

COMPLAINT DATA REPORT

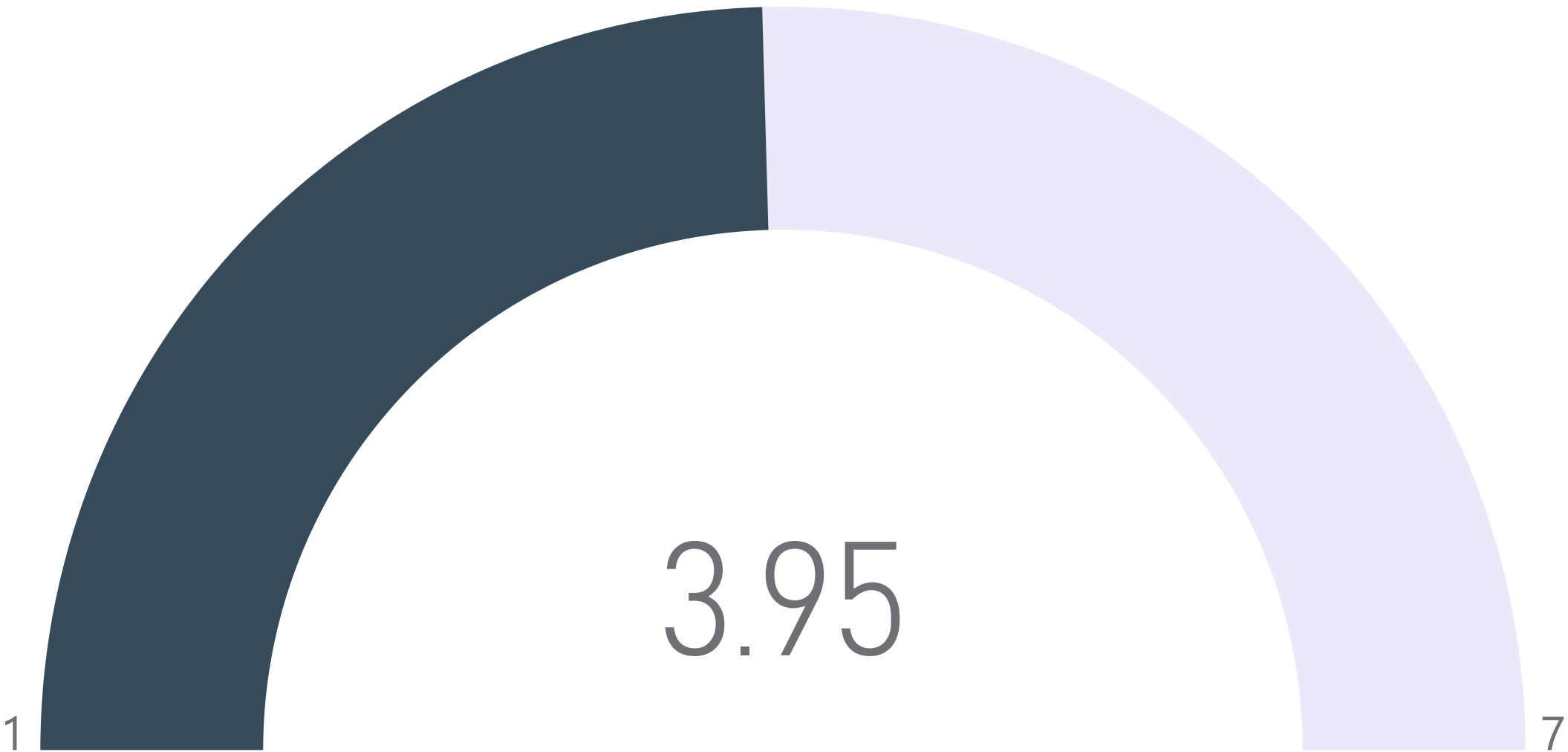
Date of Complaints Registered

9/1/2023

