



## **Detailed Unidimensional Analysis of Relevant Variables for NPS**

Big Data & Advanced Analytics, Spain

October 31, 2017



# Contents

<b>1</b>	<b>CAR</b>	<b>1</b>
1.1	Convergente + Standalone . . . . .	2
1.1.1	CAR_num_cuotas_pendientes . . . . .	2
1.1.2	CAR_num_cuotas_tot_finan . . . . .	3
1.1.3	CAR_num_importe_por_pagar . . . . .	4
1.1.4	CAR_ind_perm_tarifa_menos_18 . . . . .	5
1.1.5	CAR_num_disp_android_avg . . . . .	6
1.1.6	CAR_num_precio_cuota_pend . . . . .	7
1.1.7	CAR_num_precio_cuotas_tot . . . . .	8
1.1.8	CAR_num_precio_terminales_finan . . . . .	9
1.1.9	CAR_ind_financiacion . . . . .	10
1.1.10	CAR_num_cli_arpu_m0 . . . . .	11
1.1.11	CAR_ind_perm_tarifa_mas_12 . . . . .	12
1.1.12	CAR_ind_linea_voz . . . . .	13
1.1.13	CAR_num_permanencia_voz . . . . .	14
1.1.14	CAR_ind_solci_cancel_og_12m . . . . .	15
1.1.15	CAR_num_cli_extranjero_hh . . . . .	16
1.1.16	CAR_num_valor_hogar_hh . . . . .	17
1.1.17	CAR_num_valor_pos_3m_hh . . . . .	18
1.1.18	CAR_num_cli_max_perm . . . . .	19
1.1.19	CAR_num_valor_hogar_3m_hh . . . . .	20
1.1.20	CAR_num_disp_movil_avg . . . . .	21
1.1.21	CAR_num_permanencia_adsl . . . . .	22
1.1.22	CAR_num_porcentaje_pagado . . . . .	23
1.1.23	CAR_num_usac_prod_serv_m2 . . . . .	24
1.1.24	CAR_num_dispositivos_avg . . . . .	25
1.1.25	CAR_num_disp_android_m0 . . . . .	26
1.1.26	CAR_num_lineas_pos . . . . .	27
1.1.27	CAR_num_lineas_voz . . . . .	28
1.1.28	CAR_seg_descuento_max_cli . . . . .	29
1.1.29	CAR_num_dispositivos_m0 . . . . .	31
1.1.30	CAR_num_arpu_m0 . . . . .	32
1.1.31	CAR_num_disp_movil_m0 . . . . .	33
1.1.32	CAR_num_cli_arpu_voz_m0 . . . . .	34

1.1.33	CAR_num_antig_lin_max . . . . .	35
1.1.34	CAR_num_acc_mivf_app_3m . . . . .	36
1.1.35	CAR_num_disp_soportan_4g_hh . . . . .	37
1.1.36	CAR_num_valor_pos_hh . . . . .	38
1.1.37	CAR_num_cuotas_pagadas . . . . .	39
1.1.38	CAR_num_android_hh . . . . .	40
1.1.39	CAR_num_cli_arpu_hz_m0 . . . . .	41
1.1.40	CAR_num_smartphone_hh . . . . .	42
1.1.41	CAR_num_sal_llam_dist_mv_inc . . . . .	43
1.1.42	CAR_num_importe_pagado . . . . .	44
1.1.43	CAR_ind_solci_porta_og_4m . . . . .	45
1.1.44	CAR_num_dispositivos_hh . . . . .	46
1.1.45	CAR_ind_perm_tarifa_menos_12 . . . . .	47
1.1.46	CAR_ind_sin_perm_tarifa . . . . .	48
1.1.47	CAR_num_edad . . . . .	49
1.1.48	CAR_num_sal_llam_dist_vf_avg . . . . .	50
1.1.49	CAR_num_usac_prods_servs_m2 . . . . .	51
1.1.50	CAR_num_acc_mivf_app_m0 . . . . .	52
1.1.51	CAR_num_servicios_calc_hh . . . . .	53
1.1.52	CAR_num_serv_contrato_hh . . . . .	54
1.1.53	CAR_ind_os_android . . . . .	55
1.1.54	CAR_num_ent_sms_dist_tot_inc . . . . .	56
1.1.55	CAR_num_serv_particulares_hh . . . . .	57
1.1.56	CAR_num_usac_tv . . . . .	58
1.1.57	CAR_ind_terminal_4g . . . . .	59
1.1.58	CAR_num_dispositivos_movil_hh . . . . .	60
1.1.59	CAR_num_usac_deuda_m2 . . . . .	61
1.1.60	CAR_ind_mivf_pasivo_3m . . . . .	62
1.1.61	CAR_ind_solci_cancel_12m . . . . .	63
1.1.62	CAR_ind_non_usage_mbb . . . . .	64
1.1.63	CAR_num_sal_sms_tot_avg . . . . .	65
1.1.64	CAR_num_acc_mivf_3m . . . . .	66
1.1.65	CAR_num_lin_sincambio_tac_1m . . . . .	67
1.1.66	CAR_num_tablet_avg . . . . .	68
1.1.67	CAR_ind_simonly . . . . .	69
1.1.68	CAR_num_clientes_es_hh . . . . .	70
1.1.69	CAR_num_meses_fin_dto_max . . . . .	71
1.1.70	CAR_num_disp_movil_inc . . . . .	72
1.1.71	CAR_ind_mivf_intensivo_3m . . . . .	73
1.1.72	CAR_num_usac_probs_servs . . . . .	74
1.1.73	CAR_num_usac_ok_m2 . . . . .	75
1.1.74	CAR_num_tablet_inc . . . . .	76
1.1.75	CAR_num_sal_sms_dist_tot_inc . . . . .	77
1.1.76	CAR_num_usac_tv_futbol_sin_fibra . . . . .	78
1.1.77	CAR_ind_mivf_actual . . . . .	79
1.1.78	CAR_num_datostot_mb_calc_hh . . . . .	80

1.1.79	CAR_num_sal_llam_vf . . . . .	81
1.1.80	CAR_num_usac_tarifas . . . . .	82
1.1.81	CAR_num_usac_tarifs . . . . .	83
1.1.82	CAR_ind_solci_porta_4m . . . . .	84
1.1.83	CAR_num_sal_llam_re_inc . . . . .	85
1.1.84	CAR_num_sal_min_vf_avg . . . . .	86
1.1.85	CAR_num_bajas_adsl_3m . . . . .	87
1.2	Fixed Operator . . . . .	88
1.2.1	CAR_ind_rgu_catv . . . . .	88
1.2.2	CAR_seg_desc_rgu_tv . . . . .	89
1.2.3	CAR_ind_rgu_dtv . . . . .	90
1.2.4	CAR_ind_rgu_tv . . . . .	91
1.2.5	CAR_ind_tivo . . . . .	92
1.2.6	CAR_ind_arpu_neta_mvl_tv_sv_inc . . . . .	93
1.2.7	CAR_num_arpu_combinado . . . . .	94
1.2.8	CAR_num_avg_arpu_combinado . . . . .	95
1.2.9	CAR_num_avg_arpu_indefinida . . . . .	96
1.2.10	CAR_num_avg_arpu_neta . . . . .	97
1.2.11	CAR_seg_desc_rgu_cliente . . . . .	98
1.2.12	CAR_seg_desc_rgu_movil . . . . .	100
1.2.13	CAR_seg_desc_rgu_internet . . . . .	101
1.2.14	CAR_seg_desc_rgu_tlfo . . . . .	103
1.2.15	CAR_num_arpu_indefinida . . . . .	104
1.2.16	CAR_num_avg_arpu_neta_mvl_tv_sv . . . . .	105
1.2.17	CAR_num_meses_fin_promo_avg . . . . .	106
1.2.18	CAR_num_max_int_dudas . . . . .	107
1.2.19	CAR_num_int_dudas . . . . .	108
1.2.20	CAR_num_int_dudas_m0_avg . . . . .	109
1.2.21	CAR_num_min_int_dudas . . . . .	110
1.2.22	CAR_num_arpu_neta . . . . .	111
1.2.23	CAR_num_meses_promo . . . . .	112
1.2.24	CAR_num_arpu_indef_movil . . . . .	113
1.2.25	CAR_num_arpu_neta_mvl_tv_sv . . . . .	114
1.2.26	CAR_num_arpu_indef_mvl_tivo . . . . .	115
1.2.27	CAR_num_arpu_indef_mvl_tivo_sv . . . . .	116
1.2.28	CAR_num_int_dudas_avg . . . . .	117
1.2.29	CAR_num_int_dudas_3m . . . . .	118
1.2.30	CAR_num_inc_arpu_neta_mvl_inc . . . . .	119
1.2.31	CAR_num_arpu_neta_mvl_tv . . . . .	120
1.2.32	CAR_num_meses_fin_promo_max . . . . .	121
1.2.33	CAR_num_arpu_neta_mvl . . . . .	122
1.2.34	CAR_num_avg_arpu_neta_mvl_tv . . . . .	123
1.2.35	CAR_num_inc_arpu_net_mvl_tv_sv_inc . . . . .	124
1.2.36	CAR_ind_dudas . . . . .	125
1.3	Only Mobile . . . . .	126
1.3.1	CAR_num_permanencia_voz . . . . .	126

1.3.2	CAR_num_cli_max_perm . . . . .	127
1.3.3	CAR_num_tablet_inc . . . . .	128
1.3.4	CAR_num_disp_no_movil_avg . . . . .	129
1.3.5	CAR_num_lineas_pos . . . . .	130
1.3.6	CAR_num_dispositivos_avg . . . . .	131
1.3.7	CAR_ind_hz_hh . . . . .	132
1.3.8	CAR_num_edad . . . . .	133
1.3.9	CAR_num_cuotas_tot_finan . . . . .	134
1.3.10	CAR_num_car_phone_avg . . . . .	135
1.3.11	CAR_num_sal_min_vf_avg . . . . .	136
1.3.12	CAR_num_lineas_voz . . . . .	137
1.3.13	CAR_num_ent_sms_tot_avg . . . . .	138
1.3.14	CAR_num_sal_llam_mv_avg . . . . .	139
1.3.15	CAR_ind_hz . . . . .	140
1.3.16	CAR_num_car_phone_inc . . . . .	141
1.3.17	CAR_num_sal_llam_mv . . . . .	142
1.3.18	CAR_num_sal_min_mv_avg . . . . .	143
1.3.19	CAR_ind_non_usage_voz . . . . .	144
1.3.20	CAR_num_sal_llam_dist_mv_avg . . . . .	145
1.3.21	CAR_num_sal_min_mv . . . . .	146
1.3.22	CAR_num_dispositivos_otro_hh . . . . .	147
1.3.23	CAR_ind_solci_porta_re_4m . . . . .	148
1.3.24	CAR_num_llamadas_fixed_hh . . . . .	149
1.3.25	CAR_num_ent_llam_tot . . . . .	150
1.3.26	CAR_num_disp_no_movil_m0 . . . . .	151
1.3.27	CAR_ind_riesgo_hh . . . . .	152
1.3.28	CAR_num_sal_min_vf . . . . .	153
1.3.29	CAR_ind_hogar_compartido_hh . . . . .	154
1.3.30	CAR_num_ent_llam_tot_avg . . . . .	155
1.3.31	CAR_num_serv_particulares_hh . . . . .	156
1.3.32	CAR_num_cuotas_pendientes . . . . .	157
1.3.33	CAR_num_sal_llam_tot_avg . . . . .	158
1.3.34	CAR_num_dispositivos_hh . . . . .	159
1.3.35	CAR_num_servicios_calc_hh . . . . .	160
1.3.36	CAR_num_datos_3g_m0 . . . . .	161
1.3.37	CAR_num_serv_contrato_hh . . . . .	162
1.3.38	CAR_num_disp_soportan_4g_hh . . . . .	163
1.3.39	CAR_num_sal_llam_tot . . . . .	164
1.3.40	CAR_num_tablet_hh . . . . .	165
1.3.41	CAR_num_sal_llam_dist_tot_avg . . . . .	166
1.3.42	CAR_ind_perm_tarifa_mas_12 . . . . .	167
1.3.43	CAR_ind_huella_vdf_hh . . . . .	168
1.3.44	CAR_ind_estable . . . . .	169
1.3.45	CAR_num_usac_portab_m2 . . . . .	170
1.3.46	CAR_num_dispositivos_m0 . . . . .	171
1.3.47	CAR_num_tablet_avg . . . . .	172

1.3.48	CAR_num_llamadas_calc_hh . . . . .	173
1.3.49	CAR_num_importe_por_pagar . . . . .	174
1.3.50	CAR_num_sal_llam_vf_avg . . . . .	175
1.3.51	CAR_num_kb_roaming_avg . . . . .	176
1.3.52	CAR_num_sal_min_tot . . . . .	177
1.3.53	CAR_num_sal_min_tot_avg . . . . .	178
1.3.54	CAR_num_ent_sms_dist_tot . . . . .	179
1.3.55	CAR_num_mou_calc_hh . . . . .	180
1.3.56	CAR_num_usac_fibra . . . . .	181
1.3.57	CAR_num_dispositivos_movil_hh . . . . .	182
1.3.58	CAR_num_sal_sms_dist_tot_inc . . . . .	183
1.3.59	CAR_ind_riesgo_prod_hh . . . . .	184
1.3.60	CAR_num_usac_portabilidad_m2 . . . . .	185
1.3.61	CAR_num_ent_sms_dist_tot_inc . . . . .	186
1.3.62	CAR_num_mou_fixed . . . . .	187
1.3.63	CAR_num_usac_voz_m2 . . . . .	188
1.3.64	CAR_ind_huella_ono_vf_hh . . . . .	189
1.3.65	CAR_num_disp_bb_inc . . . . .	190
1.3.66	CAR_num_serv_autonomo_hh . . . . .	191
1.3.67	CAR_num_kb_datos_m0 . . . . .	192
1.3.68	CAR_ind_vinculando . . . . .	193
1.3.69	CAR_num_sal_sms_tot_inc . . . . .	194
1.3.70	CAR_num_ent_llam_dist_tot_avg . . . . .	195
1.3.71	CAR_num_disp_movil_avg . . . . .	196
1.3.72	CAR_num_sal_llam_dist_tot . . . . .	197

## 2 CEM 199

2.1	Convergente + Standalone . . . . .	200
2.1.1	CEM_term_call_drop_ratio_avg_minimumofdaysinthemonth	200
2.1.2	CEM_term_call_drop_ratio_avg_maximumofdaysinthemonth	201
2.1.3	CEM_orig_call_compl_ratio_avg_minimumofdaysinthemonth	202
2.1.4	CEM_term_call_drop_ratio_avg_meanofdaysinthemonth . .	203
2.1.5	CEM_csfb_call_succ_avg_skewnessofdaysinthemonth . . . .	204
2.1.6	CEM_csfb_call_setup_time_avg_skewnessofdaysinthemonth	205
2.1.7	CEM_video_count_kurtosisofdaysinthemonth . . . . .	206
2.1.8	CEM_n_hscribers_skewnessofdaysinthemonth . . . . .	207
2.1.9	CEM_orig_call_drop_samples_minimumofdaysinthemonth .	208
2.1.10	CEM_orig_call_compl_samples_minimumofdaysinthemonth	209
2.1.11	CEM_term_call_drop_ratio_avg_stdofdaysinthemonth . . .	210
2.1.12	CEM_term_call_drop_ratio_avg_skewnessofdaysinthemonth	211
2.1.13	CEM_term_call_drop_ratio_avg_kurtosisofdaysinthemonth .	212
2.1.14	CEM_bytes_dl_4g_sum_kurtosisofdaysinthemonth . . . . .	213
2.1.15	CEM_bytes_dl_sum_kurtosisofdaysinthemonth . . . . .	214
2.1.16	CEM_call_fwd_succ_ratio_avg_skewnessofdaysinthemonth .	215
2.1.17	CEM_tcp_bytes_dl_kurtosisofdaysinthemonth . . . . .	216
2.1.18	CEM_ul_interference_kurtosisofdaysinthemonth . . . . .	217

2.1.19	CEM_bytes_dl_2g_sum_meanofdaysinthemonth . . . . .	218
2.1.20	CEM_sms_term_ratio_avg_skewnessofdaysinthemonth . . . . .	219
2.1.21	CEM_ul_interference_stdofdaysinthemonth . . . . .	220
2.1.22	CEM_sl_ho_stdofdaysinthemonth . . . . .	221
2.1.23	CEM_orig_call_compl_ratio_avg_meanofdaysinthemonth . . . . .	222
2.1.24	CEM_csfb_call_setup_time_avg_meanofdaysinthemonth . . . . .	223
2.1.25	CEM_bytes_dl_2g_sum_maximumofdaysinthemonth . . . . .	224
2.1.26	CEM_wp_acc_time_avg_kurtosisofdaysinthemonth . . . . .	225
2.1.27	CEM_sl_ho_kurtosisofdaysinthemonth . . . . .	226
2.1.28	CEM_sli_weight_voice_minimumofdaysinthemonth . . . . .	227
2.1.29	CEM_sli_voice_stdofdaysinthemonth . . . . .	228
2.1.30	CEM_ecn0_stdofdaysinthemonth . . . . .	229
2.1.31	CEM_wp_acc_time_max_stdofdaysinthemonth . . . . .	230
2.1.32	CEM_n_csfb_call_attempt_sum_kurtosisofdaysinthemonth . . . . .	231
2.1.33	CEM_orig_call_compl_ratio_avg_maximumofdaysinthemonth . . . . .	232
2.1.34	CEM_orig_call_compl_ratio_avg_stdofdaysinthemonth . . . . .	233
2.1.35	CEM_n_esr_stdofdaysinthemonth . . . . .	234
2.1.36	CEM_video_rebuf_avg_meanofdaysinthemonth . . . . .	235
2.1.37	CEM_csfb_call_setup_time_avg_stdofdaysinthemonth . . . . .	236
2.1.38	CEM_sli_weight_video_kurtosisofdaysinthemonth . . . . .	237
2.1.39	CEM_sl_ho_attempts_kurtosisofdaysinthemonth . . . . .	238
2.1.40	CEM_wp_acc_time_avg_skewnessofdaysinthemonth . . . . .	239
2.1.41	CEM_video_stall_ratio_avg_meanofdaysinthemonth . . . . .	240
2.1.42	CEM_wp_time_max_kurtosisofdaysinthemonth . . . . .	241
2.1.43	CEM_video_rebuf_max_maximumofdaysinthemonth . . . . .	242
2.1.44	CEM_sli_video_meanofdaysinthemonth . . . . .	243
2.1.45	CEM_bytes_dl_4g_sum_skewnessofdaysinthemonth . . . . .	244
2.1.46	CEM_csfb_call_setup_time_avg_kurtosisofdaysinthemonth . . . . .	245
2.1.47	CEM_sli_weight_voice_kurtosisofdaysinthemonth . . . . .	246
2.1.48	CEM_sli_voice_minimumofdaysinthemonth . . . . .	247
2.1.49	CEM_n_hsusers_stdofdaysinthemonth . . . . .	248
2.1.50	CEM_sli_voice_meanofdaysinthemonth . . . . .	249
2.1.51	CEM_sli_web_skewnessofdaysinthemonth . . . . .	250
2.1.52	CEM_serving_rsrp_skewnessofdaysinthemonth . . . . .	251
2.1.53	CEM_sl_ho_exec_time_kurtosisofdaysinthemonth . . . . .	252
2.2	Fixed Operator . . . . .	253
2.2.1	CEM_bytes_ul_2g_sum_minimumofdaysinthemonth . . . . .	253
2.2.2	CEM_call_fwd_succ_ratio_avg_kurtosisofdaysinthemonth . . . . .	254
2.2.3	CEM_data_count_minimumofdaysinthemonth . . . . .	255
2.2.4	CEM_call_fwd_succ_ratio_avg_stdofdaysinthemonth . . . . .	256
2.2.5	CEM_bytes_dl_2g_sum_minimumofdaysinthemonth . . . . .	257
2.2.6	CEM_im_count_kurtosisofdaysinthemonth . . . . .	258
2.2.7	CEM_bytes_ul_sum_kurtosisofdaysinthemonth . . . . .	259
2.2.8	CEM_social_count_minimumofdaysinthemonth . . . . .	260
2.2.9	CEM_call_fwd_succ_samples_kurtosisofdaysinthemonth . . . . .	261
2.2.10	CEM_bytes_dl_3g_sum_minimumofdaysinthemonth . . . . .	262



2.2.11	CEM_sli_weight_web_stdofdaysinthemonth . . . . .	263
2.2.12	CEM_sli_weight_voice_stdofdaysinthemonth . . . . .	264
2.2.13	CEM_im_count_minimumofdaysinthemonth . . . . .	265
2.2.14	CEM_n_esr_minimumofdaysinthemonth . . . . .	266
2.2.15	CEM_pkt_loss_net_max_meanofdaysinthemonth . . . . .	267
2.2.16	CEM_bytes_ul_3g_sum_minimumofdaysinthemonth . . . . .	268
2.2.17	CEM_sli_weight_voice_maximumofdaysinthemonth . . . . .	269
2.2.18	CEM_call_fwd_drop_samples_kurtosisofdaysinthemonth . . . . .	270
2.2.19	CEM_n_esr_kurtosisofdaysinthemonth . . . . .	271
2.2.20	CEM_call_fwd_succ_samples_stdofdaysinthemonth . . . . .	272
2.2.21	CEM_tcp_tp_ul_avg_maximumofdaysinthemonth . . . . .	273
2.2.22	CEM_n_hsusers_minimumofdaysinthemonth . . . . .	274
2.2.23	CEM_wp_acc_time_avg_stdofdaysinthemonth . . . . .	275
2.2.24	CEM_im_count_stdofdaysinthemonth . . . . .	276
2.2.25	CEM_n_voice_drop_skewnessofdaysinthemonth . . . . .	277
2.2.26	CEM_sli_kurtosisofdaysinthemonth . . . . .	278
2.2.27	CEM_sli_weight_web_maximumofdaysinthemonth . . . . .	279
2.2.28	CEM_tcp_tp_dl_avg_stdofdaysinthemonth . . . . .	280
2.2.29	CEM_call_fwd_succ_ratio_avg_skewnessofdaysinthemonth . . . . .	281
2.2.30	CEM_data_count_meanofdaysinthemonth . . . . .	282
2.3	Only Mobile . . . . .	283
2.3.1	CEM_wp_succ_avg_meanofdaysinthemonth . . . . .	283
2.3.2	CEM_wp_succ_max_meanofdaysinthemonth . . . . .	284
2.3.3	CEM_wp_succ_avg_maximumofdaysinthemonth . . . . .	285
2.3.4	CEM_wp_succ_max_maximumofdaysinthemonth . . . . .	286
2.3.5	CEM_wp_time_max_stdofdaysinthemonth . . . . .	287
2.3.6	CEM_email_count_minimumofdaysinthemonth . . . . .	288
2.3.7	CEM_wp_time_avg_meanofdaysinthemonth . . . . .	289
2.3.8	CEM_email_count_meanofdaysinthemonth . . . . .	290
2.3.9	CEM_wp_time_avg_maximumofdaysinthemonth . . . . .	291
2.3.10	CEM_wp_time_avg_stdofdaysinthemonth . . . . .	292
2.3.11	CEM_sli_weight_web_meanofdaysinthemonth . . . . .	293
2.3.12	CEM_ul_interference_meanofdaysinthemonth . . . . .	294
2.3.13	CEM_audio_count_skewnessofdaysinthemonth . . . . .	295
2.3.14	CEM_n_ps_drop_stdofdaysinthemonth . . . . .	296
2.3.15	CEM_n_ps_drop_maximumofdaysinthemonth . . . . .	297
2.3.16	CEM_n_ps_drop_meanofdaysinthemonth . . . . .	298
2.3.17	CEM_wp_time_avg_kurtosisofdaysinthemonth . . . . .	299
2.3.18	CEM_bytes_ul_3g_sum_minimumofdaysinthemonth . . . . .	300
2.3.19	CEM_sli_web_kurtosisofdaysinthemonth . . . . .	301
2.3.20	CEM_wp_time_max_meanofdaysinthemonth . . . . .	302
2.3.21	CEM_email_count_maximumofdaysinthemonth . . . . .	303
2.3.22	CEM_wp_acc_succ_avg_maximumofdaysinthemonth . . . . .	304
2.3.23	CEM_wp_time_max_maximumofdaysinthemonth . . . . .	305
2.3.24	CEM_wp_acc_succ_avg_meanofdaysinthemonth . . . . .	306
2.3.25	CEM_sli_weight_web_maximumofdaysinthemonth . . . . .	307

2.3.26	CEM_wp_succ_avg_stdofdaysinthemonth . . . . .	308
2.3.27	CEM_wp_acc_time_max_meanofdaysinthemonth . . . . .	309
2.3.28	CEM_ecn0_meanofdaysinthemonth . . . . .	310
2.3.29	CEM_wp_acc_time_max_stdofdaysinthemonth . . . . .	311
2.3.30	CEM_ul_interference_skewnessofdaysinthemonth . . . . .	312
2.3.31	CEM_im_count_maximumofdaysinthemonth . . . . .	313
2.3.32	CEM_n_ps_drop_minimumofdaysinthemonth . . . . .	314
2.3.33	CEM_n_hscribers_meanofdaysinthemonth . . . . .	315
2.3.34	CEM_wp_acc_succ_avg_skewnessofdaysinthemonth . . . . .	316
2.3.35	CEM_wp_time_max_kurtosisofdaysinthemonth . . . . .	317
2.3.36	CEM_bytes_ul_3g_sum_meanofdaysinthemonth . . . . .	318
2.3.37	CEM_wp_acc_time_max_maximumofdaysinthemonth . . . . .	319
2.3.38	CEM_wp_succ_avg_kurtosisofdaysinthemonth . . . . .	320
2.3.39	CEM_tcp_bytes_ul_kurtosisofdaysinthemonth . . . . .	321
2.3.40	CEM_tcp_tp_dl_avg_kurtosisofdaysinthemonth . . . . .	322
2.3.41	CEM_wp_succ_max_kurtosisofdaysinthemonth . . . . .	323
2.3.42	CEM_n_ps_drop_kurtosisofdaysinthemonth . . . . .	324
2.3.43	CEM_sms_term_ratio_avg_kurtosisofdaysinthemonth . . . . .	325
2.3.44	CEM_n_hscribers_maximumofdaysinthemonth . . . . .	326
2.3.45	CEM_im_count_stdofdaysinthemonth . . . . .	327
2.3.46	CEM_sli_maximumofdaysinthemonth . . . . .	328
2.3.47	CEM_wp_acc_time_avg_meanofdaysinthemonth . . . . .	329
2.3.48	CEM_bytes_ul_3g_sum_maximumofdaysinthemonth . . . . .	330
2.3.49	CEM_n_hscribers_stdofdaysinthemonth . . . . .	331
2.3.50	CEM_im_count_meanofdaysinthemonth . . . . .	332
2.3.51	CEM_wp_acc_time_avg_maximumofdaysinthemonth . . . . .	333
2.3.52	CEM_email_count_stdofdaysinthemonth . . . . .	334
2.3.53	CEM_wp_acc_time_avg_stdofdaysinthemonth . . . . .	335
2.3.54	CEM_ul_interference_minimumofdaysinthemonth . . . . .	336
2.3.55	CEM_call_fwd_succ_samples_meanofdaysinthemonth . . . . .	337
2.3.56	CEM_create_pdp_new_ip_maximumofdaysinthemonth . . . . .	338
2.3.57	CEM_sms_term_ratio_avg_meanofdaysinthemonth . . . . .	339
2.3.58	CEM_ecn0_skewnessofdaysinthemonth . . . . .	340
2.3.59	CEM_wp_time_max_skewnessofdaysinthemonth . . . . .	341
2.3.60	CEM_wp_succ_avg_skewnessofdaysinthemonth . . . . .	342
2.3.61	CEM_bytes_ul_sum_kurtosisofdaysinthemonth . . . . .	343
2.3.62	CEM_abnormal_lte_conn_rel_ratio_meanofdaysinthemonth . . . . .	344
2.3.63	CEM_wp_acc_time_max_kurtosisofdaysinthemonth . . . . .	345
2.3.64	CEM_sli_video_skewnessofdaysinthemonth . . . . .	346
2.3.65	CEM_tcp_tp_ul_avg_meanofdaysinthemonth . . . . .	347
2.3.66	CEM_create_session_same_ip_kurtosisofdaysinthemonth . . . . .	348
2.3.67	CEM_email_count_skewnessofdaysinthemonth . . . . .	349
2.3.68	CEM_sms_term_ratio_avg_stdofdaysinthemonth . . . . .	350
2.3.69	CEM_social_count_meanofdaysinthemonth . . . . .	351
2.3.70	CEM_n_hscribers_kurtosisofdaysinthemonth . . . . .	352
2.3.71	CEM_sli_weight_web_stdofdaysinthemonth . . . . .	353

2.3.72	CEM_bytes_dl_3g_sum_meanofdaysinthemonth . . . . .	354
2.3.73	CEM_bytes_ul_3g_sum_stdofdaysinthemonth . . . . .	355
2.3.74	CEM_sli_weight_video_maximumofdaysinthemonth . . . . .	356
2.3.75	CEM_sli_web_maximumofdaysinthemonth . . . . .	357
2.3.76	CEM_ecn0_minimumofdaysinthemonth . . . . .	358
2.3.77	CEM_term_call_compl_ratio_avg_stdofdaysinthemonth . . . . .	359
2.3.78	CEM_abnormal_lte_conn_rel_ratio_stdofdaysinthemonth . . . . .	360
2.3.79	CEM_wp_succ_max_skewnessofdaysinthemonth . . . . .	361
2.3.80	CEM_audio_count_kurtosisofdaysinthemonth . . . . .	362
2.3.81	CEM_video_rebuf_avg_meanofdaysinthemonth . . . . .	363
2.3.82	CEM_sli_weight_video_meanofdaysinthemonth . . . . .	364
2.3.83	CEM_bytes_dl_3g_sum_maximumofdaysinthemonth . . . . .	365
2.3.84	CEM_tcp_bytes_ul_minimumofdaysinthemonth . . . . .	366
2.3.85	CEM_social_count_maximumofdaysinthemonth . . . . .	367
2.3.86	CEM_wp_succ_max_stdofdaysinthemonth . . . . .	368
2.3.87	CEM_sli_web_meanofdaysinthemonth . . . . .	369
2.3.88	CEM_sli_weight_web_minimumofdaysinthemonth . . . . .	370
2.3.89	CEM_n_hscribers_minimumofdaysinthemonth . . . . .	371
2.3.90	CEM_email_count_kurtosisofdaysinthemonth . . . . .	372
2.3.91	CEM_sli_weight_video_stdofdaysinthemonth . . . . .	373
2.3.92	CEM_ul_interference_stdofdaysinthemonth . . . . .	374
2.3.93	CEM_tcp_tp_ul_max_meanofdaysinthemonth . . . . .	375
2.3.94	CEM_video_rebuf_max_meanofdaysinthemonth . . . . .	376
2.3.95	CEM_video_count_meanofdaysinthemonth . . . . .	377
2.3.96	CEM_ecn0_maximumofdaysinthemonth . . . . .	378

<b>3</b>	<b>Interactions</b>	<b>379</b>
3.1	Convergente + Standalone . . . . .	380
3.1.1	Factura . . . . .	380
3.1.2	Productos . . . . .	381
3.1.3	Consulta_Fibra . . . . .	382
3.1.4	Consulta_Movil . . . . .	383
3.1.5	Consulta_Neba . . . . .	384
3.1.6	Provision_DSL . . . . .	385
3.1.7	Averia_Fibra . . . . .	386
3.1.8	Incidencia_y . . . . .	387
3.1.9	Provision_Fibra . . . . .	388
3.1.10	Consulta_DSL . . . . .	389
3.1.11	Incidencia_x . . . . .	390
3.1.12	Averia_Movil . . . . .	391
3.1.13	Averia_Neba . . . . .	392
3.1.14	Averia_DSL . . . . .	393
3.1.15	Informacion . . . . .	394
3.2	Fixed Operator . . . . .	395
3.2.1	Alta . . . . .	395
3.2.2	Proceso_de_Alta . . . . .	396

3.2.3	Baja . . . . .	397
3.2.4	Factura . . . . .	398
3.2.5	No_aplica . . . . .	399
3.2.6	Cobros . . . . .	400
3.2.7	Proceso_de_Baja . . . . .	401
3.2.8	Transferencias . . . . .	402
3.2.9	Averia_Movil . . . . .	403
3.2.10	Comercial . . . . .	404
3.2.11	Ofrecimiento . . . . .	405
3.2.12	Averia_DSL . . . . .	406
3.2.13	Calidad_atencion . . . . .	407
3.2.14	Escalo . . . . .	408
3.2.15	Negociacion . . . . .	409
3.2.16	Informacion . . . . .	410
3.2.17	Pagar_menos . . . . .	411
3.2.18	Consulta_Fibra . . . . .	412
3.2.19	Problemas_tecnicos . . . . .	413
3.2.20	Solucionado . . . . .	414
3.2.21	Ayudo_Cliente . . . . .	415
3.2.22	Sin_Resultado . . . . .	416
3.2.23	Facturacion . . . . .	417
3.2.24	Desactivacion_Movil . . . . .	418
3.2.25	Incidencia_Fibra . . . . .	419
3.3	Only Mobile . . . . .	420
3.3.1	Factura . . . . .	420
3.3.2	Consulta_DSL . . . . .	421
3.3.3	Averia_Fibra . . . . .	422
3.3.4	Averia_DSL . . . . .	423
3.3.5	Averia_Movil . . . . .	424
3.3.6	Provision_DSL . . . . .	425
3.3.7	Informacion . . . . .	426
3.3.8	Consulta_Movil . . . . .	427
3.3.9	Productos . . . . .	428
3.3.10	Averia_Neba . . . . .	429
3.3.11	Provision_Fibra . . . . .	430

# Chapter 1

## CAR

## 1.1 Convergente + Standalone

### 1.1.1 CAR\_num\_cuotas\_pendientes

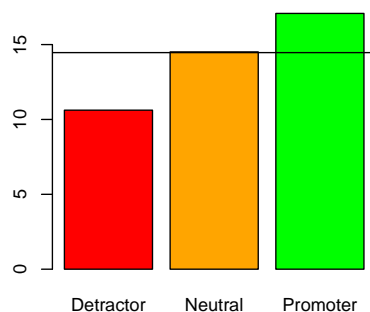
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

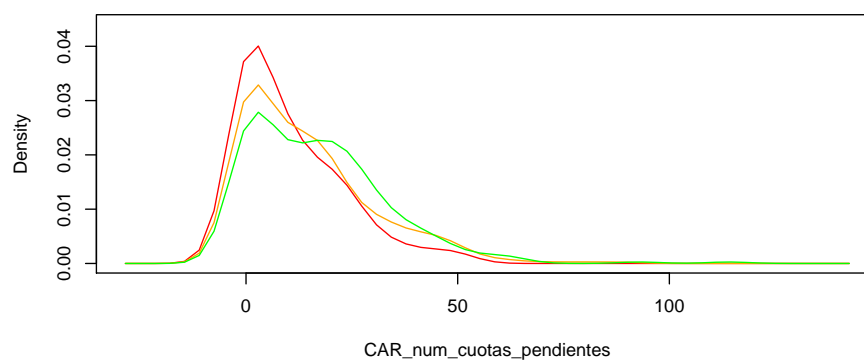
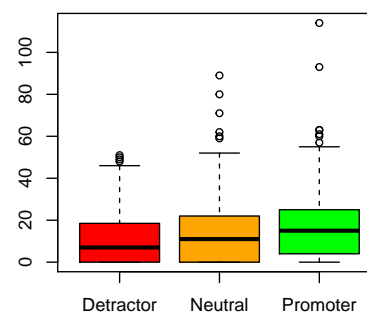
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	7.00	10.62	18.25	51.00	110.00
Neutral	0.00	0.00	11.00	14.51	22.00	89.00	274.00
Promoter	0.00	4.00	15.00	17.08	25.00	114.00	152.00

Bar plot of means



Box Plot



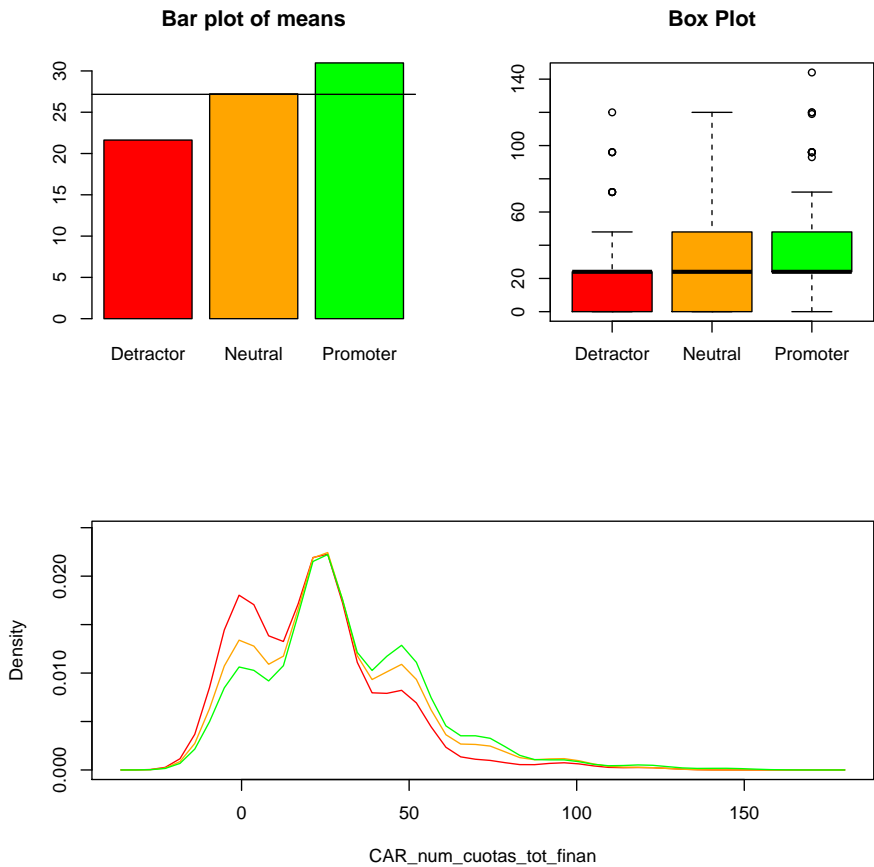
1.1.2 CAR\_num\_cuotas\_tot\_finan

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	24.00	21.63	24.00	120.00	110.00
Neutral	0.00	0.00	24.00	27.22	48.00	120.00	274.00
Promoter	0.00	24.00	24.00	30.97	48.00	144.00	152.00



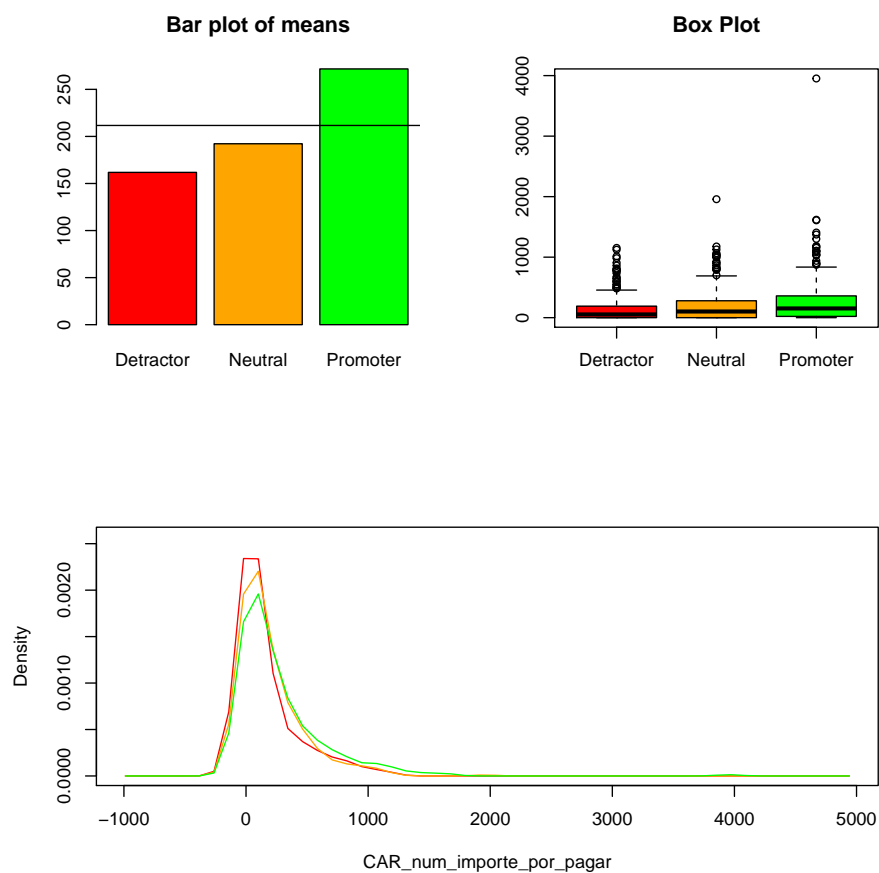
### 1.1.3 CAR\_num\_importe\_por\_pagar

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	53.52	161.80	189.70	1153.00	110.00
Neutral	0.00	0.00	102.00	192.20	279.50	1958.00	274.00
Promoter	0.00	21.36	152.50	271.70	358.80	3952.00	152.00





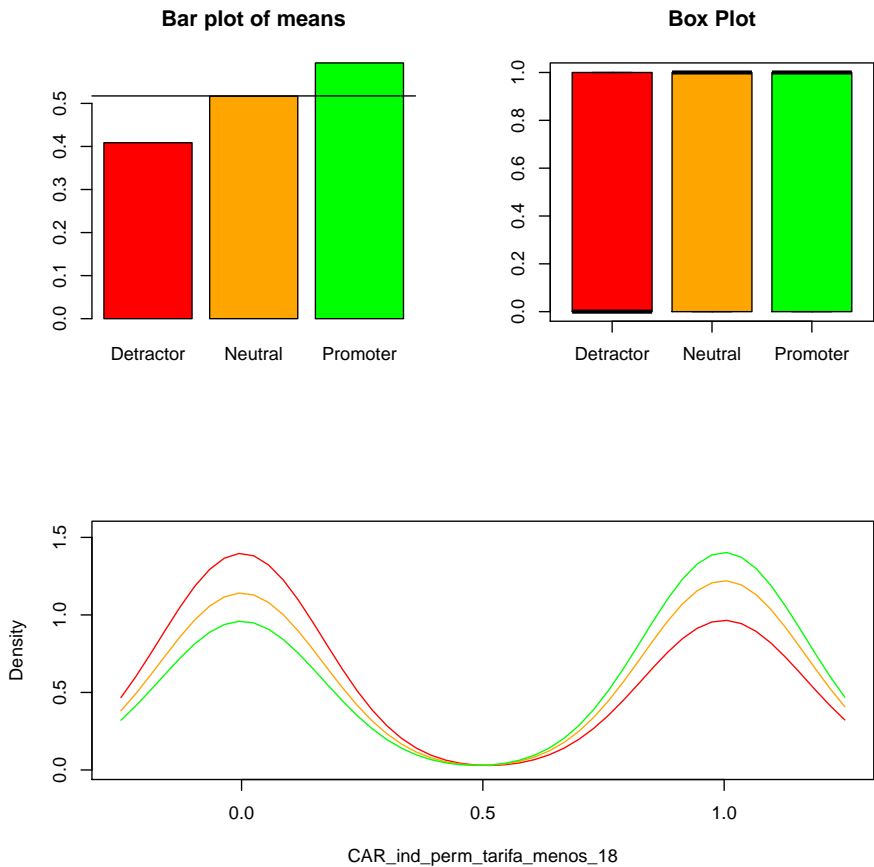
1.1.4 CAR\_ind\_perm\_tarifa\_menos\_18

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.41	1.00	1.00	110.00
Neutral	0.00	0.00	1.00	0.52	1.00	1.00	274.00
Promoter	0.00	0.00	1.00	0.59	1.00	1.00	152.00



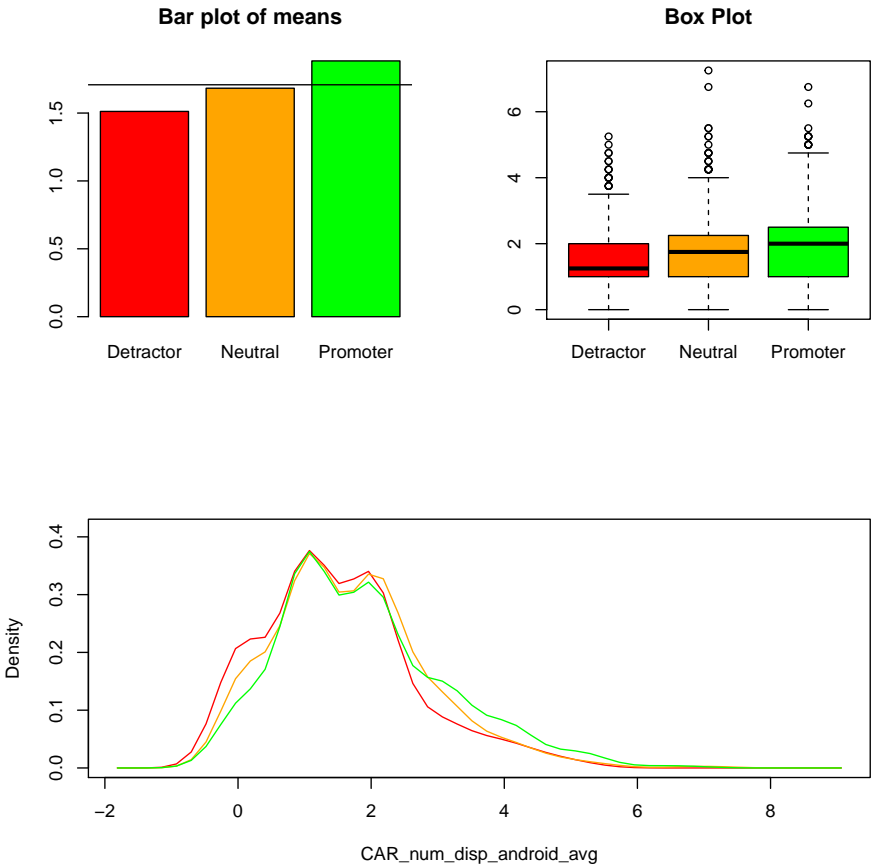
1.1.5 CAR\_num\_disp\_android\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.25	1.51	2.00	5.25	2.00
Neutral	0.00	1.00	1.75	1.68	2.25	7.25	3.00
Promoter	0.00	1.00	2.00	1.88	2.50	6.75	2.00



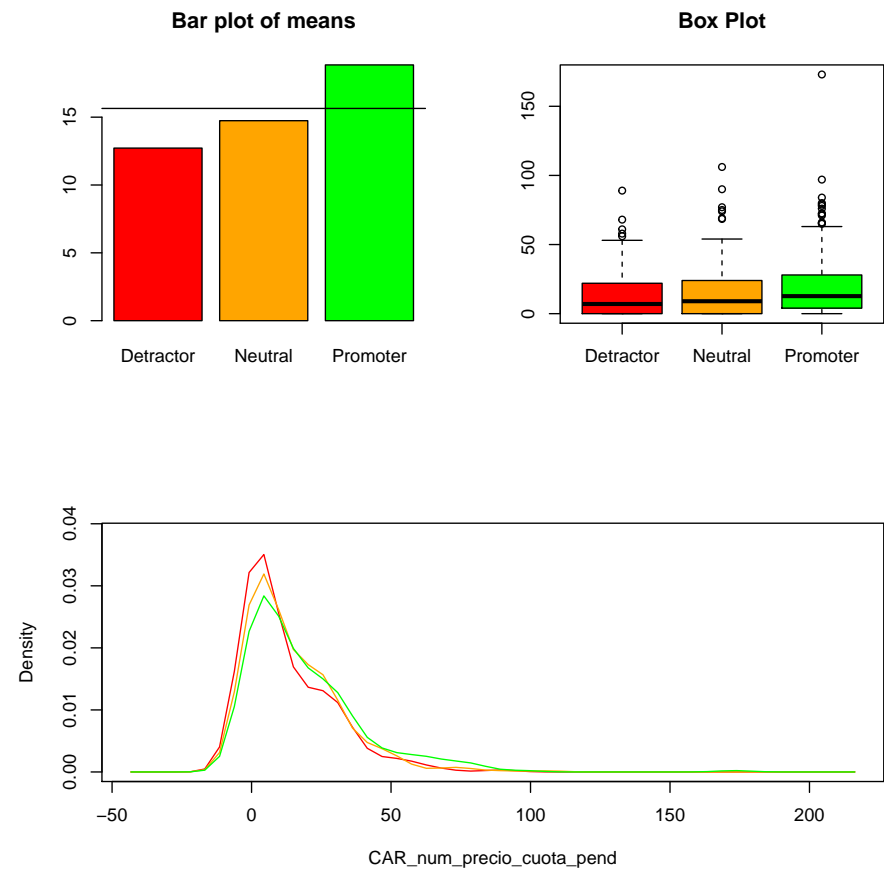
1.1.6 CAR\_num\_precio\_cuota\_pend

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	7.00	12.72	21.99	89.01	110.00
Neutral	0.00	0.00	9.00	14.74	24.00	106.10	274.00
Promoter	0.00	4.00	12.69	18.85	28.00	173.00	152.00



