

2899

Number of Customers

2899

Number of Unique Customers

26.86 % Churn Rate

%GT Number of Churned Customers Competitor had better devices Attitude of support person Don't know Competitor offered more data Competitor offered higher download speeds Price too high Product dissatisfaction Network reliability Service dissatisfaction Moved Extra data charges Limited range of services Lack of affordable download/upload speed Lack of self-service on Website Poor expertise of phone support Competitor made better offer Attitude of service provider Long distance charges Poor expertise of online support Deceased Churn Reason

%GT Number of Churned Customers by Churn Reason