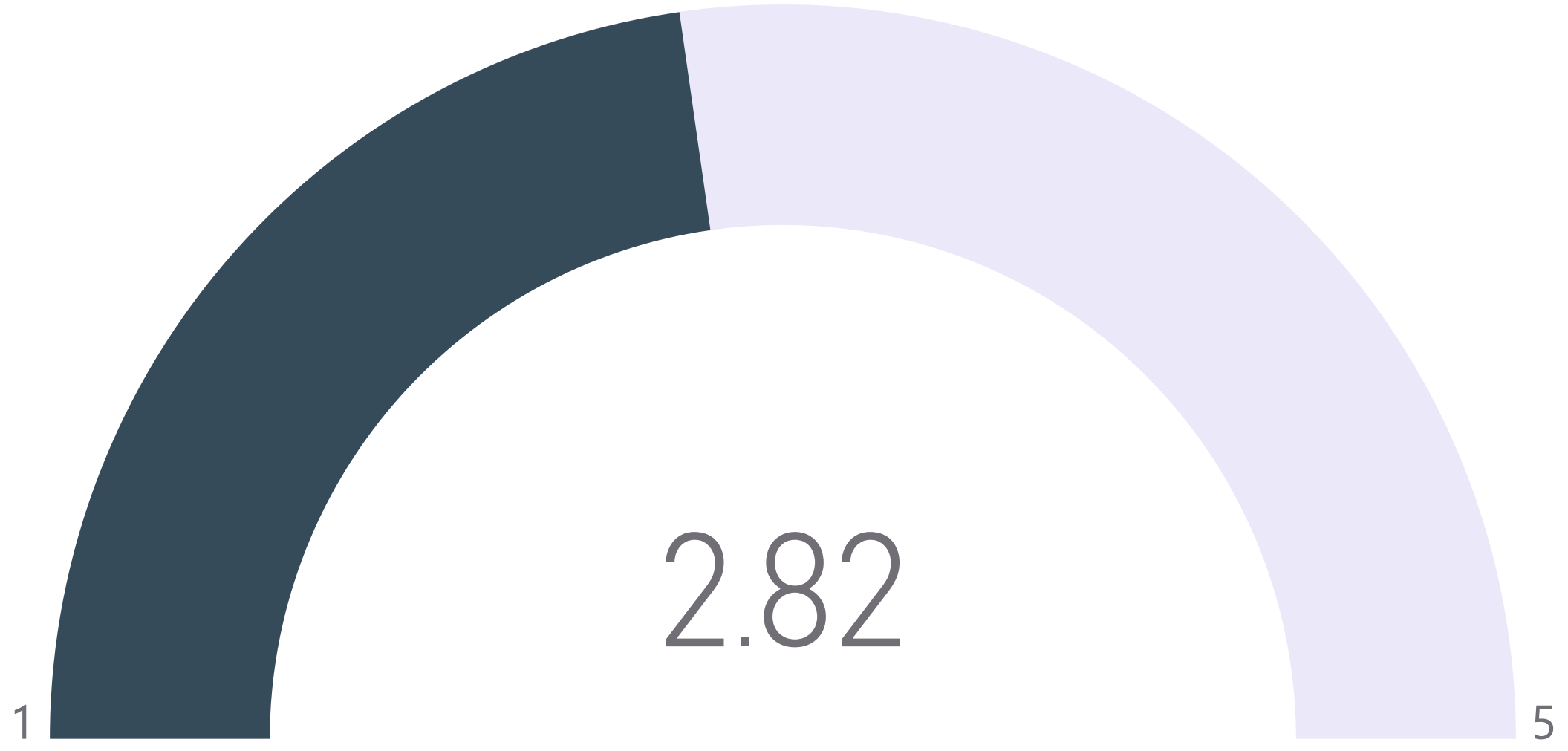
9/20/2023



Average-Resolution Time

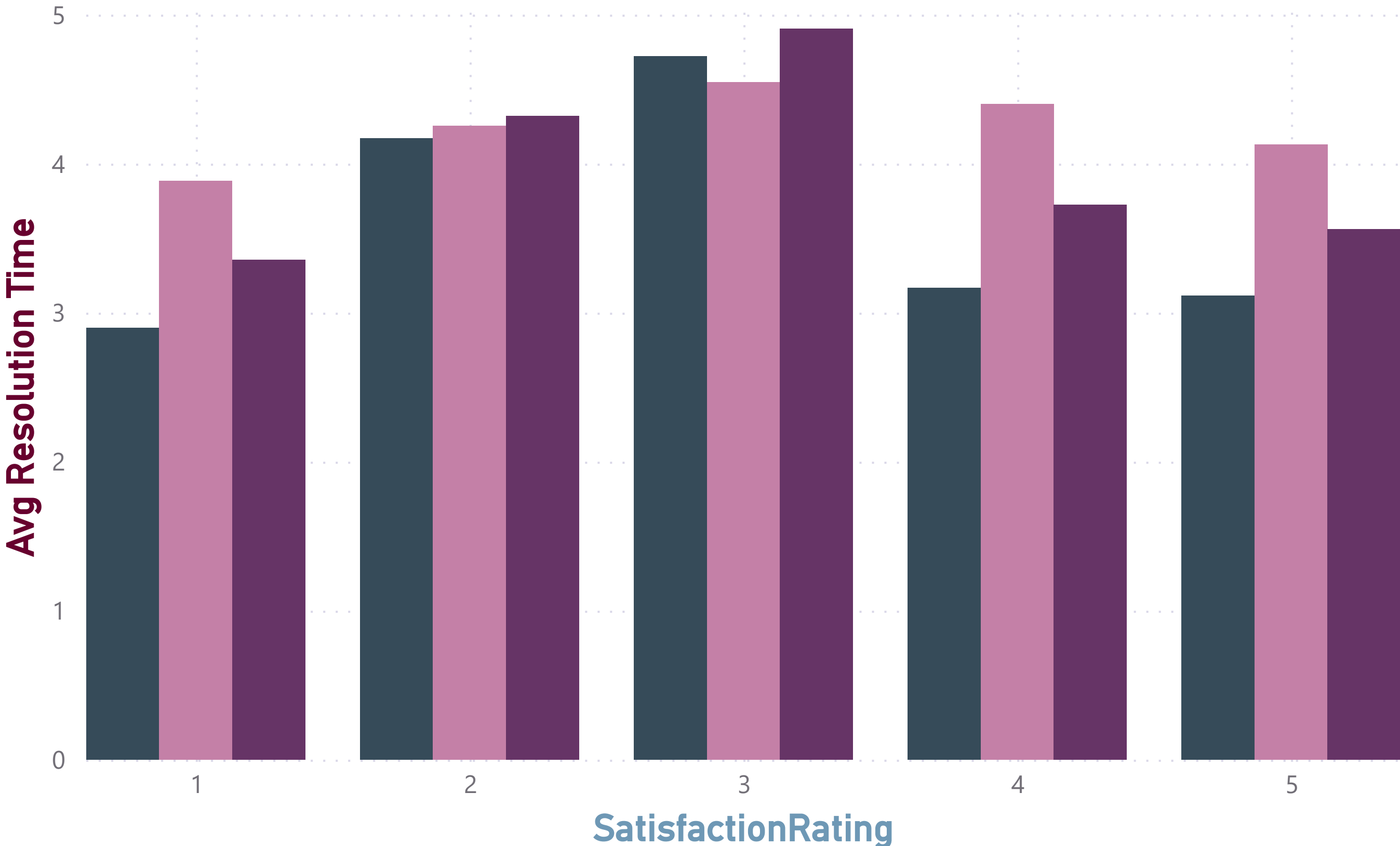


Average-Satisfaction Rating