### 1.1.7 CAR\_num\_precio\_cuotas\_tot

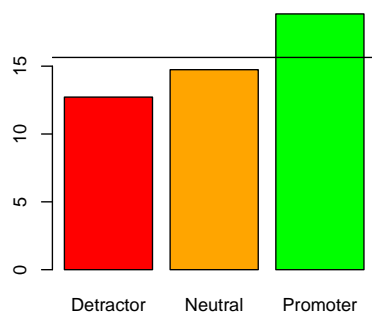
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

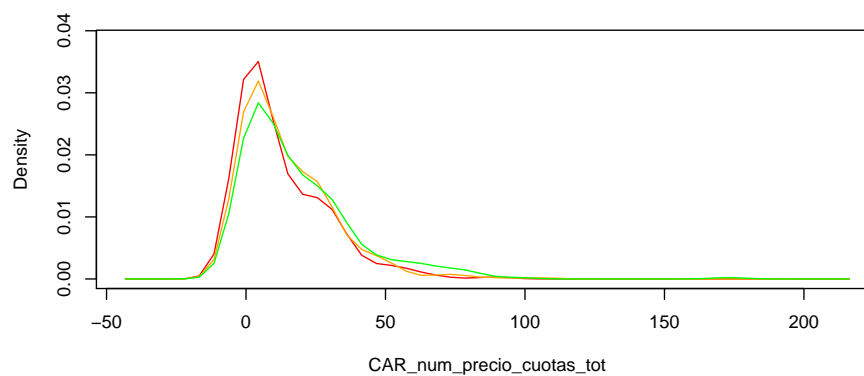
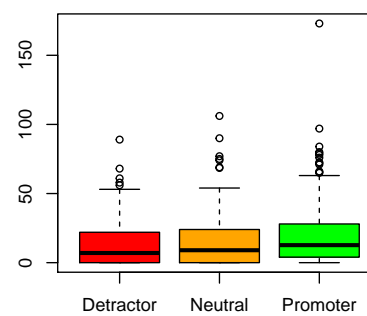
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	7.00	12.72	21.99	89.01	110.00
Neutral	0.00	0.00	9.00	14.74	24.00	106.10	274.00
Promoter	0.00	4.00	12.69	18.85	28.00	173.00	152.00

Bar plot of means



Box Plot



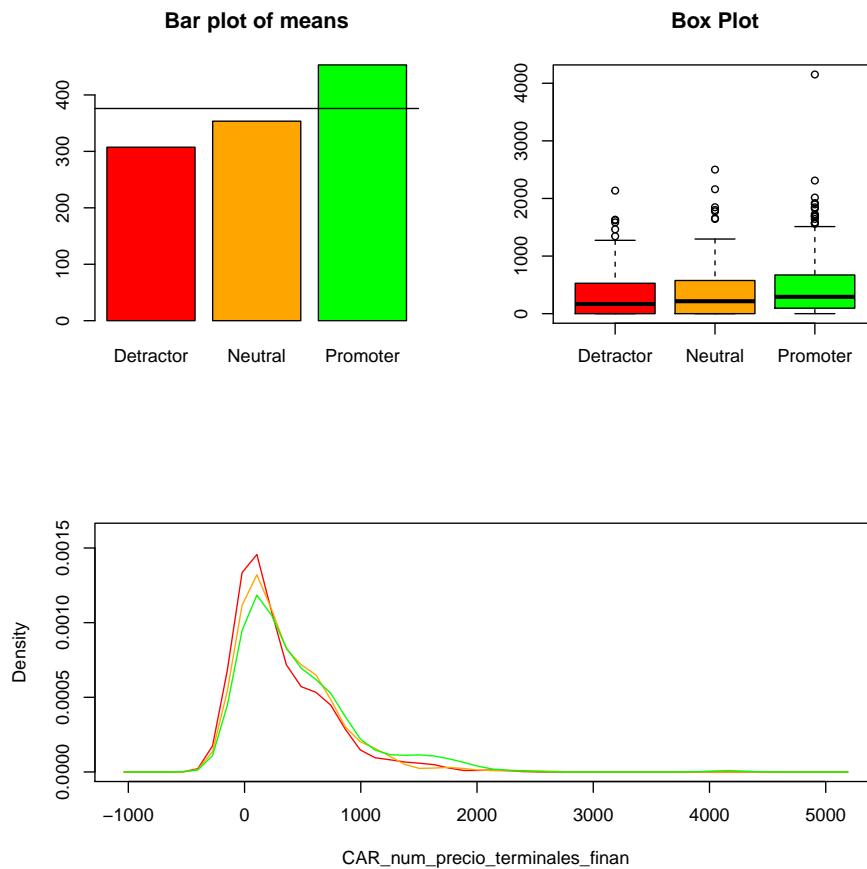
### 1.1.8 CAR\_num\_precio\_terminales\_finan

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	167.80	307.40	528.00	2136.00	110.00
Neutral	0.00	0.00	216.10	353.50	575.90	2501.00	274.00
Promoter	0.00	95.83	292.60	453.20	672.00	4152.00	152.00



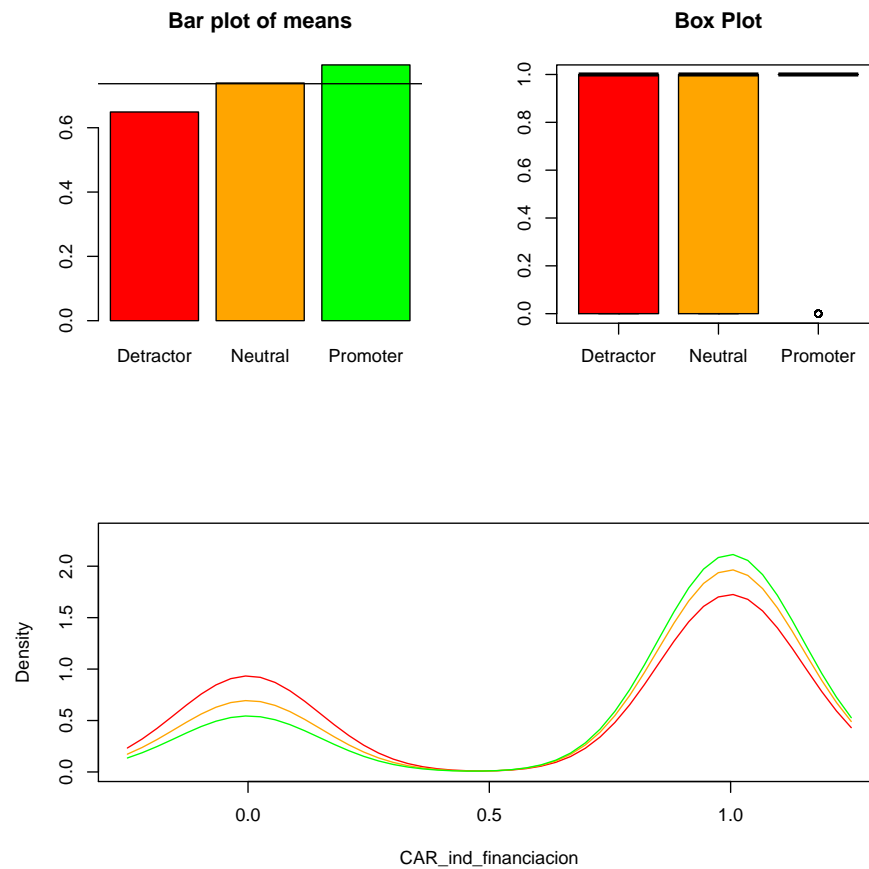
### 1.1.9 CAR\_ind\_financiacion

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	1.00	0.65	1.00	1.00	110.00
Neutral	0.00	0.00	1.00	0.74	1.00	1.00	274.00
Promoter	0.00	1.00	1.00	0.80	1.00	1.00	152.00



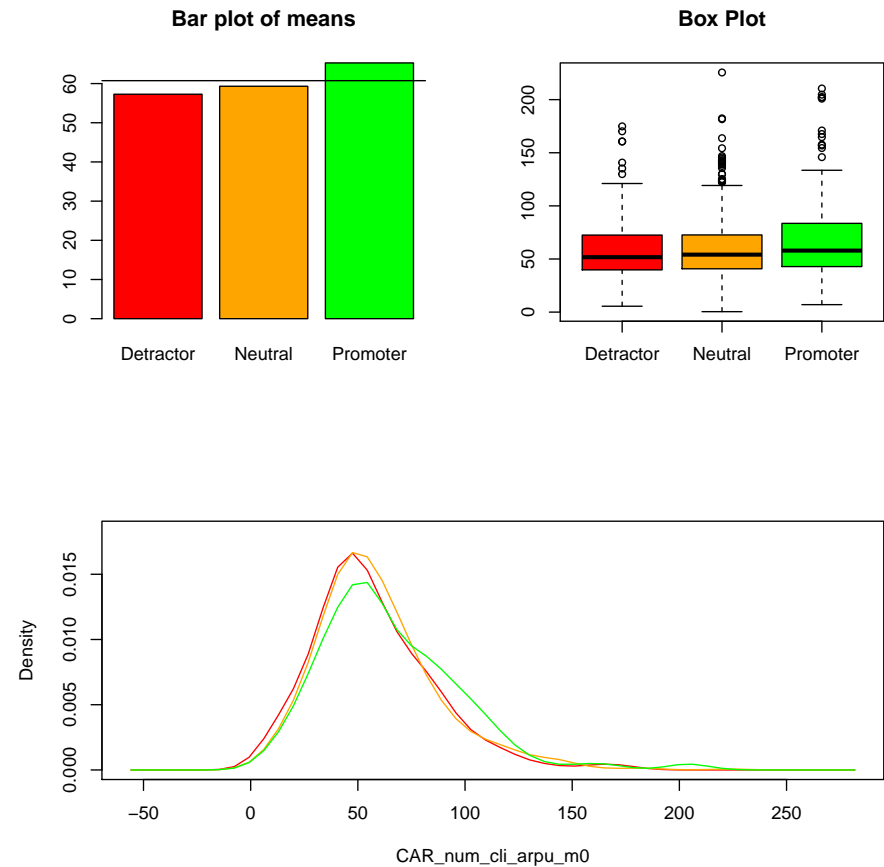
1.1.10 CAR\_num\_cli\_arpu\_m0

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	5.54	39.76	51.71	57.28	72.50	174.80	3.00
Neutral	0.41	40.81	54.11	59.32	72.63	225.60	3.00
Promoter	7.03	42.86	57.91	65.27	83.42	210.50	2.00



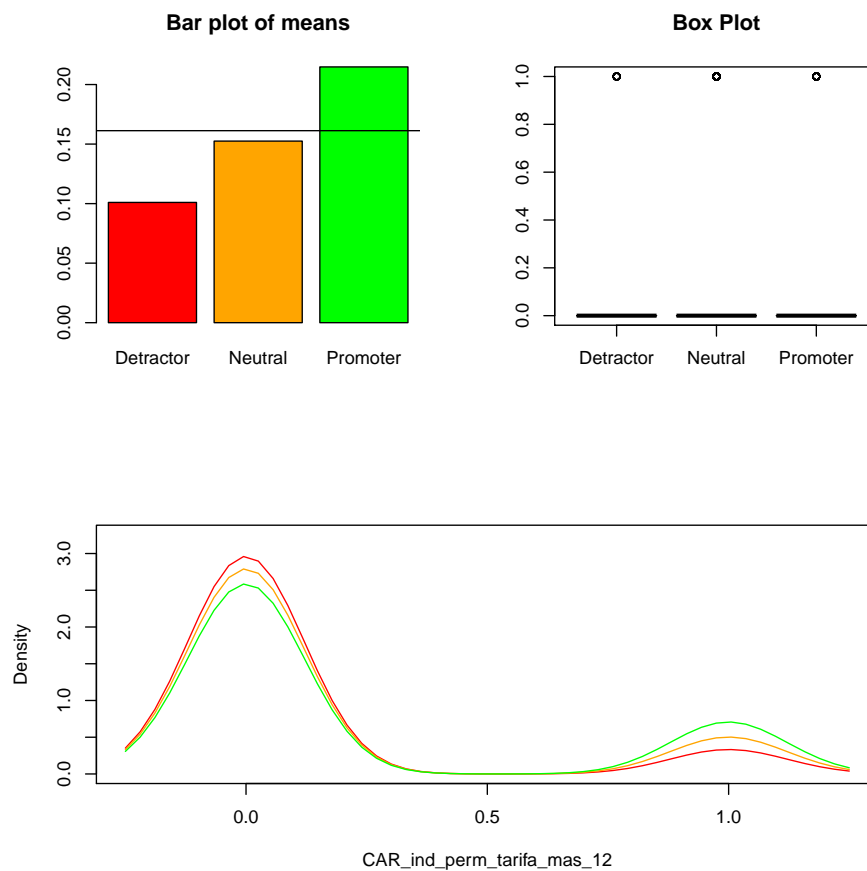
### 1.1.11 CAR\_ind\_perm\_tarifa\_mas\_12

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.10	0.00	1.00	110.00
Neutral	0.00	0.00	0.00	0.15	0.00	1.00	274.00
Promoter	0.00	0.00	0.00	0.21	0.00	1.00	152.00





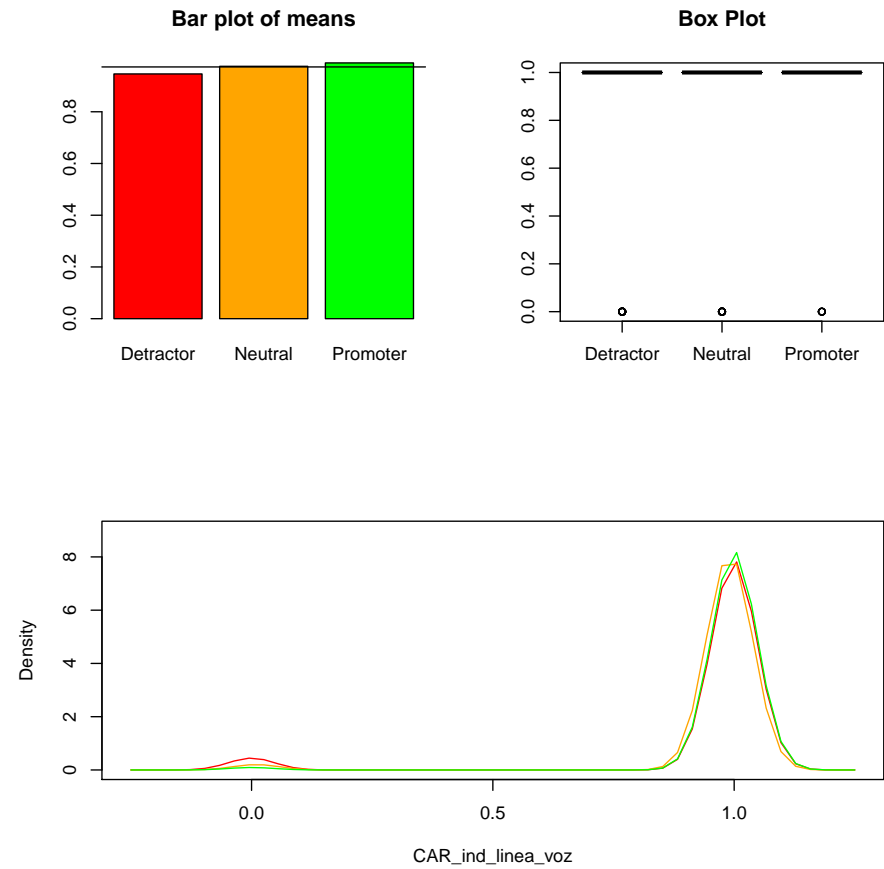
1.1.12 CAR\_ind\_linea\_voz

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.00	0.95	1.00	1.00	2.00
Neutral	0.00	1.00	1.00	0.98	1.00	1.00	3.00
Promoter	0.00	1.00	1.00	0.99	1.00	1.00	2.00



### 1.1.13 CAR\_num\_permanencia\_voz

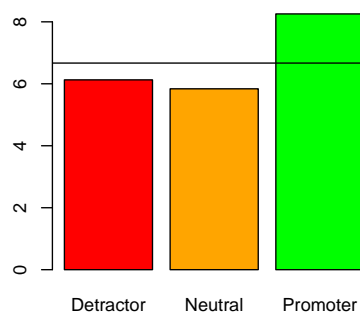
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

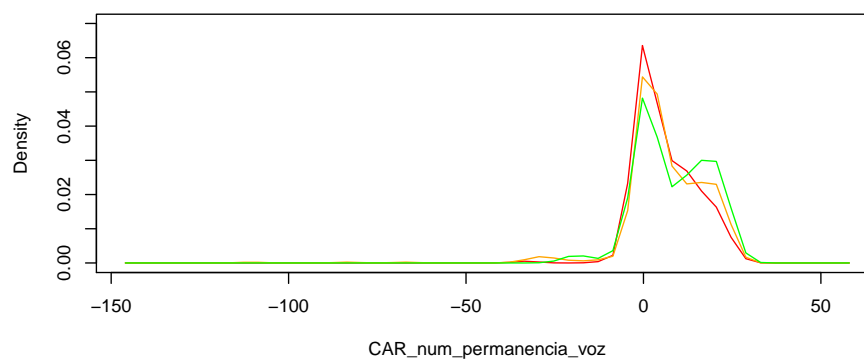
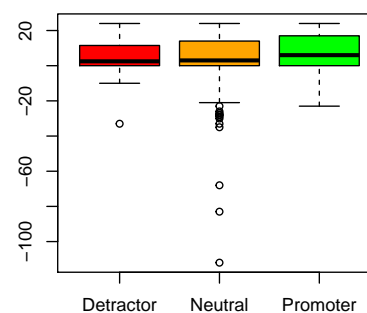
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-33.00	0.00	2.50	6.13	11.25	24.00	82.00
Neutral	-112.00	0.00	3.00	5.84	14.00	24.00	156.00
Promoter	-23.00	0.00	6.00	8.26	17.00	24.00	105.00

Bar plot of means



Box Plot



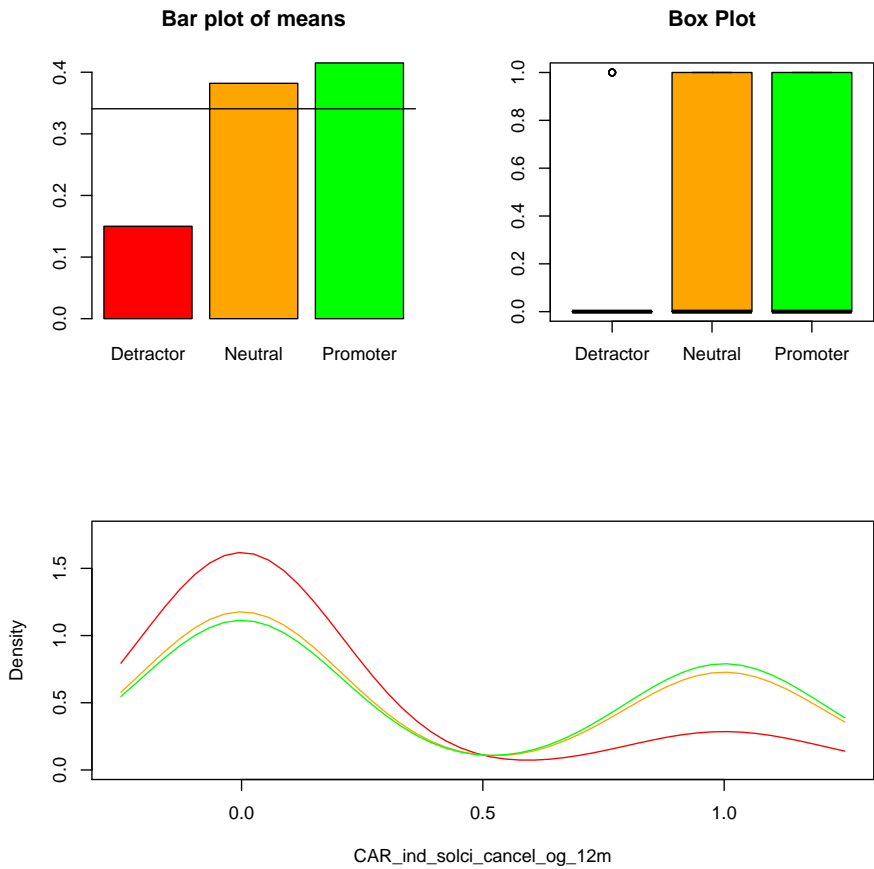
1.1.14 CAR\_ind\_solci\_cancel\_og\_12m

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.01	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.15	0.00	1.00	278.00
Neutral	0.00	0.00	0.00	0.38	1.00	1.00	572.00
Promoter	0.00	0.00	0.00	0.42	1.00	1.00	397.00



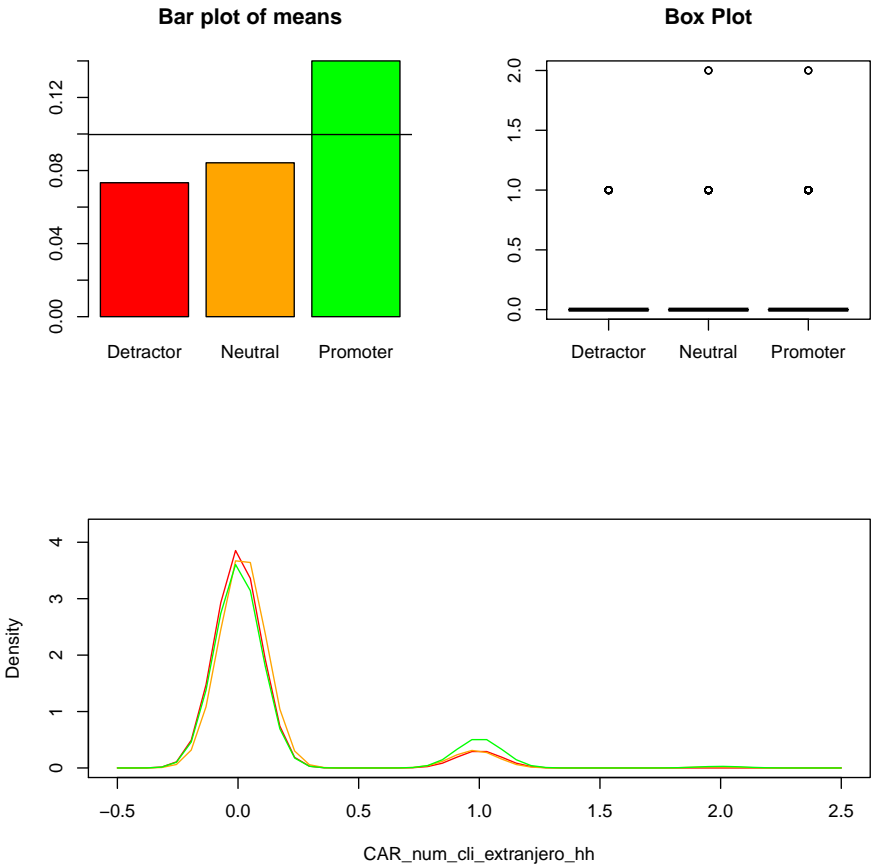
1.1.15 CAR\_num\_cli\_extranjero\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.07	0.00	1.00	18.00
Neutral	0.00	0.00	0.00	0.08	0.00	2.00	20.00
Promoter	0.00	0.00	0.00	0.14	0.00	2.00	7.00



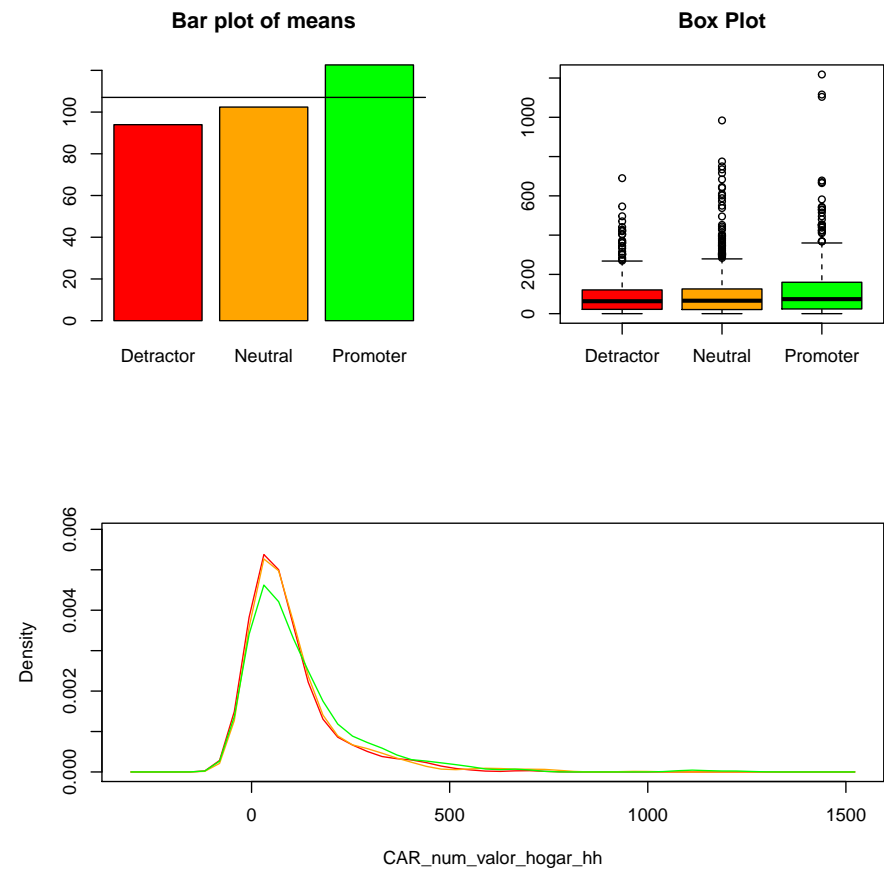
1.1.16 CAR\_num\_valor\_hogar\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	22.00	63.50	93.96	120.50	690.00	18.00
Neutral	0.00	21.00	66.00	102.40	126.00	984.00	20.00
Promoter	0.00	24.00	74.00	122.60	160.00	1218.00	7.00



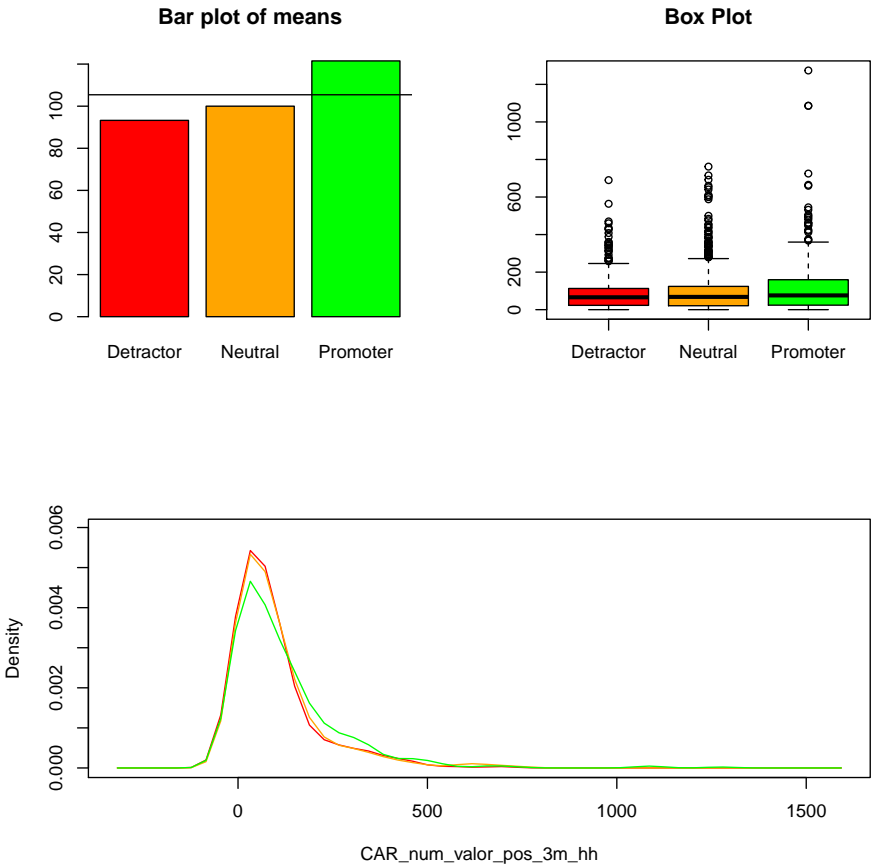
1.1.17 CAR\_num\_valor\_pos\_3m\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	23.00	66.00	93.26	112.50	690.00	18.00
Neutral	0.00	21.00	68.00	100.00	124.00	762.00	20.00
Promoter	0.00	24.00	76.00	121.50	159.50	1274.00	7.00



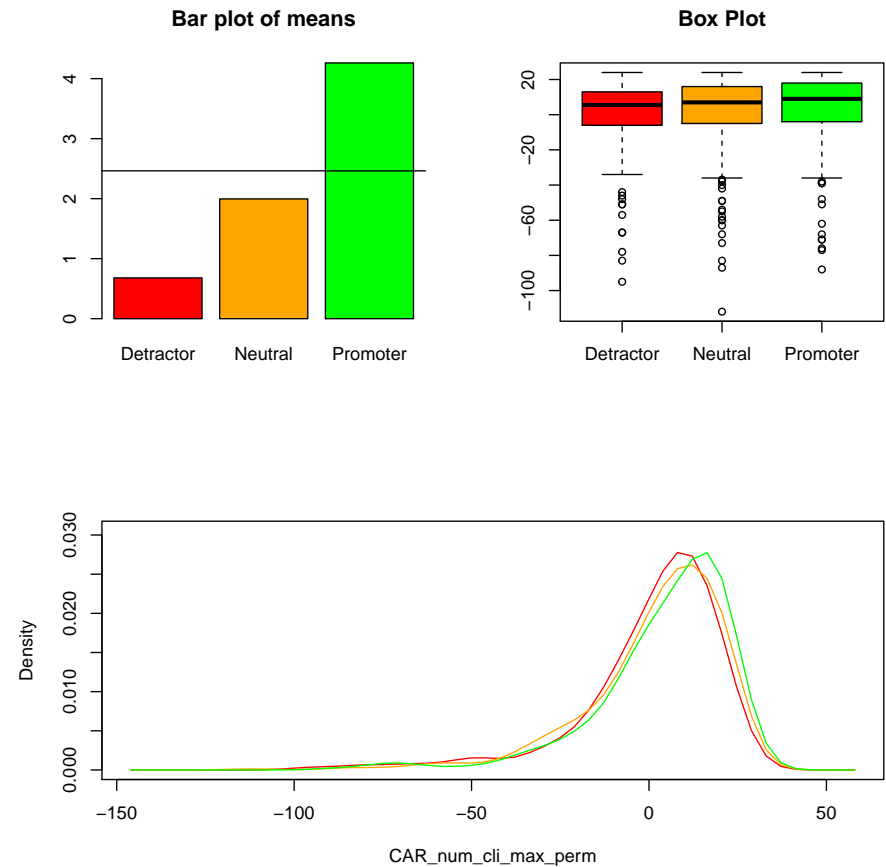
1.1.18 CAR\_num\_cli\_max\_perm

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.04	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-95.00	-5.75	5.50	0.68	13.00	24.00	112.00
Neutral	-112.00	-5.00	7.00	2.00	16.00	24.00	213.00
Promoter	-88.00	-4.00	9.00	4.26	18.00	24.00	129.00



### 1.1.19 CAR\_num\_valor\_hogar\_3m\_hh

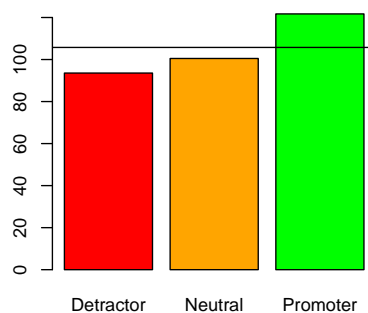
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.02	0.02

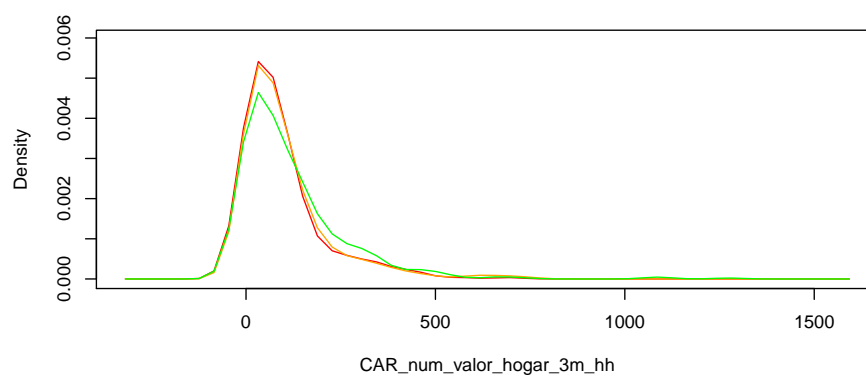
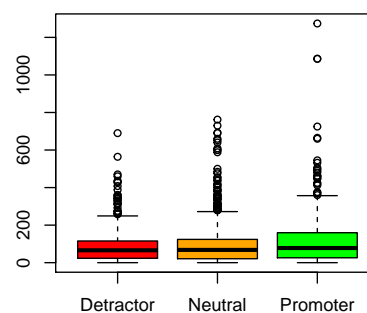
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	23.75	66.00	93.56	114.80	690.00	18.00
Neutral	0.00	21.00	68.00	100.50	124.00	762.00	20.00
Promoter	0.00	26.00	78.00	121.70	159.50	1274.00	7.00

Bar plot of means



Box Plot





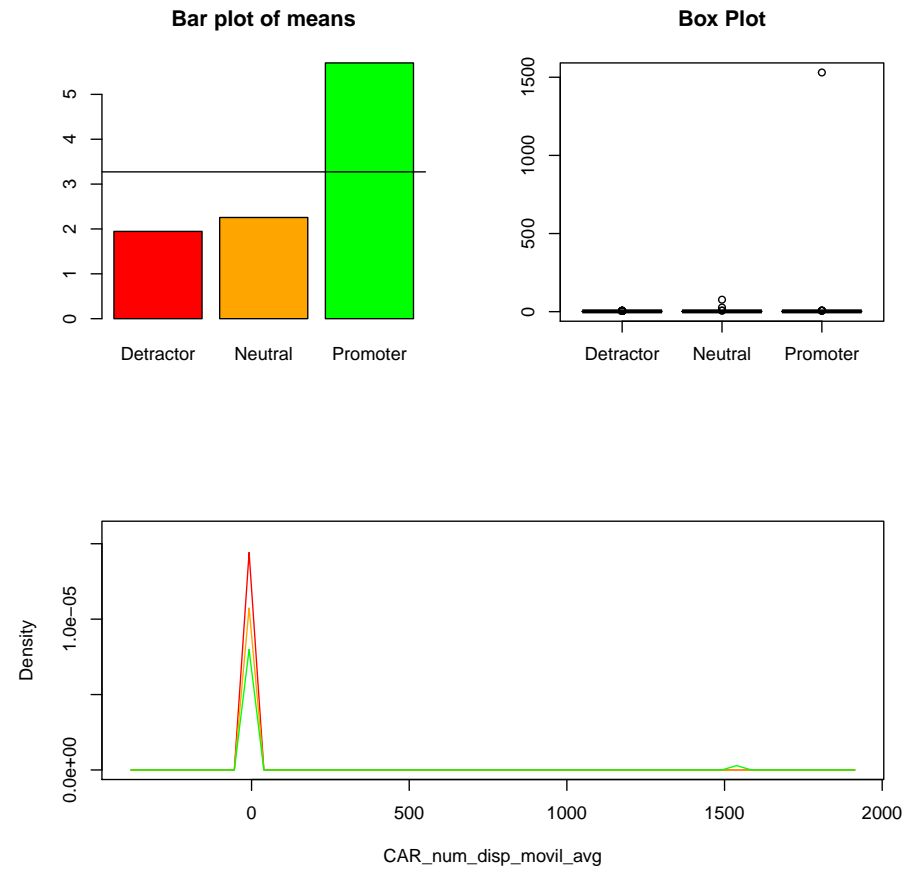
1.1.20 CAR\_num\_disp\_movil\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.27	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	2.00	1.95	2.38	6.33	2.00
Neutral	0.00	1.00	2.00	2.26	3.00	76.75	3.00
Promoter	0.00	1.00	2.00	5.70	3.00	1530.00	2.00



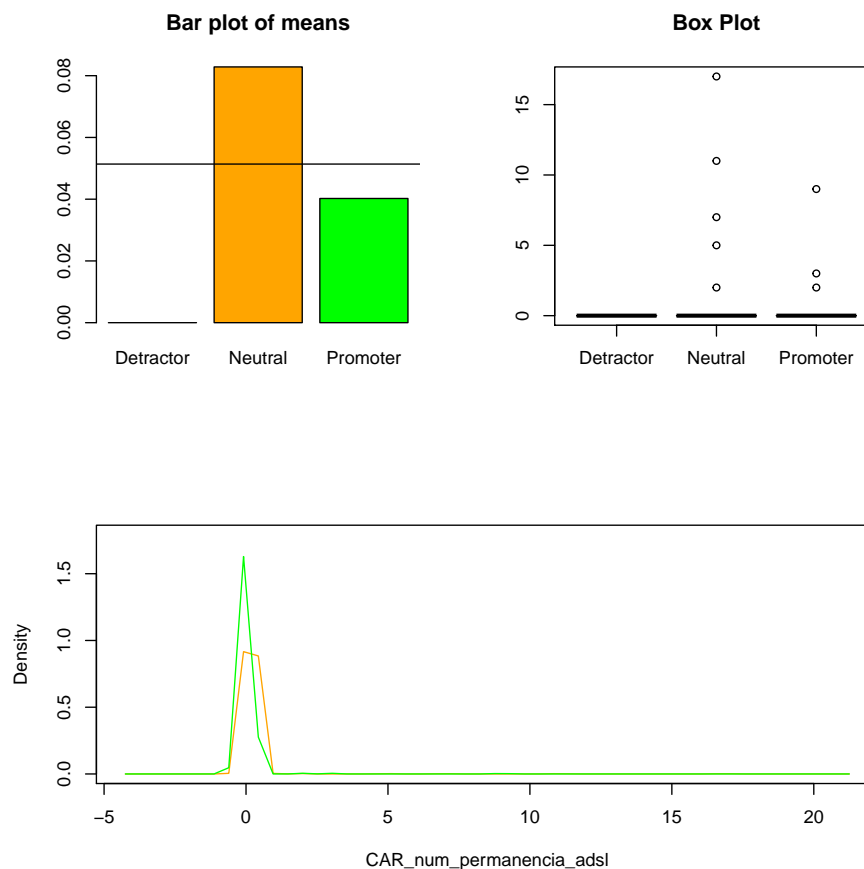
### 1.1.21 CAR\_num\_permanencia\_adsl

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.15	0.15	0.15

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.00	0.00	0.00	83.00
Neutral	0.00	0.00	0.00	0.08	0.00	17.00	154.00
Promoter	0.00	0.00	0.00	0.04	0.00	9.00	102.00



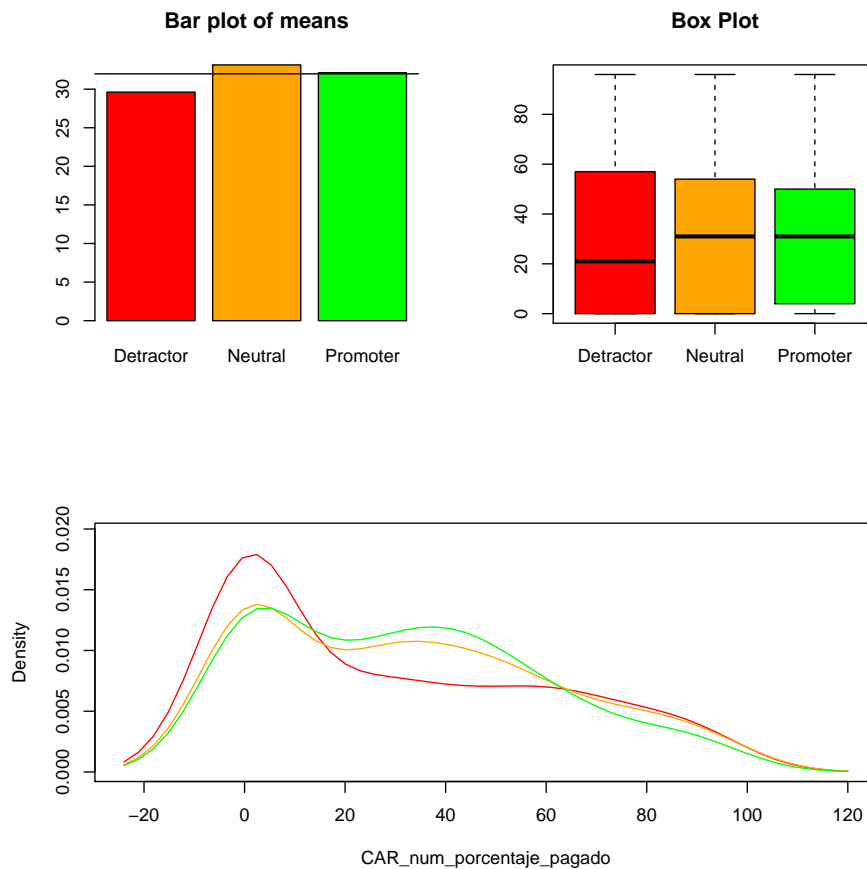
### 1.1.22 CAR\_num\_porcentaje\_pagado

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.33	0.10	0.10

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	21.00	29.61	56.50	96.00	110.00
Neutral	0.00	0.00	31.00	33.14	54.00	96.00	274.00
Promoter	0.00	4.00	31.00	32.13	50.00	96.00	152.00



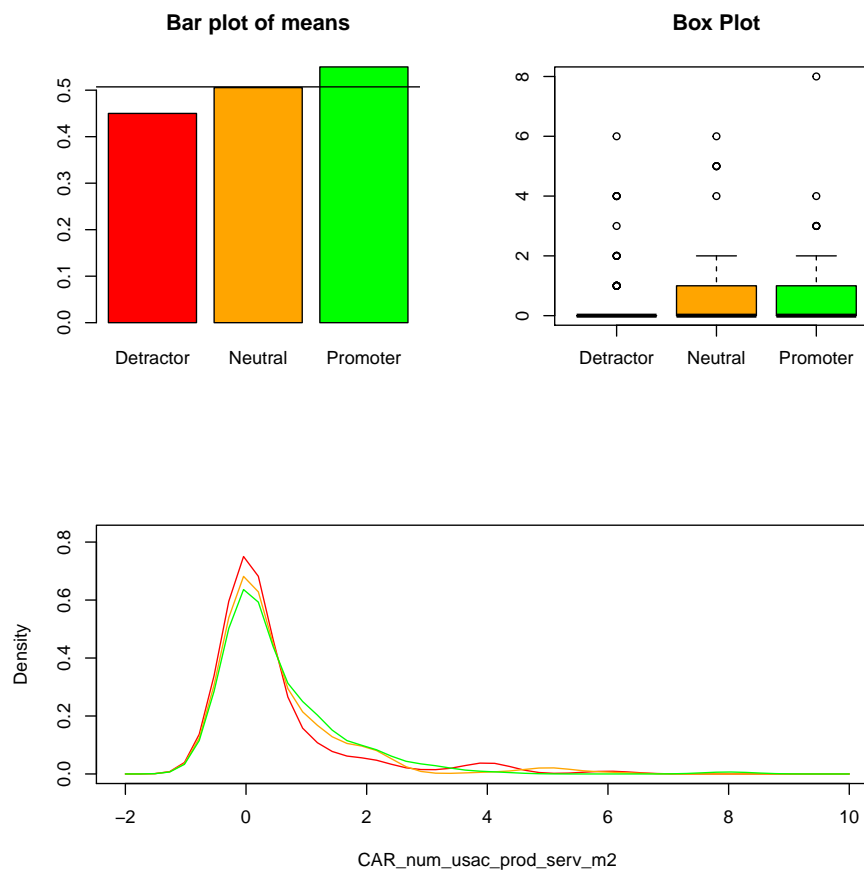
### 1.1.23 CAR\_num\_usac\_prod\_serv\_m2

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.47	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.45	0.00	6.00	218.00
Neutral	0.00	0.00	0.00	0.51	1.00	6.00	479.00
Promoter	0.00	0.00	0.00	0.55	1.00	8.00	310.00



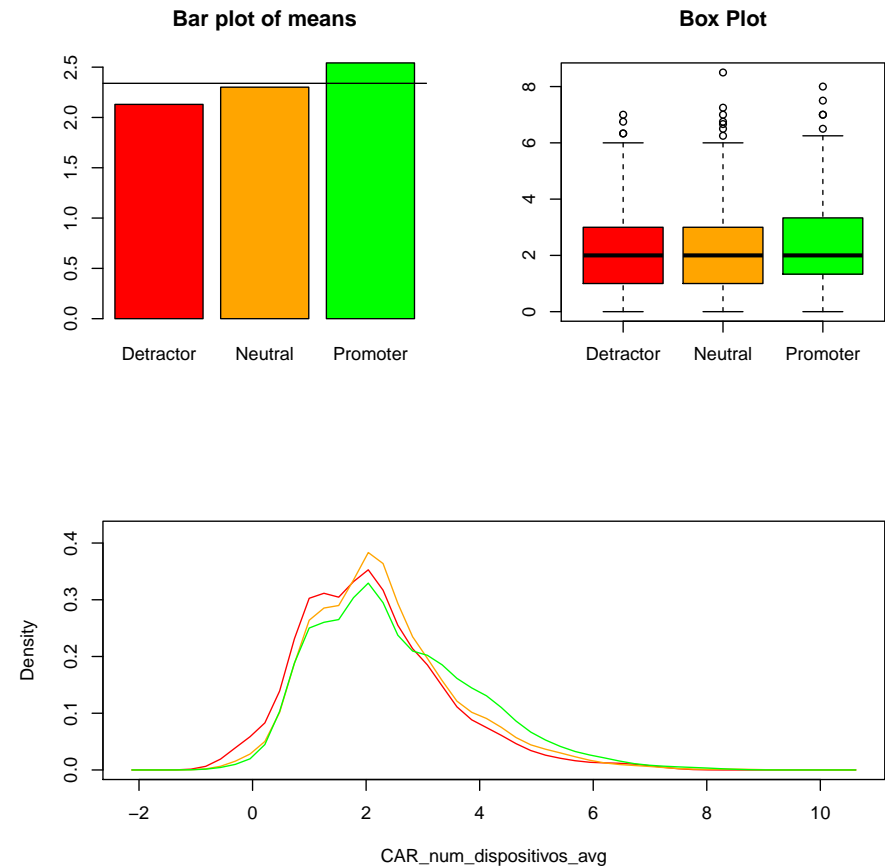
1.1.24 CAR\_num\_dispositivos\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	2.00	2.13	3.00	7.00	2.00
Neutral	0.00	1.00	2.00	2.30	3.00	8.50	3.00
Promoter	0.00	1.33	2.00	2.54	3.33	8.00	2.00



