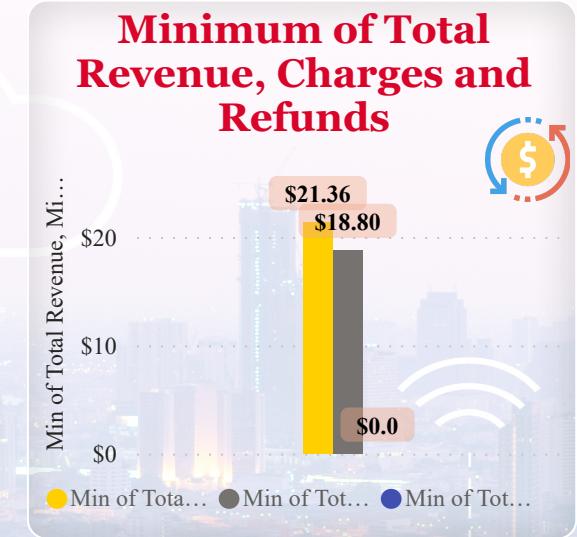
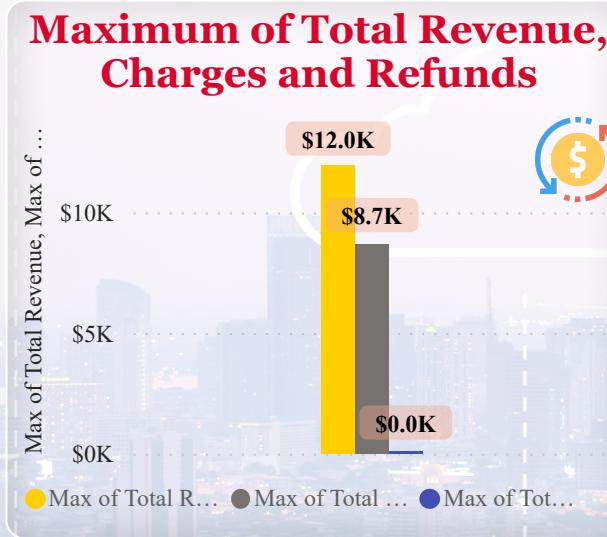
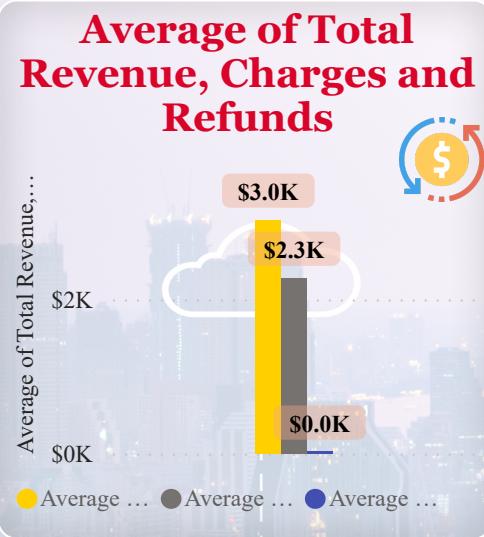


TELECOM CHURN ANALYSIS



Sum of Revenue \$16,060,725.24 **Sum of Charges** \$21,371,131.69 **Sum of Refunds** \$13,819.7

| Customer ID | Internet Type | Internet Service | Customer Services | |
|-------------|---------------|------------------|-------------------------|---|
| | | | Avg Monthly GB Download | |
| 1261-FWTTE | Cable | ✓ | 2 | 2 |
| 1585-MQSSU | Cable | ✓ | 2 | 2 |
| 2453-SAFNS | Cable | ✓ | 2 | 2 |
| 2908-ZTPNF | Cable | ✓ | 2 | 2 |
| 4195-NZGTA | Cable | ✓ | 2 | 2 |
| 4940-KHCWD | Cable | ✓ | 2 | 2 |
| 5378-IKEEG | Cable | ✓ | 2 | 2 |
| 7639-OPLNG | Cable | ✓ | 2 | 2 |
| 7811-JIVPF | Cable | ✓ | 2 | 2 |
| 8433-WXGNA | Cable | ✓ | 2 | 2 |
| 8601-QACRS | Cable | ✓ | 2 | 2 |
| 9058-CBREO | Cable | ✓ | 2 | 2 |
| 9136-ALYBR | Cable | ✓ | 2 | 2 |
| 9209-NWPGU | Cable | ✓ | 2 | 2 |

| Customer ID | Paperless Billing | Device Protection plan | Premium Tech Support |
|-------------|-------------------|------------------------|----------------------|
| 0002-ORFBO | ✓ | ✗ | ✓ |
| 0003-MKNFE | ✗ | ✗ | ✓ |
| 0004-TLHLJ | ✓ | ✓ | ✓ |
| 0011-IGKFF | ✓ | ✓ | ✓ |
| 0013-EXCHZ | ✓ | ✗ | ✓ |
| 0013-MHZWF | ✓ | ✗ | ✓ |
| 0013-SMEOE | ✓ | ✓ | ✓ |
| 0014-BMAQU | ✓ | ✗ | ✓ |
| 0015-UOCOJ | ✓ | ✗ | ✓ |
| 0016-QLJIS | ✓ | ✓ | ✓ |
| 0017-DINOC | ✗ | ✗ | ✓ |
| 0017-IUDMW | ✓ | ✓ | ✓ |
| 0018-NVPOU | ✗ | ✗ | ✓ |