Average of ResolutionTime by SatisfactionRating and ComplaintType

ComplaintType ● Billing Dispute ● Network Issue ● Service Quality



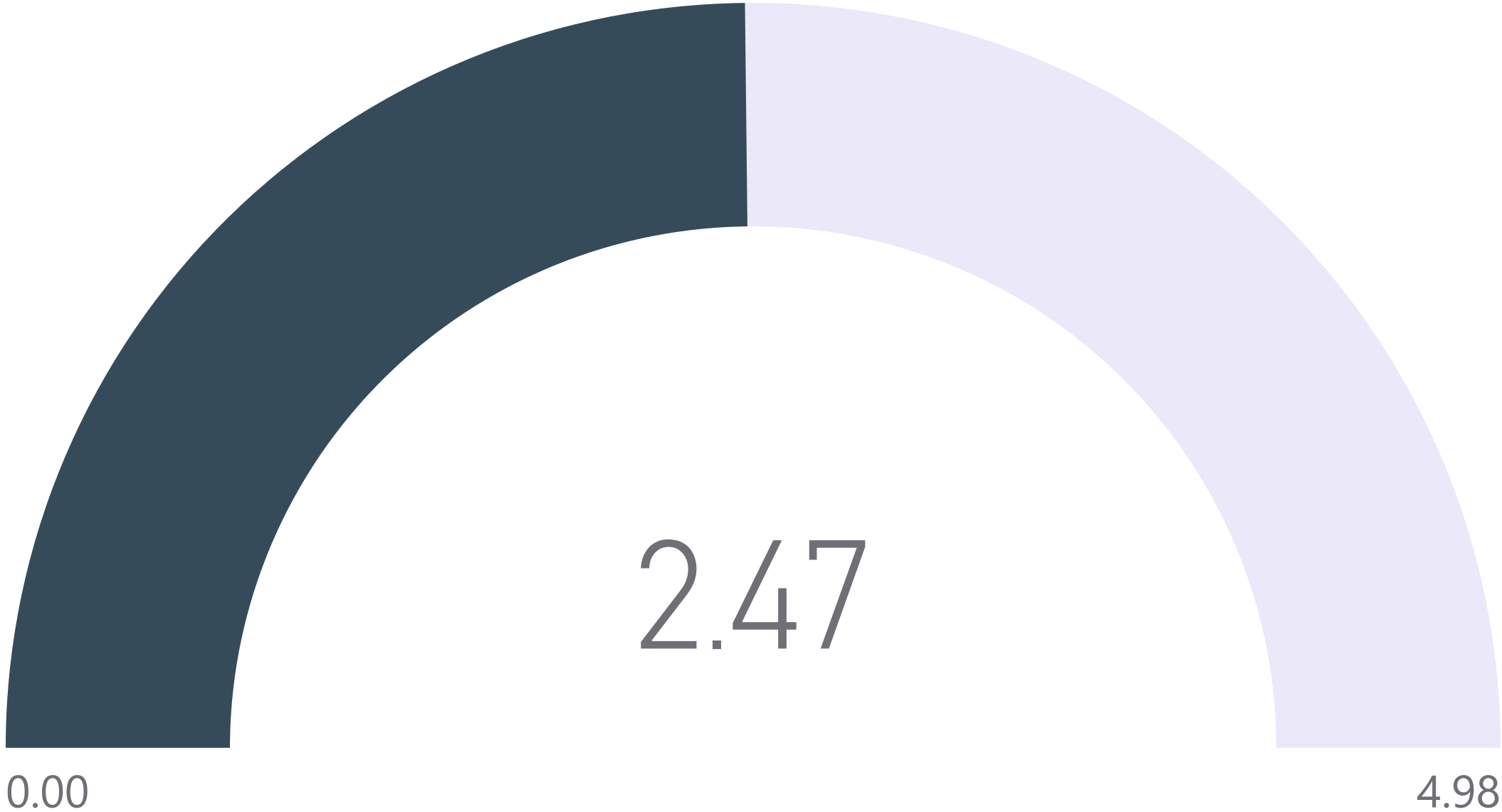
NETWORK METRICS REPORT

Date

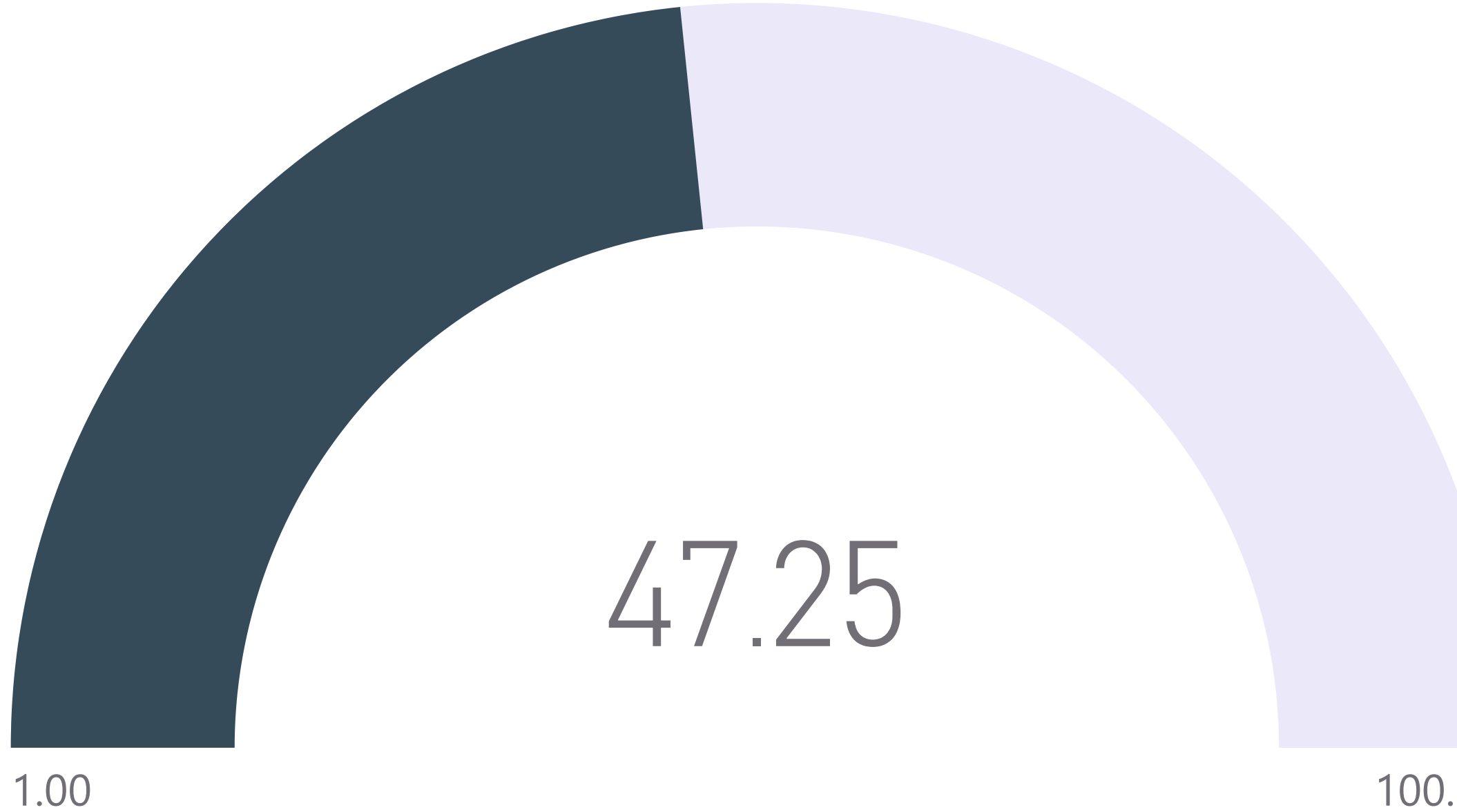