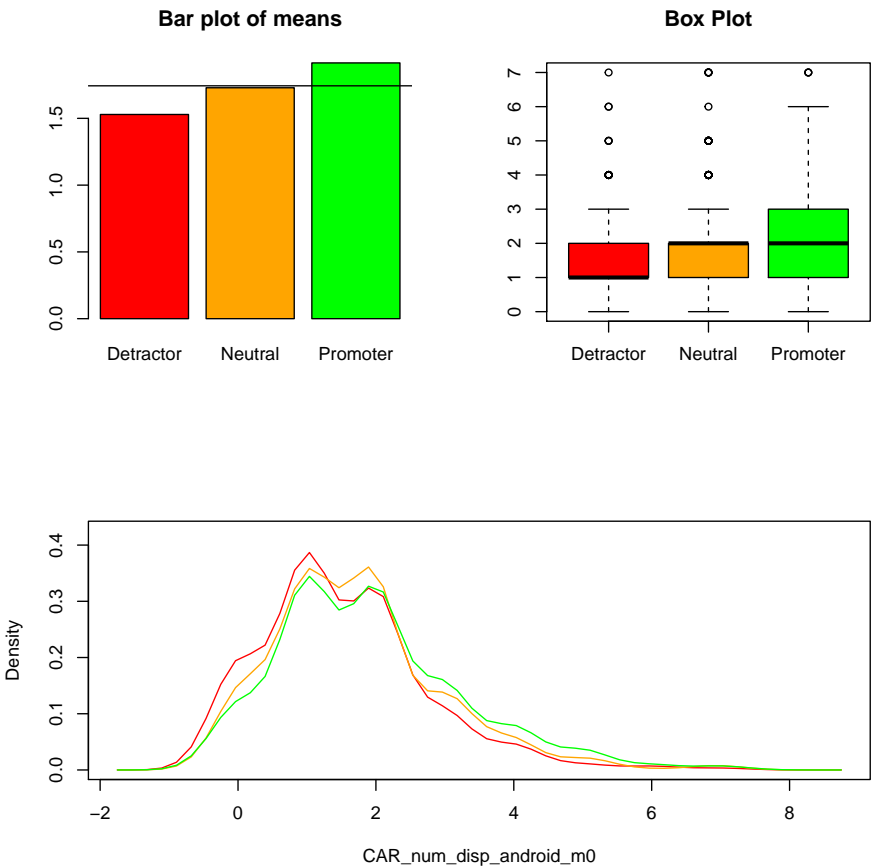
1.1.25 CAR\_num\_disp\_android\_m0

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.00	1.53	2.00	7.00	8.00
Neutral	0.00	1.00	2.00	1.73	2.00	7.00	8.00
Promoter	0.00	1.00	2.00	1.92	3.00	7.00	5.00



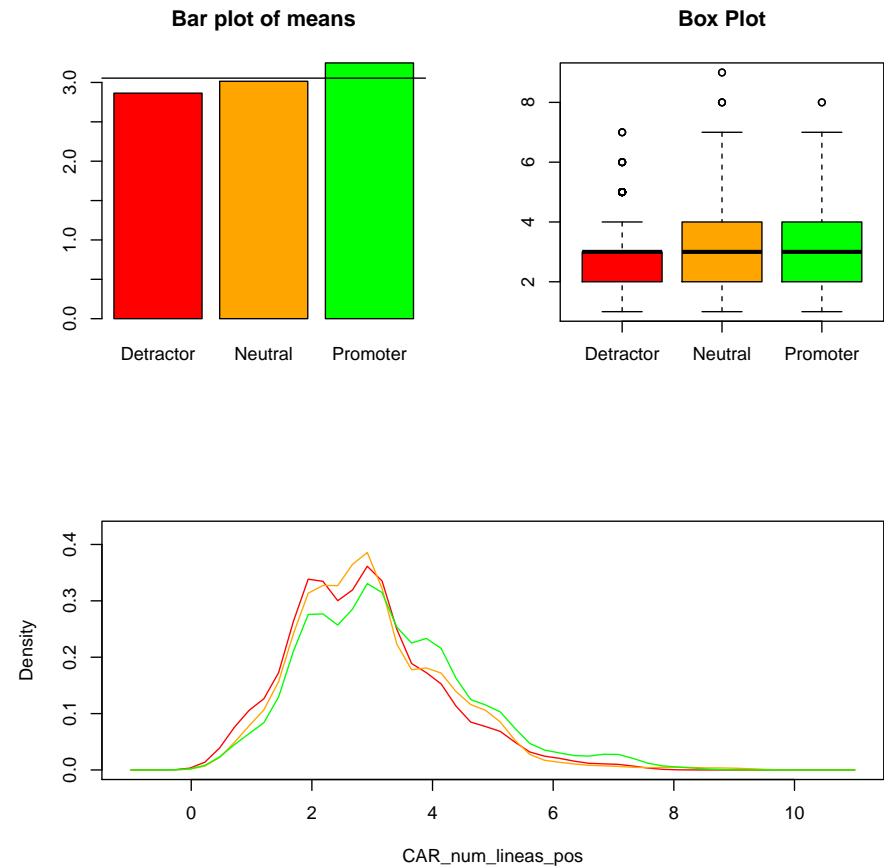
1.1.26 CAR\_num\_lineas\_pos

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	2.00	3.00	2.86	3.00	7.00	2.00
Neutral	1.00	2.00	3.00	3.02	4.00	9.00	3.00
Promoter	1.00	2.00	3.00	3.25	4.00	8.00	2.00



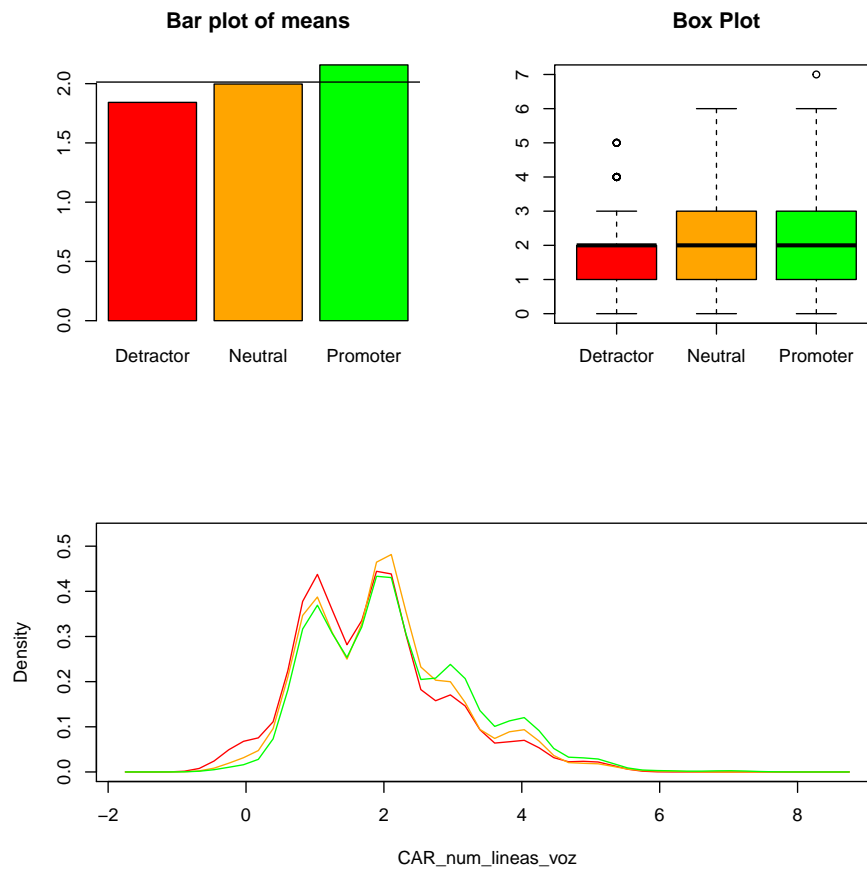
### 1.1.27 CAR\_num\_lineas\_voz

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	2.00	1.84	2.00	5.00	2.00
Neutral	0.00	1.00	2.00	2.00	3.00	6.00	3.00
Promoter	0.00	1.00	2.00	2.16	3.00	7.00	2.00





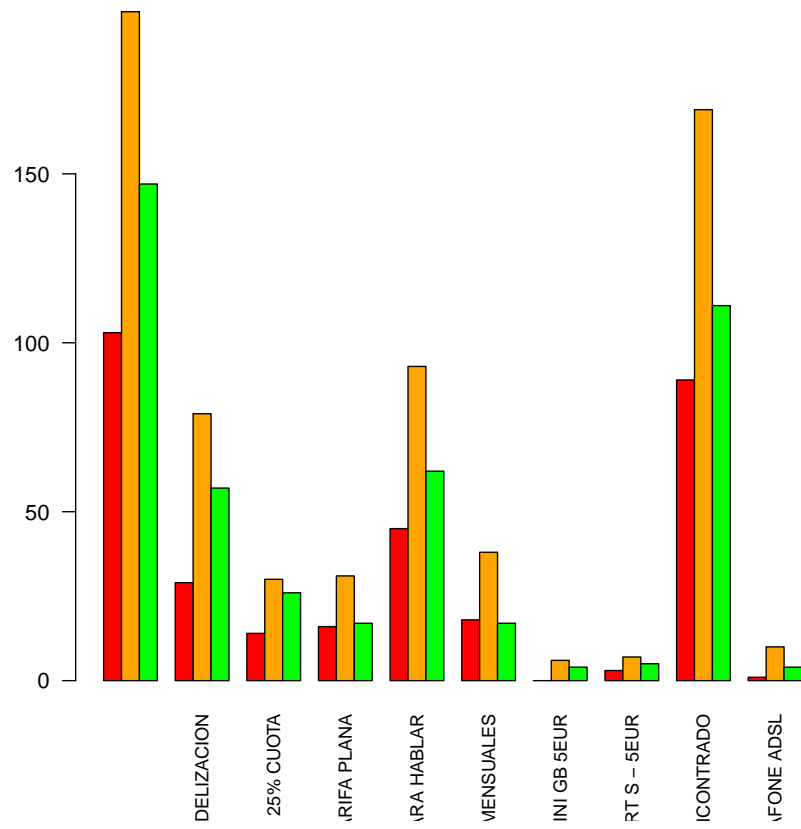
**1.1.28 CAR\_seg\_descuento\_max\_cli**

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.39			0.00

Summary:

	Detractor	Neutral	Promoter
	103	198	147
15% FIDELIZACION	29	79	57
DESCUENTO 25% CUOTA	14	30	26
DESCUENTO 30% CUOTA TARIFA PLANA	16	31	17
DESCUENTO CUOTA TARIFA PARA HABLAR	45	93	62
DTO 100% CUOTAS MENSUALES	18	38	17
DTO CUOTA PLAN MINI GB 5EUR	0	6	4
DTO CUOTA PLAN SMART S - 5EUR	3	7	5
NO ENCONTRADO	89	169	111
PROMOCION 25% CUOTA VODAFONE ADSL	1	10	4



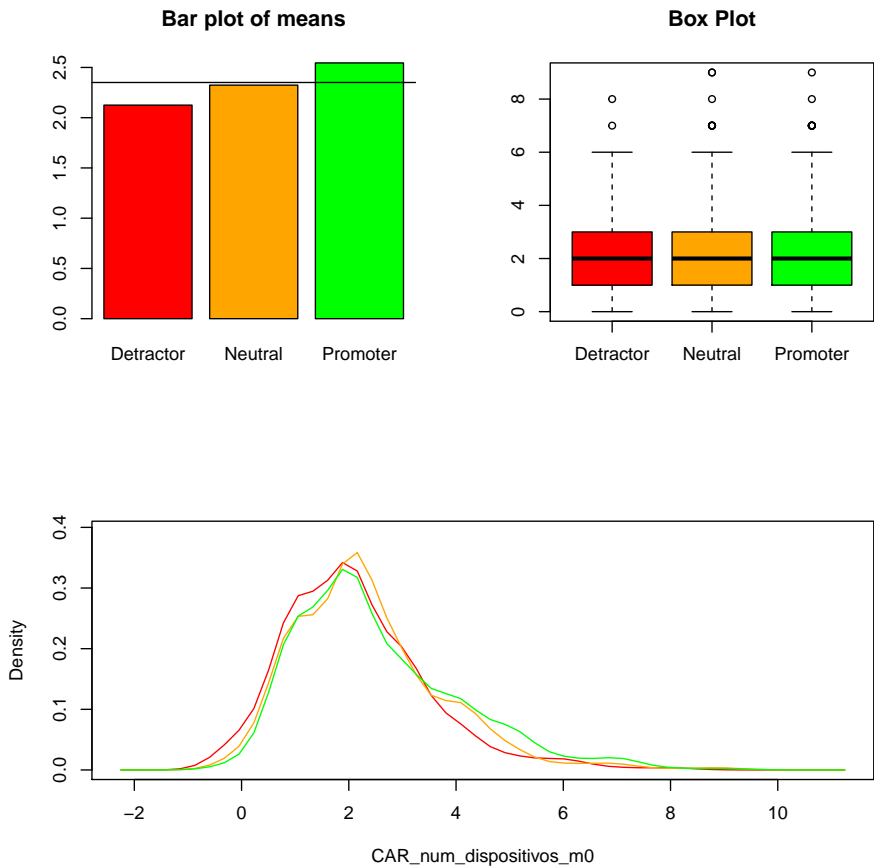
1.1.29 CAR\_num\_dispositivos\_m0

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.06	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	2.00	2.12	3.00	8.00	47.00
Neutral	0.00	1.00	2.00	2.32	3.00	9.00	115.00
Promoter	0.00	1.00	2.00	2.54	3.00	9.00	65.00



### 1.1.30 CAR\_num\_arpu\_m0

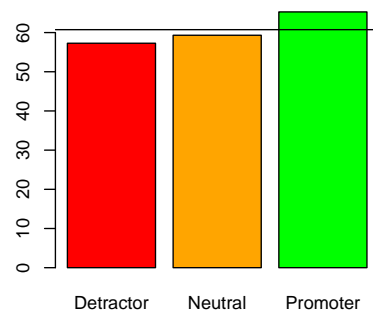
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.00	0.00	0.00

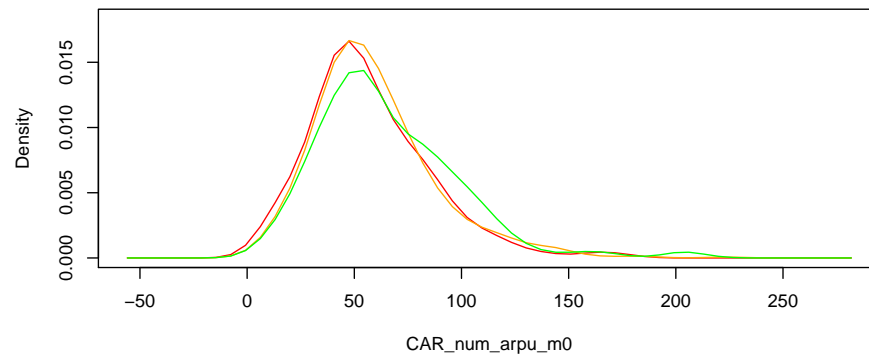
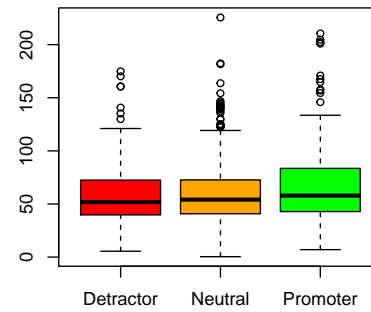
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	5.55	39.76	51.71	57.28	72.50	174.80	3.00
Neutral	0.41	40.82	54.12	59.32	72.64	225.60	3.00
Promoter	7.03	42.86	57.90	65.27	83.43	210.50	2.00

Bar plot of means



Box Plot



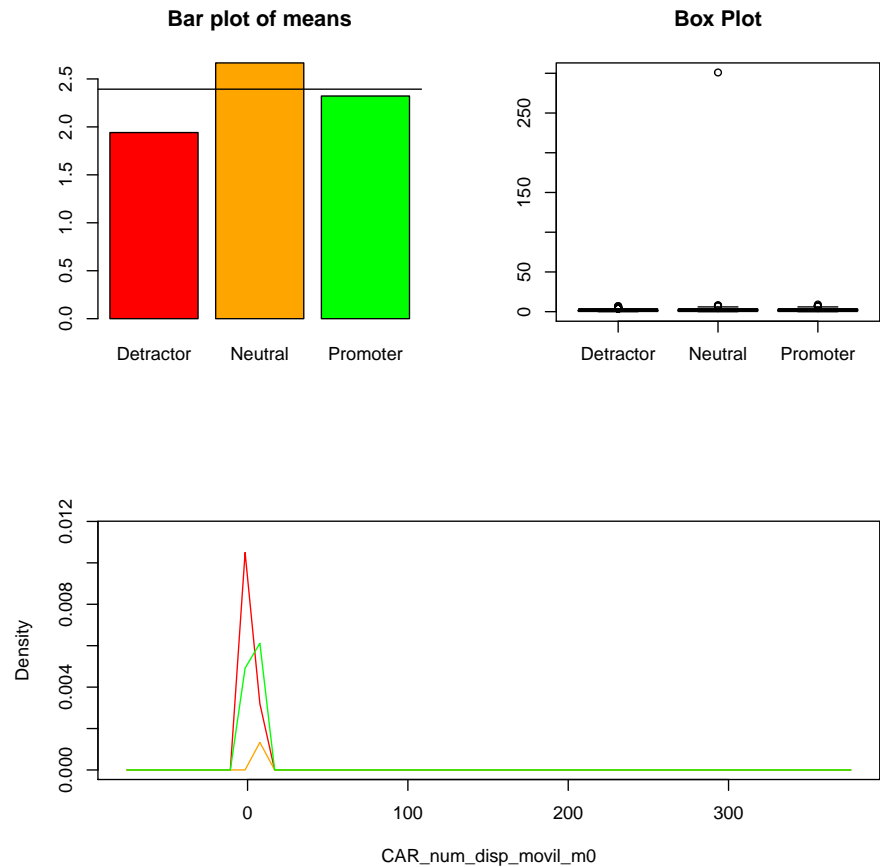
1.1.31 CAR\_num\_disp\_movil\_m0

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	2.00	1.94	2.00	7.00	47.00
Neutral	0.00	1.00	2.00	2.67	3.00	301.00	114.00
Promoter	0.00	1.00	2.00	2.32	3.00	9.00	65.00



### 1.1.32 CAR\_num\_cli\_arpu\_voz\_m0

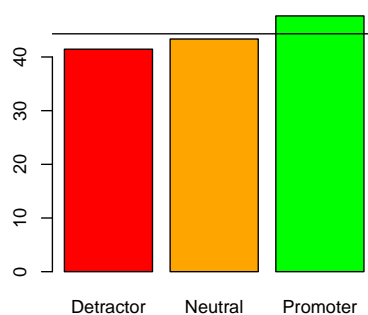
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.00	0.00	0.00

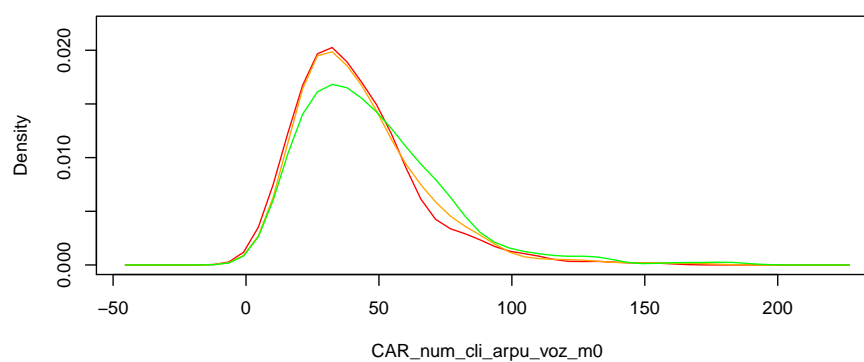
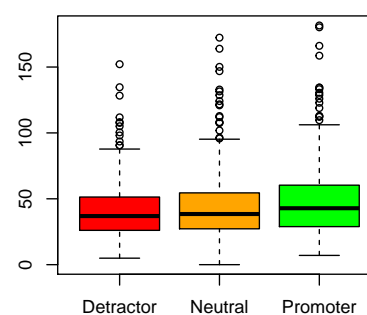
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	4.93	26.06	36.89	41.45	51.34	152.20	19.00
Neutral	0.00	27.23	38.44	43.35	54.50	172.30	20.00
Promoter	7.03	28.88	42.83	47.65	60.34	181.50	7.00

Bar plot of means



Box Plot



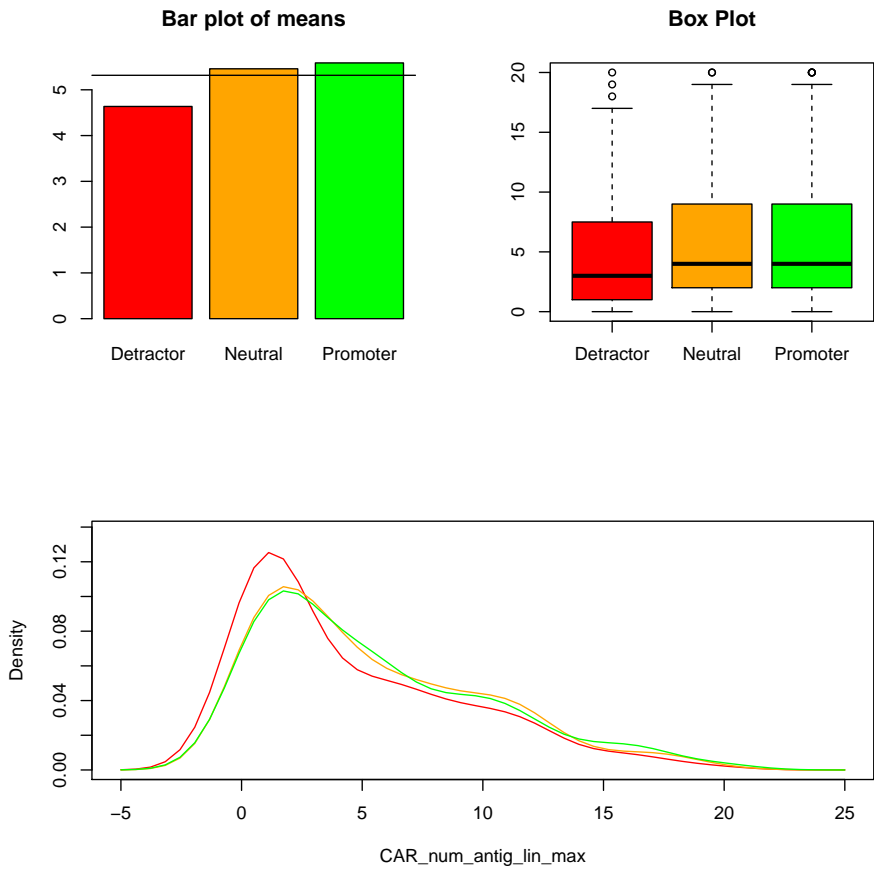
1.1.33 CAR\_num\_antig\_lin\_max

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.01	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	3.00	4.64	7.25	20.00	2.00
Neutral	0.00	2.00	4.00	5.46	9.00	20.00	3.00
Promoter	0.00	2.00	4.00	5.59	9.00	20.00	2.00



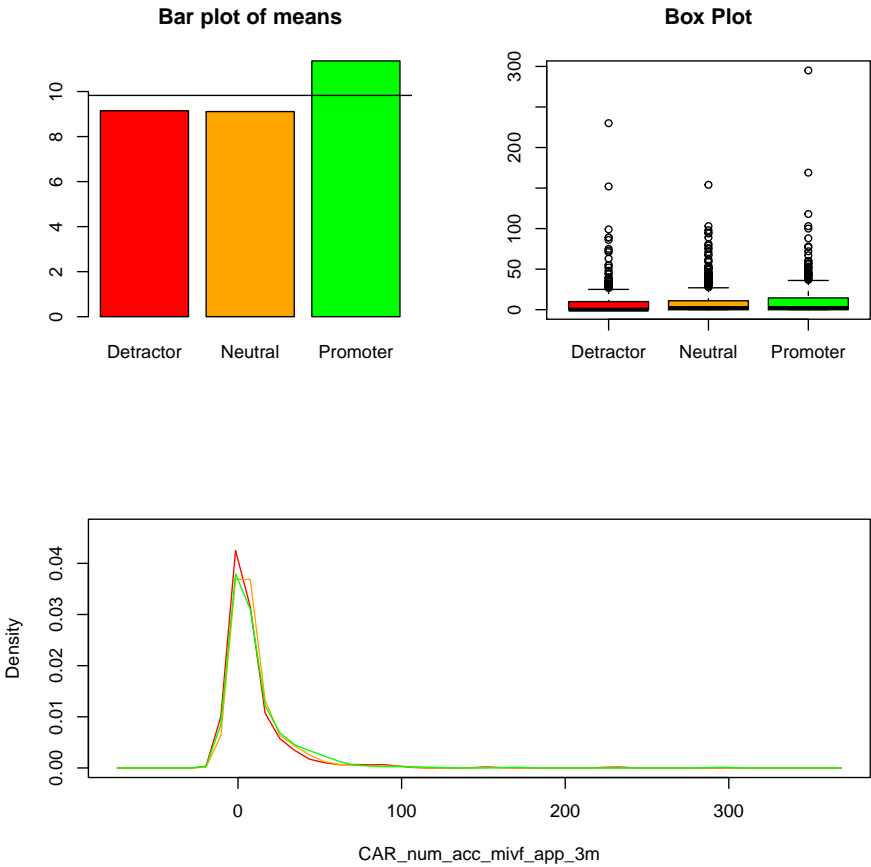
1.1.34 CAR\_num\_acc\_mivf\_app\_3m

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.18	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	9.15	10.00	230.00	2.00
Neutral	0.00	0.00	2.00	9.11	11.00	154.00	3.00
Promoter	0.00	0.00	2.00	11.36	14.25	295.00	2.00





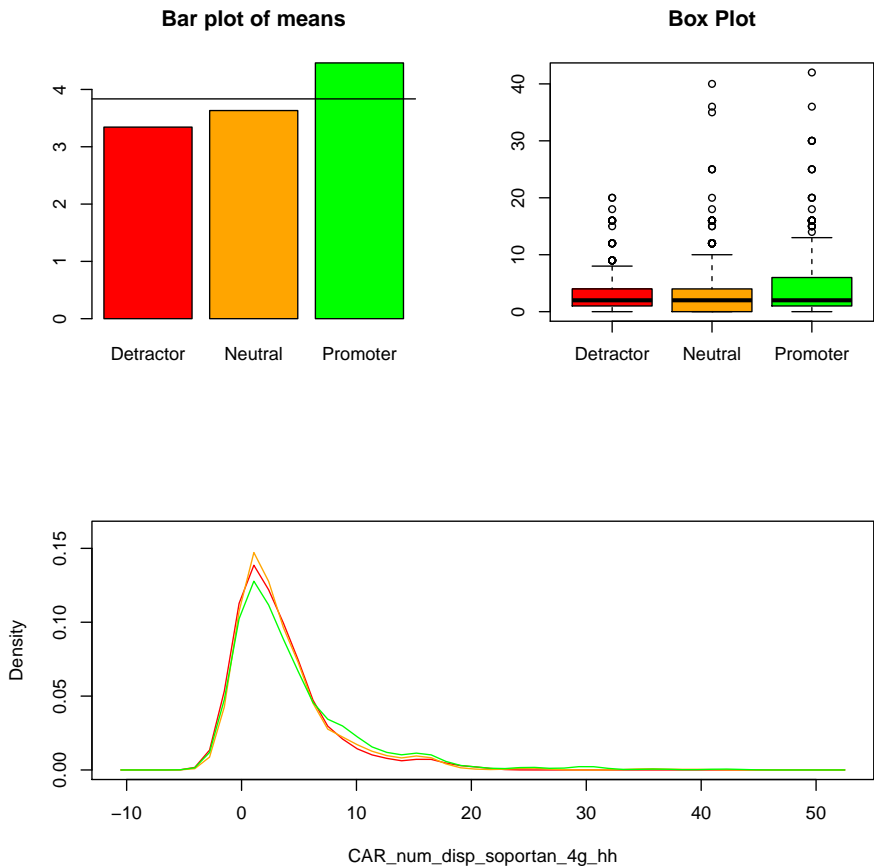
1.1.35 CAR\_num\_disp\_soortan\_4g\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.09	0.00	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	2.00	3.34	4.00	20.00	18.00
Neutral	0.00	0.00	2.00	3.63	4.00	40.00	20.00
Promoter	0.00	1.00	2.00	4.46	6.00	42.00	7.00



### 1.1.36 CAR\_num\_valor\_pos\_hh

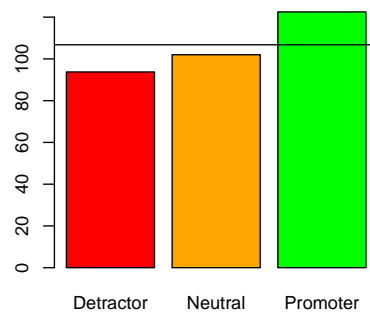
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.00	0.02	0.02

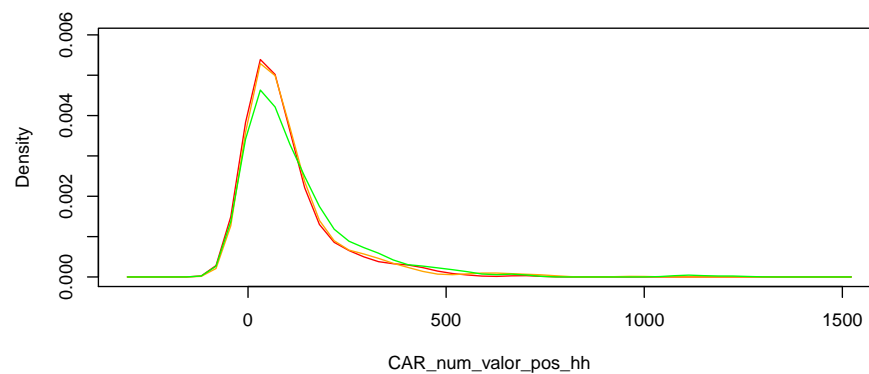
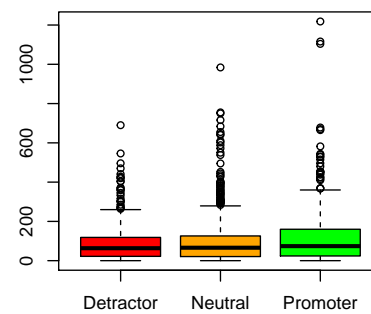
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	22.00	63.50	93.74	117.80	690.00	18.00
Neutral	0.00	21.00	66.00	102.00	126.00	984.00	20.00
Promoter	0.00	24.00	74.00	122.50	160.00	1218.00	7.00

Bar plot of means



Box Plot



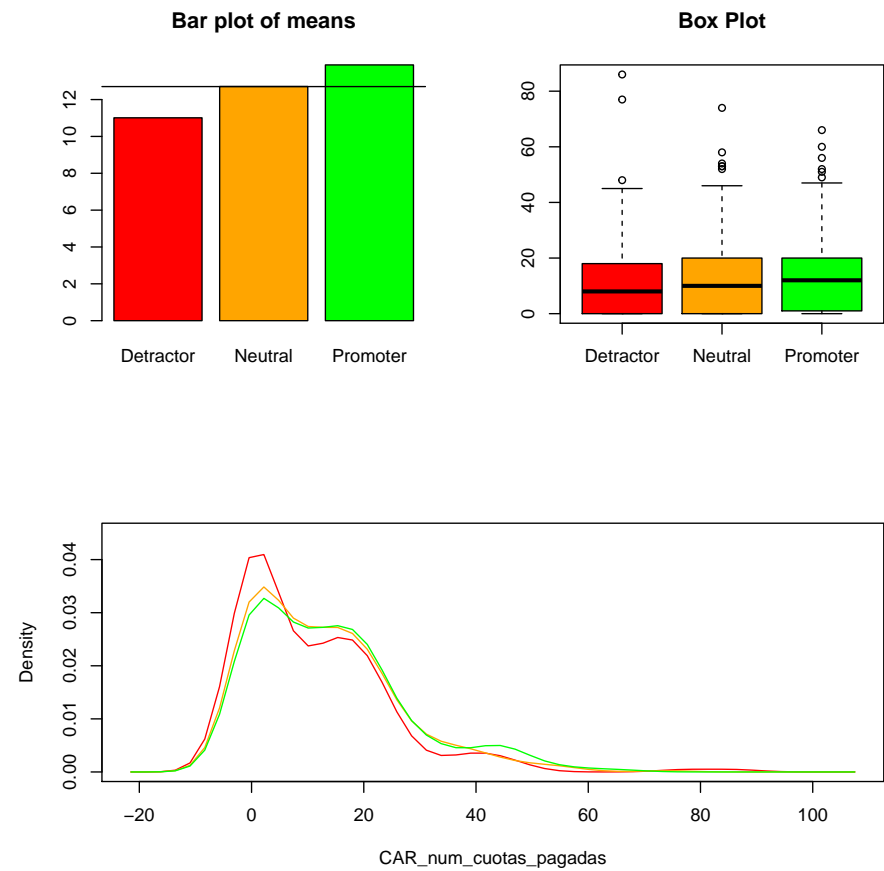
1.1.37 CAR\_num\_cuotas\_pagadas

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.02	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	8.00	11.01	18.00	86.00	110.00
Neutral	0.00	0.00	10.00	12.71	20.00	74.00	274.00
Promoter	0.00	1.00	12.00	13.88	20.00	66.00	152.00



### 1.1.38 CAR\_num\_android\_hh

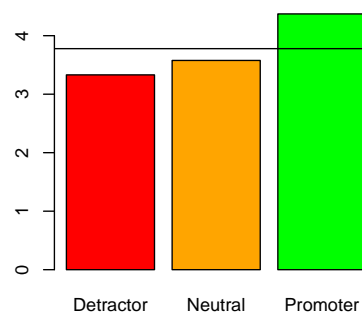
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.09	0.00	0.02	0.02

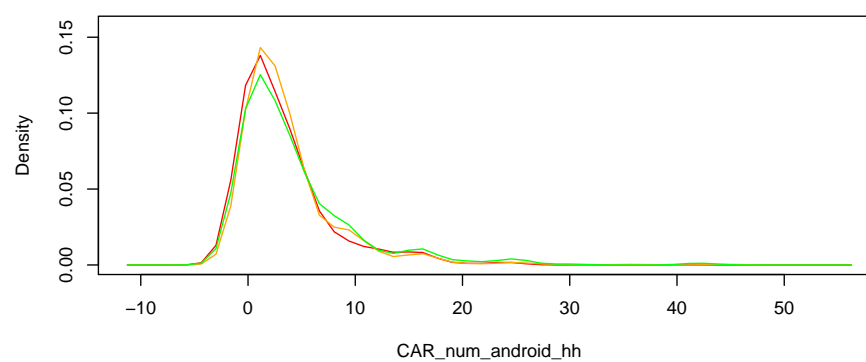
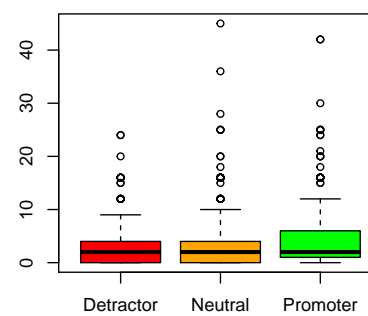
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	2.00	3.33	4.00	24.00	18.00
Neutral	0.00	0.00	2.00	3.58	4.00	45.00	20.00
Promoter	0.00	1.00	2.00	4.37	6.00	42.00	7.00

Bar plot of means



Box Plot



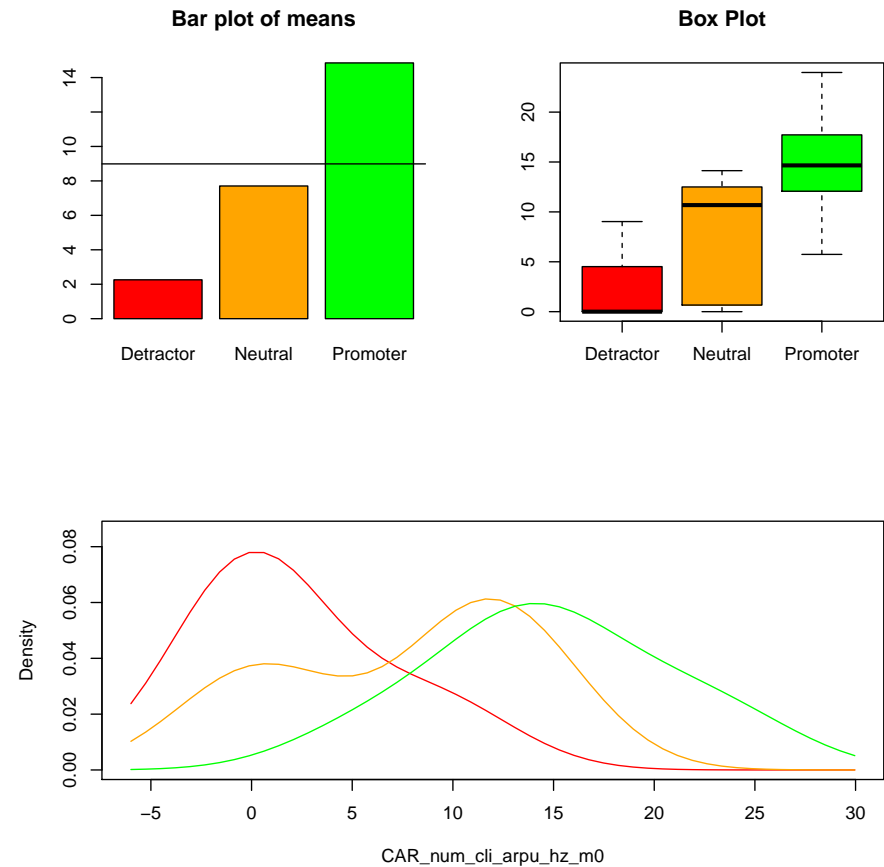
1.1.39 CAR\_num\_cli\_arpu\_hz\_m0

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.01	0.57	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	2.26	2.26	9.03	314.00
Neutral	0.00	0.67	10.68	7.71	12.50	14.13	650.00
Promoter	5.74	12.07	14.66	14.85	17.72	23.97	443.00



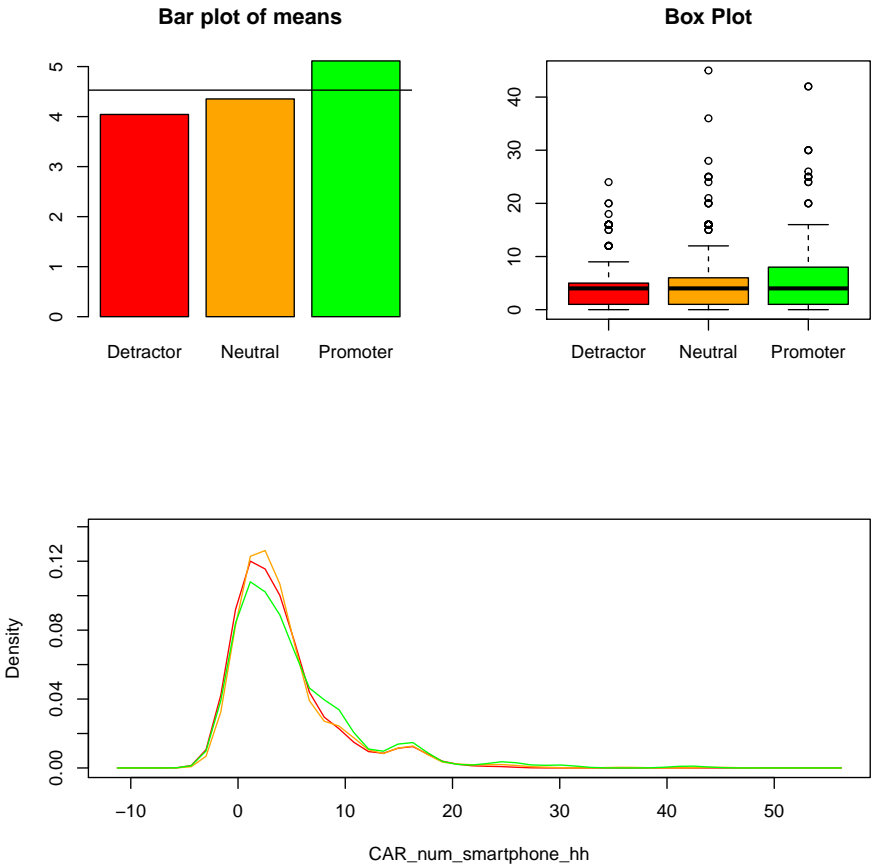
1.1.40 CAR\_num\_smartphone\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.10	0.01	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	4.00	4.04	5.00	24.00	18.00
Neutral	0.00	1.00	4.00	4.35	6.00	45.00	20.00
Promoter	0.00	1.00	4.00	5.11	8.00	42.00	7.00



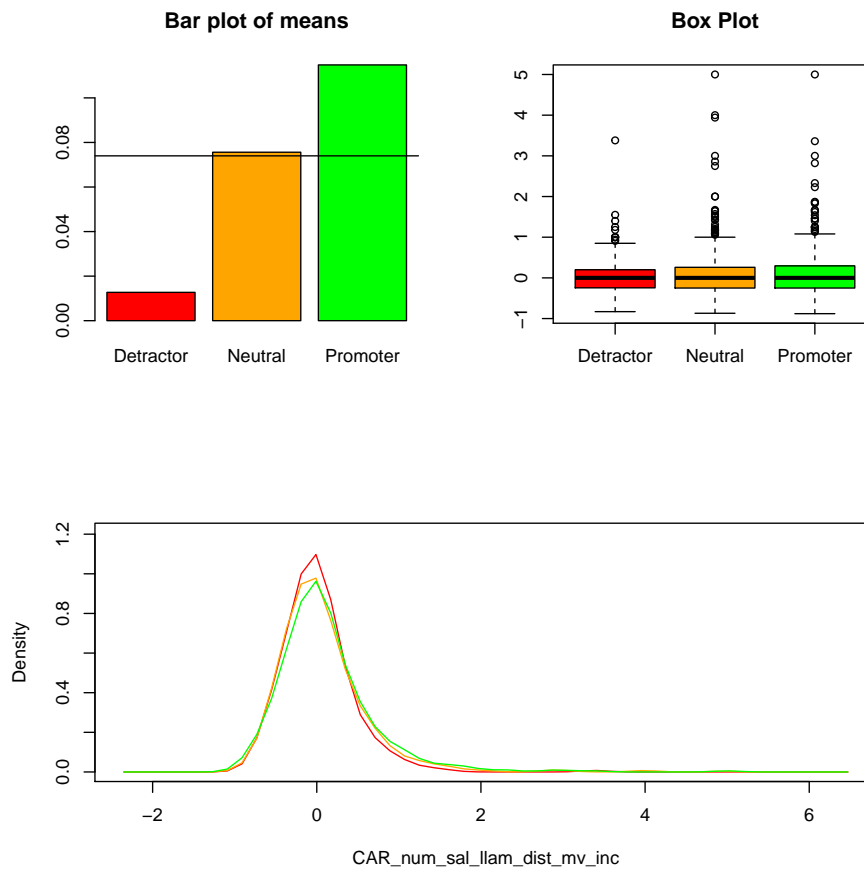
## 1.1.41 CAR\_num\_sal\_llam\_dist\_mv\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.06	0.01	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-0.83	-0.24	0.00	0.01	0.20	3.38	2.00
Neutral	-0.87	-0.25	0.00	0.08	0.26	5.00	3.00
Promoter	-0.88	-0.25	0.00	0.11	0.29	5.00	2.00



### 1.1.42 CAR\_num\_importe\_pagado

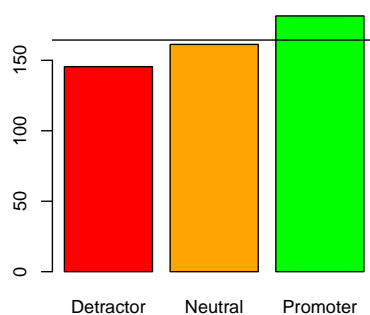
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.06	0.06	0.01	0.01

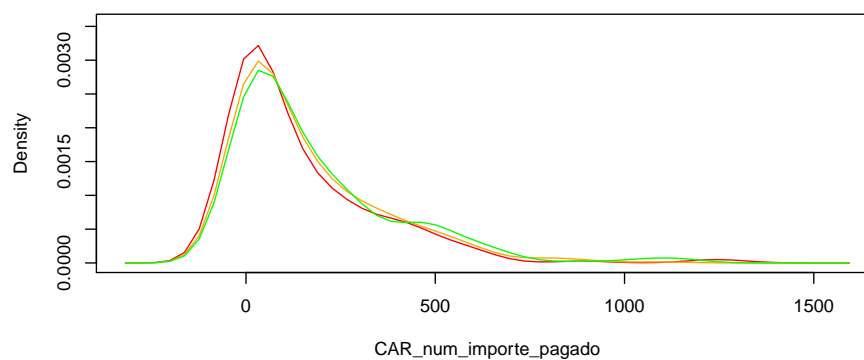
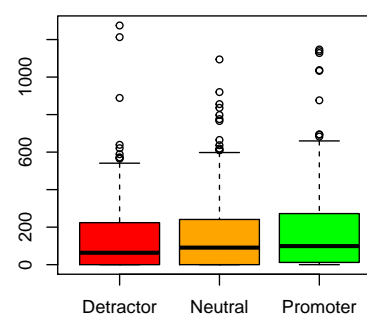
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	63.50	145.50	224.00	1275.00	110.00
Neutral	0.00	0.00	90.87	161.30	241.00	1094.00	274.00
Promoter	0.00	12.75	99.00	181.50	272.30	1147.00	152.00

Bar plot of means



Box Plot





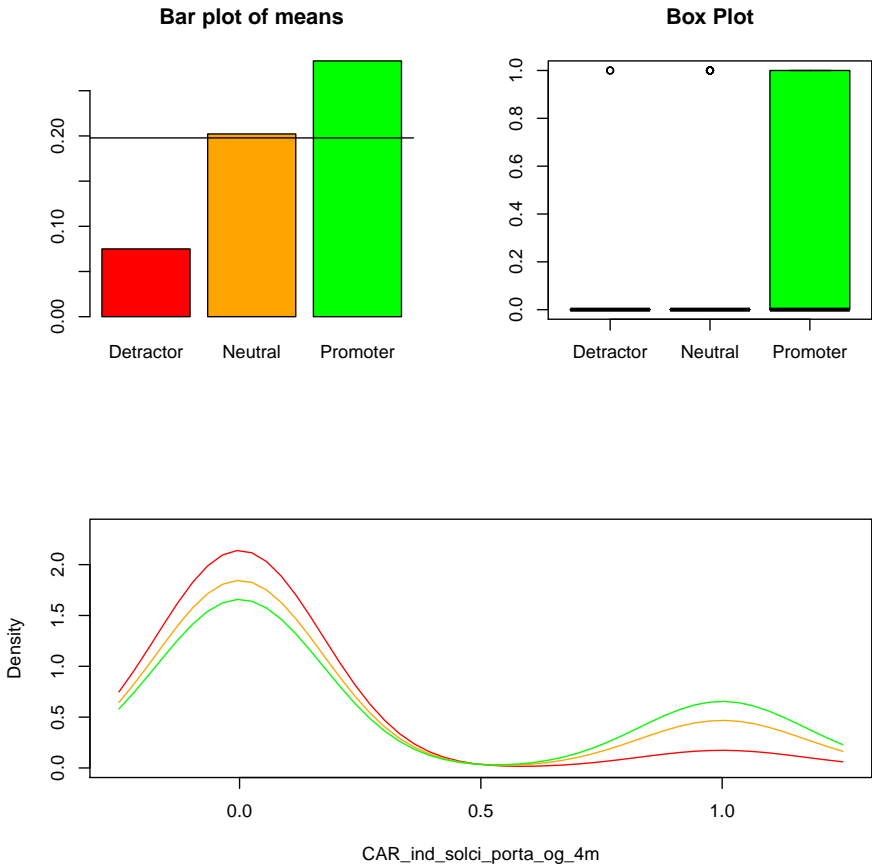
1.1.43 CAR\_ind\_solci\_porta\_og\_4m

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.01	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.07	0.00	1.00	278.00
Neutral	0.00	0.00	0.00	0.20	0.00	1.00	572.00
Promoter	0.00	0.00	0.00	0.28	1.00	1.00	397.00



