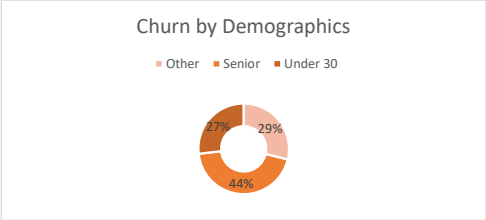
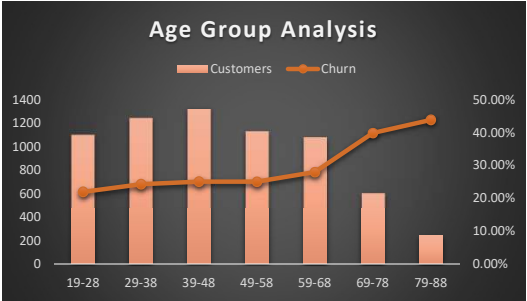


Churn Analysis

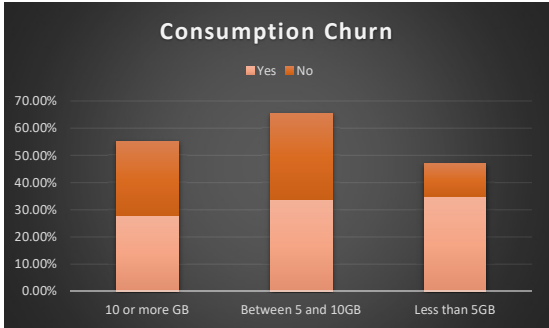
Row Labels	Sum of Churn Rate %
Other	24.71%
Senior	38.22%
Under 30	23.00%
Grand Total	26.86%



Row Labels	Customers	Churn
19-28	1093	21.96%
29-38	1234	24.23%
39-48	1318	25.04%
49-58	1123	25.02%
59-68	1074	27.93%
69-78	603	39.80%
79-88	242	43.80%
Grand Total	6687	26.86%



Sum of Churn	Column Labels			
Row Labels	Yes	No	Grand Total	
10 or more GB	27.72%	27.46%	27.68%	
Between 5 and	33.59%	31.91%	33.37%	
Less than 5GB	34.69%	12.31%	22.86%	
Grand Total	32.11%	16.10%	26.86%	



Sum of Churn	Column Labels		
Row Labels	no	yes	
AK	28.13%	37.50%	
AL	28.47%	29.41%	
AR	27.66%	6.25%	
AZ	23.77%	16.67%	
CA	61.67%	75.00%	
CO	20.97%	37.50%	
CT	27.27%	12.50%	
DC	19.39%	20.00%	
DE	29.41%	35.00%	
FL	22.52%	12.50%	
GA	24.00%	12.50%	
HI	26.00%	33.33%	
IA	26.67%	#DIV/0!	
ID	28.15%	25.00%	
IL	30.23%	23.33%	
IN	27.74%	66.67%	
KS	26.40%	18.75%	
KY	29.09%	50.00%	
LA	23.76%	50.00%	
MA	24.35%	31.25%	
MD	33.33%	30.00%	
ME	22.32%	33.33%	
MI	27.34%	27.78%	
MN	23.68%	12.50%	
MO	28.07%	30.77%	
MS	28.07%	31.25%	
MT	32.33%	0.00%	
NC	21.05%	18.18%	
ND	25.00%	25.00%	
NE	32.76%	33.33%	
NH	29.81%	62.50%	
NJ	28.00%	16.67%	
NM	22.81%	40.00%	
NV	28.07%	22.22%	
NY	23.84%	18.75%	
OH	34.53%	36.84%	
OK	18.75%	27.27%	
OR	31.69%	21.43%	
PA	33.33%	33.33%	
RI	25.23%	25.00%	
SC	31.03%	0.00%	
SD	23.64%	10.00%	
TN	23.40%	16.67%	
TX	27.82%	41.67%	
UT	25.76%	16.67%	
VA	28.47%	16.67%	
VT	28.15%	8.33%	
WA	22.58%	12.50%	
WI	25.00%	25.00%	
WV	27.78%	13.33%	
WY	26.12%	15.00%	

Sum of Churn	Column Labels				
Row Labels	Month-to-Month	One Year	Two Year	(blank)	
1-12	81.68%	0.00%	0.00%	44.55%	
13-24	72.64%	7.69%	2.70%	26.04%	
25-36	71.76%	4.26%	2.13%	18.17%	
37-48	73.91%	20.83%	2.86%	15.15%	
49-60	47.37%	16.36%	5.66%	13.62%	
61-72	43.48%	14.49%	4.13%	5.99%	
73-84	#DIV/0!	0.00%	4.35%	3.60%	