9/1/2023 9/20/2023



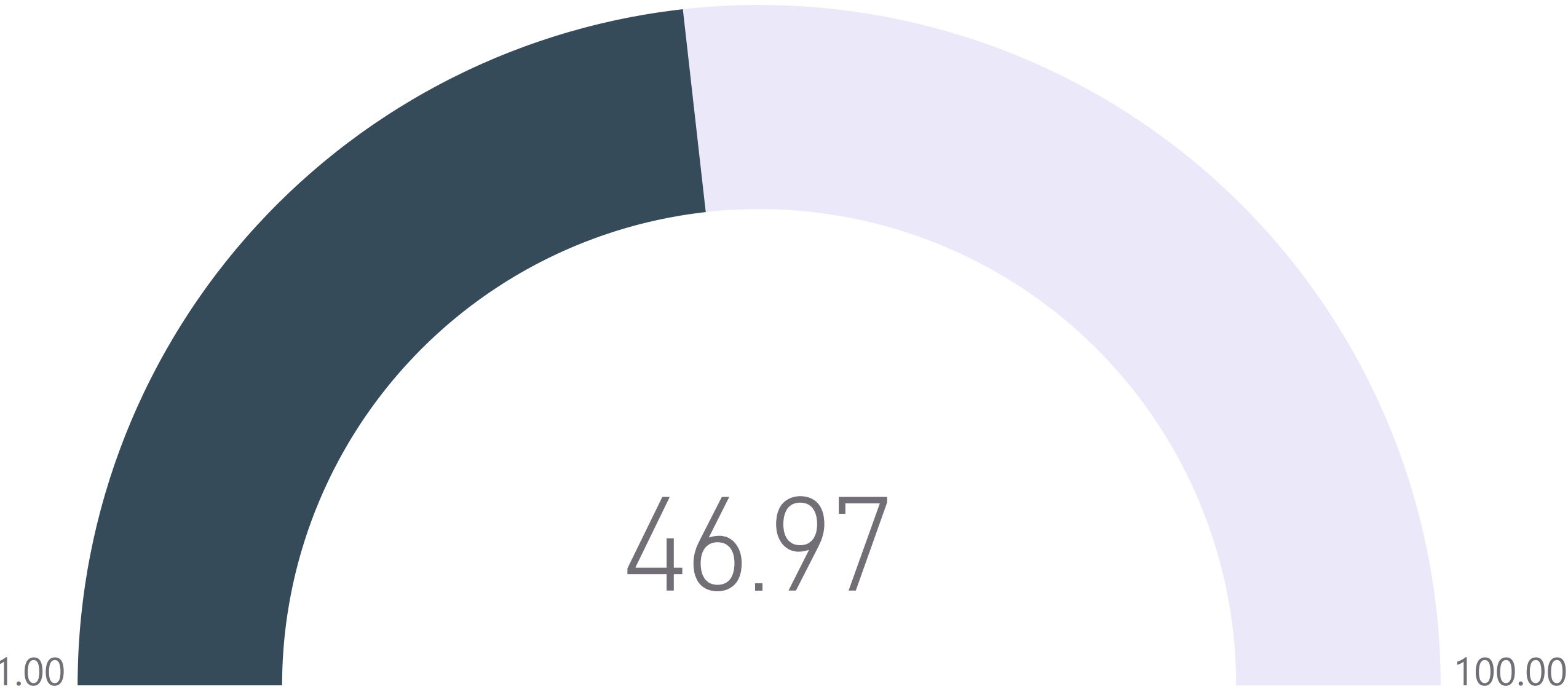
Average-Call Drop Rate



Average-Data Transfer Speed