### 1.1.44 CAR\_num\_dispositivos\_hh

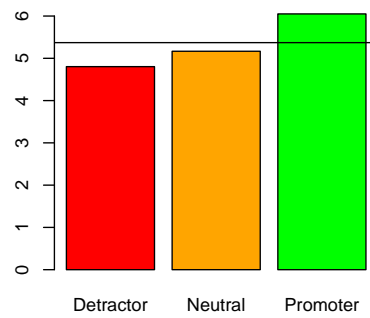
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.17	0.01	0.05	0.05

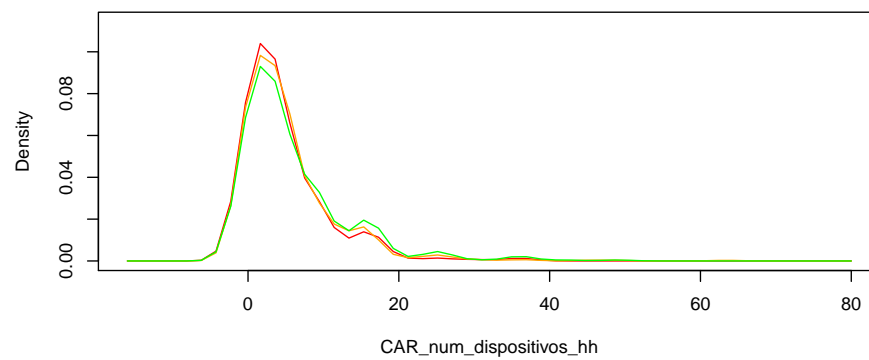
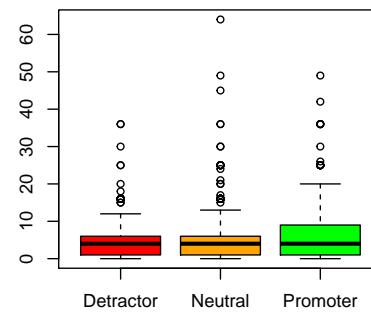
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	4.00	4.80	6.00	36.00	18.00
Neutral	0.00	1.00	4.00	5.17	6.00	64.00	20.00
Promoter	0.00	1.00	4.00	6.05	9.00	49.00	7.00

Bar plot of means



Box Plot



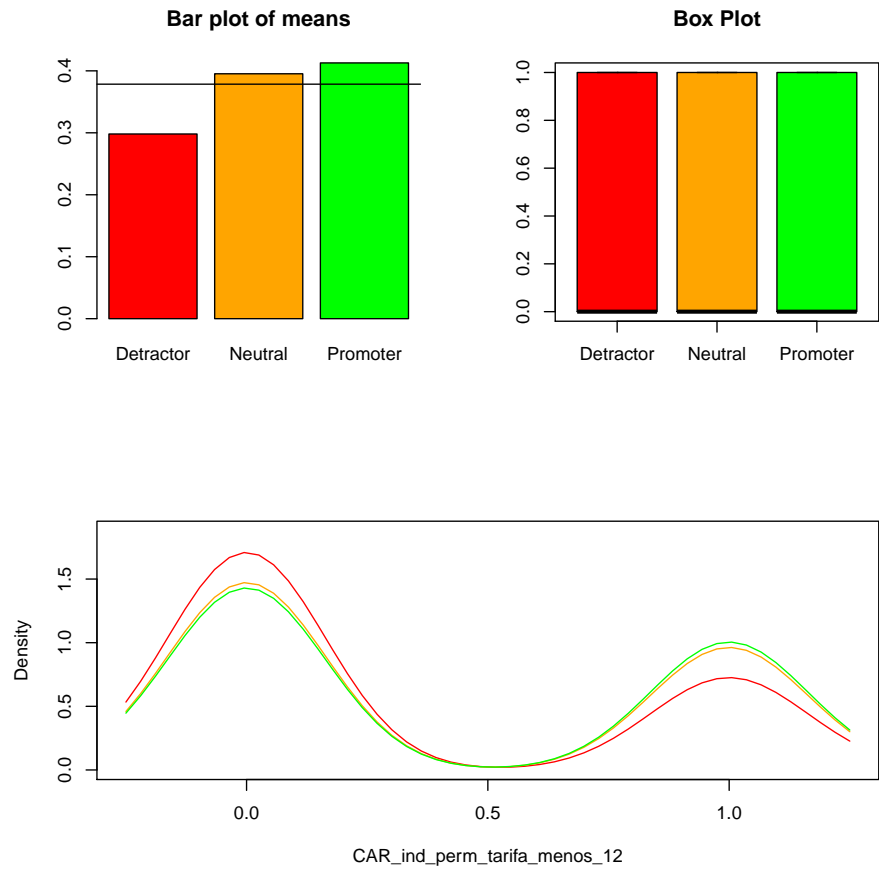
1.1.45 CAR\_ind\_perm\_tarifa\_menos\_12

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.01	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.30	1.00	1.00	110.00
Neutral	0.00	0.00	0.00	0.40	1.00	1.00	274.00
Promoter	0.00	0.00	0.00	0.41	1.00	1.00	152.00



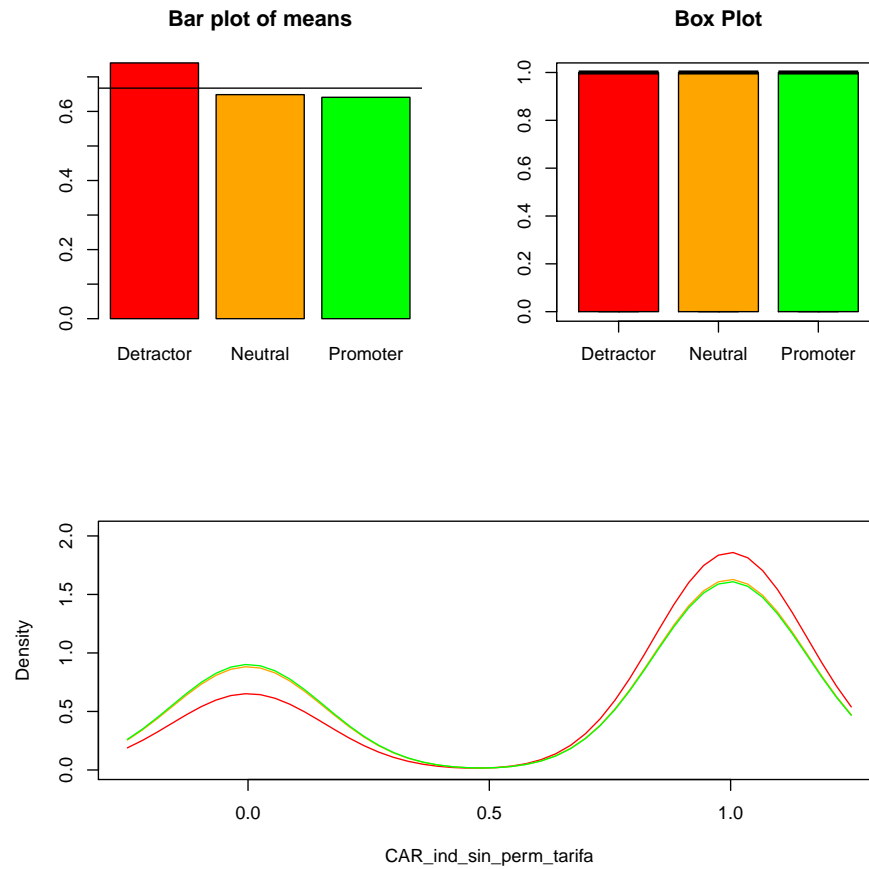
### 1.1.46 CAR\_ind\_sin\_perm\_tarifa

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.02	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	1.00	0.74	1.00	1.00	110.00
Neutral	0.00	0.00	1.00	0.65	1.00	1.00	274.00
Promoter	0.00	0.00	1.00	0.64	1.00	1.00	152.00



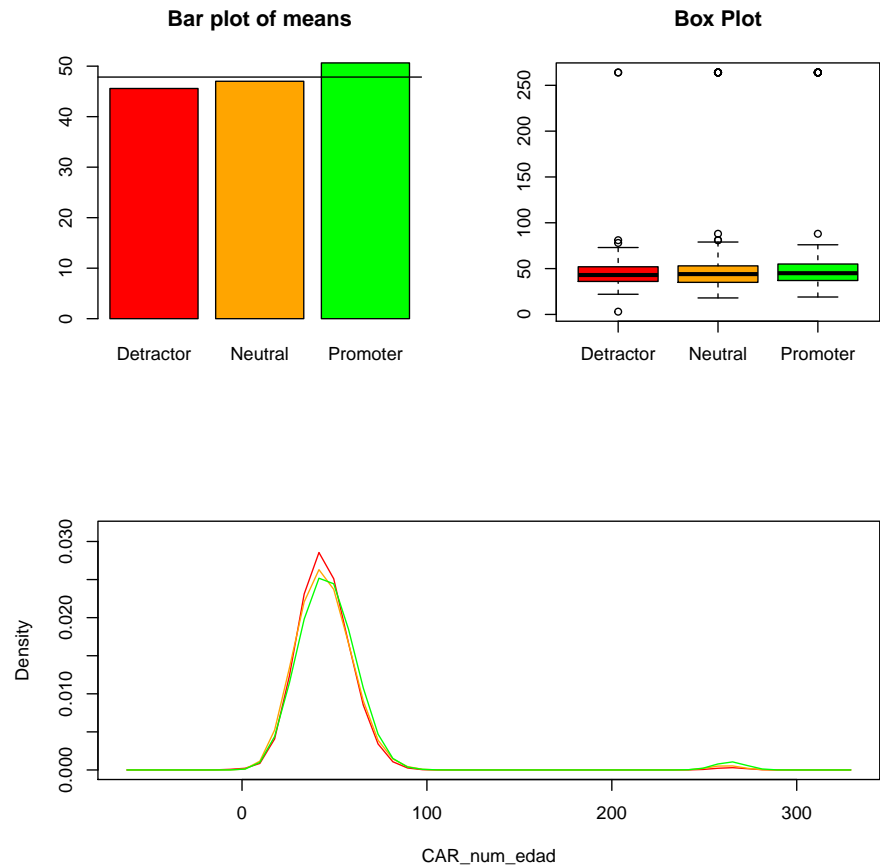
1.1.47 CAR\_num\_edad

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.01	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	3.00	36.00	43.00	45.58	52.00	264.00	7.00
Neutral	18.00	35.00	44.00	47.01	53.00	264.00	10.00
Promoter	19.00	37.00	45.00	50.64	55.00	264.00	8.00



### 1.1.48 CAR\_num\_sal\_llam\_dist\_vf\_avg

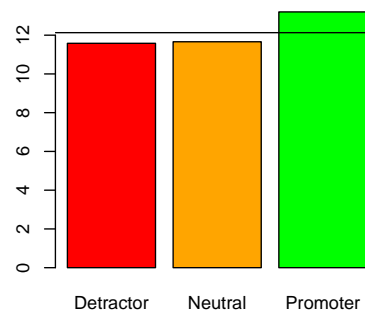
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.04	0.05	0.05

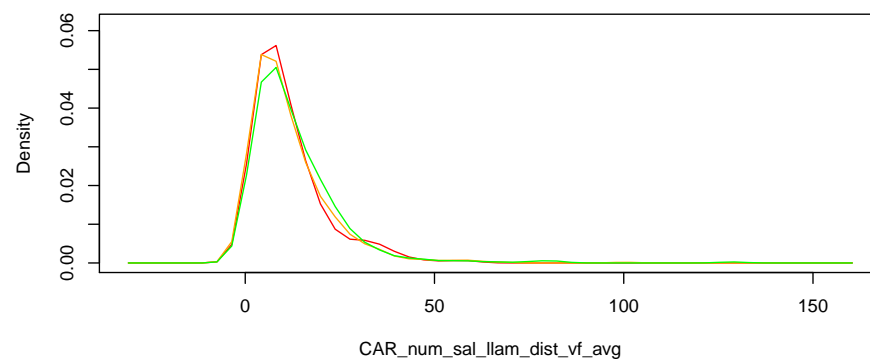
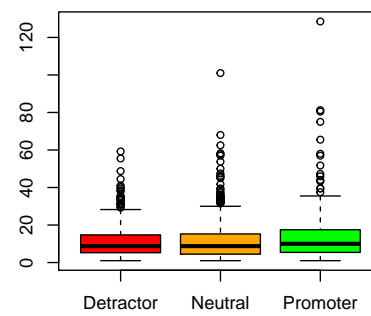
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	5.25	8.75	11.58	14.75	59.25	2.00
Neutral	1.00	4.50	8.75	11.66	15.19	101.00	3.00
Promoter	1.00	5.46	10.00	13.20	17.50	128.50	2.00

Bar plot of means



Box Plot



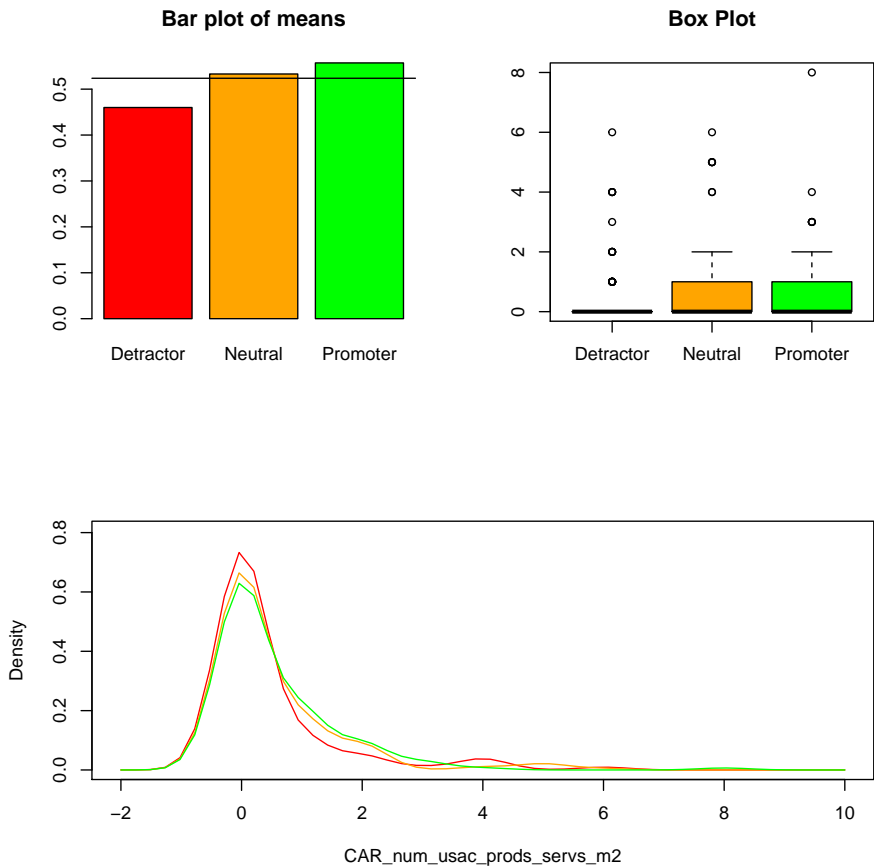
1.1.49 CAR\_num\_usac\_prods\_servs\_m2

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.49	0.08	0.08

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.46	0.00	6.00	218.00
Neutral	0.00	0.00	0.00	0.53	1.00	6.00	479.00
Promoter	0.00	0.00	0.00	0.56	1.00	8.00	310.00



### 1.1.50 CAR\_num\_acc\_mivf\_app\_m0

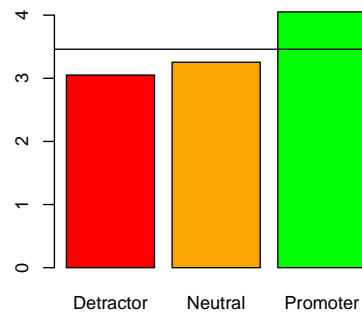
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.10	0.12	0.01	0.01

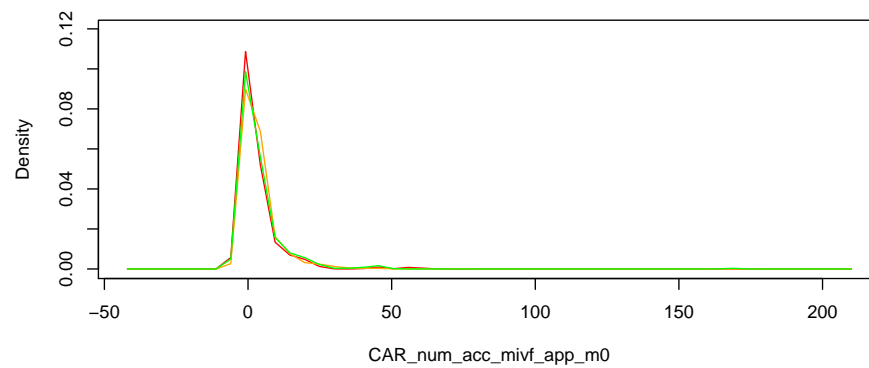
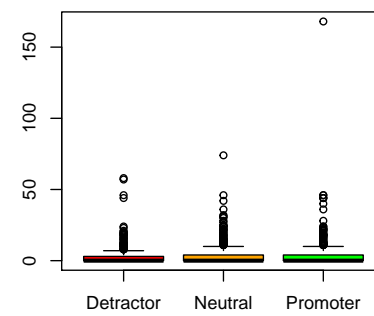
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	3.05	3.00	58.00	2.00
Neutral	0.00	0.00	0.00	3.25	4.00	74.00	3.00
Promoter	0.00	0.00	0.00	4.05	4.00	168.00	2.00

Bar plot of means



Box Plot





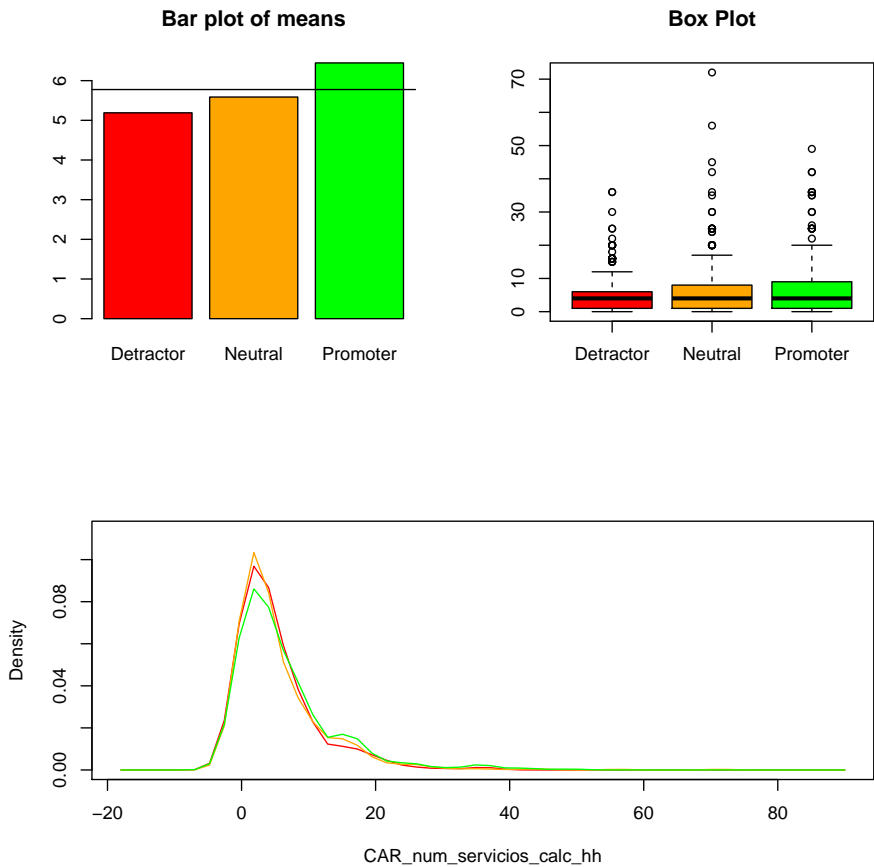
1.1.51 CAR\_num\_servicios\_calc\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.11	0.01	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	4.00	5.19	6.00	36.00	18.00
Neutral	0.00	1.00	4.00	5.59	8.00	72.00	20.00
Promoter	0.00	1.00	4.00	6.45	9.00	49.00	7.00



### 1.1.52 CAR\_num\_serv\_contrato\_hh

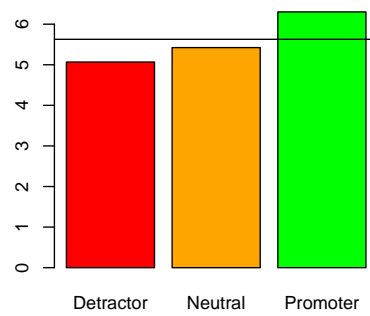
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.10	0.01	0.07	0.07

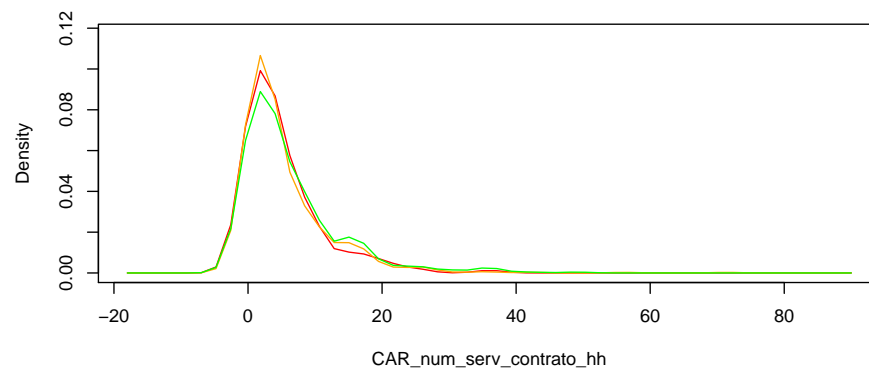
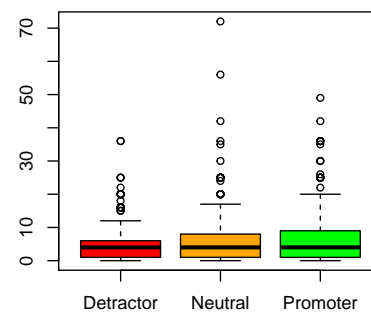
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	4.00	5.07	6.00	36.00	18.00
Neutral	0.00	1.00	4.00	5.42	8.00	72.00	20.00
Promoter	0.00	1.00	4.00	6.30	9.00	49.00	7.00

Bar plot of means



Box Plot



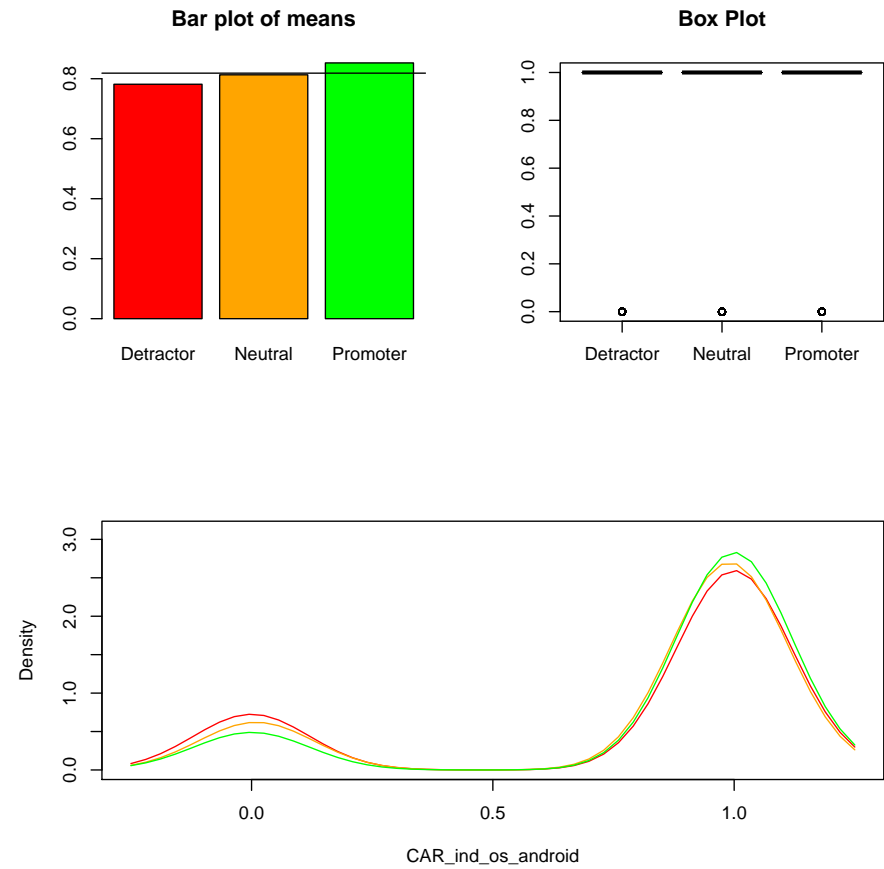
1.1.53 CAR\_ind\_os\_android

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.01	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.00	0.78	1.00	1.00	2.00
Neutral	0.00	1.00	1.00	0.81	1.00	1.00	3.00
Promoter	0.00	1.00	1.00	0.85	1.00	1.00	2.00



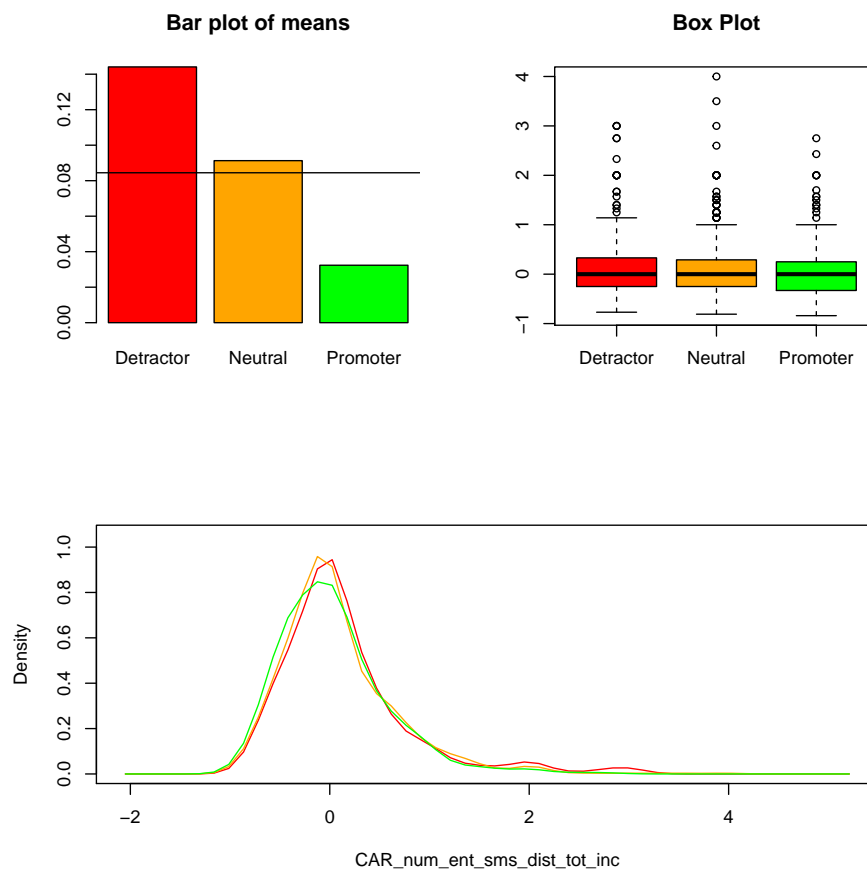
### 1.1.54 CAR\_num\_ent\_sms\_dist\_tot\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.06	0.01	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-0.77	-0.25	0.00	0.14	0.33	3.00	2.00
Neutral	-0.81	-0.25	0.00	0.09	0.29	4.00	3.00
Promoter	-0.84	-0.33	0.00	0.03	0.25	2.75	2.00



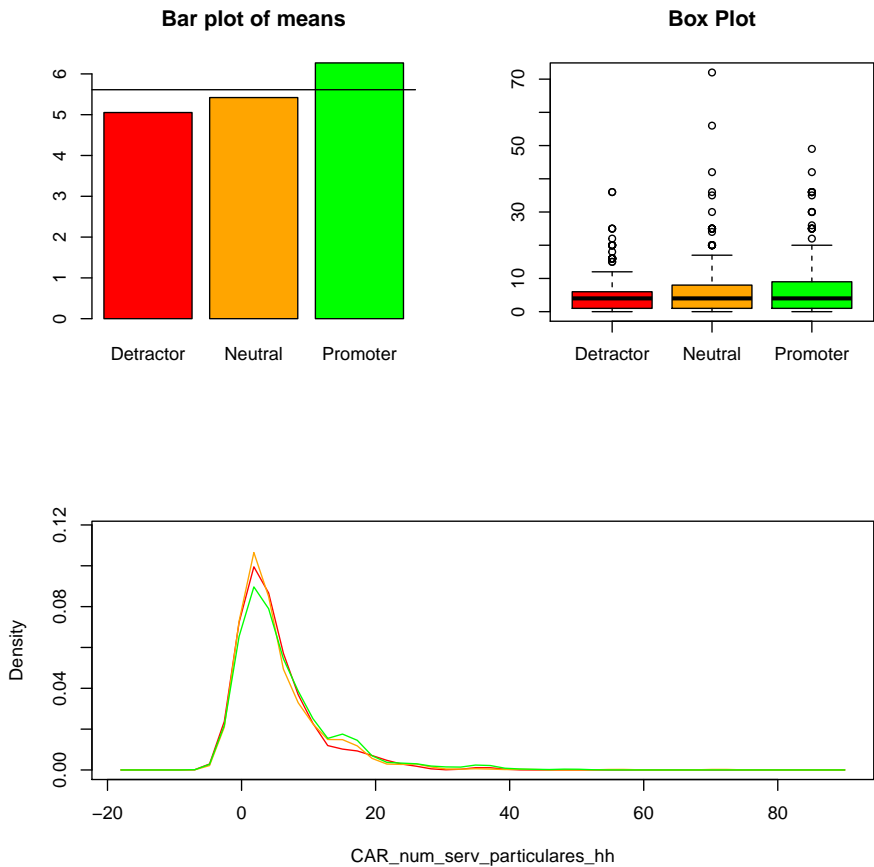
1.1.55 CAR\_num\_serv\_particulares\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.16	0.01	0.08	0.08

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	4.00	5.05	6.00	36.00	18.00
Neutral	0.00	1.00	4.00	5.42	8.00	72.00	20.00
Promoter	0.00	1.00	4.00	6.27	9.00	49.00	7.00



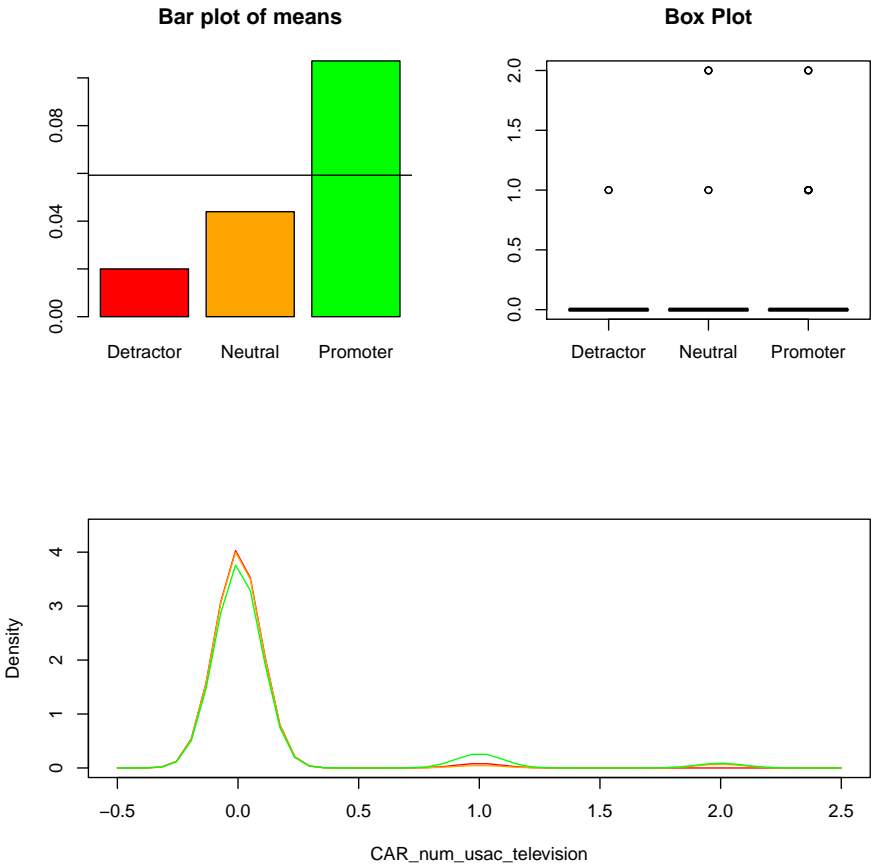
1.1.56 CAR\_num\_usac\_television

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.01	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.02	0.00	1.00	218.00
Neutral	0.00	0.00	0.00	0.04	0.00	2.00	479.00
Promoter	0.00	0.00	0.00	0.11	0.00	2.00	310.00



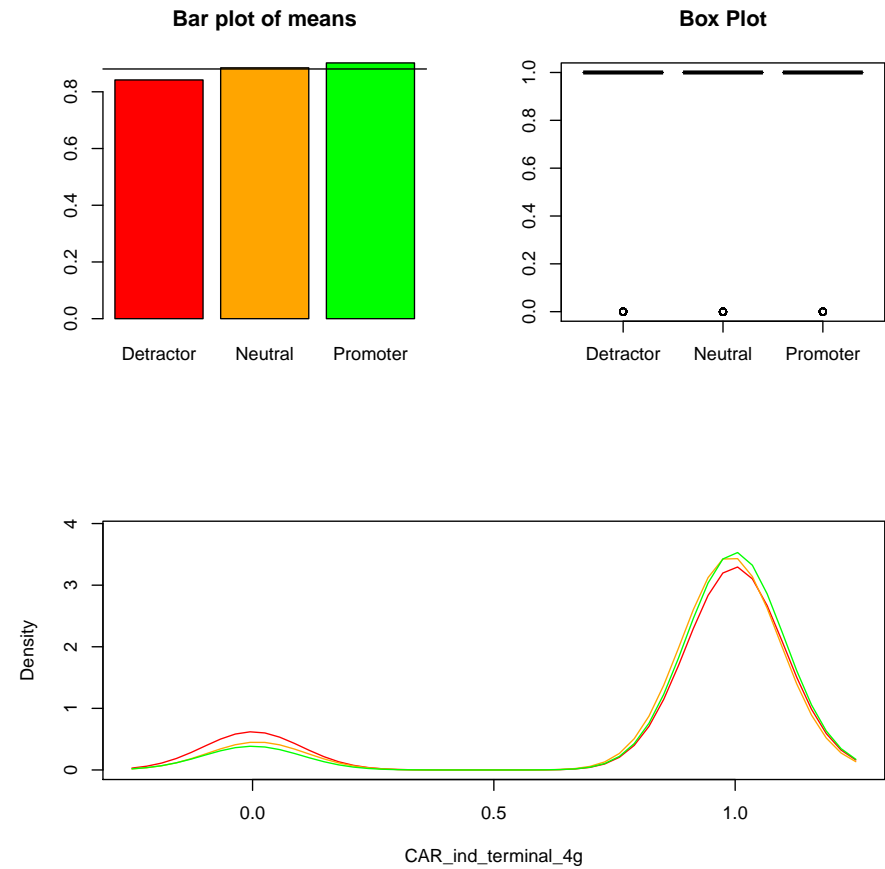
1.1.57 CAR\_ind\_terminal\_4g

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.02	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.00	0.84	1.00	1.00	2.00
Neutral	0.00	1.00	1.00	0.88	1.00	1.00	3.00
Promoter	0.00	1.00	1.00	0.90	1.00	1.00	2.00



### 1.1.58 CAR\_num\_dispositivos\_movil\_hh

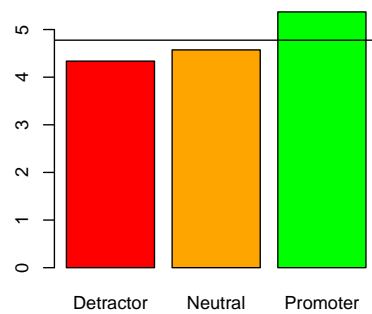
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.14	0.01	0.08	0.08

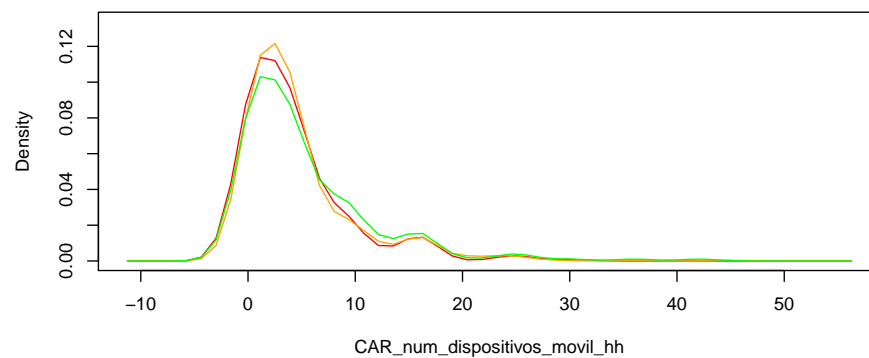
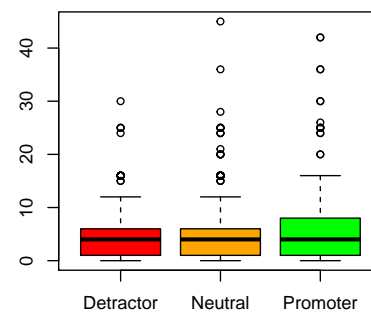
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	4.00	4.34	6.00	30.00	18.00
Neutral	0.00	1.00	4.00	4.57	6.00	45.00	20.00
Promoter	0.00	1.00	4.00	5.37	8.00	42.00	7.00

Bar plot of means



Box Plot





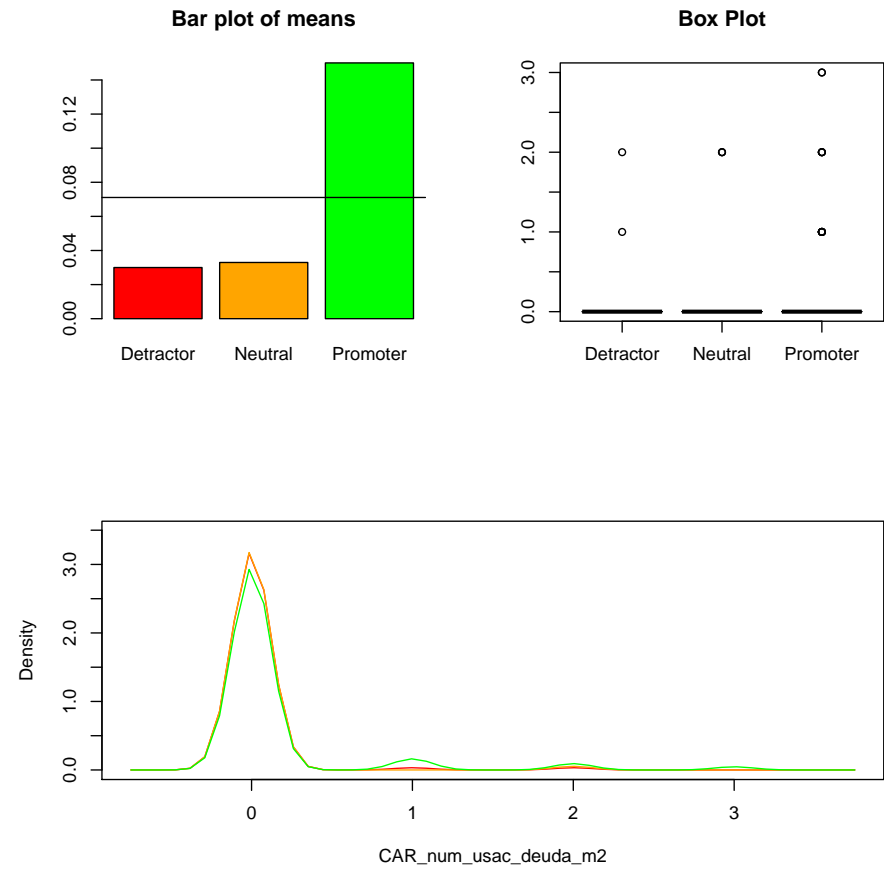
1.1.59 CAR\_num\_usac\_deuda\_m2

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.02	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.03	0.00	2.00	218.00
Neutral	0.00	0.00	0.00	0.03	0.00	2.00	479.00
Promoter	0.00	0.00	0.00	0.15	0.00	3.00	310.00



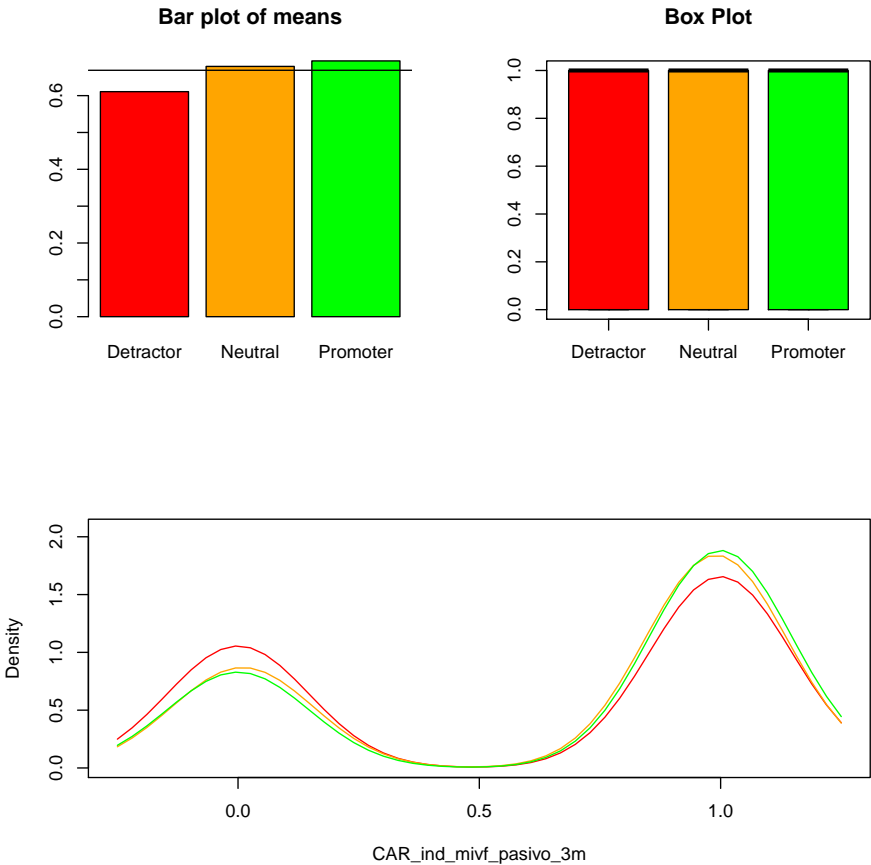
1.1.60 CAR\_ind\_mivf\_pasivo\_3m

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.02	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	1.00	0.61	1.00	1.00	2.00
Neutral	0.00	0.00	1.00	0.68	1.00	1.00	3.00
Promoter	0.00	0.00	1.00	0.69	1.00	1.00	2.00



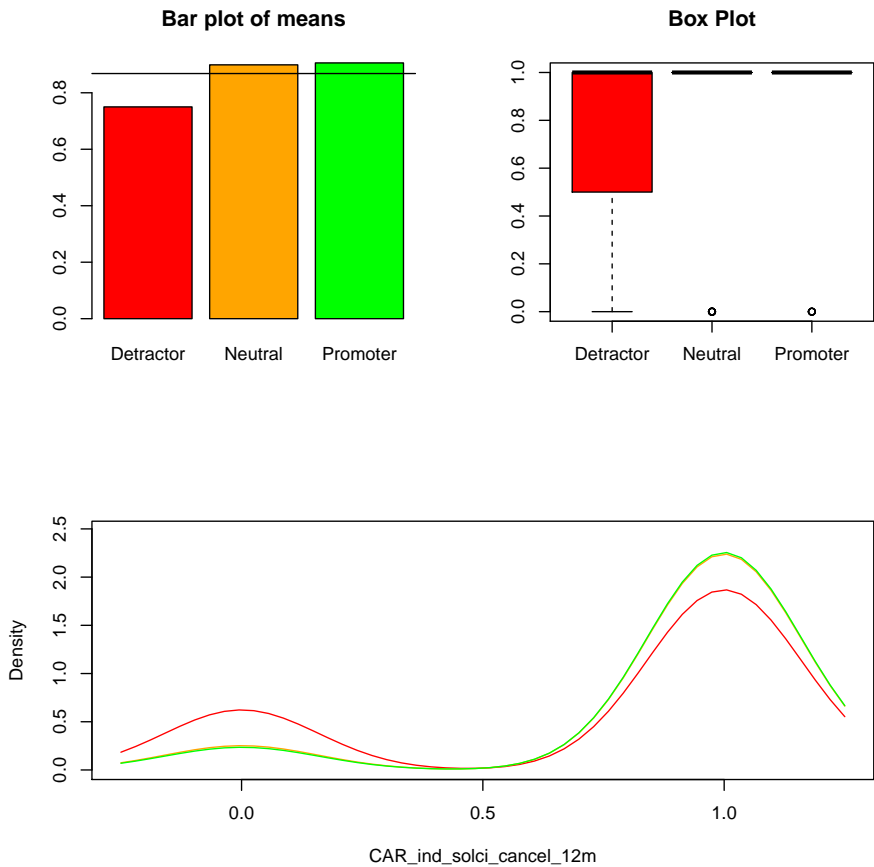
1.1.61 CAR\_ind\_solci\_cancel\_12m

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.06	0.05	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.75	1.00	0.75	1.00	1.00	278.00
Neutral	0.00	1.00	1.00	0.90	1.00	1.00	572.00
Promoter	0.00	1.00	1.00	0.91	1.00	1.00	397.00



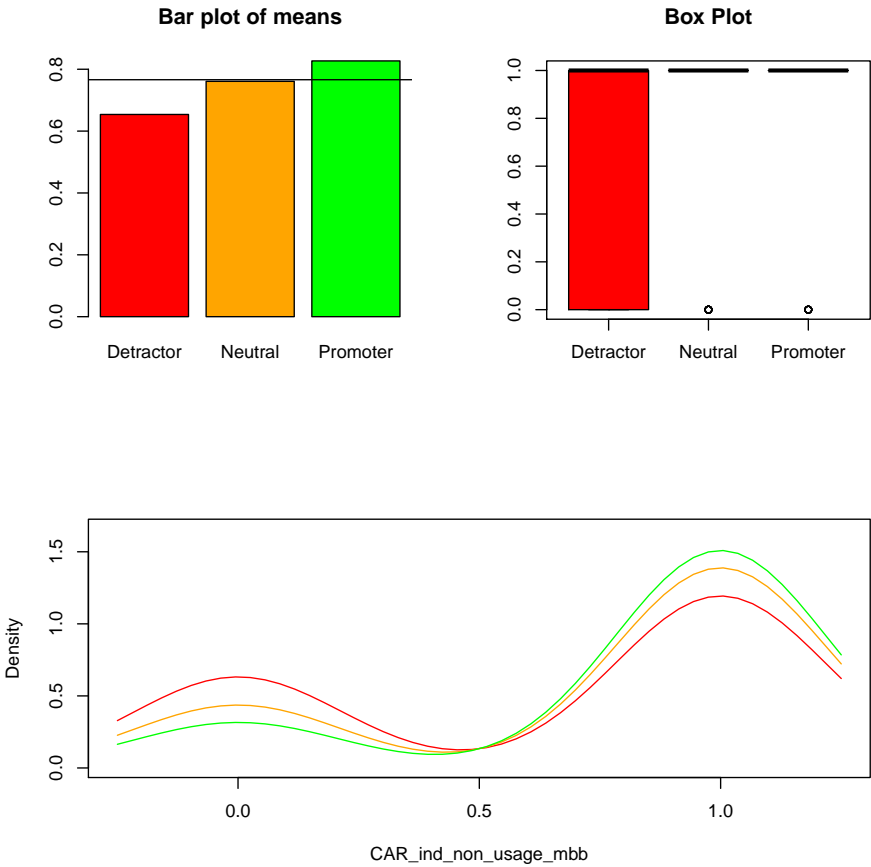
1.1.62 CAR\_ind\_non\_usage\_mbb

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.09	0.09	0.09

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	1.00	0.65	1.00	1.00	292.00
Neutral	0.00	1.00	1.00	0.76	1.00	1.00	615.00
Promoter	0.00	1.00	1.00	0.83	1.00	1.00	398.00



