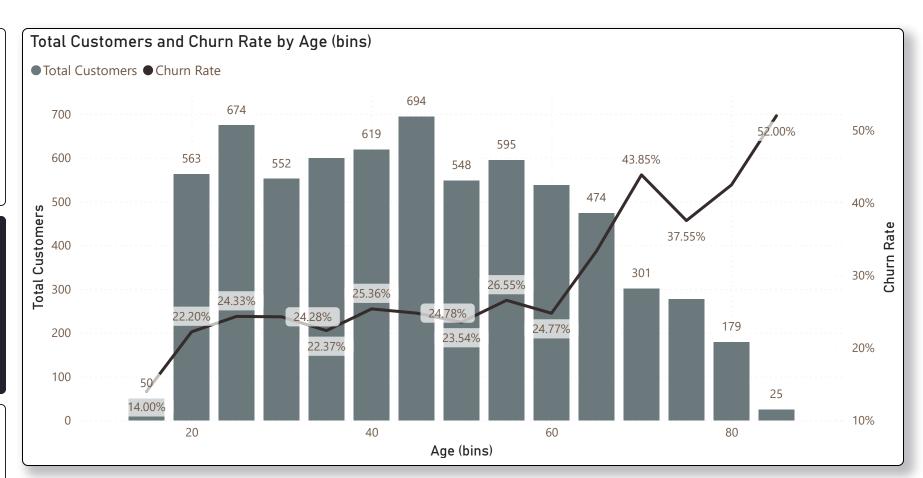


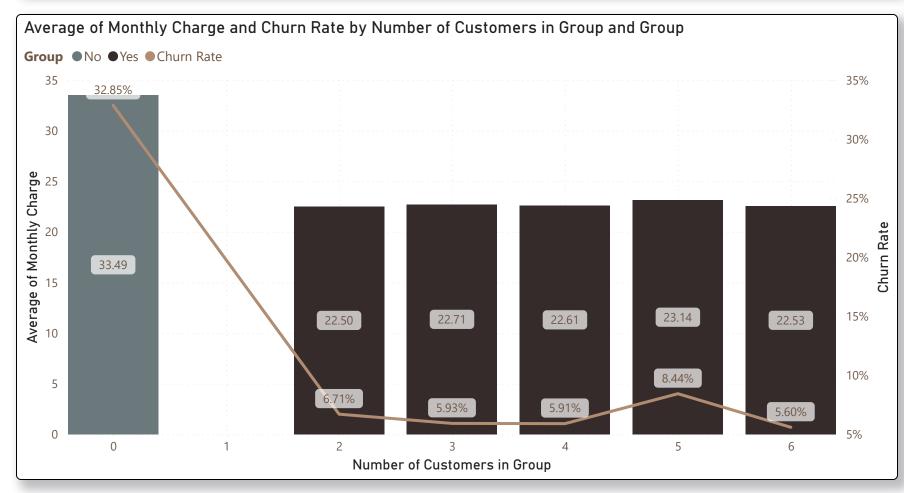
AGE GROUPS

PAYMENTS & CONTRACTS

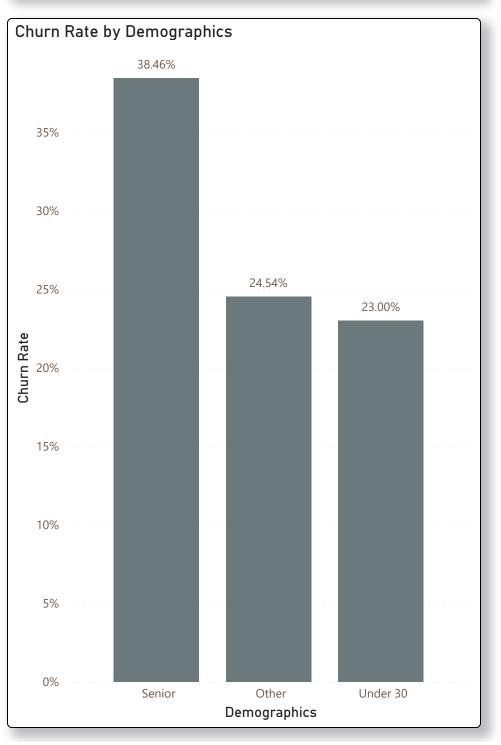
EXTRA CHARGES

INSIGHTS







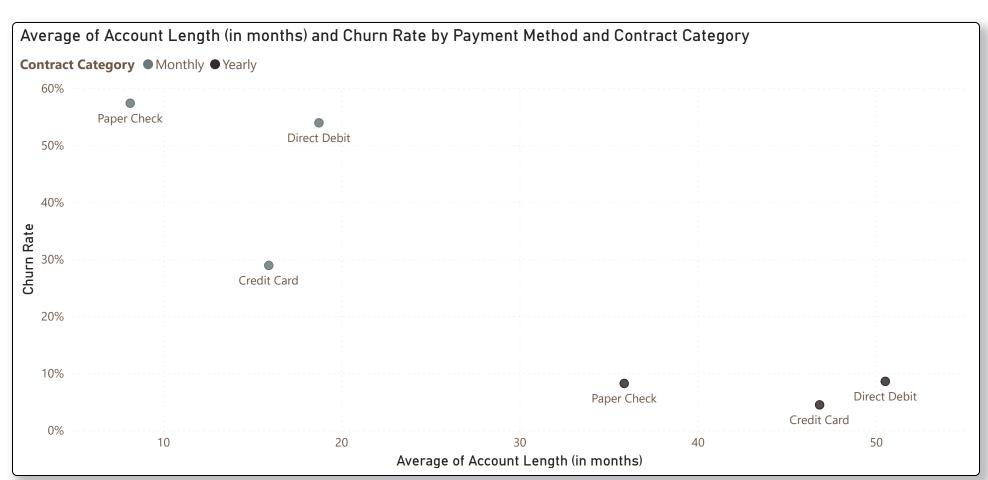


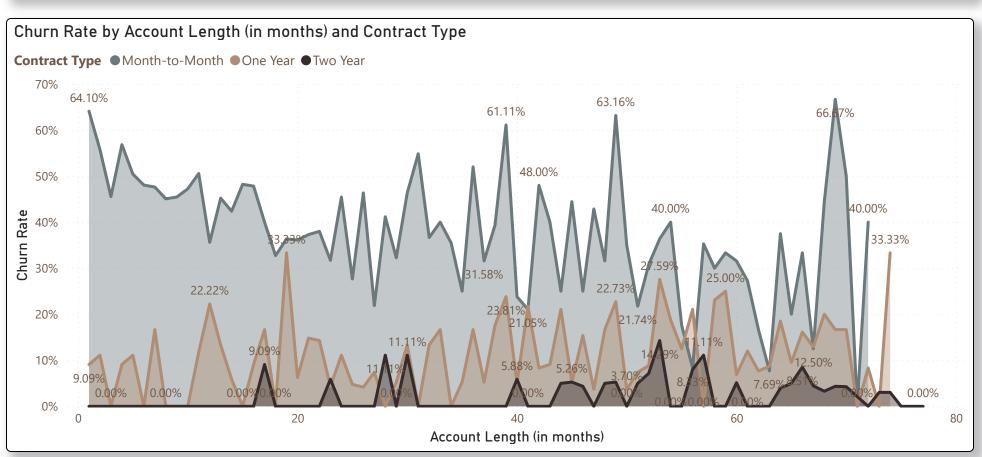