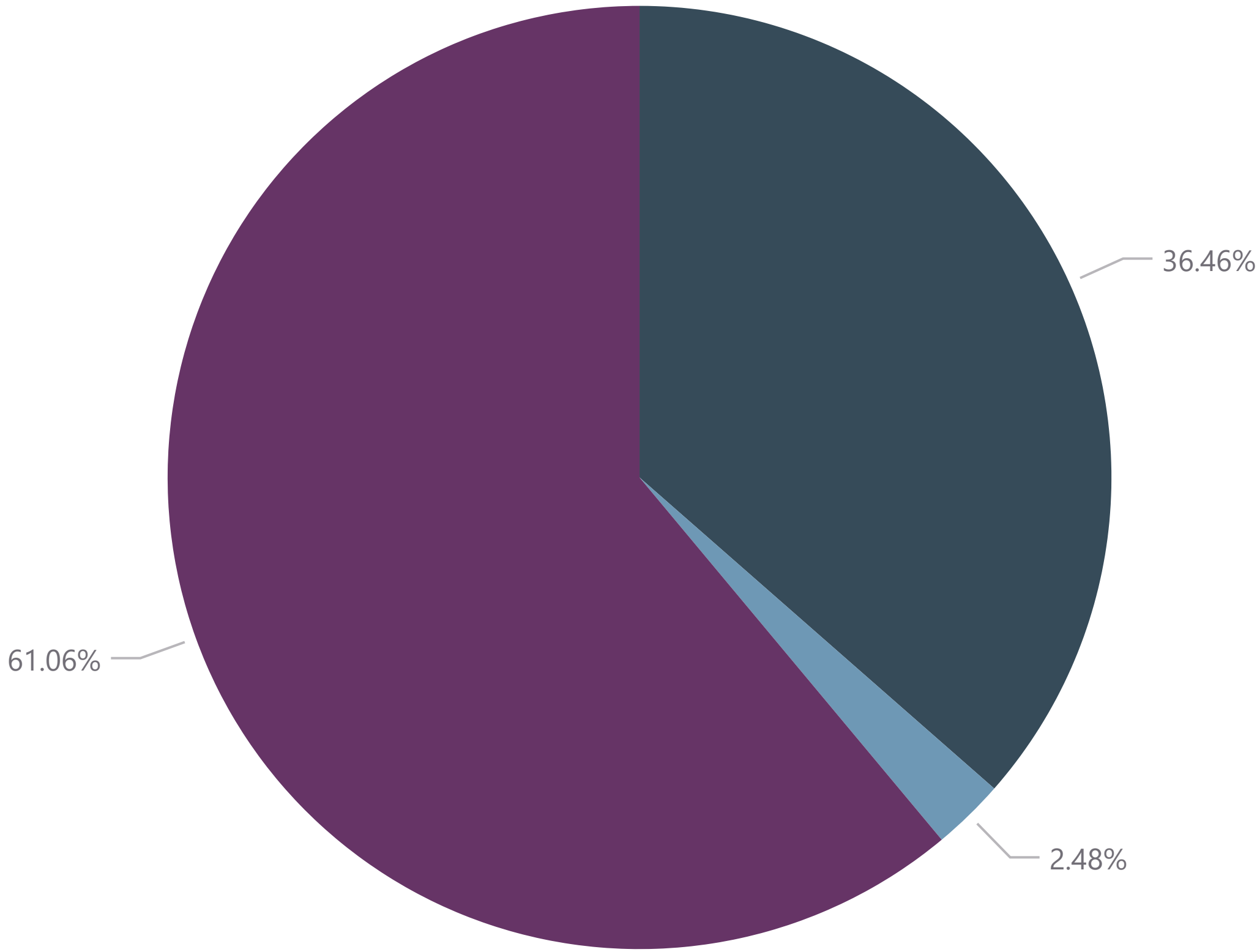
Average-Signal Strength



MONTHLY BILLING REPORT FOR SEPTEMBER

TOTAL USAGE BY CUSTOMERS

● Sum of TotalVoiceMinutes ● Sum of TextMessages ● Sum of DataUsage



TOTAL AMOUNT PAYABLE

172,295.72

Sum of Total_Payable