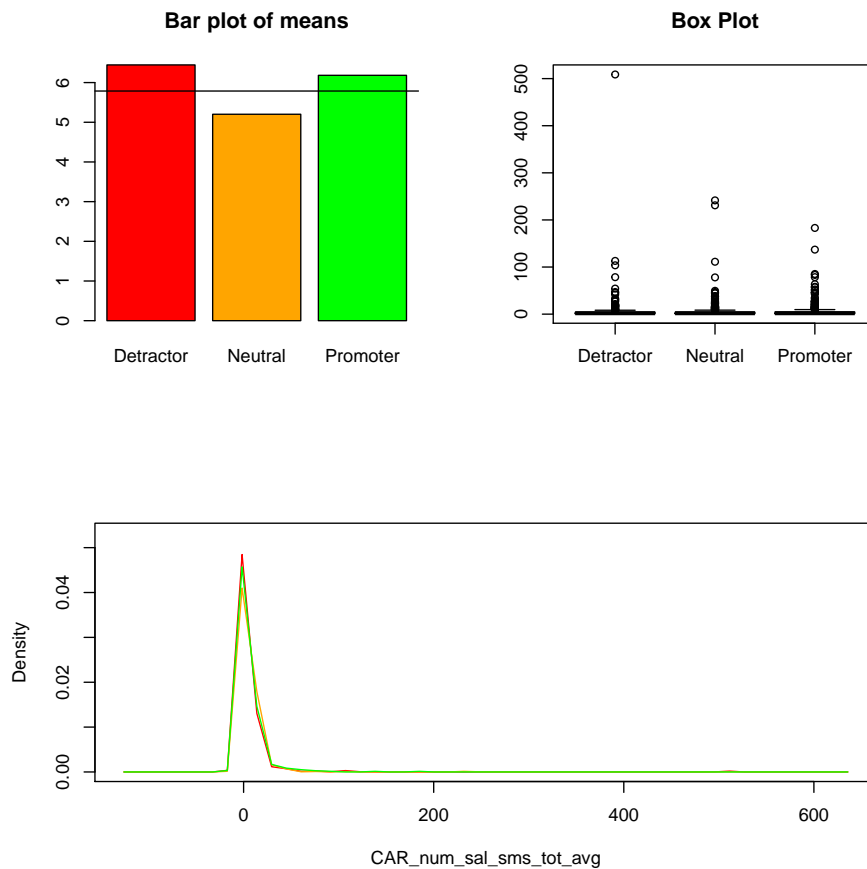
### 1.1.63 CAR\_num\_sal\_sms\_tot\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.06	0.89	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	1.00	2.00	6.45	4.00	508.80	2.00
Neutral	1.00	1.00	2.00	5.20	4.00	241.50	3.00
Promoter	1.00	1.00	2.00	6.18	4.50	183.00	2.00



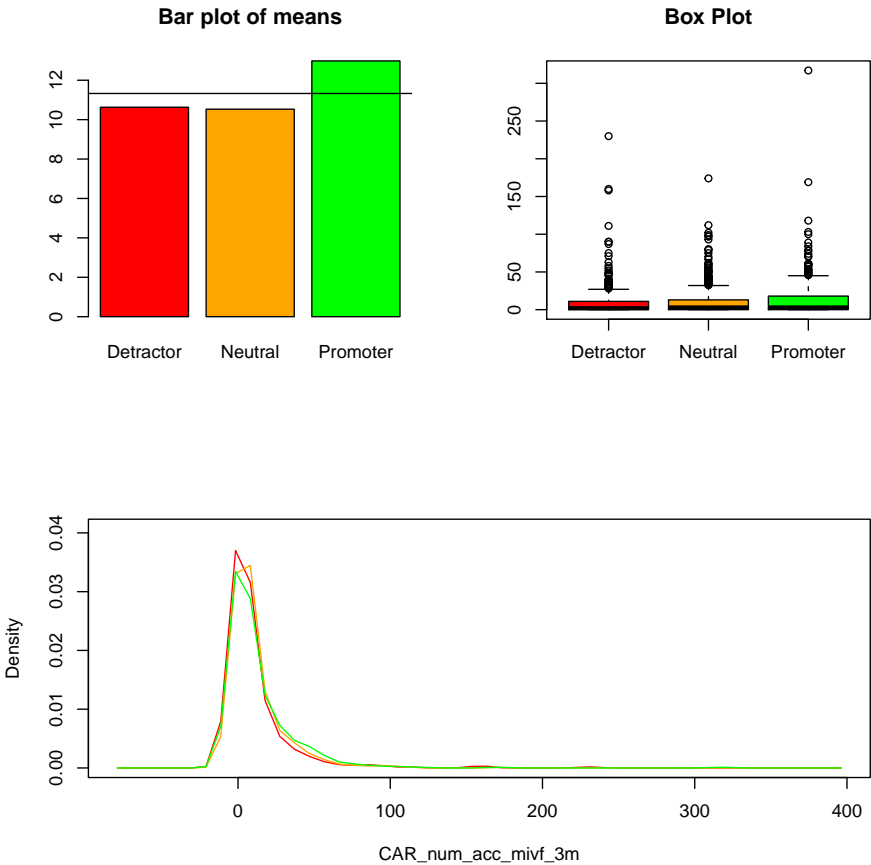
1.1.64 CAR\_num\_acc\_mivf\_3m

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.19	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	2.00	10.63	11.00	230.00	2.00
Neutral	0.00	0.00	3.00	10.53	13.00	174.00	3.00
Promoter	0.00	0.00	3.00	12.98	18.00	317.00	2.00



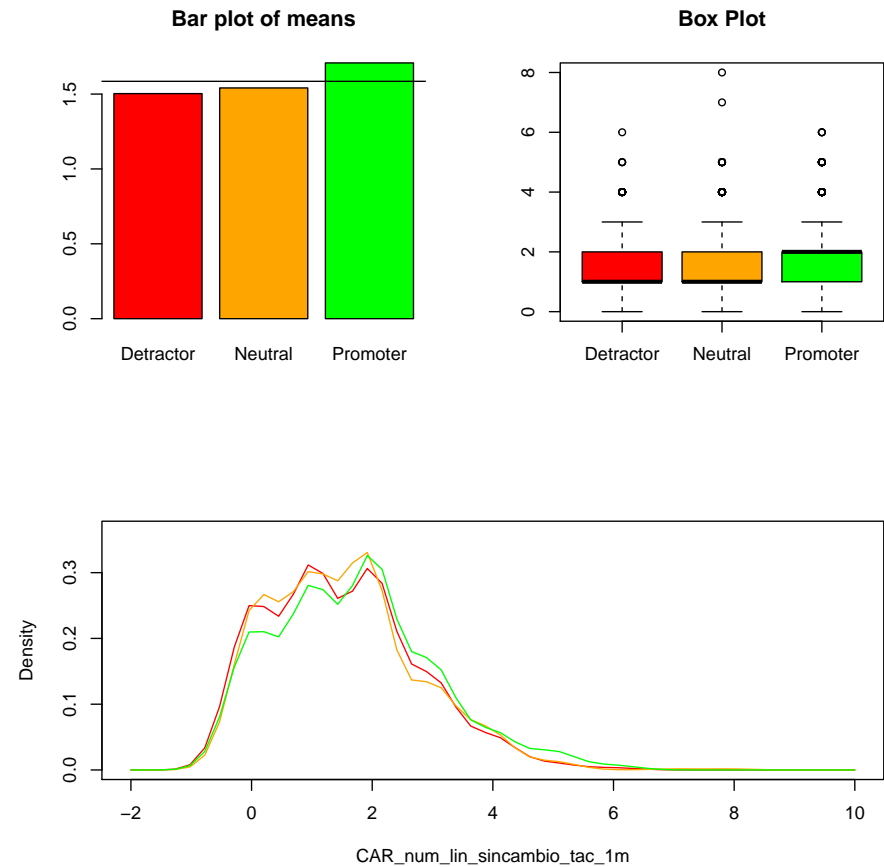
1.1.65 CAR\_num\_lin\_sincambio\_tac\_1m

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.33	0.03	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.00	1.50	2.00	6.00	2.00
Neutral	0.00	1.00	1.00	1.54	2.00	8.00	3.00
Promoter	0.00	1.00	2.00	1.71	2.00	6.00	2.00



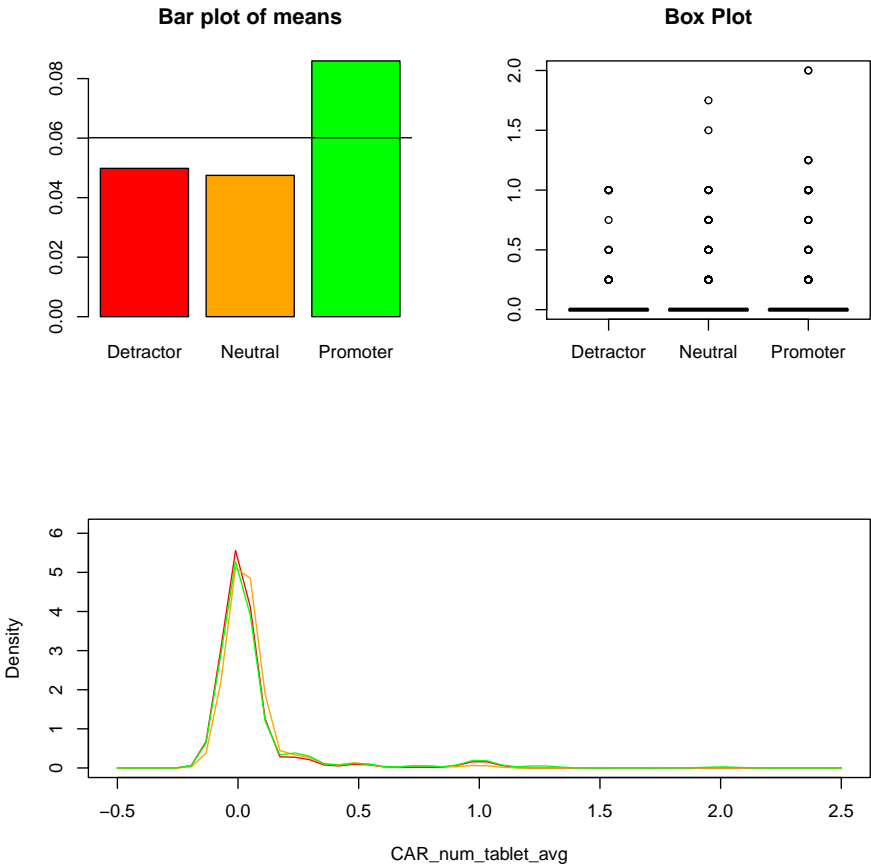
1.1.66 CAR\_num\_tablet\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.05	0.03	0.05	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.05	0.00	1.00	2.00
Neutral	0.00	0.00	0.00	0.05	0.00	1.75	3.00
Promoter	0.00	0.00	0.00	0.09	0.00	2.00	2.00





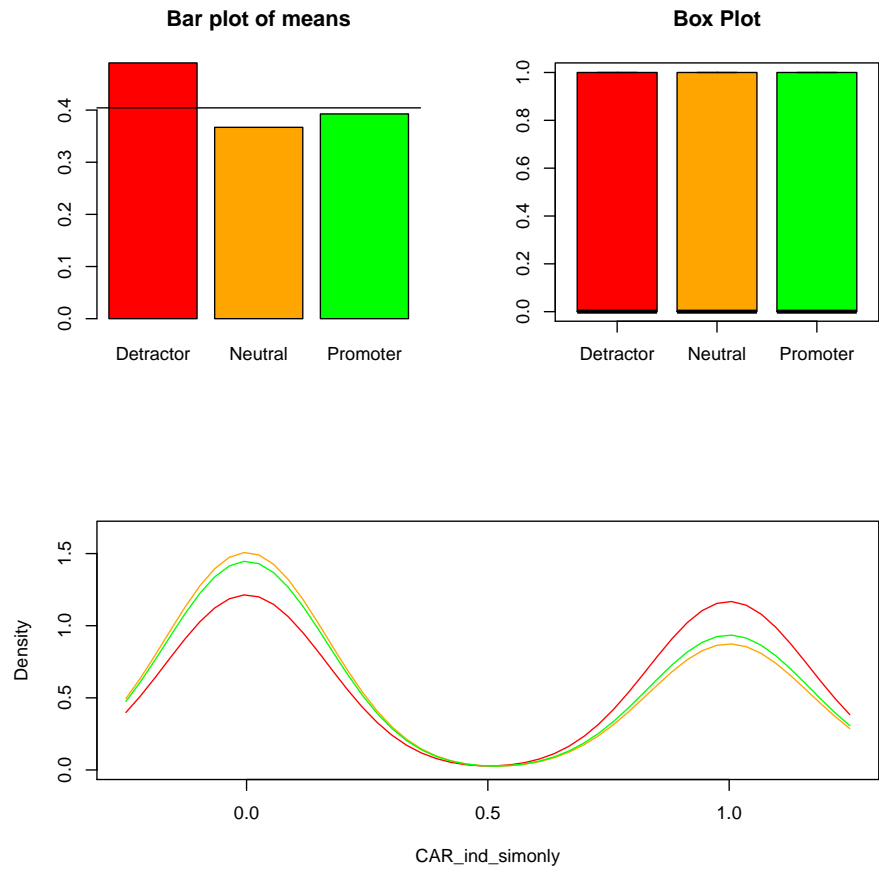
1.1.67 CAR\_ind\_simonly

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.05	0.03	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.49	1.00	1.00	110.00
Neutral	0.00	0.00	0.00	0.37	1.00	1.00	274.00
Promoter	0.00	0.00	0.00	0.39	1.00	1.00	152.00



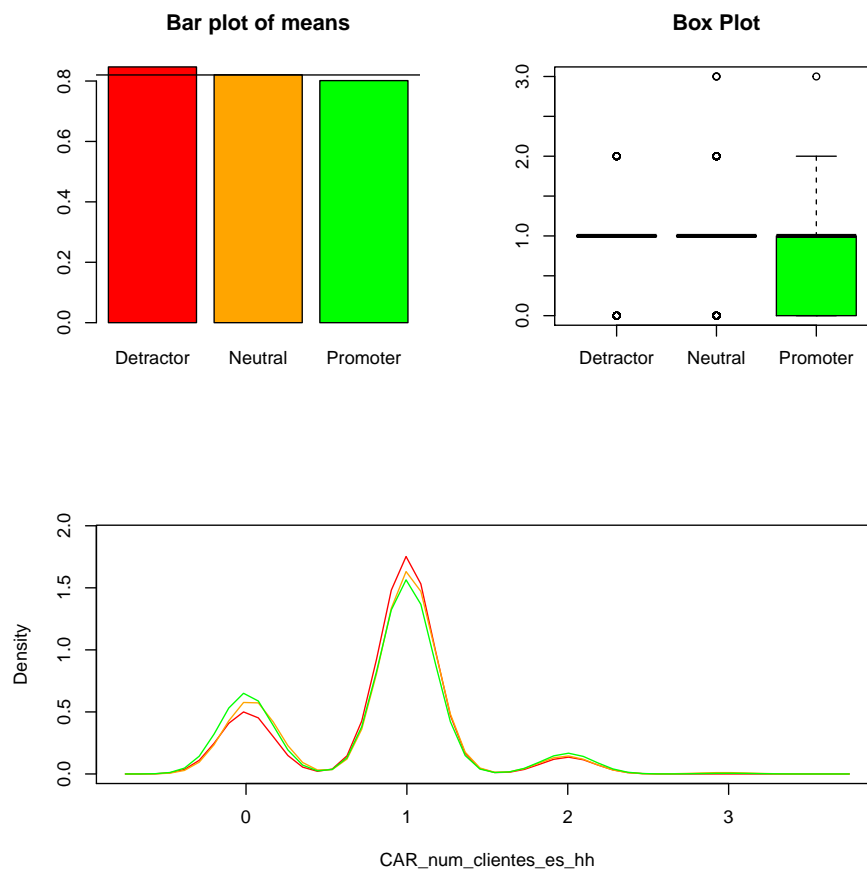
### 1.1.68 CAR\_num\_clientes\_es\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.26	0.18	0.18

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.00	0.85	1.00	2.00	18.00
Neutral	0.00	1.00	1.00	0.82	1.00	3.00	20.00
Promoter	0.00	0.00	1.00	0.80	1.00	3.00	7.00



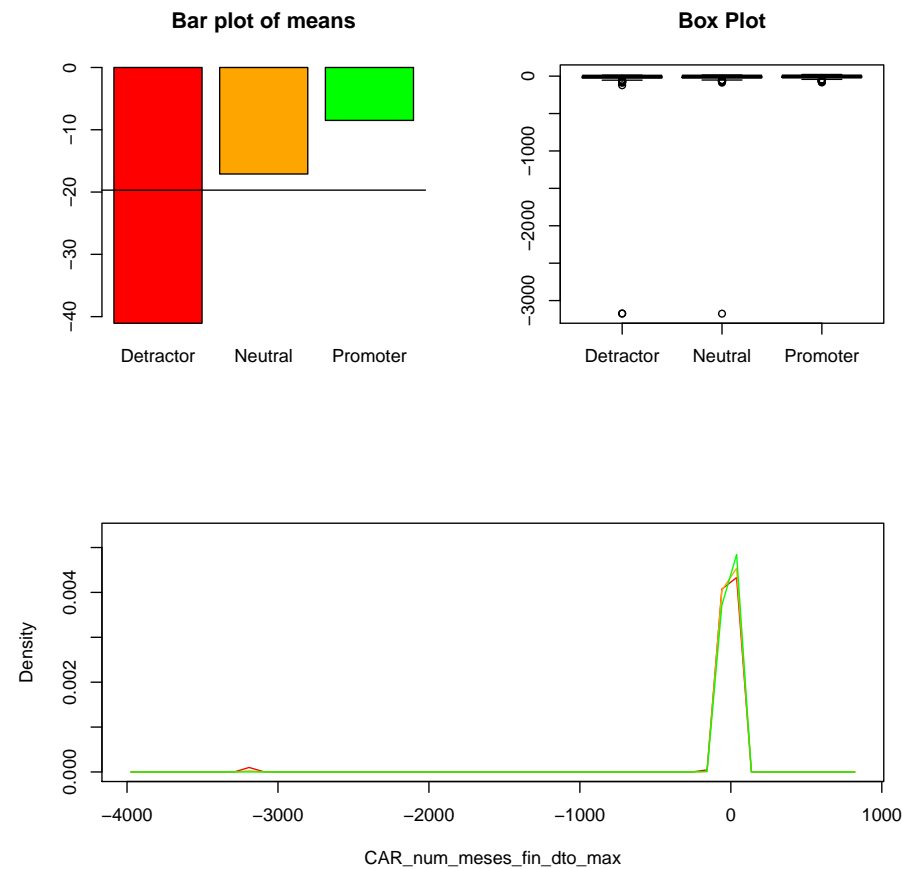
1.1.69 CAR\_num\_meses\_fin\_dto\_max

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.09	0.12	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-3174.00	-21.00	-7.00	-41.06	1.00	13.00	103.00
Neutral	-3175.00	-20.00	-6.00	-17.10	2.00	15.00	198.00
Promoter	-84.00	-16.00	-5.00	-8.49	3.00	22.00	147.00



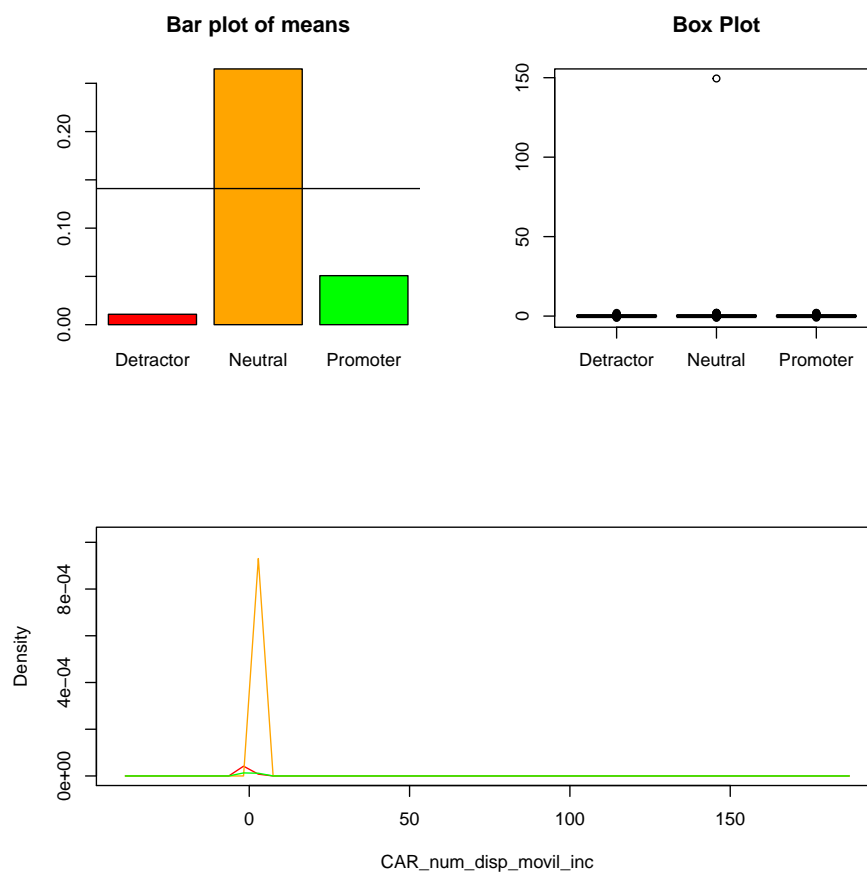
### 1.1.70 CAR\_num\_disp\_movil\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.08	0.04	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-1.00	0.00	0.00	0.01	0.00	2.00	2.00
Neutral	-1.00	0.00	0.00	0.26	0.00	149.50	3.00
Promoter	-1.00	0.00	0.00	0.05	0.00	2.01	2.00



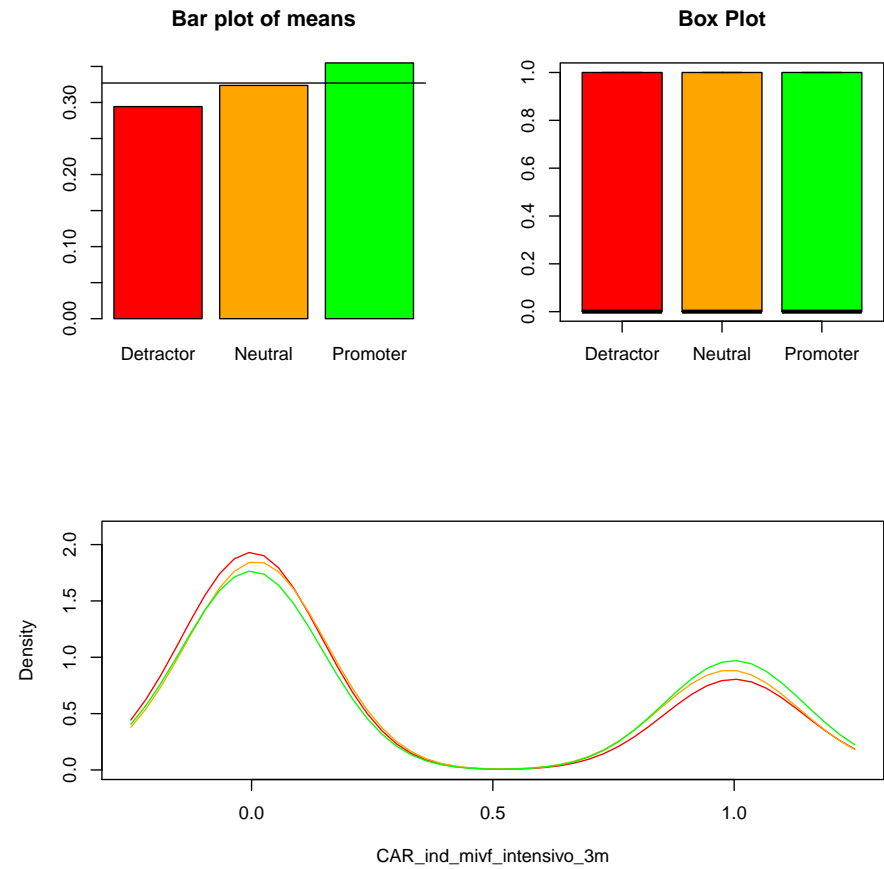
1.1.71 CAR\_ind\_mivf\_intensivo\_3m

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.08	0.08	0.08

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.29	1.00	1.00	2.00
Neutral	0.00	0.00	0.00	0.32	1.00	1.00	3.00
Promoter	0.00	0.00	0.00	0.35	1.00	1.00	2.00



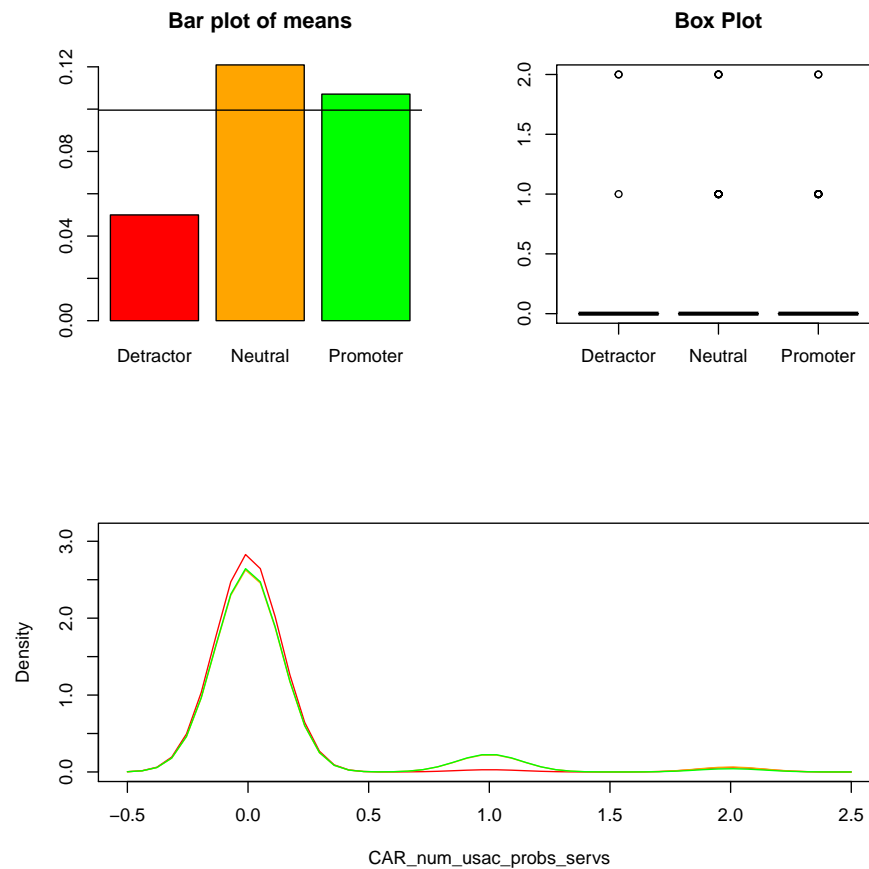
### 1.1.72 CAR\_num\_usac\_probs\_servs

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.19	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.05	0.00	2.00	218.00
Neutral	0.00	0.00	0.00	0.12	0.00	2.00	479.00
Promoter	0.00	0.00	0.00	0.11	0.00	2.00	310.00



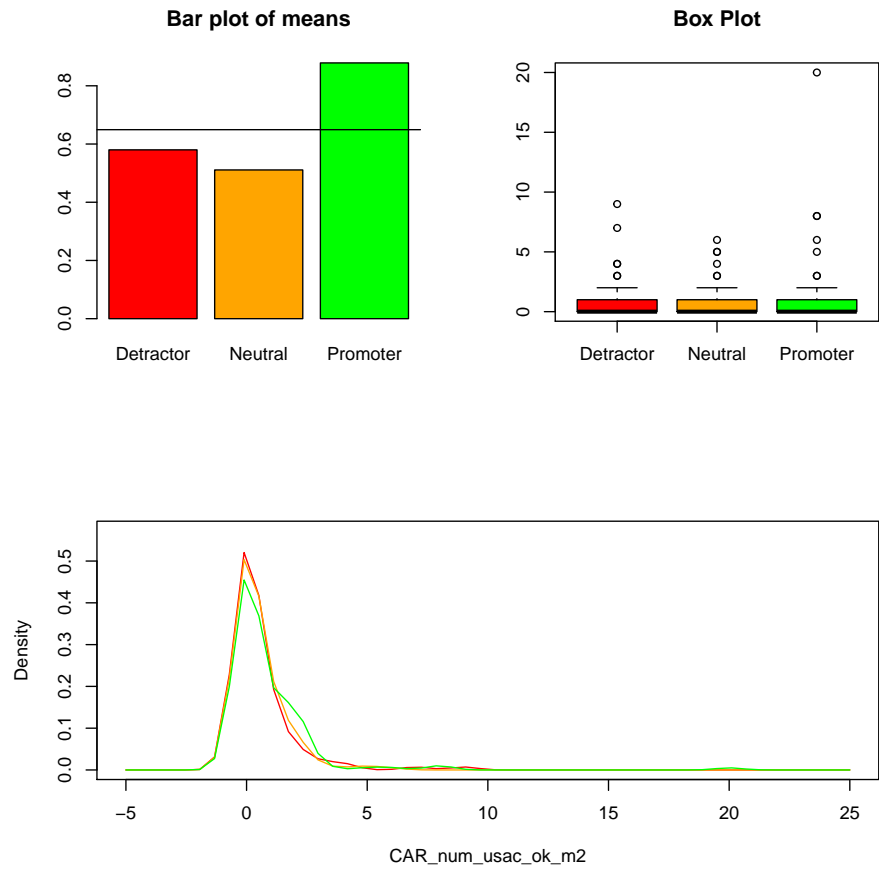
1.1.73 CAR\_num\_usac\_ok\_m2

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.19	0.10	0.10

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.58	1.00	9.00	218.00
Neutral	0.00	0.00	0.00	0.51	1.00	6.00	479.00
Promoter	0.00	0.00	0.00	0.88	1.00	20.00	310.00



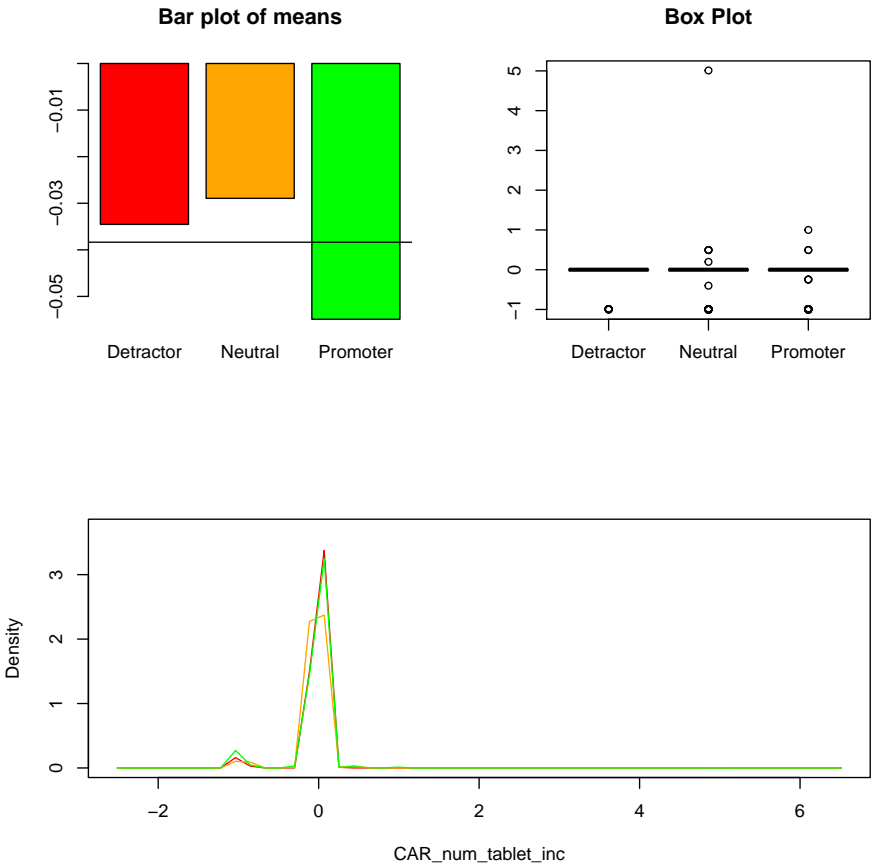
1.1.74 CAR\_num\_tablet\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.18	0.17	0.17

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-1.00	0.00	0.00	-0.03	0.00	0.00	2.00
Neutral	-1.00	0.00	0.00	-0.03	0.00	5.01	3.00
Promoter	-1.00	0.00	0.00	-0.05	0.00	1.00	2.00





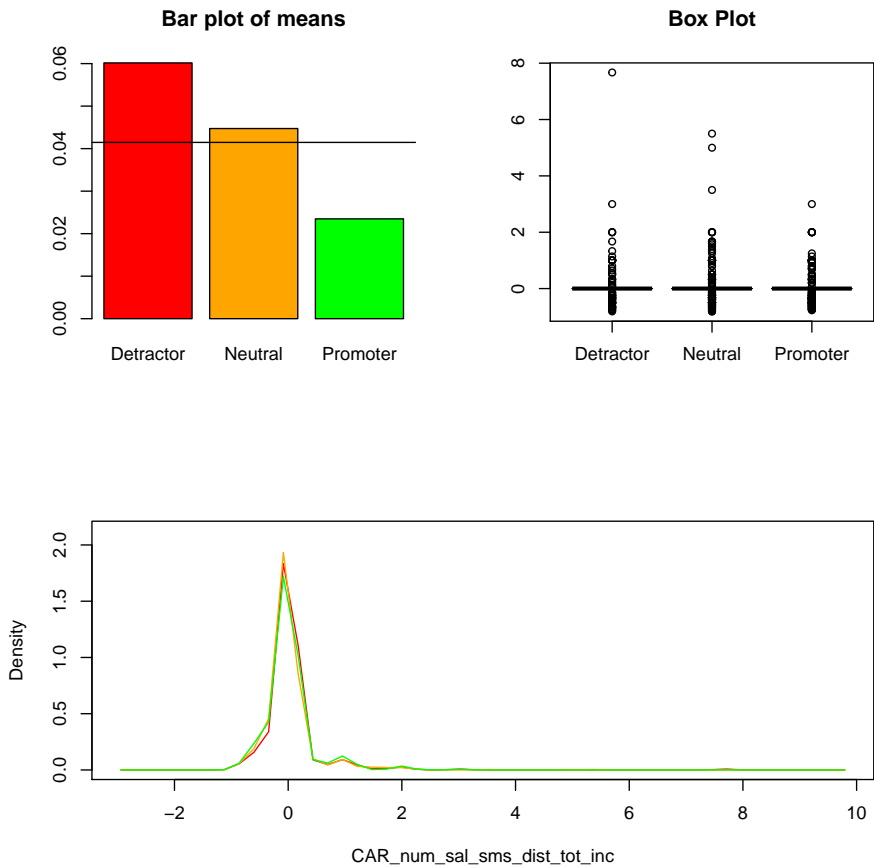
1.1.75 CAR\_num\_sal\_sms\_dist\_tot\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.34	0.16	0.16

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-0.81	0.00	0.00	0.06	0.00	7.67	2.00
Neutral	-0.82	0.00	0.00	0.04	0.00	5.50	3.00
Promoter	-0.77	0.00	0.00	0.02	0.00	3.00	2.00



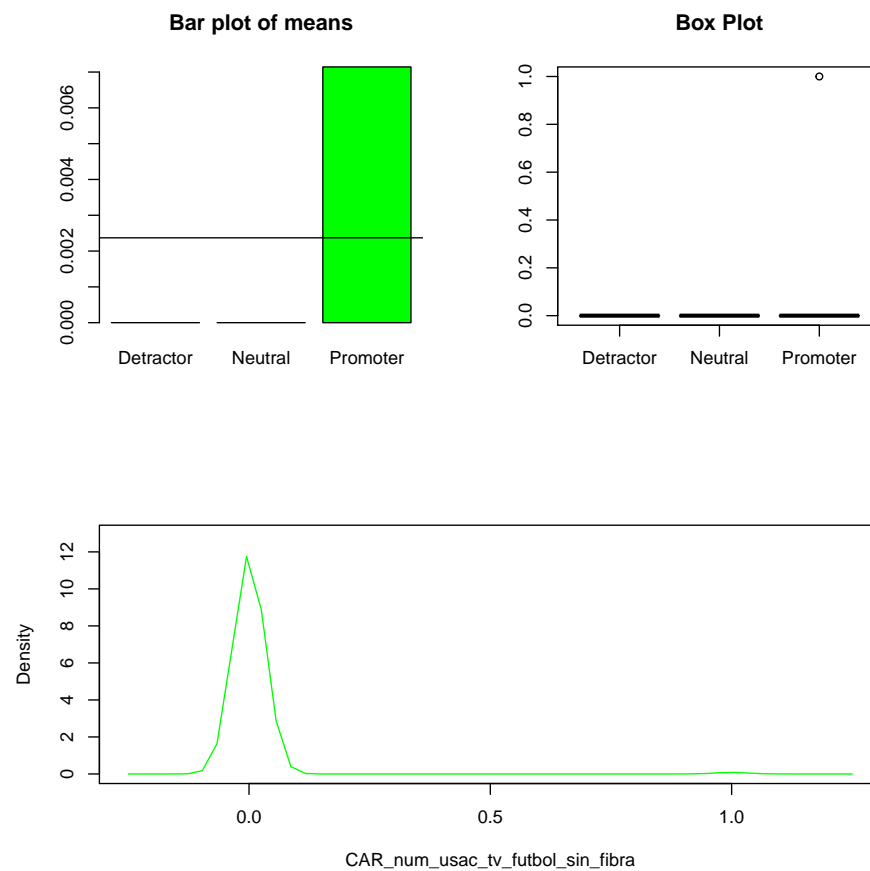
### 1.1.76 CAR\_num\_usac\_tv\_futbol\_sin\_fibra

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.32	0.40	0.40

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.00	0.00	0.00	218.00
Neutral	0.00	0.00	0.00	0.00	0.00	0.00	479.00
Promoter	0.00	0.00	0.00	0.01	0.00	1.00	310.00



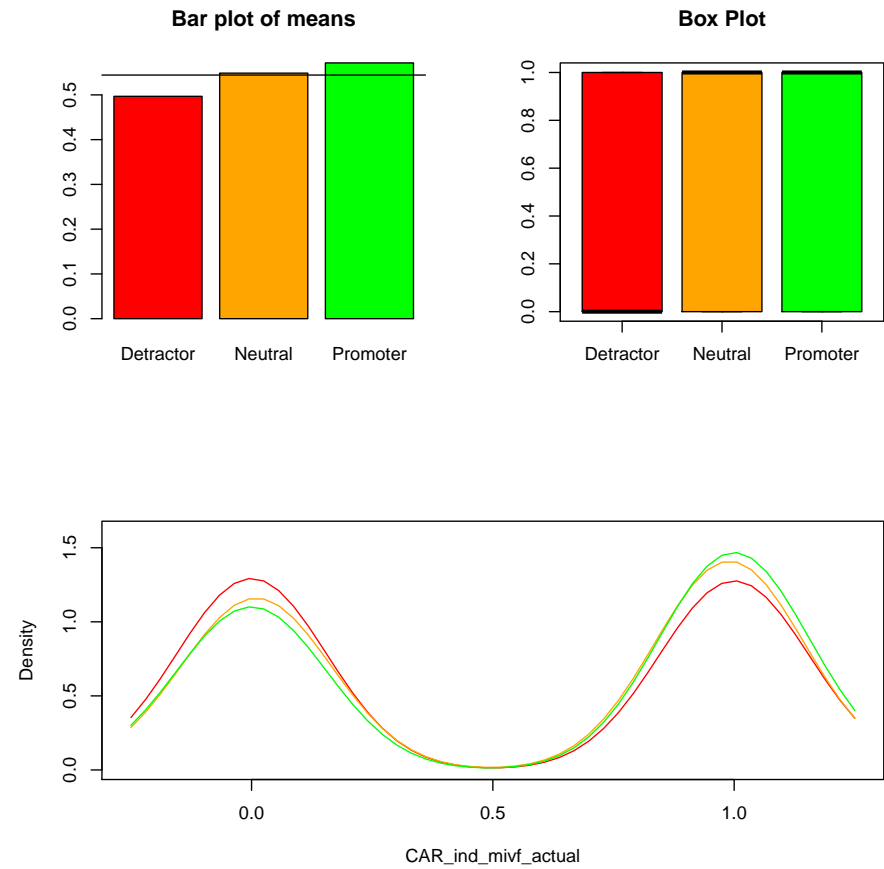
1.1.77 CAR\_ind\_mivf\_actual

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.06	0.04	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.50	1.00	1.00	2.00
Neutral	0.00	0.00	1.00	0.55	1.00	1.00	3.00
Promoter	0.00	0.00	1.00	0.57	1.00	1.00	2.00



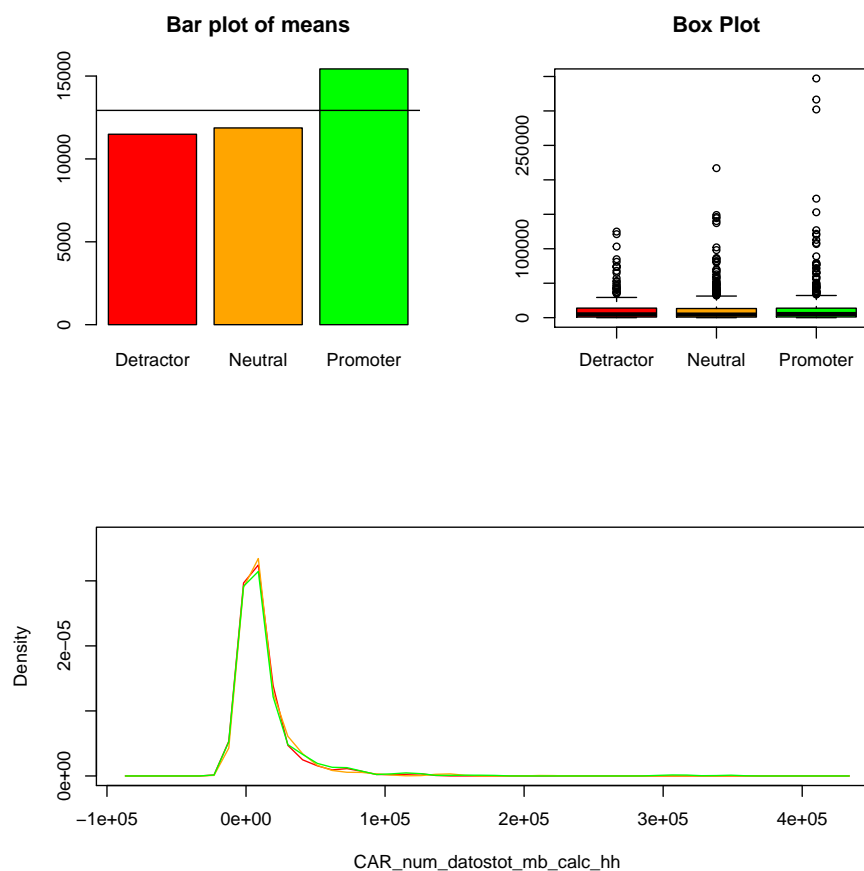
### 1.1.78 CAR\_num\_datostot\_mb\_calc\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.60	0.04	0.61	0.61

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	878.50	4903.00	11490.00	13840.00	125000.00	18.00
Neutral	0.00	849.00	4563.00	11870.00	13280.00	217000.00	20.00
Promoter	0.00	989.50	5366.00	15430.00	13780.00	347100.00	7.00



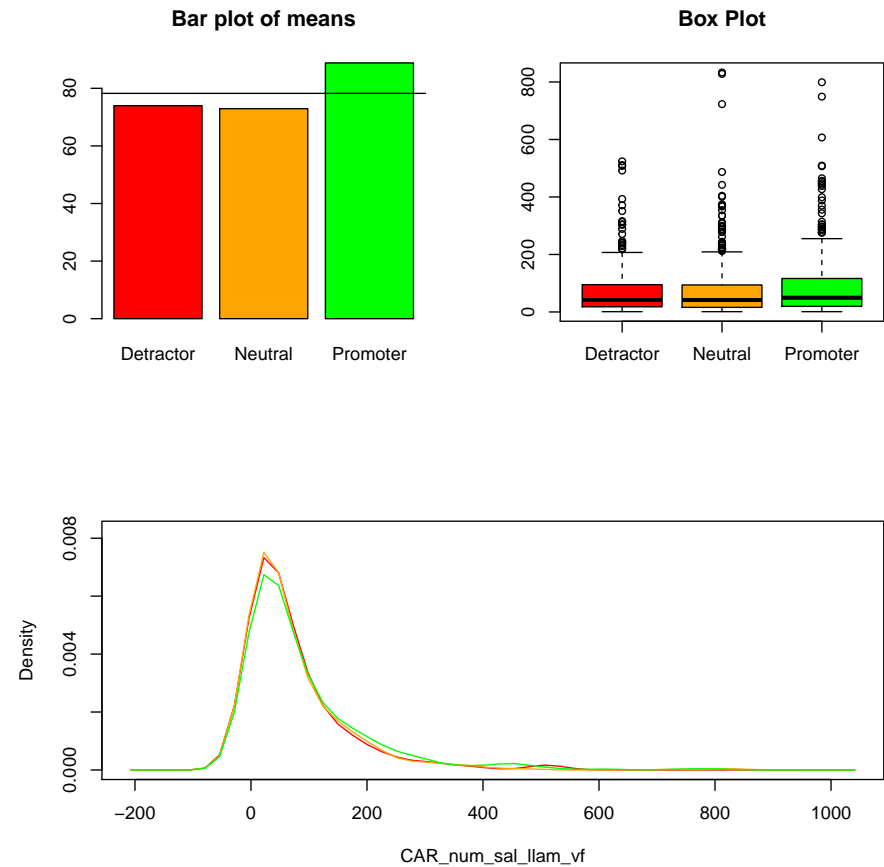
1.1.79 CAR\_num\_sal\_llam\_vf

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.27	0.04	0.10	0.10

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	18.00	41.50	73.97	95.00	524.00	24.00
Neutral	1.00	16.00	41.50	72.93	94.00	833.00	39.00
Promoter	1.00	19.75	49.50	88.82	115.80	799.00	18.00