AGE GROUPS

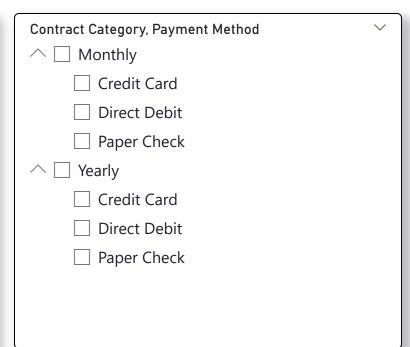
PAYMENTS & CONTRACTS

EXTRA CHARGES

INSIGHTS





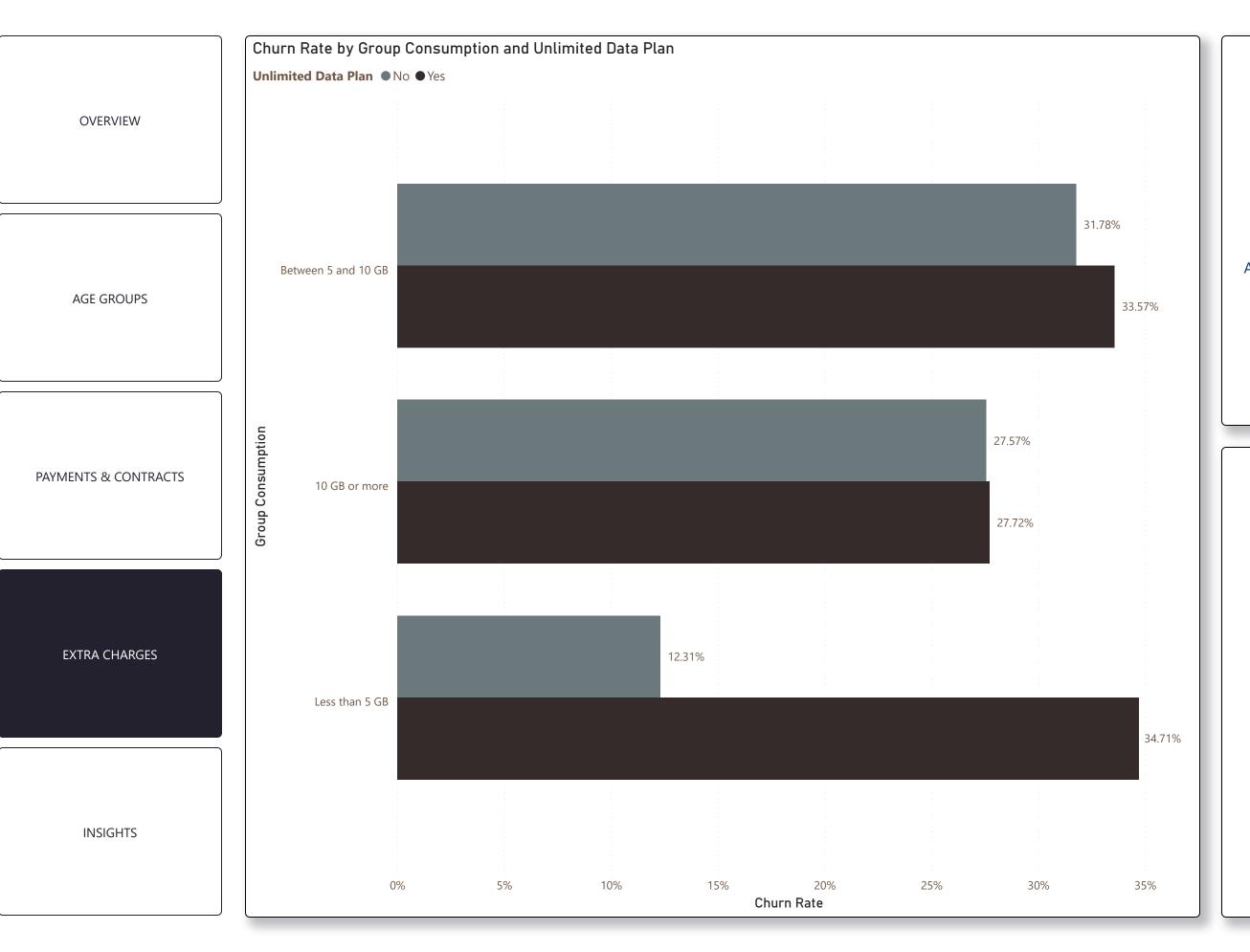


6123

Sum of Customer Service Calls

0.92

Average of Customer Service Calls



33.64

Average of Extra International Charges

3.37

Average of Extra Data Charges

3.37
Average of Extra Data Charges

33.64

Average of Extra International Charges

AGE GROUPS

6123

Sum of Customer Service Calls

0.92

Average of Customer Service Calls



PAYMENTS & CONTRACTS

**EXTRA CHARGES** 

INSIGHTS