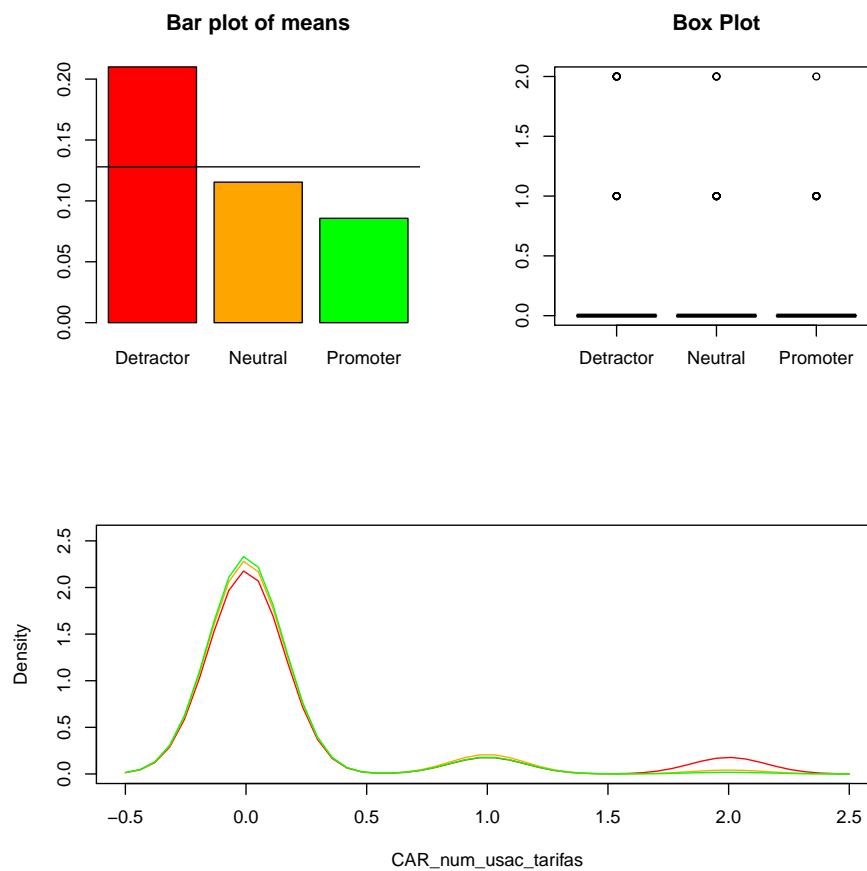
### 1.1.80 CAR\_num\_usac\_tarifas

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.11	0.04	0.10	0.10

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.21	0.00	2.00	218.00
Neutral	0.00	0.00	0.00	0.12	0.00	2.00	479.00
Promoter	0.00	0.00	0.00	0.09	0.00	2.00	310.00



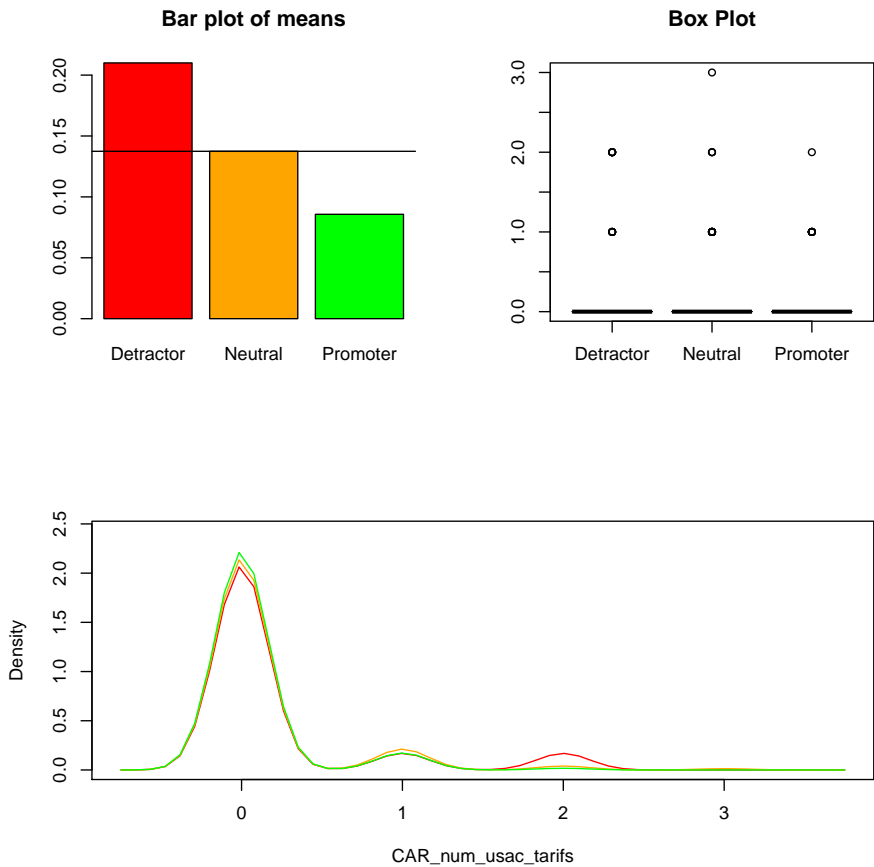
1.1.81 CAR\_num\_usac\_tarifs

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.12	0.04	0.10	0.10

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.21	0.00	2.00	218.00
Neutral	0.00	0.00	0.00	0.14	0.00	3.00	479.00
Promoter	0.00	0.00	0.00	0.09	0.00	2.00	310.00



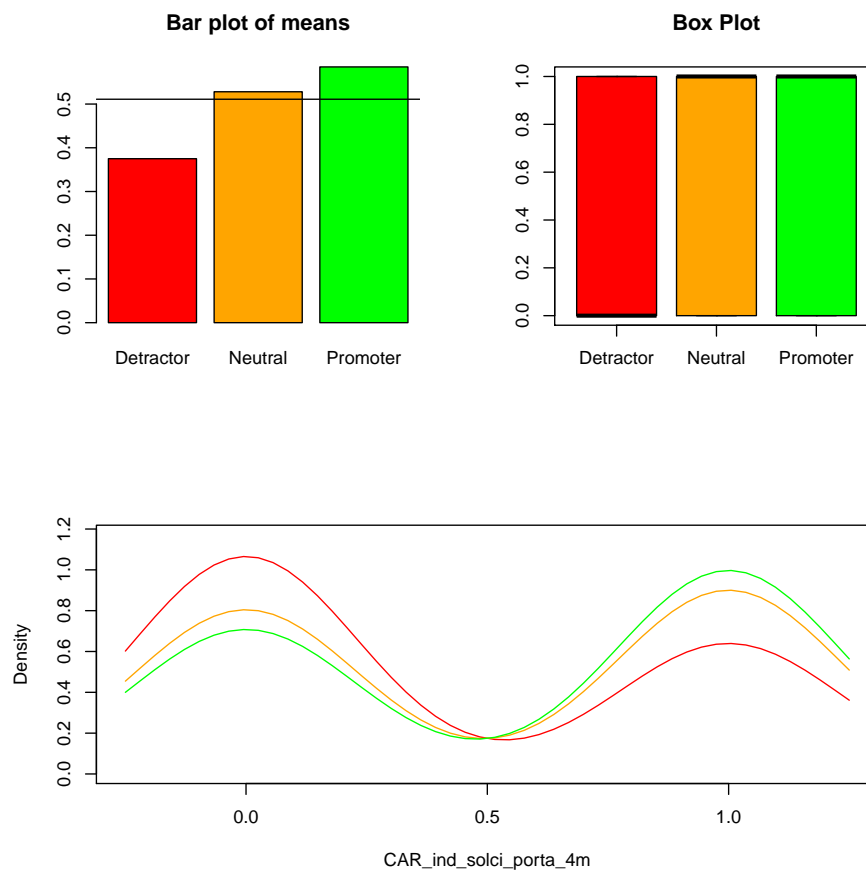
### 1.1.82 CAR\_ind\_solci\_porta\_4m

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.05	0.05	0.05	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.38	1.00	1.00	278.00
Neutral	0.00	0.00	1.00	0.53	1.00	1.00	572.00
Promoter	0.00	0.00	1.00	0.58	1.00	1.00	397.00





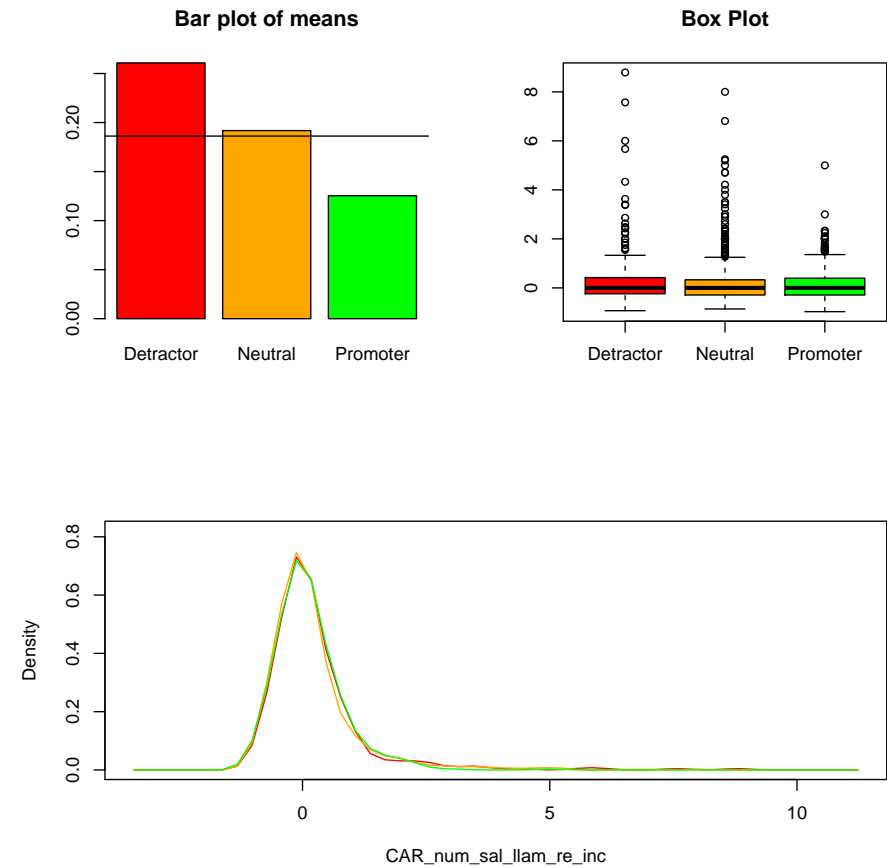
1.1.83 CAR\_num\_sal\_llam\_re\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.91	0.05	0.49	0.49

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-0.93	-0.24	0.00	0.26	0.41	8.79	2.00
Neutral	-0.86	-0.29	0.00	0.19	0.33	8.00	3.00
Promoter	-0.97	-0.29	0.00	0.13	0.39	5.00	2.00



### 1.1.84 CAR\_num\_sal\_min\_vf\_avg

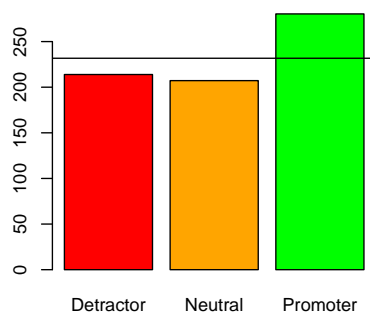
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.32	0.05	0.73	0.73

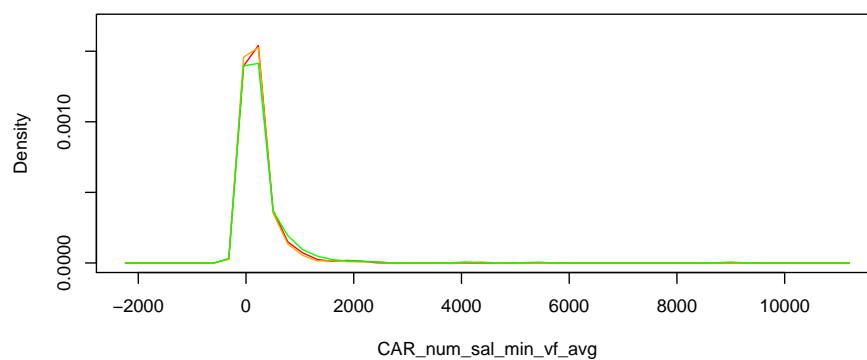
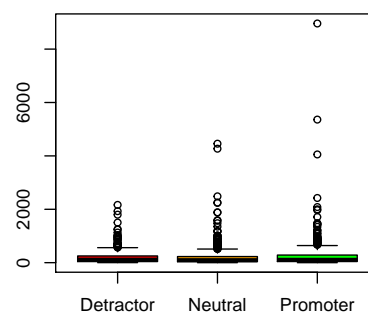
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.48	41.85	110.40	213.90	252.40	2164.00	2.00
Neutral	0.22	37.49	93.93	207.20	228.60	4457.00	3.00
Promoter	0.03	42.53	107.20	280.30	283.50	8960.00	2.00

Bar plot of means



Box Plot



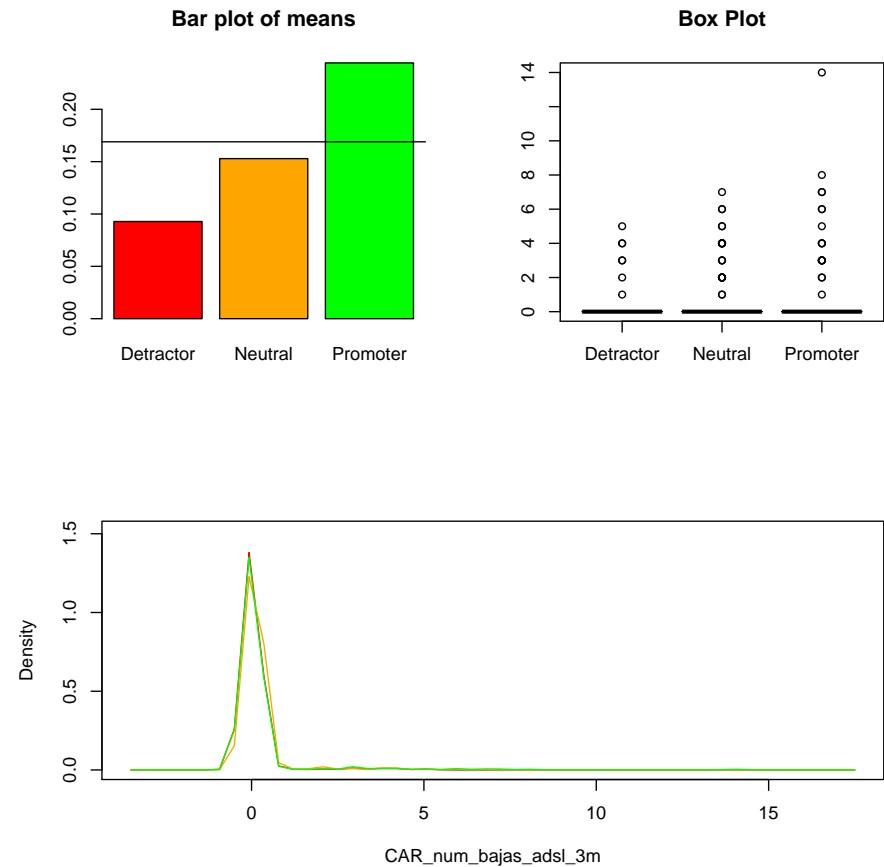
1.1.85 CAR\_num\_bajas\_adsl\_3m

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.29	0.05	0.18	0.18

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.09	0.00	5.00	81.00
Neutral	0.00	0.00	0.00	0.15	0.00	7.00	151.00
Promoter	0.00	0.00	0.00	0.24	0.00	14.00	102.00



1.2 Fixed Operator

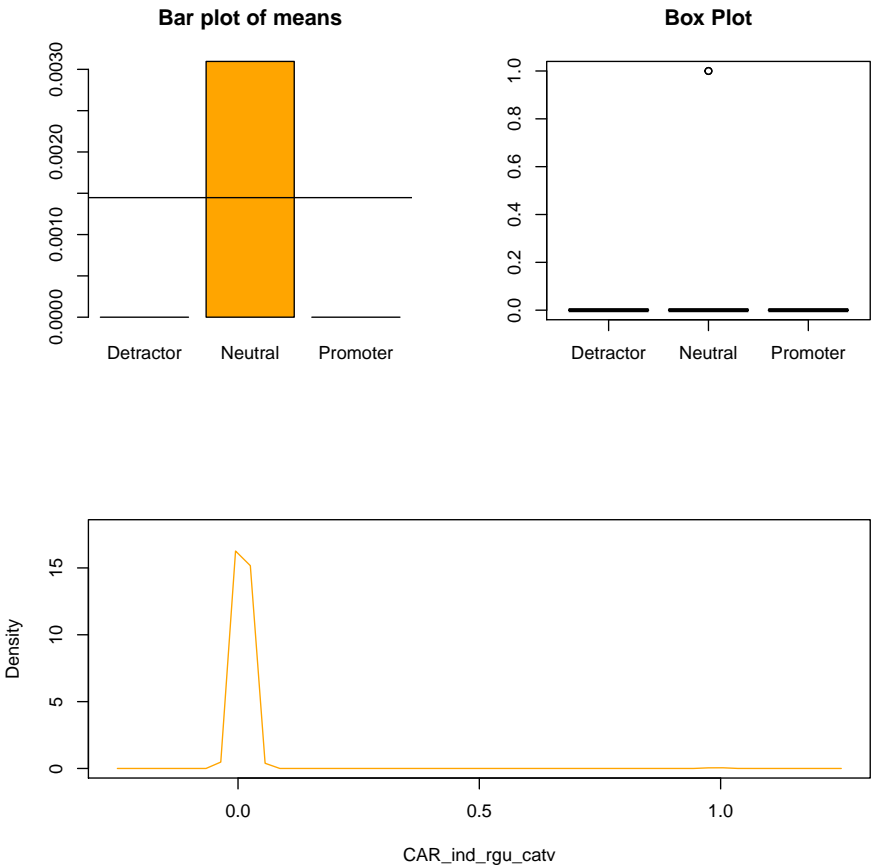
1.2.1 CAR\_ind\_rgu\_catv

p-values of different tests:

Permutation	Students_t	Mann-Whitney-Wilcoxon	Kruskal-Wallis
0.00			

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.00
Neutral	0.00	0.00	0.00	0.00	0.00	1.00
Promoter	0.00	0.00	0.00	0.00	0.00	0.00



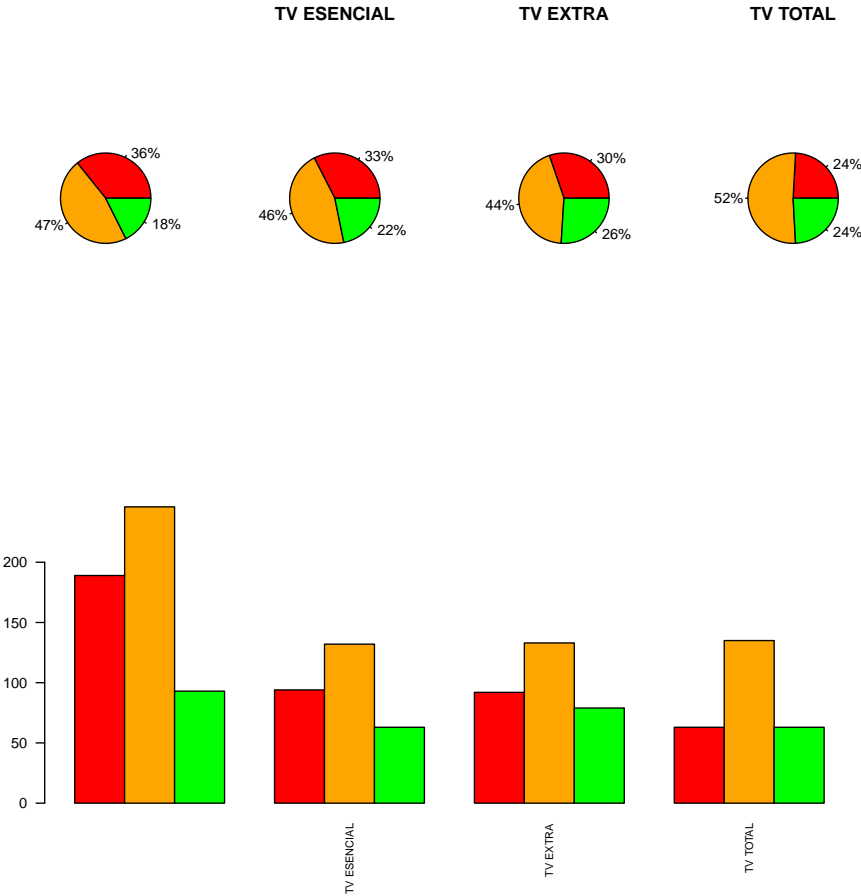
1.2.2 CAR\_seg\_desc\_rgu\_tv

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00			0.00

Summary:

	Detractor	Neutral	Promoter
	189	246	93
TV ESENCIAL	94	132	63
TV EXTRA	92	133	79
TV TOTAL	63	135	63



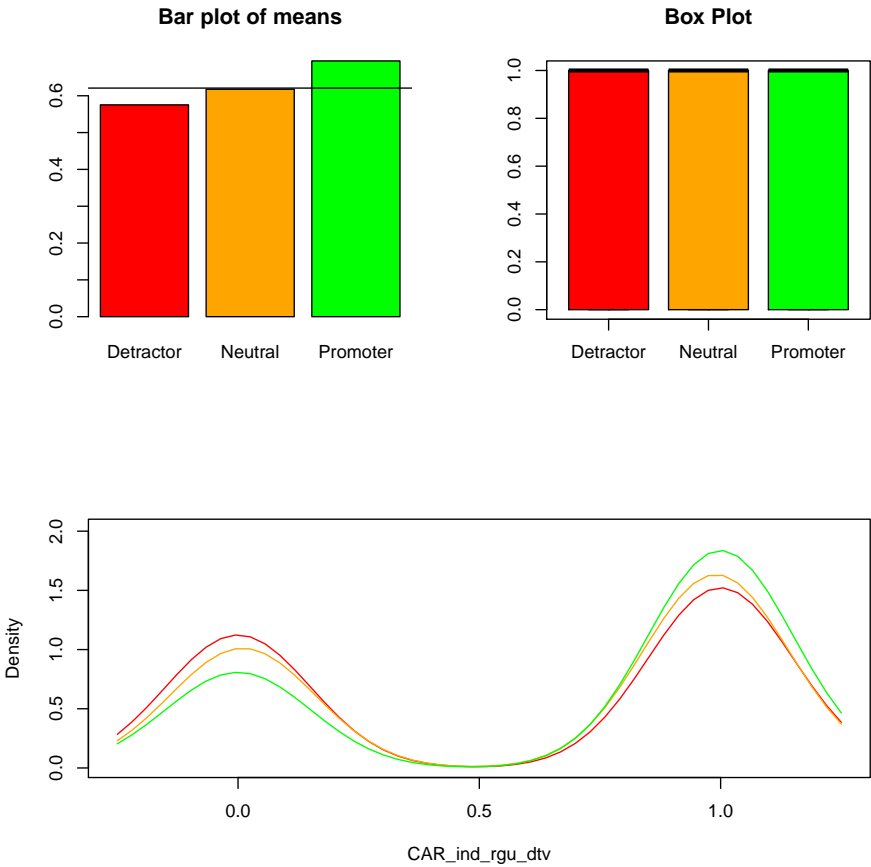
1.2.3 CAR\_ind\_rgu\_dtv

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1.00	0.58	1.00	1.00
Neutral	0.00	0.00	1.00	0.62	1.00	1.00
Promoter	0.00	0.00	1.00	0.69	1.00	1.00



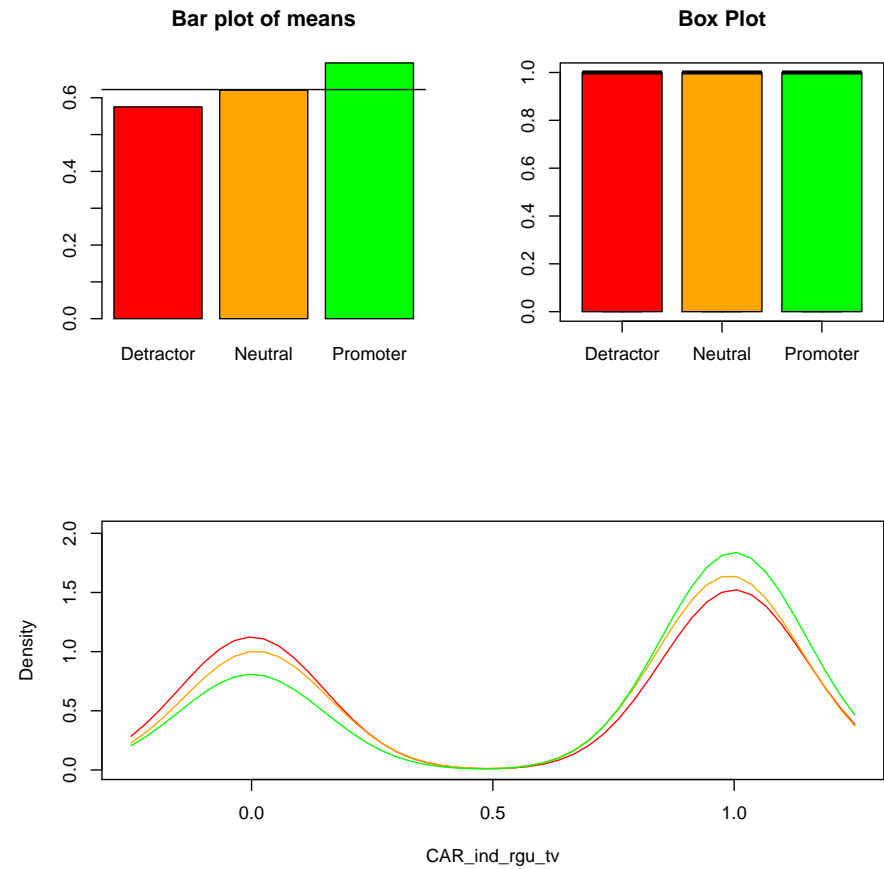
1.2.4 CAR\_ind\_rgu\_tv

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1.00	0.58	1.00	1.00
Neutral	0.00	0.00	1.00	0.62	1.00	1.00
Promoter	0.00	0.00	1.00	0.69	1.00	1.00



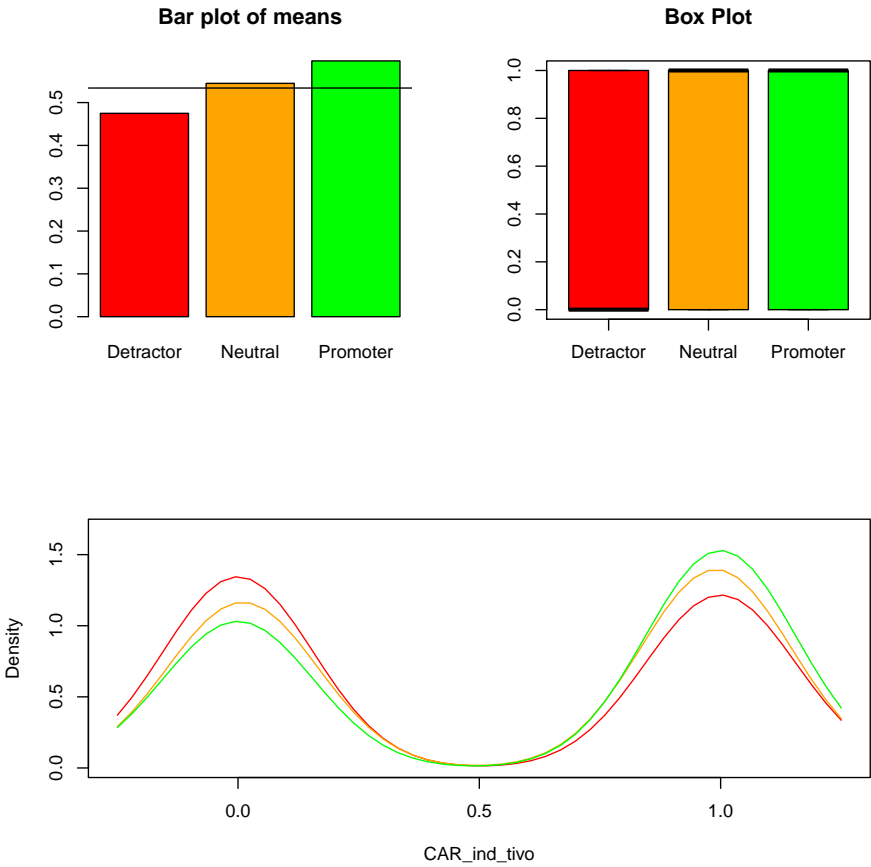
1.2.5 CAR\_ind\_tivo

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.47	1.00	1.00
Neutral	0.00	0.00	1.00	0.54	1.00	1.00
Promoter	0.00	0.00	1.00	0.60	1.00	1.00





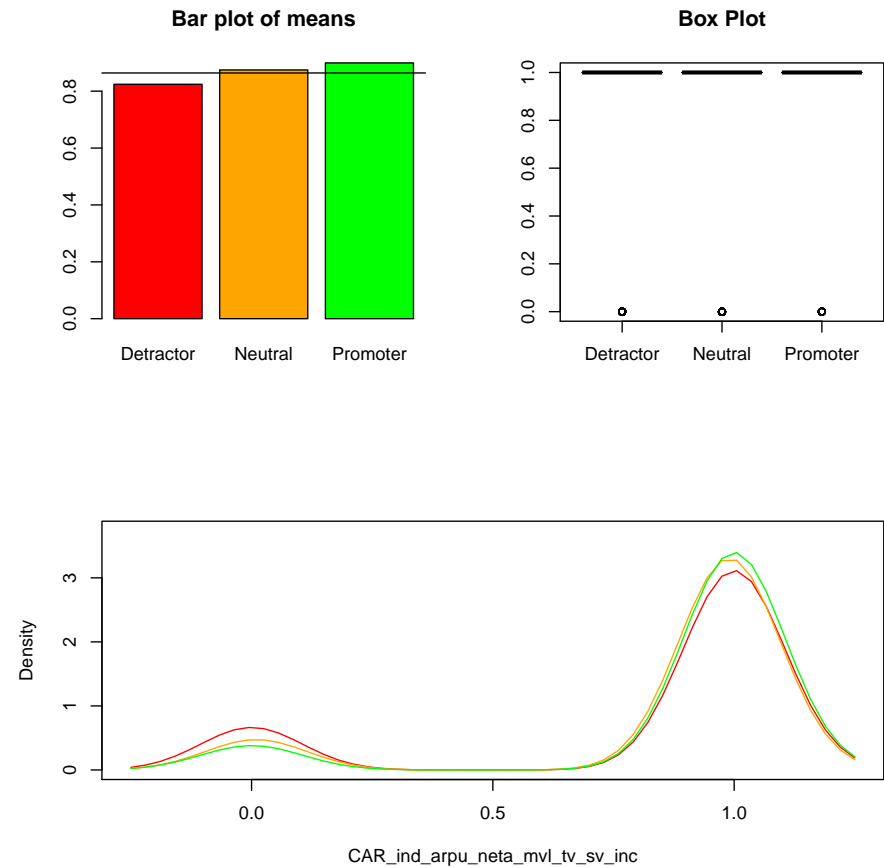
1.2.6 CAR\_ind\_arpu\_neta\_mvl\_tv\_sv\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	1.00	1.00	0.82	1.00	1.00
Neutral	0.00	1.00	1.00	0.87	1.00	1.00
Promoter	0.00	1.00	1.00	0.90	1.00	1.00



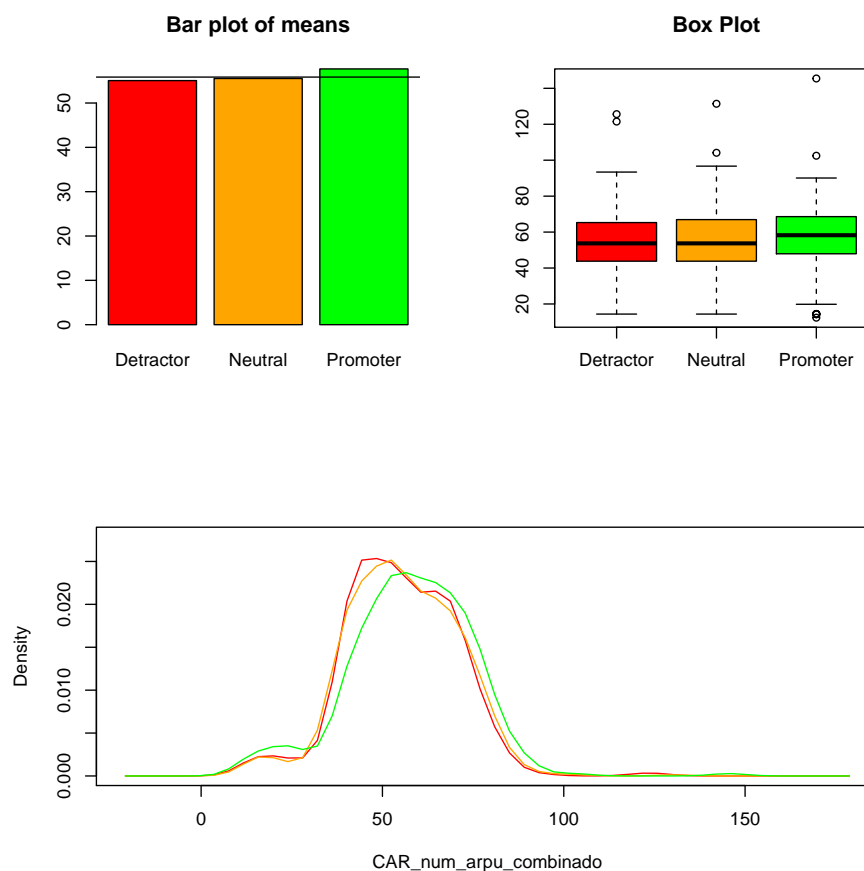
### 1.2.7 CAR\_num\_arpu\_combinado

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.02	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.38	43.80	53.72	55.06	65.29	125.60
Neutral	14.38	43.80	53.72	55.53	66.94	131.40
Promoter	12.38	48.14	58.26	57.69	68.60	145.50



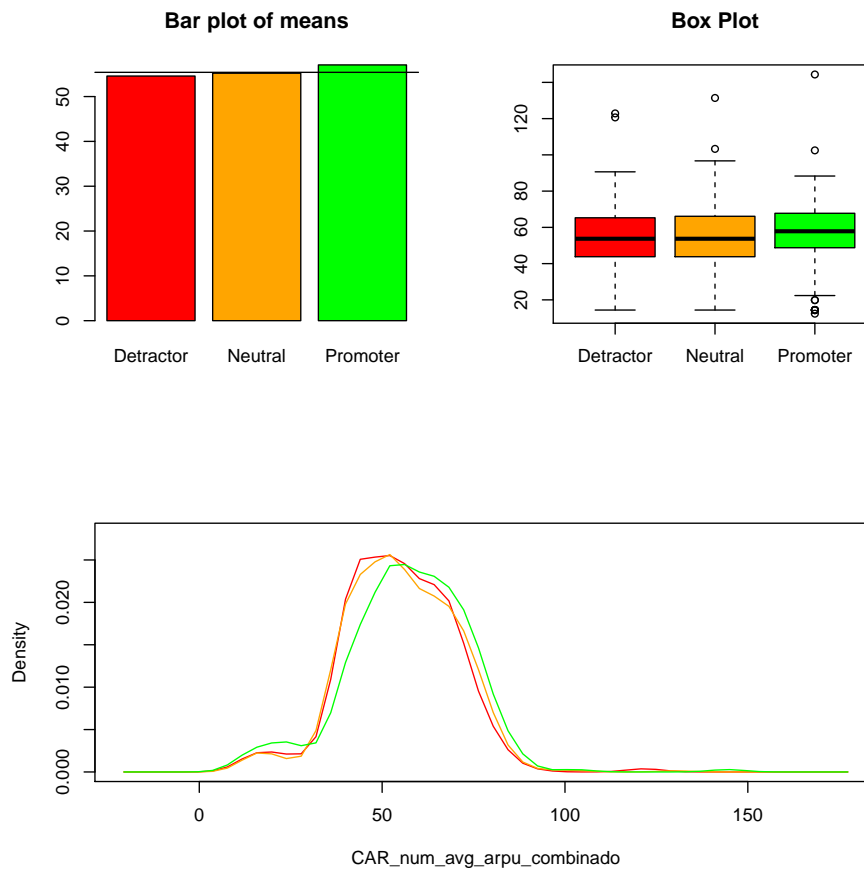
### 1.2.8 CAR\_num\_avg\_arpu\_combinado

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.03	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.38	43.80	53.72	54.58	65.29	122.90
Neutral	14.38	43.94	53.72	55.21	66.05	131.40
Promoter	12.38	48.76	57.85	57.06	67.77	144.30



### 1.2.9 CAR\_num\_avg\_arpu\_indefinida

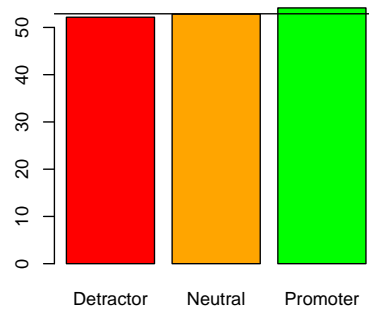
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.06	0.02	0.02

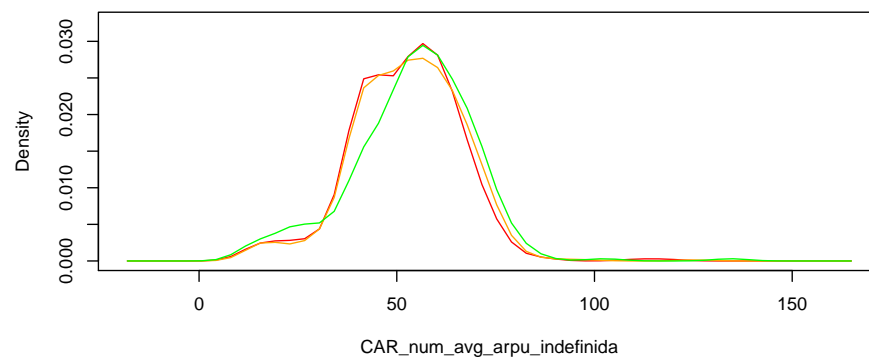
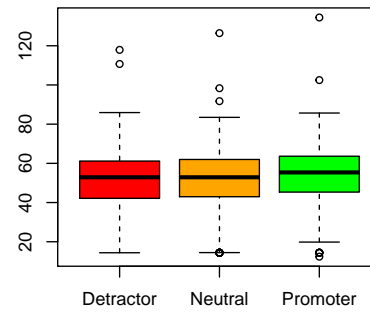
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.38	42.15	52.89	52.16	61.16	117.90
Neutral	14.38	42.97	52.89	52.81	61.98	126.40
Promoter	12.38	45.57	55.37	54.13	63.43	134.40

Bar plot of means



Box Plot



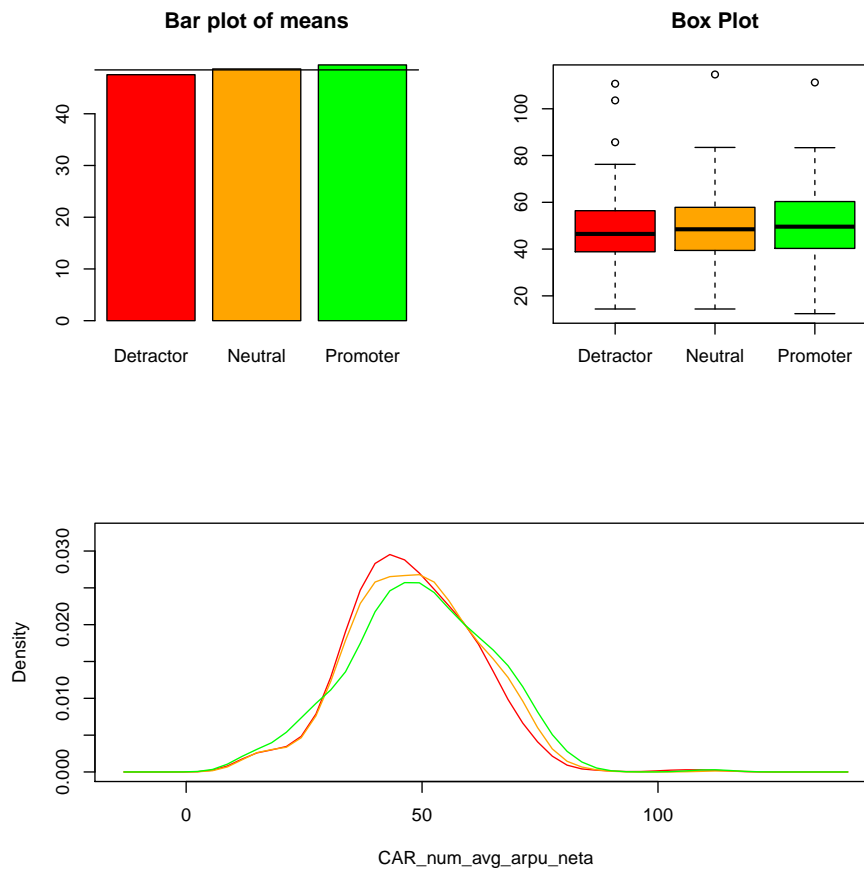
### 1.2.10 CAR\_num\_avg\_arpu\_neta

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.08	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.38	38.84	46.48	47.55	56.41	110.70
Neutral	14.38	39.48	48.47	48.66	57.85	114.70
Promoter	12.38	40.29	49.59	49.44	60.13	111.20



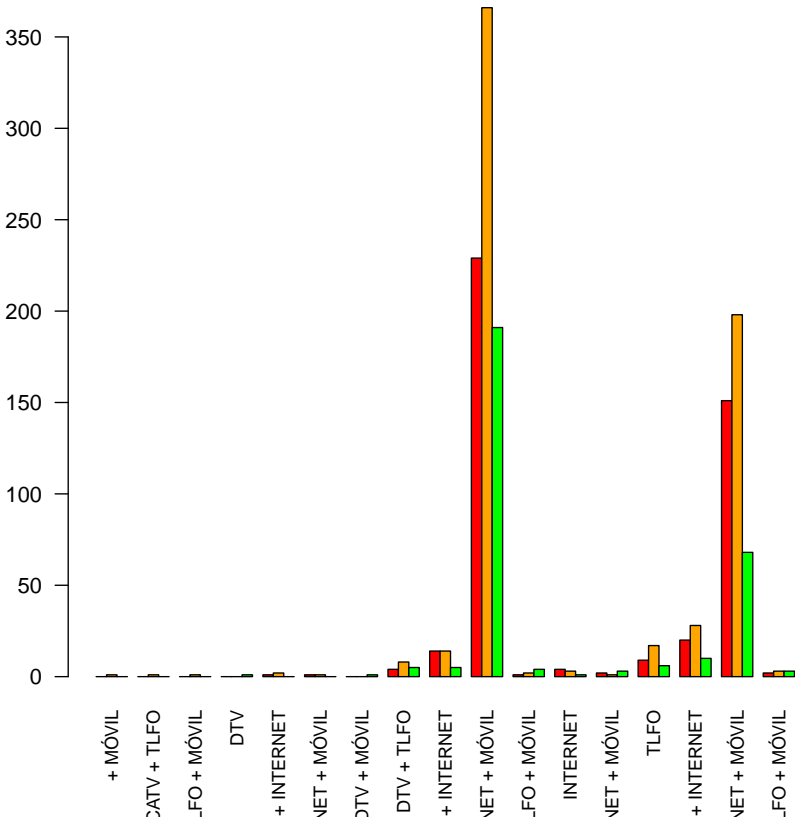
### 1.2.11 CAR\_seg\_desc\_rgus\_cliente

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00			0.90

Summary:

	Detractor	Neutral	Promoter
+ MVIL	0	1	0
CATV + TLFO	0	1	0
CATV + TLFO + MVIL	0	1	0
DTV	0	0	1
DTV + INTERNET	1	2	0
DTV + INTERNET + MVIL	1	1	0
DTV + MVIL	0	0	1
DTV + TLFO	4	8	5
DTV + TLFO + INTERNET	14	14	5
DTV + TLFO + INTERNET + MVIL	229	366	191
DTV + TLFO + MVIL	1	2	4
INTERNET	4	3	1
INTERNET + MVIL	2	1	3
TLFO	9	17	6
TLFO + INTERNET	20	28	10
TLFO + INTERNET + MVIL	151	198	68
TLFO + MVIL	2	3	3



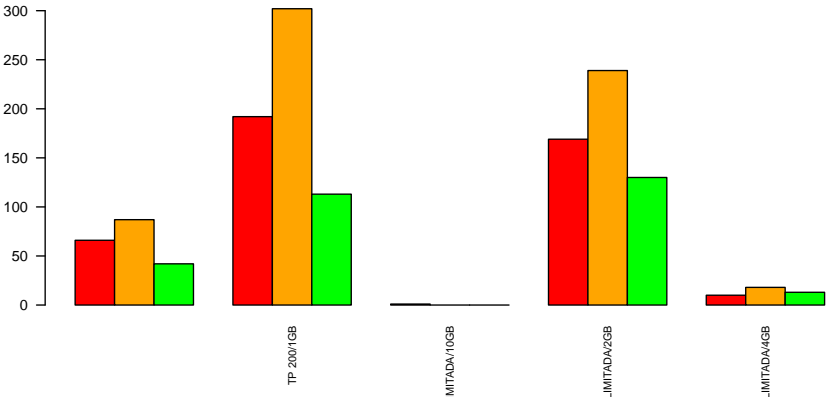
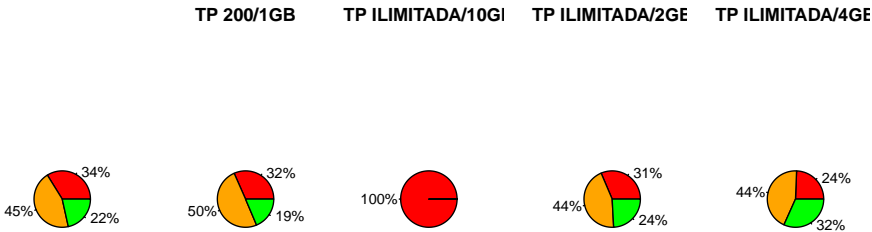
1.2.12 CAR\_seg\_desc\_rgu\_movil

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.15			0.00

Summary:

	Detractor	Neutral	Promoter
	66	87	42
TP 200/1GB	192	302	113
TP ILIMITADA/10GB	1	0	0
TP ILIMITADA/2GB	169	239	130
TP ILIMITADA/4GB	10	18	13





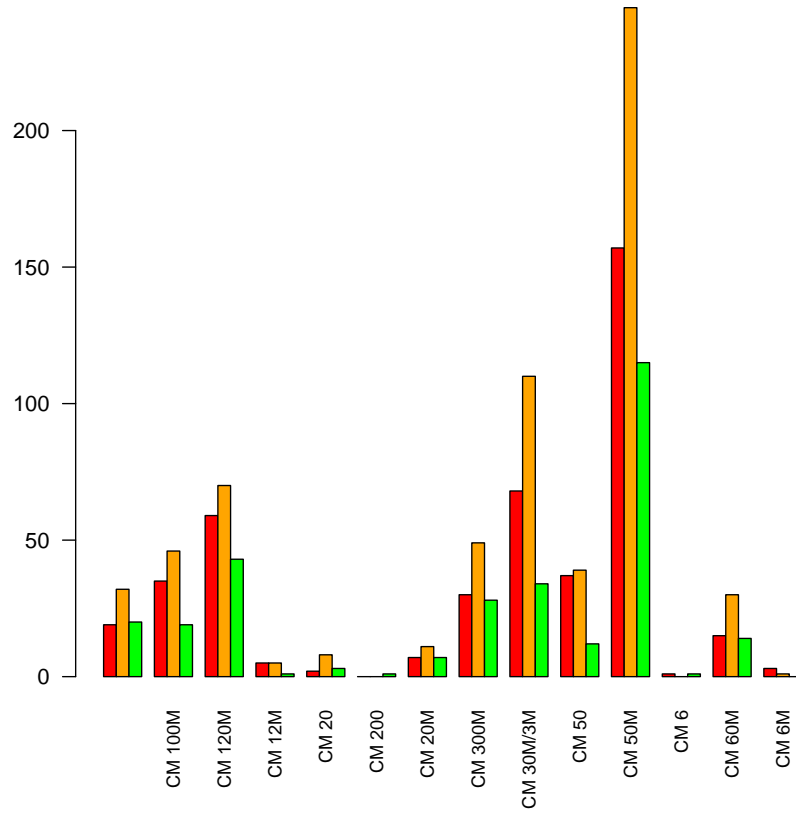
**1.2.13 CAR\_seg\_desc\_rgu\_internet**

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.50			0.00

Summary:

	Detractor	Neutral	Promoter
	19	32	20
CM 100M	35	46	19
CM 120M	59	70	43
CM 12M	5	5	1
CM 20	2	8	3
CM 200	0	0	1
CM 20M	7	11	7
CM 300M	30	49	28
CM 30M/3M	68	110	34
CM 50	37	39	12
CM 50M	157	245	115
CM 6	1	0	1
CM 60M	15	30	14
CM 6M	3	1	0



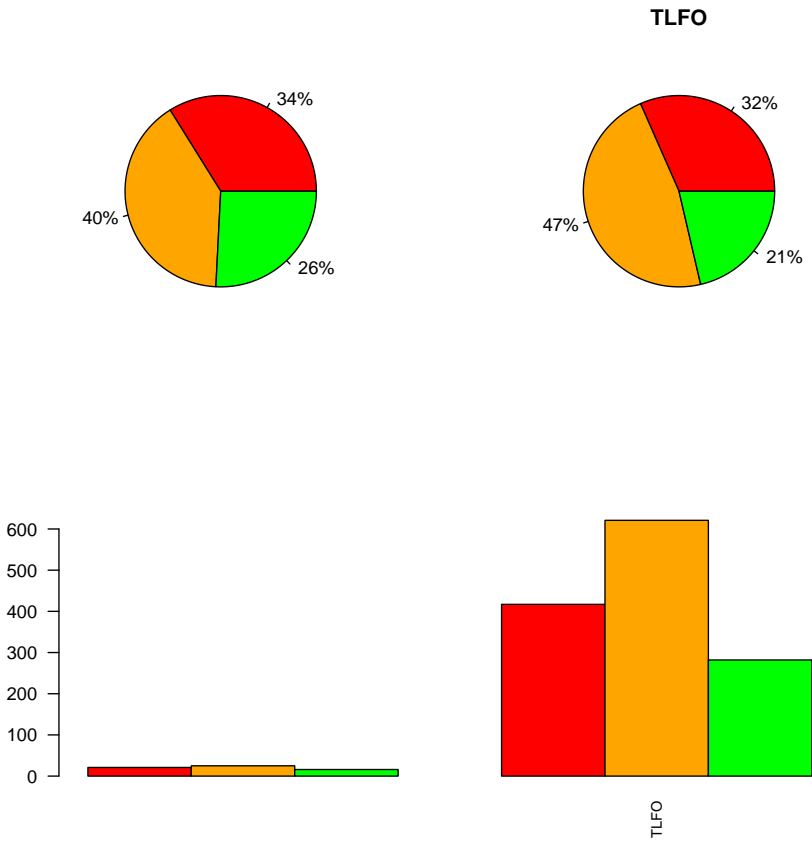
1.2.14 CAR\_seg\_desc\_rgu\_tlfo

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.63			0.00

Summary:

	Detractor	Neutral	Promoter
	21	25	16
TLFO	417	621	282



### 1.2.15 CAR\_num\_arpu\_indefinida

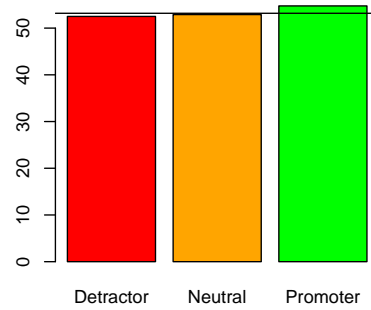
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.04	0.01	0.01

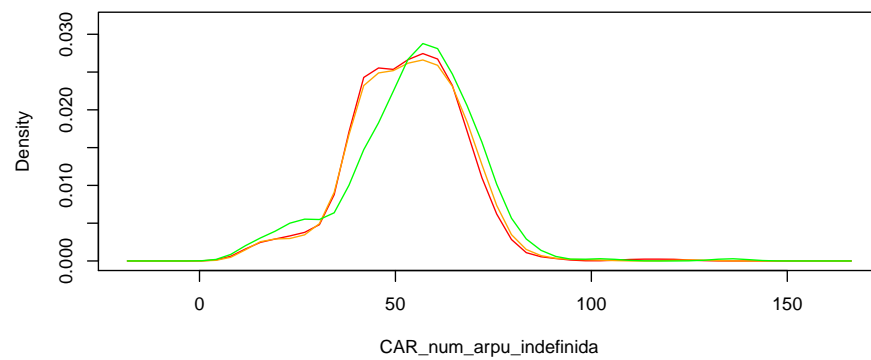
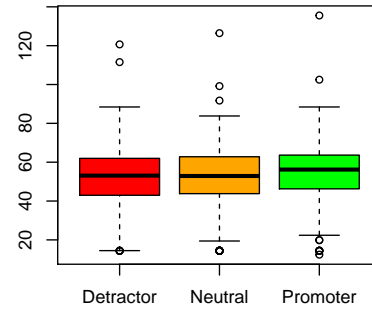
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.38	43.18	53.10	52.50	61.98	120.70
Neutral	14.38	43.80	52.89	52.90	62.81	126.40
Promoter	12.38	46.28	56.20	54.75	63.64	135.50

Bar plot of means



Box Plot



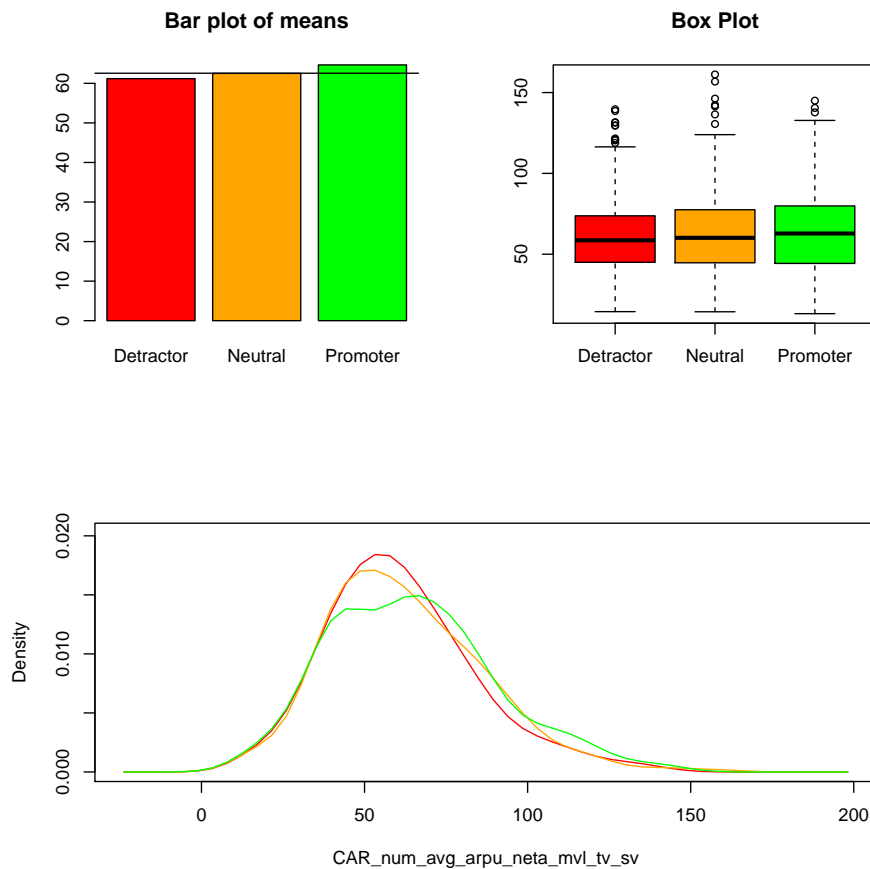
### 1.2.16 CAR\_num\_avg\_arpu\_neta\_mvl\_tv\_sv

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.05	0.07	0.07

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.46	45.02	58.60	61.19	73.63	139.60
Neutral	14.38	44.74	60.13	62.52	77.48	161.20
Promoter	13.21	44.31	62.80	64.66	79.81	145.00



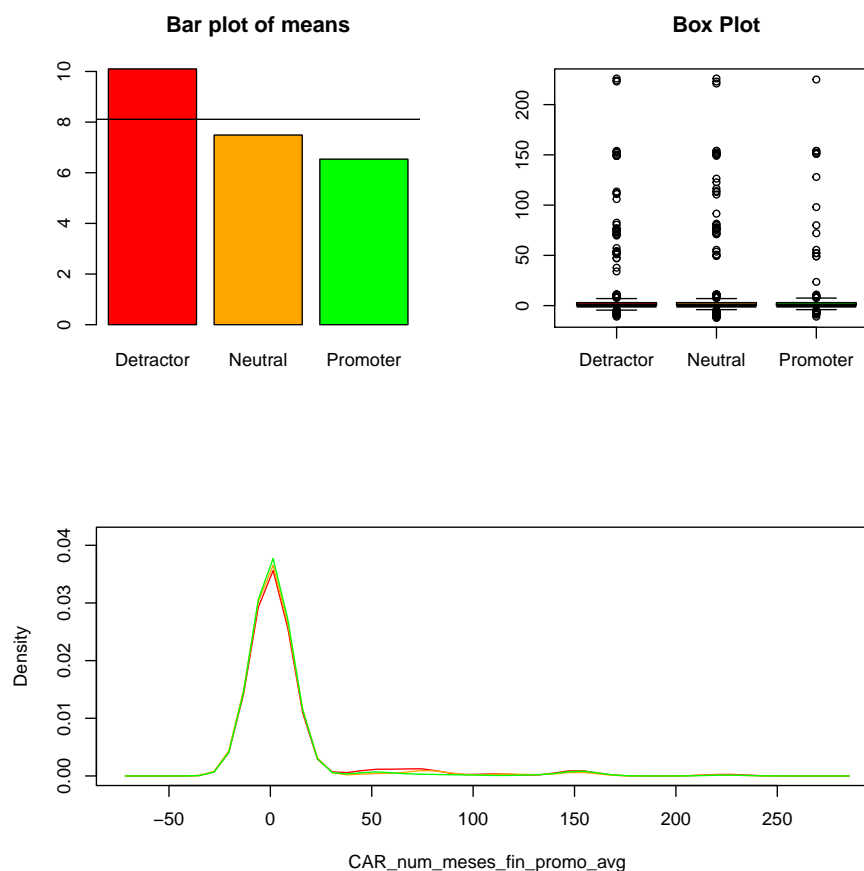
### 1.2.17 CAR\_num\_meses\_fin\_promo\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.12	0.39	0.39

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-11.00	0.00	0.00	10.10	3.00	226.00
Neutral	-12.00	0.00	0.00	7.49	3.00	226.00
Promoter	-11.00	0.00	0.00	6.54	3.00	225.00



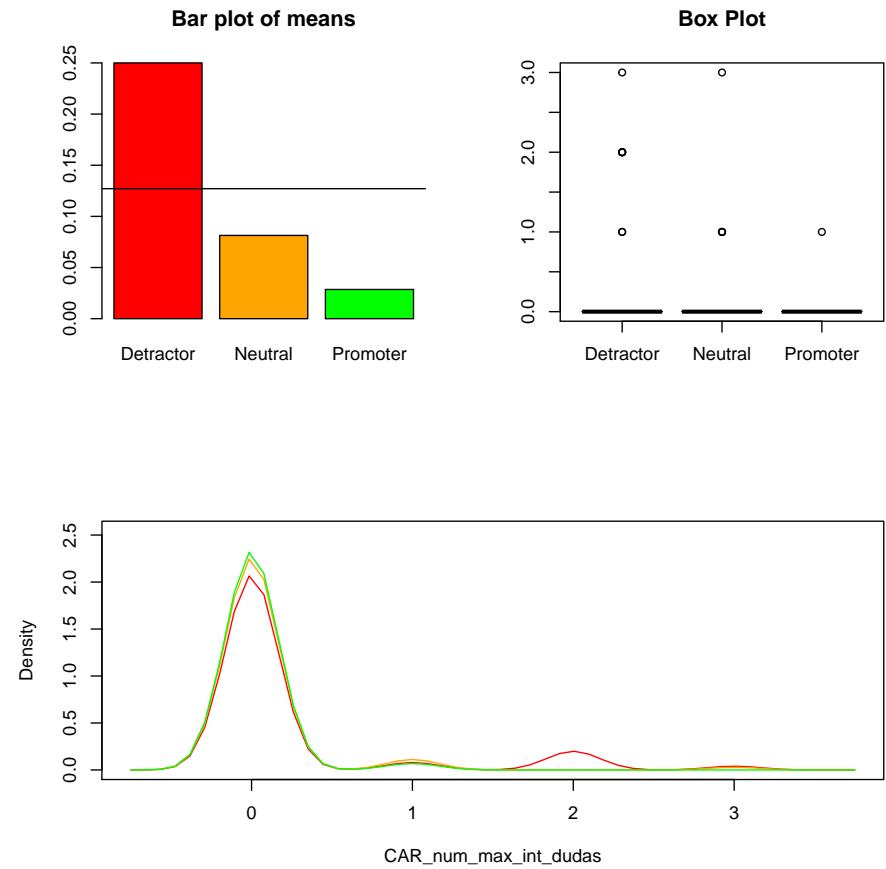
1.2.18 CAR\_num\_max\_int\_dudas

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.02	0.09	0.09

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.25	0.00	3.00	378.00
Neutral	0.00	0.00	0.00	0.08	0.00	3.00	560.00
Promoter	0.00	0.00	0.00	0.03	0.00	1.00	263.00



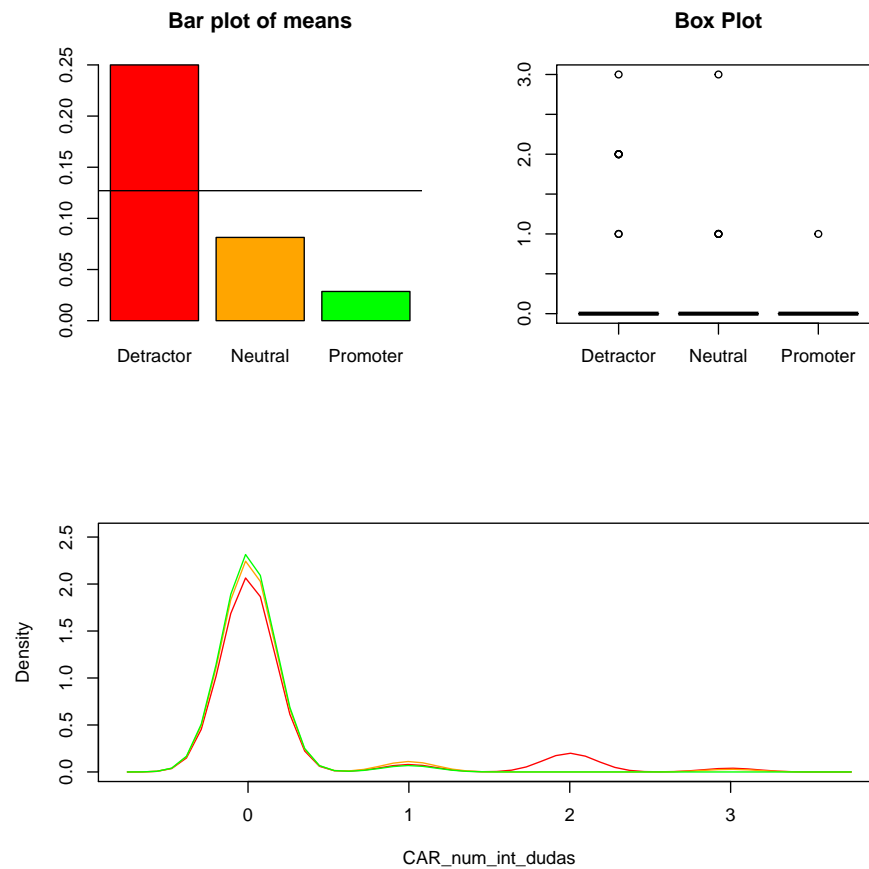
### 1.2.19 CAR\_num\_int\_dudas

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.11	0.02	0.09	0.09

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.25	0.00	3.00	378.00
Neutral	0.00	0.00	0.00	0.08	0.00	3.00	560.00
Promoter	0.00	0.00	0.00	0.03	0.00	1.00	263.00





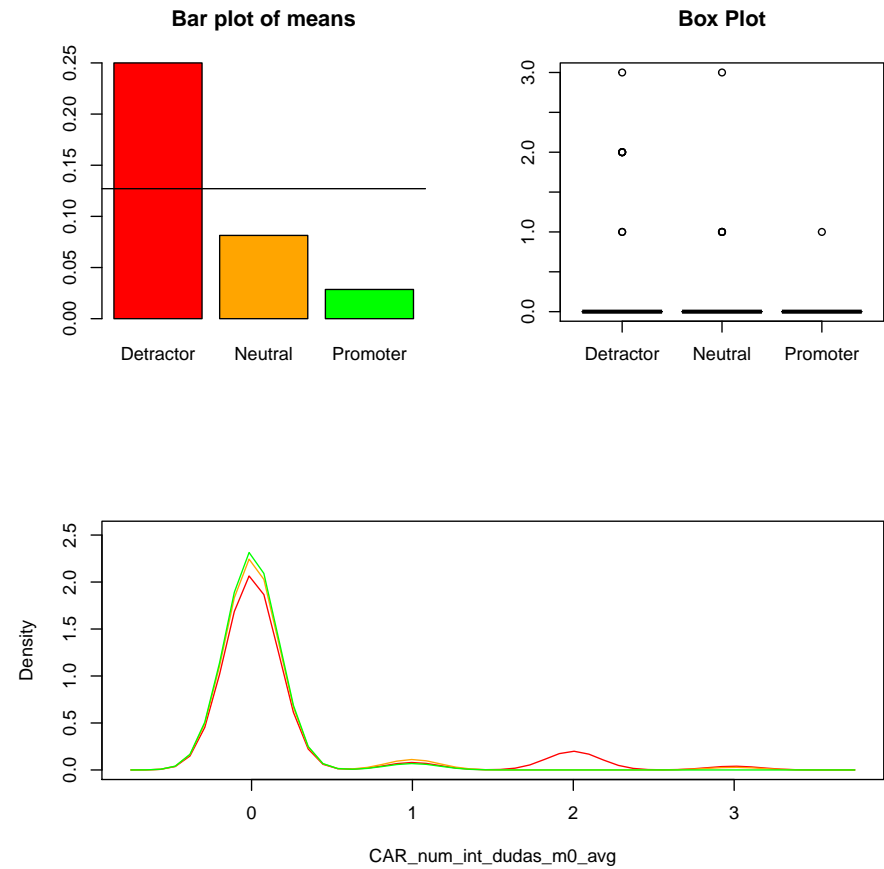
1.2.20 CAR\_num\_int\_dudas\_m0\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.14	0.02	0.09	0.09

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.25	0.00	3.00	378.00
Neutral	0.00	0.00	0.00	0.08	0.00	3.00	560.00
Promoter	0.00	0.00	0.00	0.03	0.00	1.00	263.00



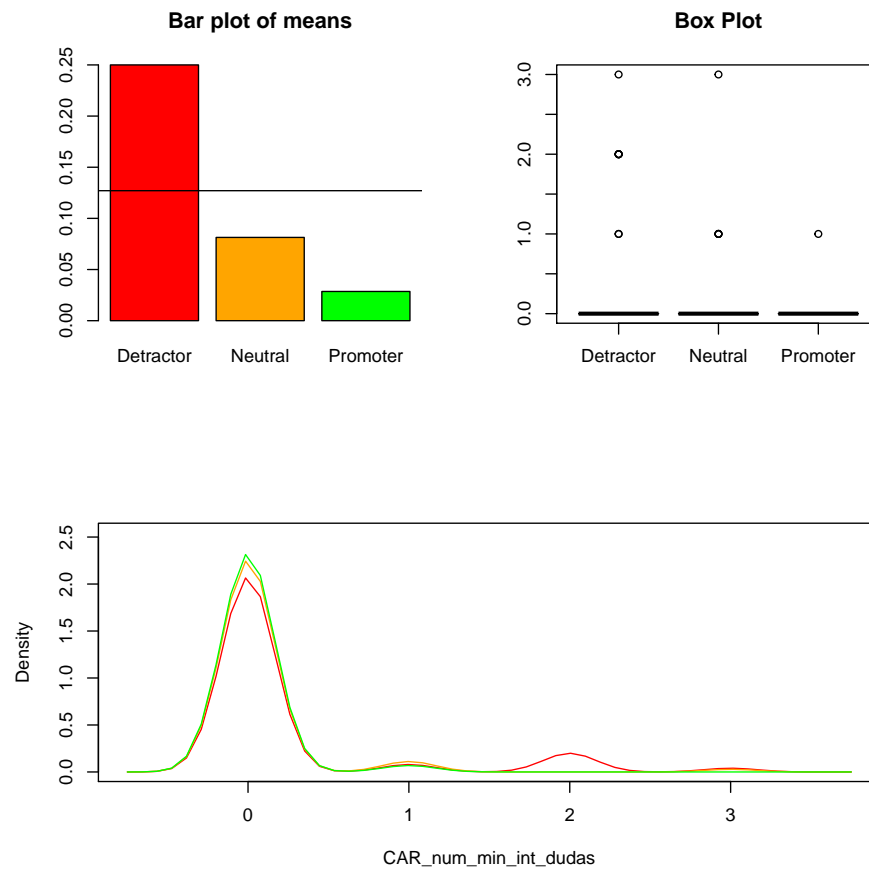
### 1.2.21 CAR\_num\_min\_int\_dudas

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.17	0.02	0.09	0.09

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.25	0.00	3.00	378.00
Neutral	0.00	0.00	0.00	0.08	0.00	3.00	560.00
Promoter	0.00	0.00	0.00	0.03	0.00	1.00	263.00



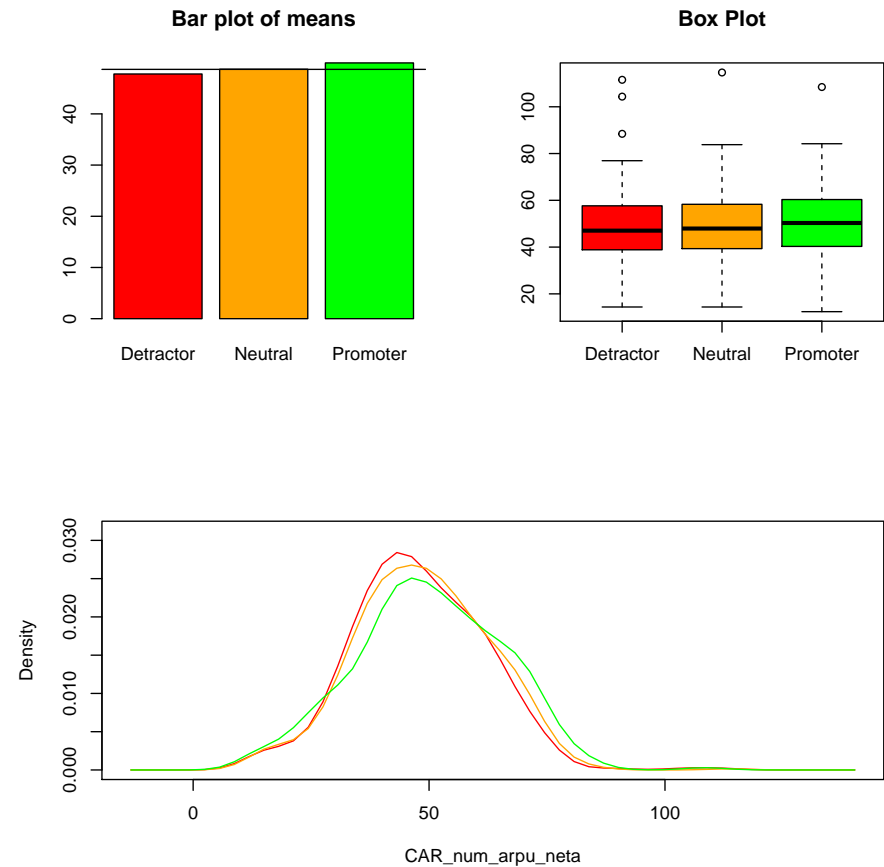
1.2.22 CAR\_num\_arpu\_neta

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.05	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.38	38.84	47.03	47.79	57.49	111.50
Neutral	14.38	39.34	47.93	48.72	58.30	114.70
Promoter	12.38	40.31	50.30	49.95	60.33	108.40



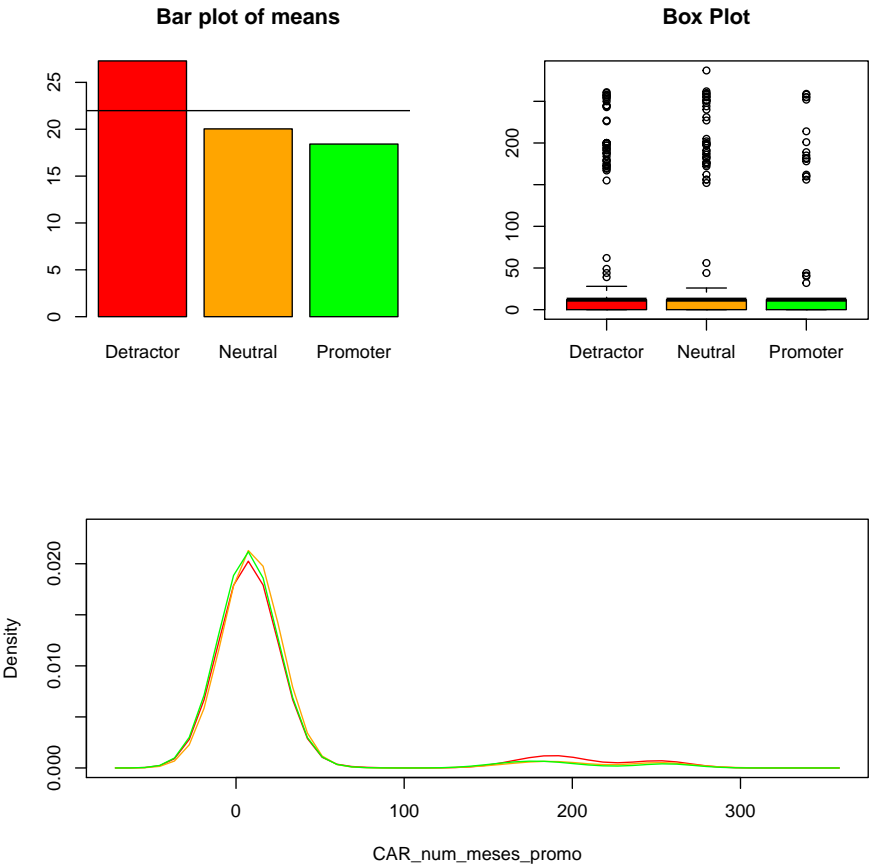
1.2.23 CAR\_num\_meses\_promo

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.05	0.03	0.14	0.14

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	12.00	27.29	12.00	261.00
Neutral	0.00	0.00	12.00	20.04	12.00	287.00
Promoter	0.00	0.00	12.00	18.42	12.00	259.00



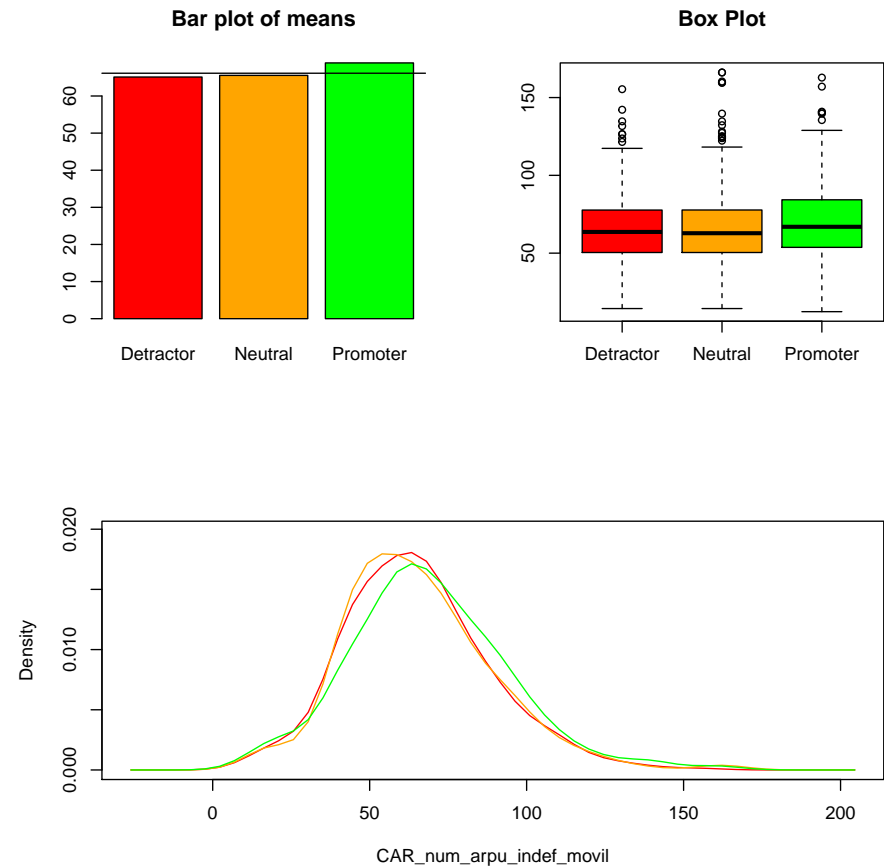
1.2.24 CAR\_num\_arpu\_indef\_movil

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.11	0.03	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.38	50.41	63.63	65.11	77.69	155.40
Neutral	14.38	50.41	62.81	65.55	77.73	166.10
Promoter	12.38	53.72	66.94	68.91	84.29	162.80



### 1.2.25 CAR\_num\_arpu\_neta\_mvl\_tv\_sv

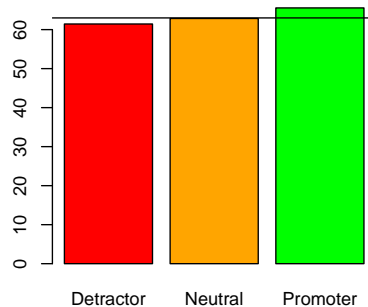
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.03	0.04	0.04

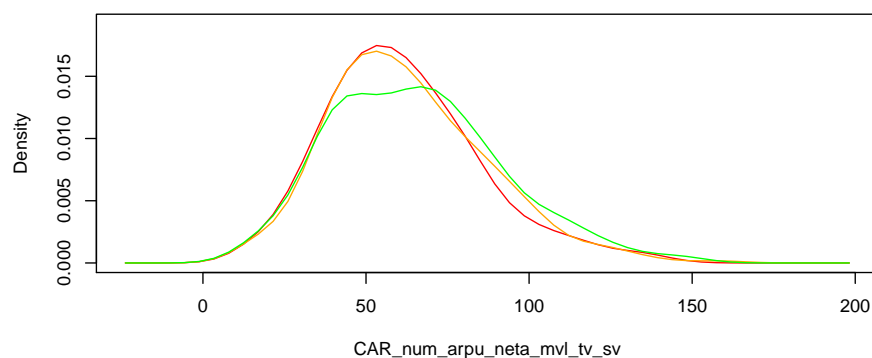
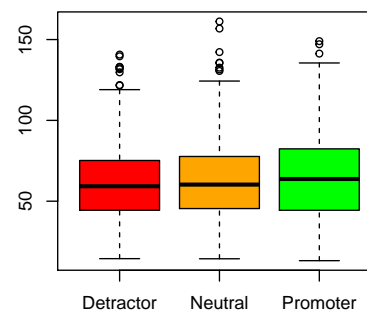
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.46	44.42	59.26	61.44	75.17	140.70
Neutral	14.38	45.45	60.28	62.86	77.63	161.20
Promoter	13.21	44.44	63.74	65.56	82.25	149.00

Bar plot of means



Box Plot



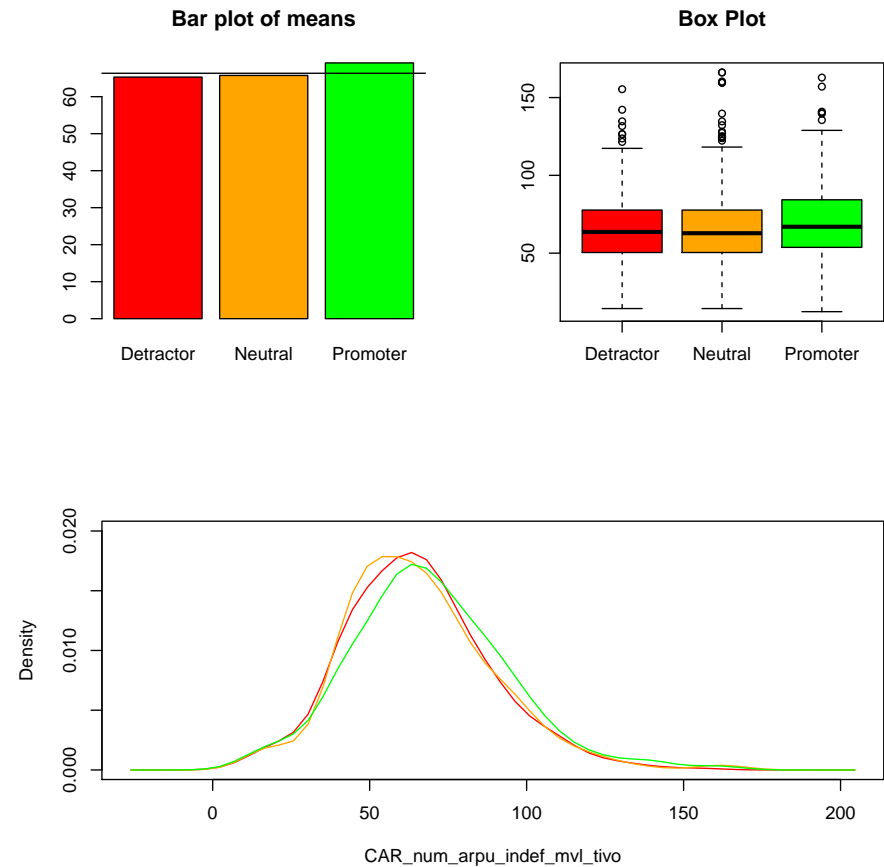
1.2.26 CAR\_num\_arpu\_indef\_mv1\_tivo

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.11	0.03	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.38	50.41	63.63	65.29	77.69	155.40
Neutral	14.38	50.41	62.81	65.74	77.69	166.10
Promoter	12.38	53.72	66.96	69.12	84.29	162.80



### 1.2.27 CAR\_num\_arpu\_indef\_mvl\_tivo\_sv

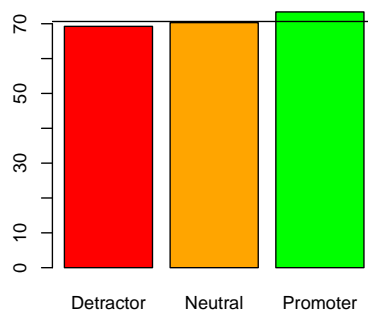
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.04	0.03	0.03

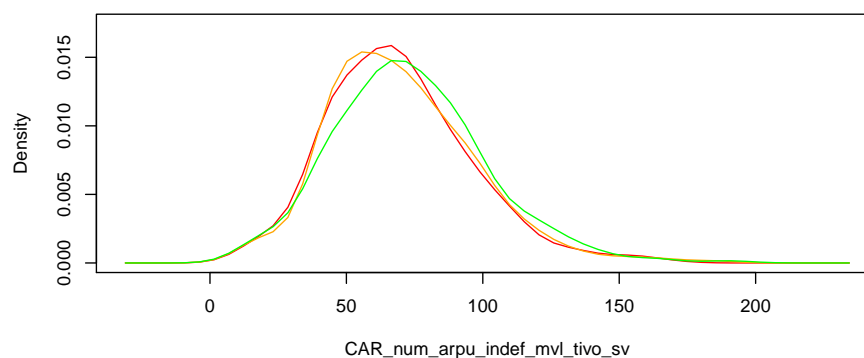
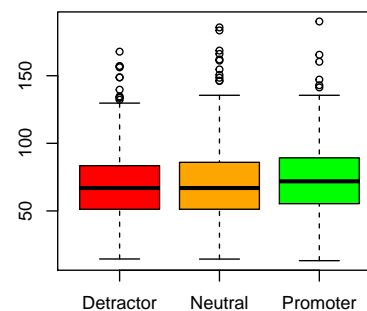
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.46	51.24	66.94	69.25	83.47	167.80
Neutral	14.38	51.24	66.94	70.32	85.95	185.70
Promoter	13.21	55.37	71.90	73.39	89.26	190.10

Bar plot of means



Box Plot





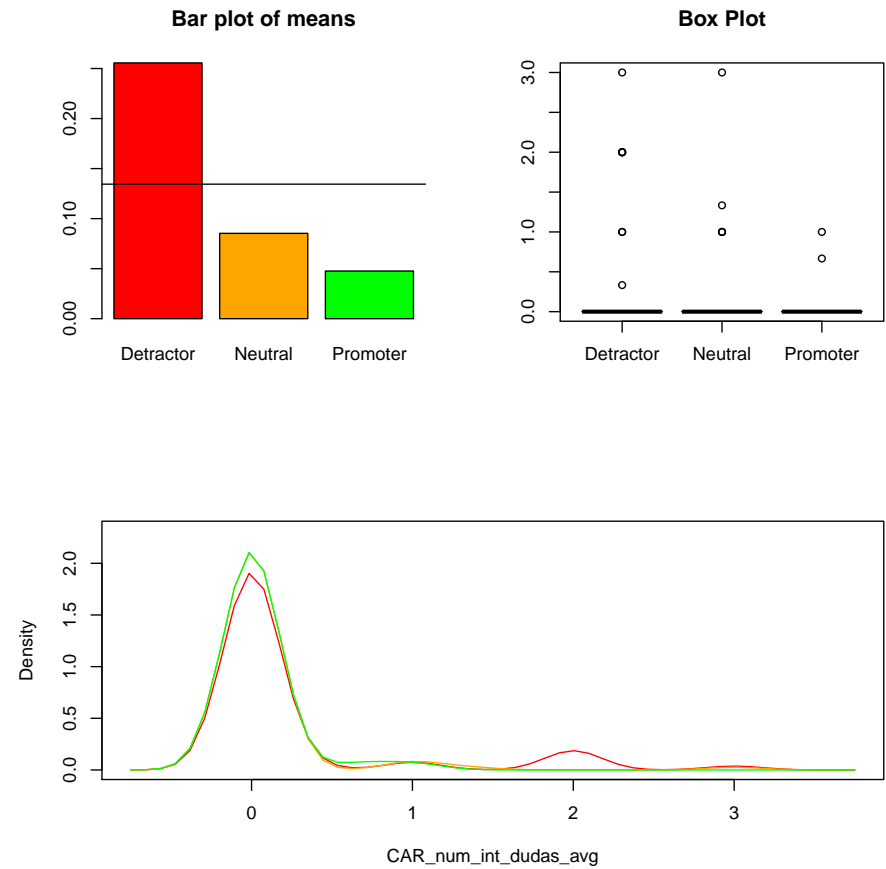
1.2.28 CAR\_num\_int\_dudas\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.17	0.03	0.15	0.15

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.26	0.00	3.00	378.00
Neutral	0.00	0.00	0.00	0.09	0.00	3.00	560.00
Promoter	0.00	0.00	0.00	0.05	0.00	1.00	263.00



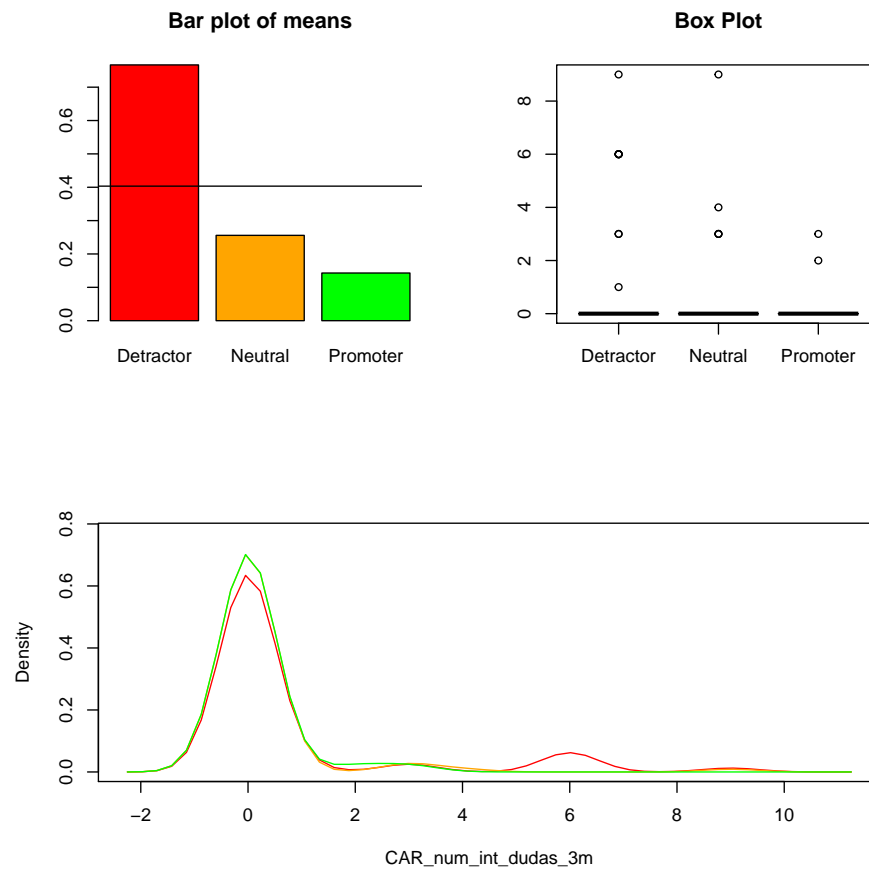
### 1.2.29 CAR\_num\_int\_dudas\_3m

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.21	0.03	0.15	0.15

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.77	0.00	9.00	378.00
Neutral	0.00	0.00	0.00	0.26	0.00	9.00	560.00
Promoter	0.00	0.00	0.00	0.14	0.00	3.00	263.00



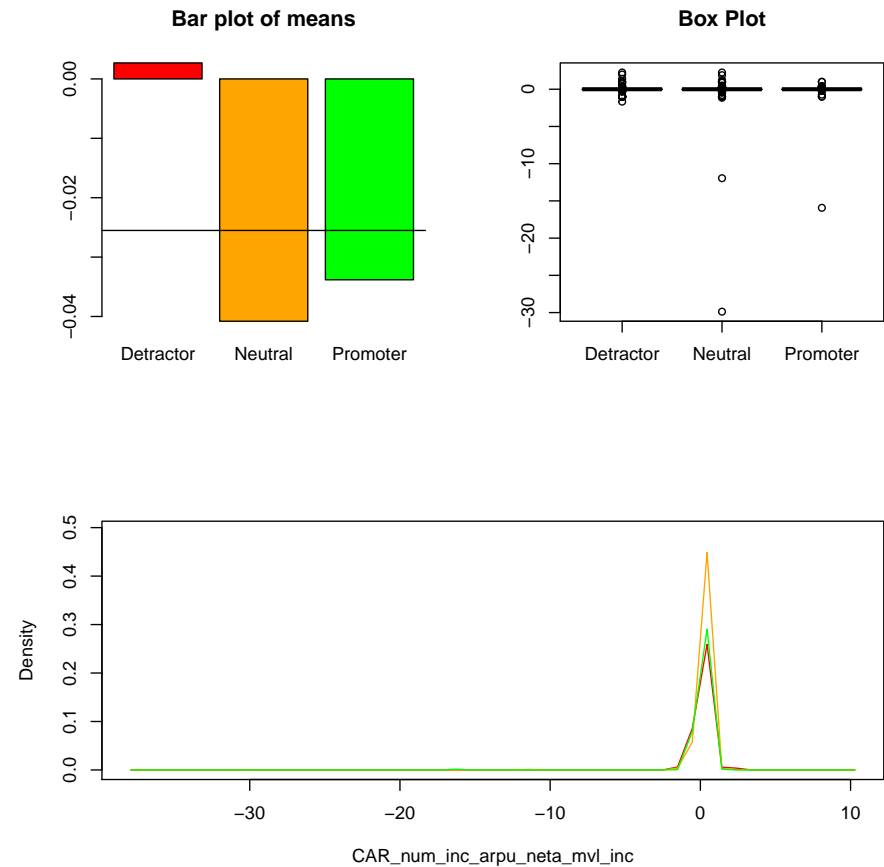
1.2.30 CAR\_num\_inc\_arpu\_neta\_mvl\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.51	0.09	0.09

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-1.67	0.00	0.00	0.00	0.00	2.25
Neutral	-29.88	0.00	0.00	-0.04	0.00	2.25
Promoter	-15.93	0.00	0.00	-0.03	0.00	1.00



### 1.2.31 CAR\_num\_arpu\_neta\_mvl\_tv

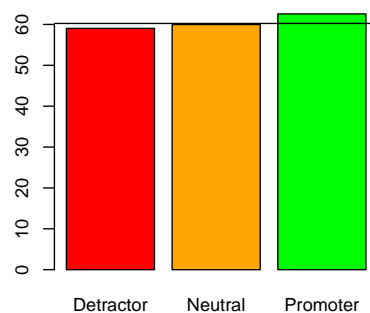
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.10	0.03	0.07	0.07

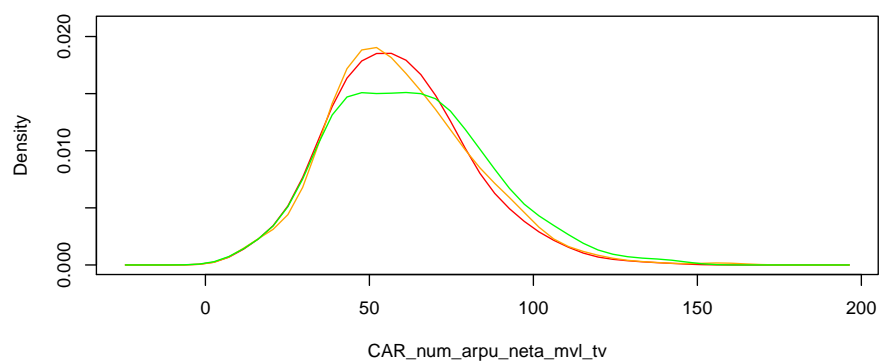
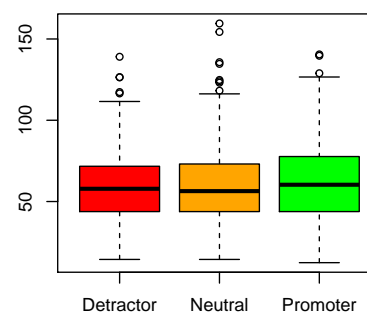
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.38	43.80	57.84	59.03	71.66	139.00
Neutral	14.38	43.88	56.40	59.98	73.00	159.50
Promoter	12.38	43.80	60.32	62.57	77.47	140.50

Bar plot of means



Box Plot



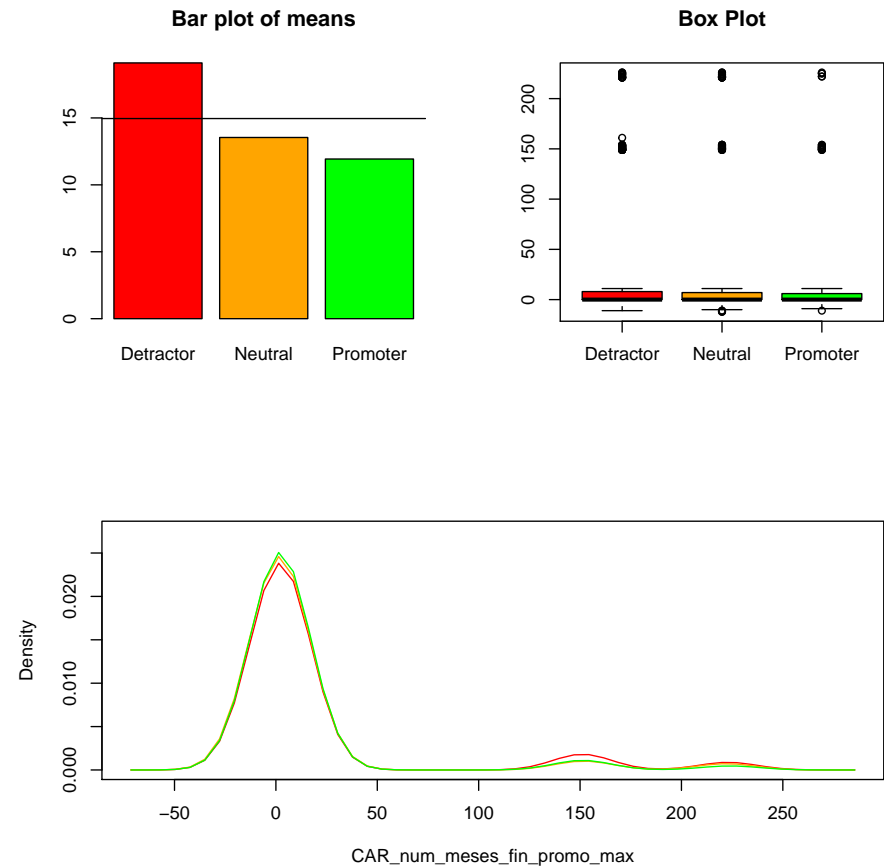
1.2.32 CAR\_num\_meses\_fin\_promo\_max

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.04	0.37	0.37

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-11.00	0.00	0.00	19.11	8.00	226.00
Neutral	-12.00	0.00	0.00	13.54	7.00	226.00
Promoter	-11.00	0.00	0.00	11.93	6.00	226.00



### 1.2.33 CAR\_num\_arpu\_neta\_mvl

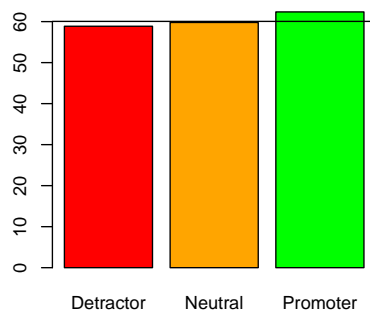
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.04	0.07	0.07

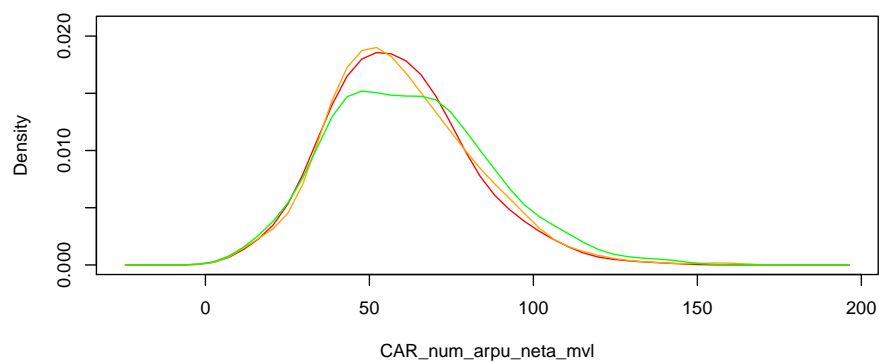
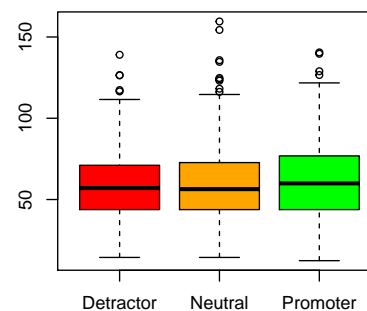
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.38	43.80	57.04	58.87	71.07	139.00
Neutral	14.38	43.80	56.40	59.79	72.72	159.50
Promoter	12.38	43.80	59.93	62.36	76.74	140.50

Bar plot of means



Box Plot



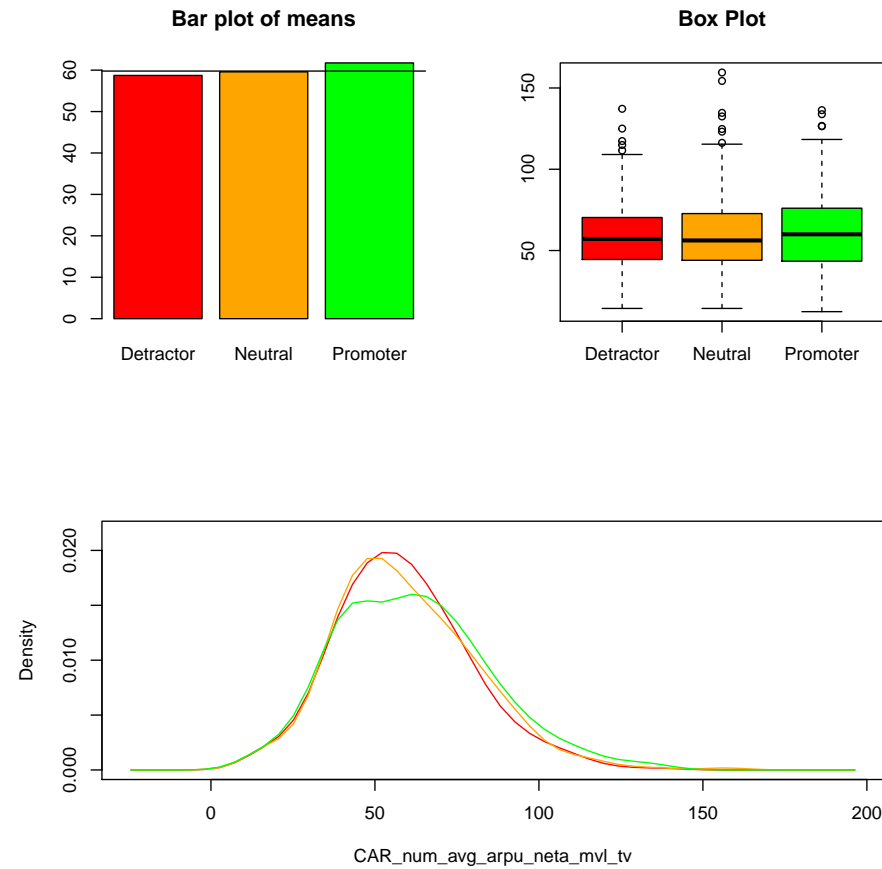
1.2.34 CAR\_num\_avg\_arpu\_neta\_mvl\_tv

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.07	0.12	0.12

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	14.38	44.61	57.12	58.72	70.32	137.20
Neutral	14.38	44.02	56.20	59.58	72.73	159.50
Promoter	12.38	43.49	59.99	61.74	76.03	136.40



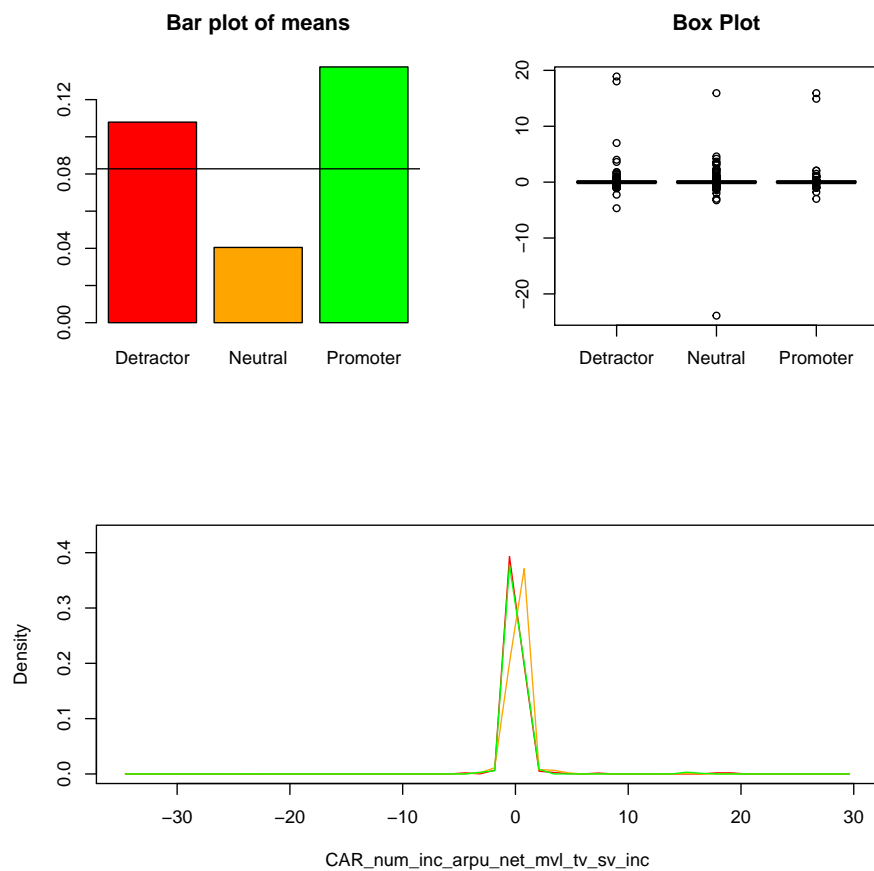
### 1.2.35 CAR\_num\_inc\_arpu\_net\_mvl\_tv\_sv\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.77	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-4.67	0.00	0.00	0.11	0.00	18.90
Neutral	-23.89	0.00	0.00	0.04	0.00	15.93
Promoter	-2.99	0.00	0.00	0.14	0.04	15.93





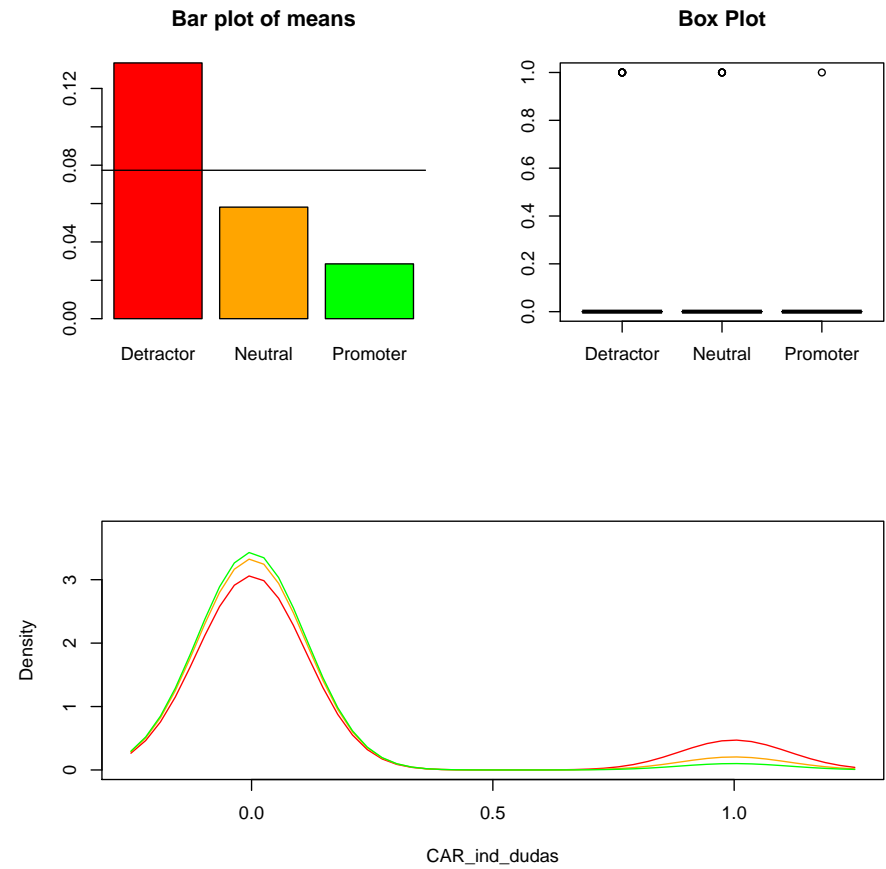
1.2.36 CAR\_ind\_dudas

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.08	0.05	0.10	0.09

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.13	0.00	1.00	378.00
Neutral	0.00	0.00	0.00	0.06	0.00	1.00	560.00
Promoter	0.00	0.00	0.00	0.03	0.00	1.00	263.00



## 1.3 Only Mobile

### 1.3.1 CAR\_num\_permanencia\_voz

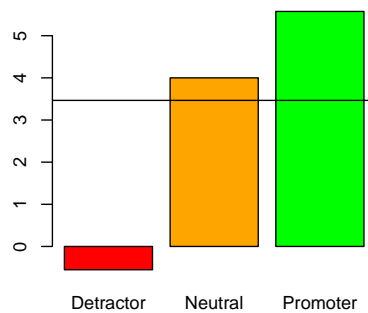
p-values of different tests:

Permutation	Students.t	Mann-Whitney-Wilcoxon	Kruskal-Wallis
0.00	0.00	0.00	0.00

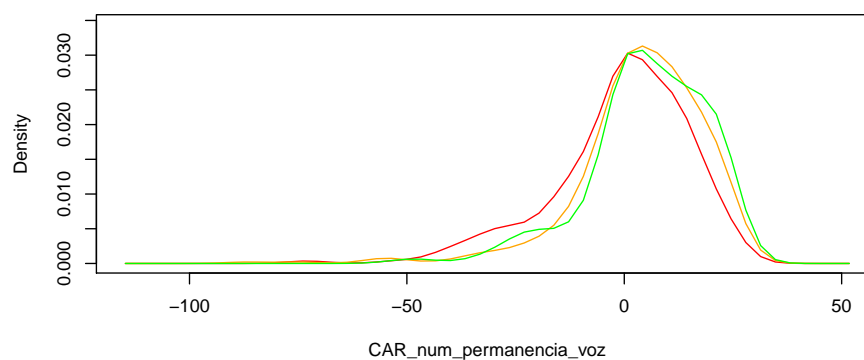
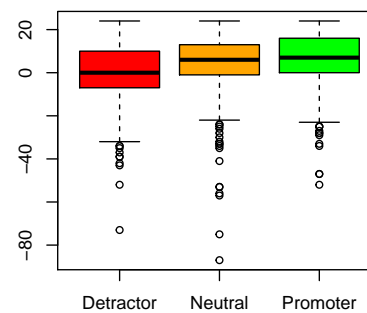
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-73.00	-7.00	0.00	-0.55	10.00	24.00	87.00
Neutral	-87.00	-1.00	6.00	4.00	13.00	24.00	165.00
Promoter	-52.00	0.00	7.00	5.58	16.00	24.00	105.00

Bar plot of means



Box Plot



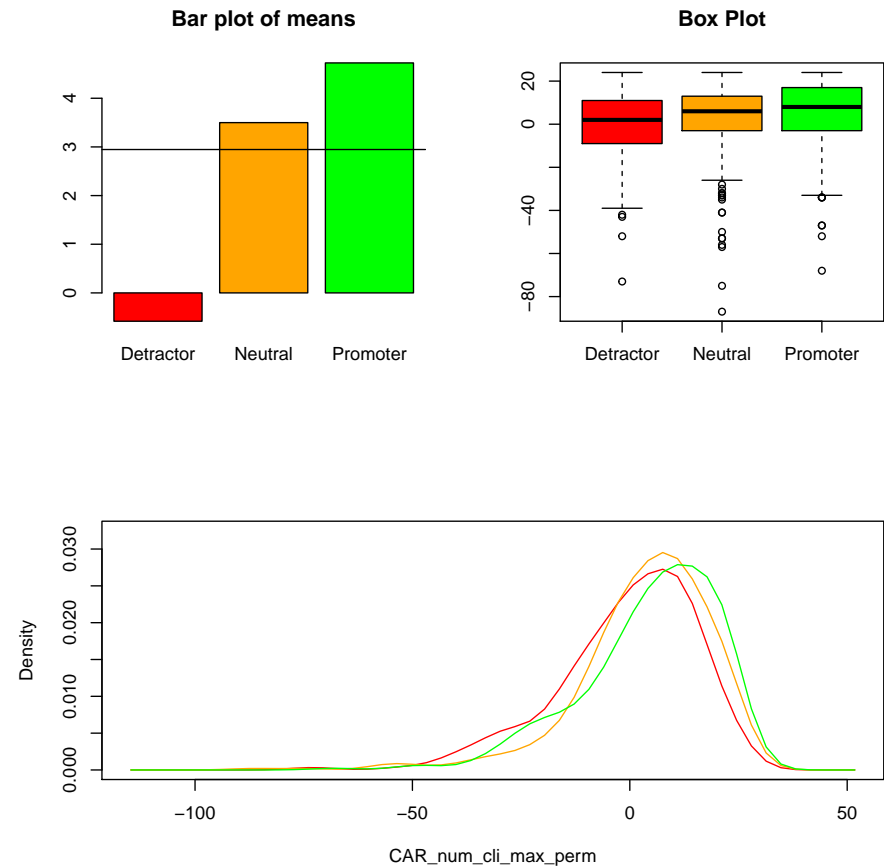
1.3.2 CAR\_num\_cli\_max\_perm

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-73.00	-9.00	2.00	-0.58	11.00	24.00	87.00
Neutral	-87.00	-3.00	6.00	3.50	13.00	24.00	167.00
Promoter	-68.00	-3.00	8.00	4.73	17.00	24.00	109.00



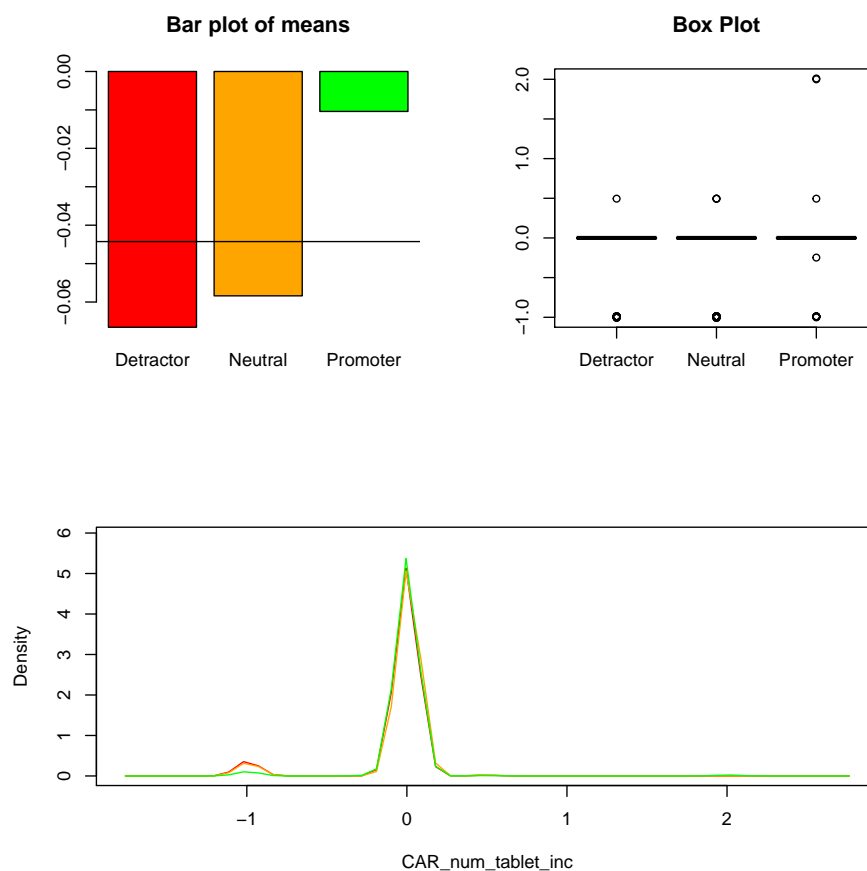
### 1.3.3 CAR\_num\_tablet\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-1.00	0.00	0.00	-0.07	0.00	0.49	3.00
Neutral	-1.00	0.00	0.00	-0.06	0.00	0.49	6.00
Promoter	-1.00	0.00	0.00	-0.01	0.00	2.01	3.00



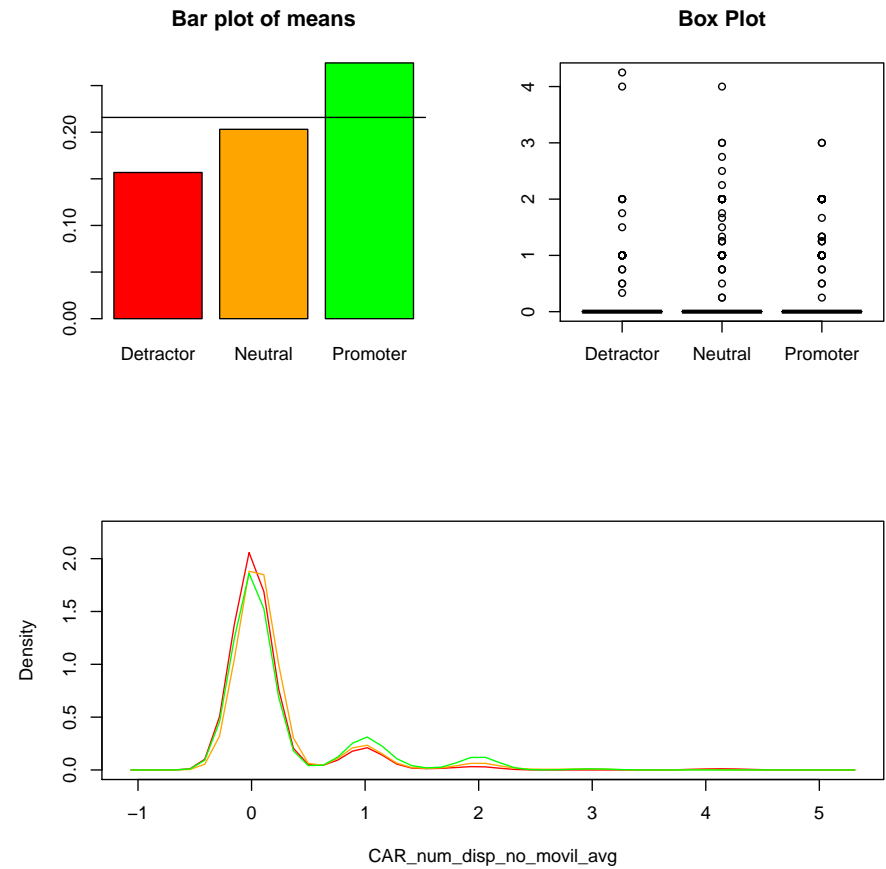
1.3.4 CAR\_num\_disp\_no\_movil\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.16	0.00	4.25	3.00
Neutral	0.00	0.00	0.00	0.20	0.00	4.00	6.00
Promoter	0.00	0.00	0.00	0.27	0.00	3.00	3.00



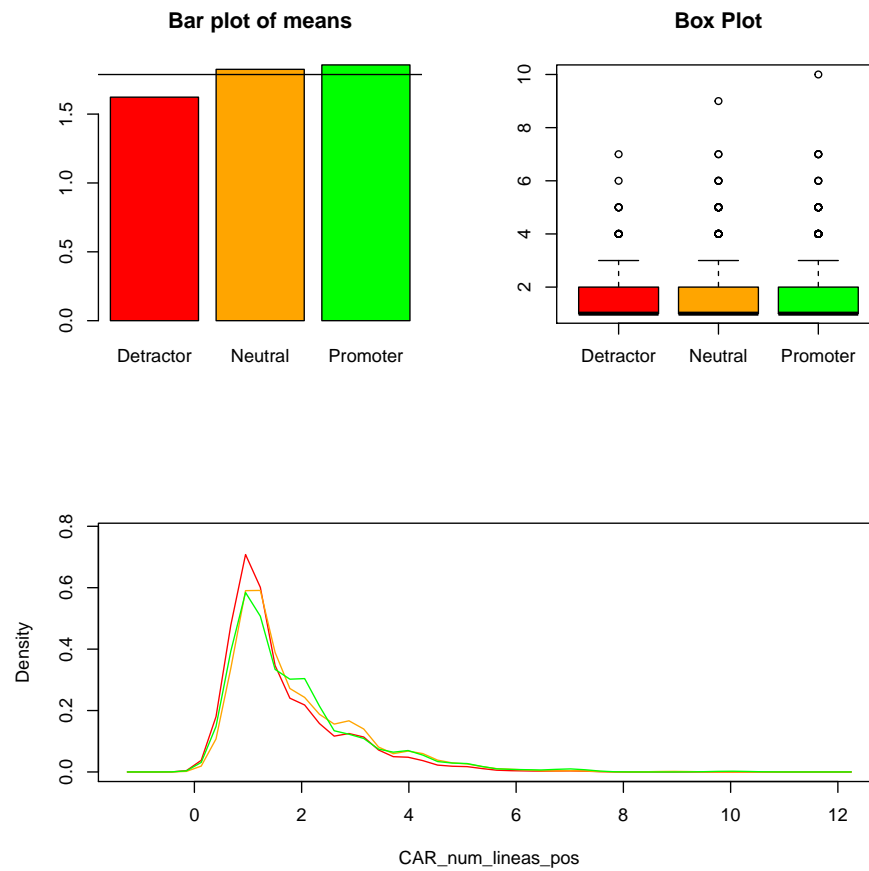
### 1.3.5 CAR\_num\_lineas\_pos

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	1.00	1.00	1.62	2.00	7.00	3.00
Neutral	1.00	1.00	1.00	1.82	2.00	9.00	6.00
Promoter	1.00	1.00	1.00	1.86	2.00	10.00	3.00



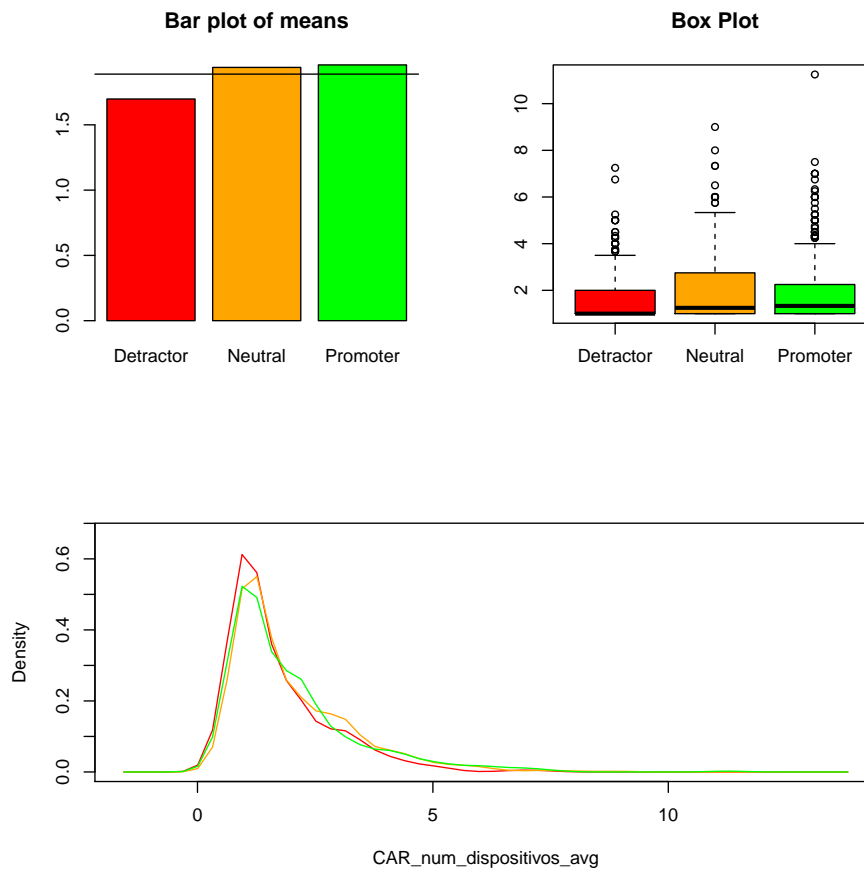
### 1.3.6 CAR\_num\_dispositivos\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	1.00	1.00	1.70	2.00	7.25	3.00
Neutral	1.00	1.00	1.25	1.94	2.73	9.00	6.00
Promoter	1.00	1.00	1.33	1.96	2.25	11.25	3.00



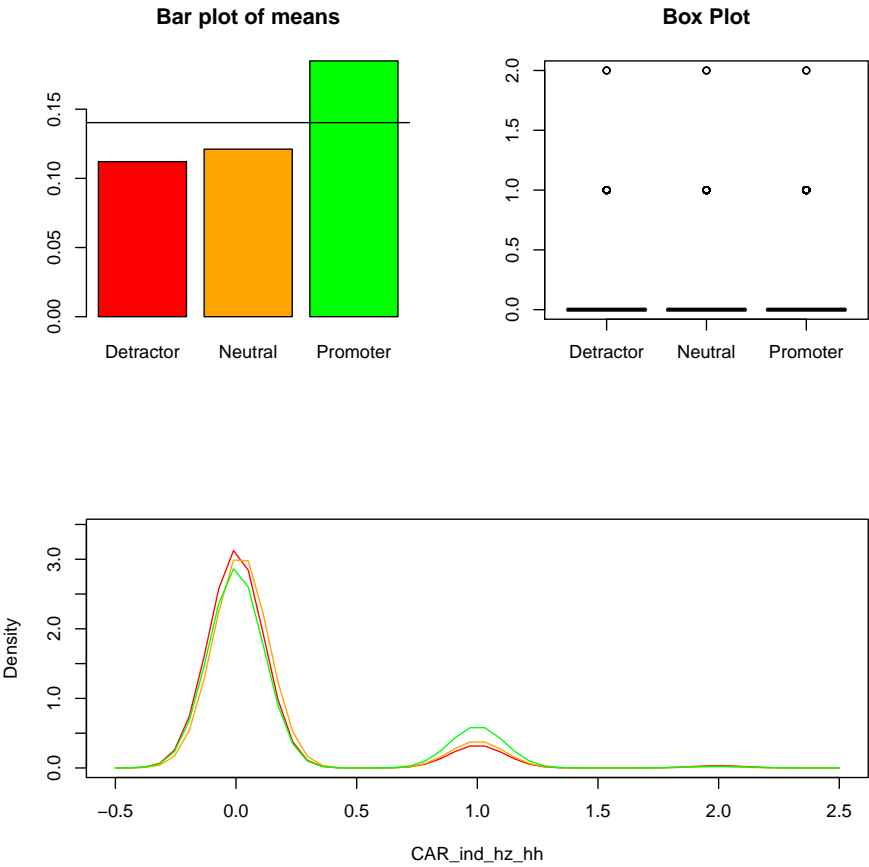
1.3.7 CAR\_ind\_hz\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.01	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.11	0.00	2.00	3.00
Neutral	0.00	0.00	0.00	0.12	0.00	2.00	6.00
Promoter	0.00	0.00	0.00	0.18	0.00	2.00	3.00





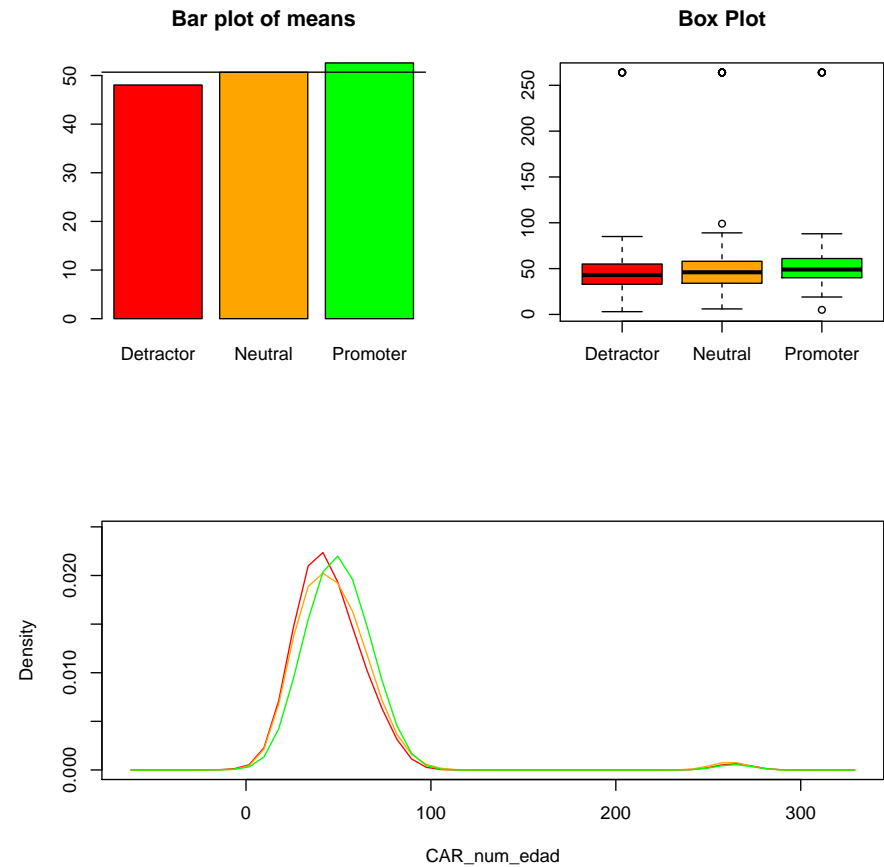
1.3.8 CAR\_num\_edad

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.04	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	3.00	33.00	43.00	48.05	55.00	264.00	12.00
Neutral	6.00	34.00	46.00	50.66	58.00	264.00	24.00
Promoter	5.00	40.00	49.00	52.59	61.00	264.00	10.00



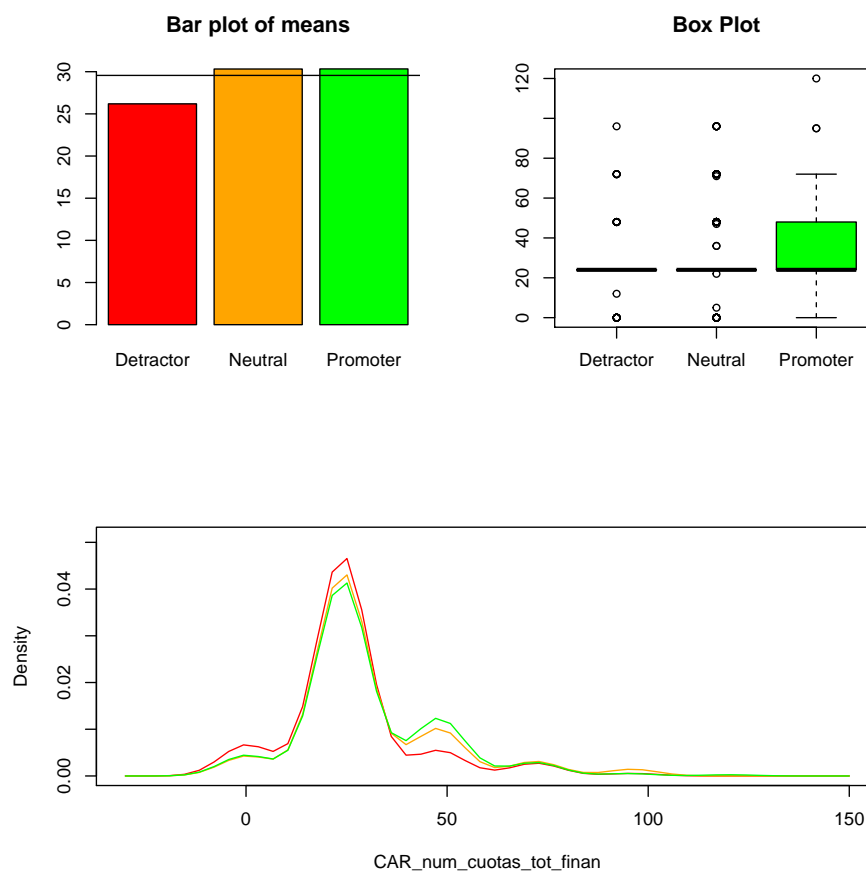
### 1.3.9 CAR\_num\_cuotas\_tot\_finan

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.03	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	24.00	24.00	26.19	24.00	96.00	209.00
Neutral	0.00	24.00	24.00	30.32	24.00	96.00	314.00
Promoter	0.00	24.00	24.00	30.33	47.75	120.00	210.00



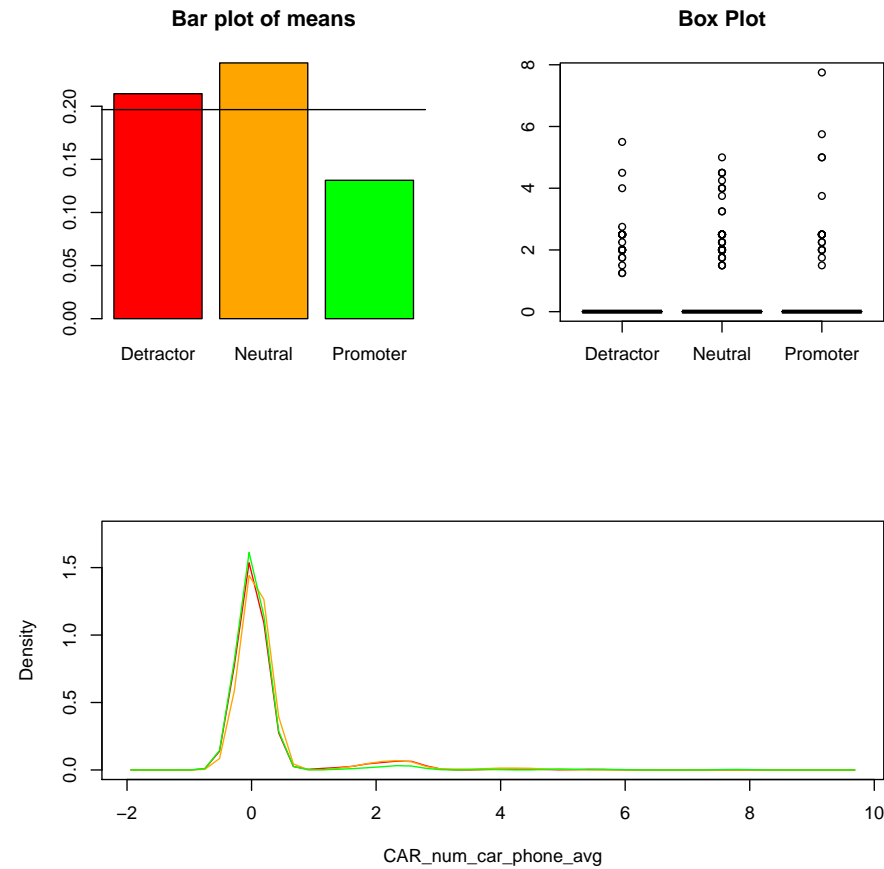
1.3.10 CAR\_num\_car\_phone\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.12	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.21	0.00	5.50	3.00
Neutral	0.00	0.00	0.00	0.24	0.00	5.00	6.00
Promoter	0.00	0.00	0.00	0.13	0.00	7.75	3.00



### 1.3.11 CAR\_num\_sal\_min\_vf\_avg

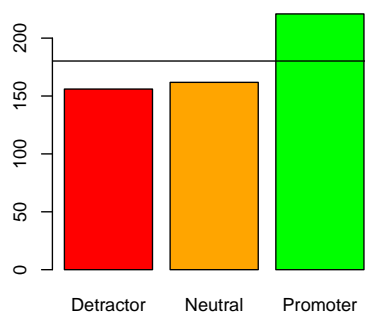
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.11	0.02	0.02

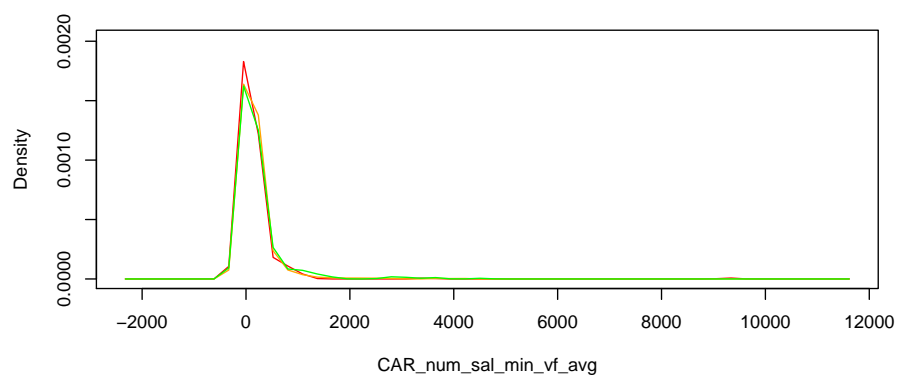
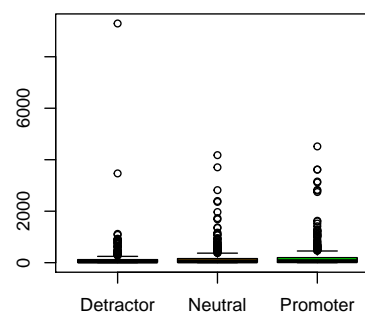
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.12	18.89	43.19	156.00	118.90	9292.00	3.00
Neutral	0.23	15.87	49.81	161.80	157.30	4177.00	6.00
Promoter	0.35	18.39	57.44	220.90	196.10	4516.00	3.00

Bar plot of means



Box Plot



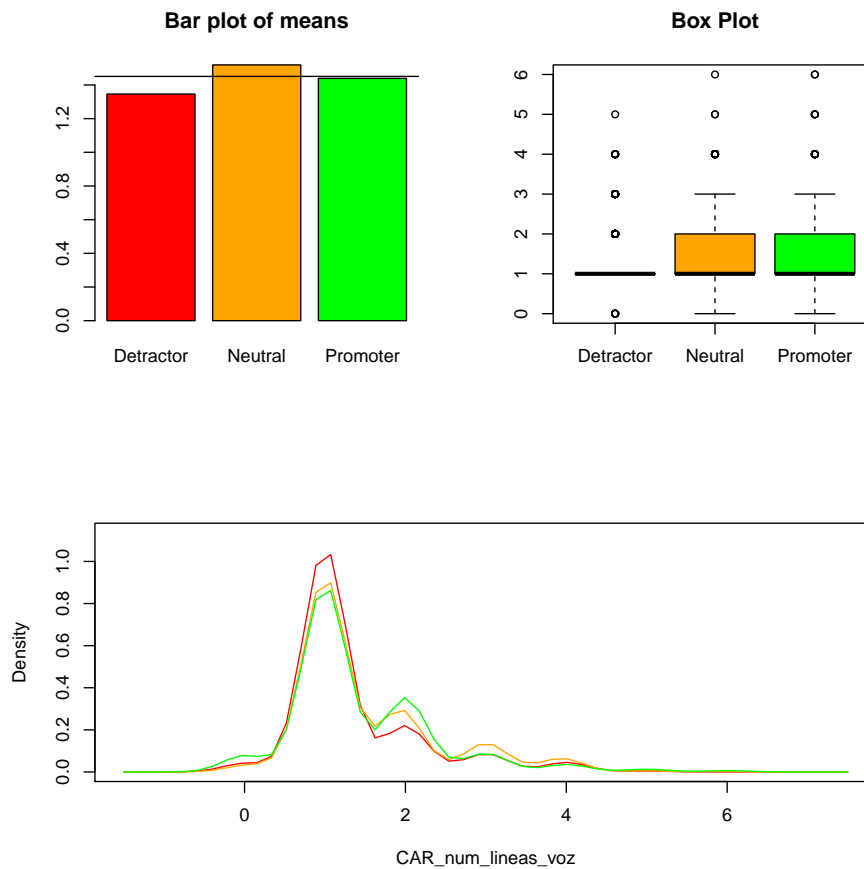
### 1.3.12 CAR\_num\_lineas\_voz

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.14	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.00	1.35	1.00	5.00	3.00
Neutral	0.00	1.00	1.00	1.52	2.00	6.00	6.00
Promoter	0.00	1.00	1.00	1.44	2.00	6.00	3.00



### 1.3.13 CAR\_num\_ent\_sms\_tot\_avg

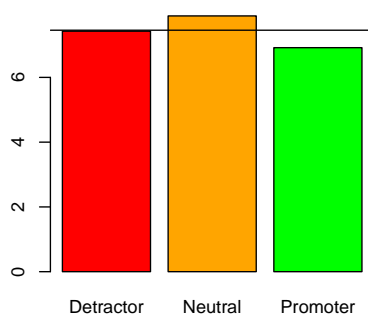
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.41	0.01	0.01

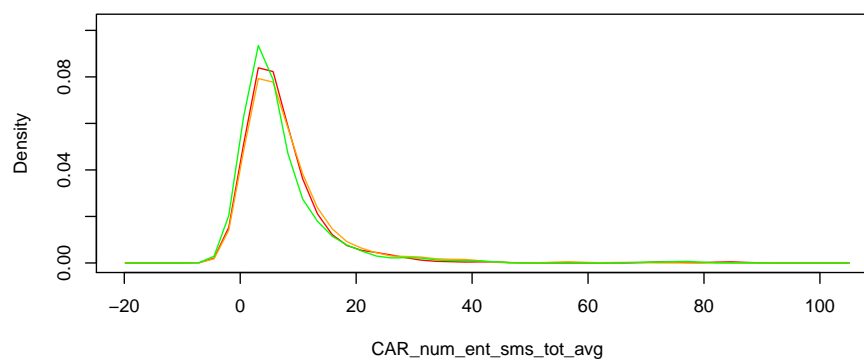
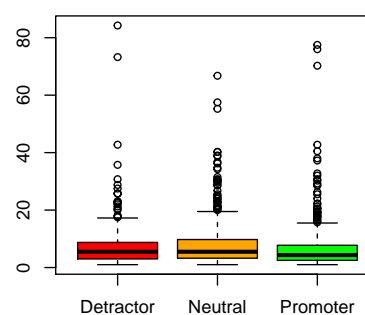
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	3.00	5.50	7.43	8.75	84.25	3.00
Neutral	1.00	3.25	5.50	7.90	9.75	66.75	6.00
Promoter	1.00	2.50	4.33	6.92	7.75	77.50	3.00

Bar plot of means



Box Plot



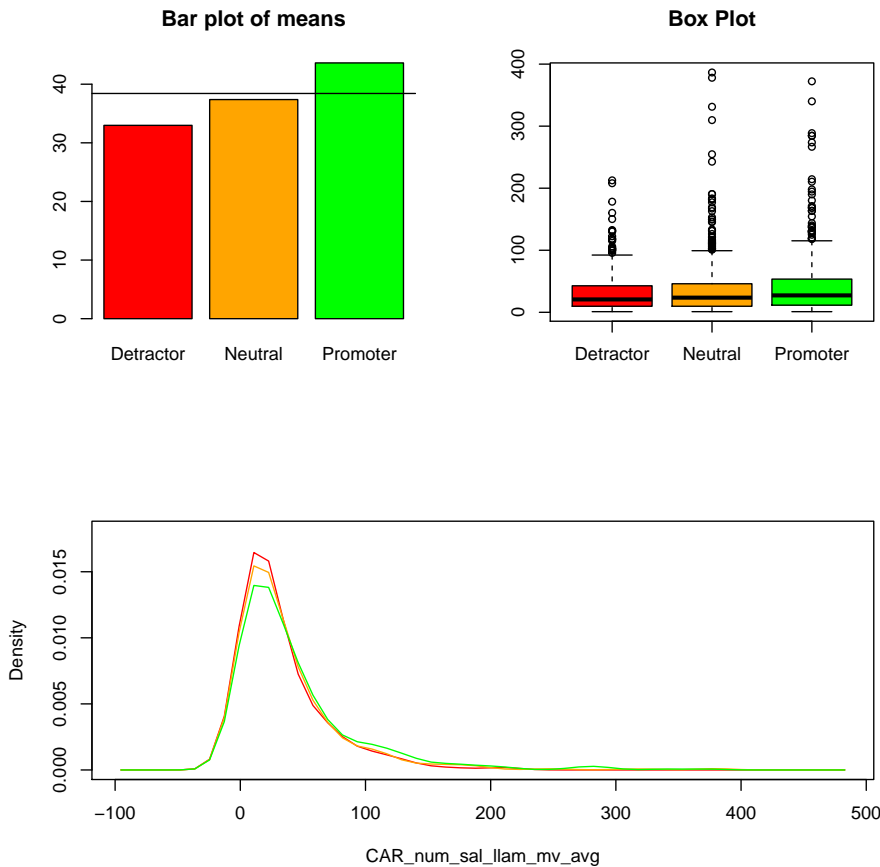
1.3.14 CAR\_num\_sal\_llam\_mv\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.00	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	9.75	20.75	32.98	42.75	212.70	3.00
Neutral	1.00	9.81	23.62	37.38	46.00	386.50	6.00
Promoter	1.00	11.50	27.25	43.63	53.50	372.20	3.00



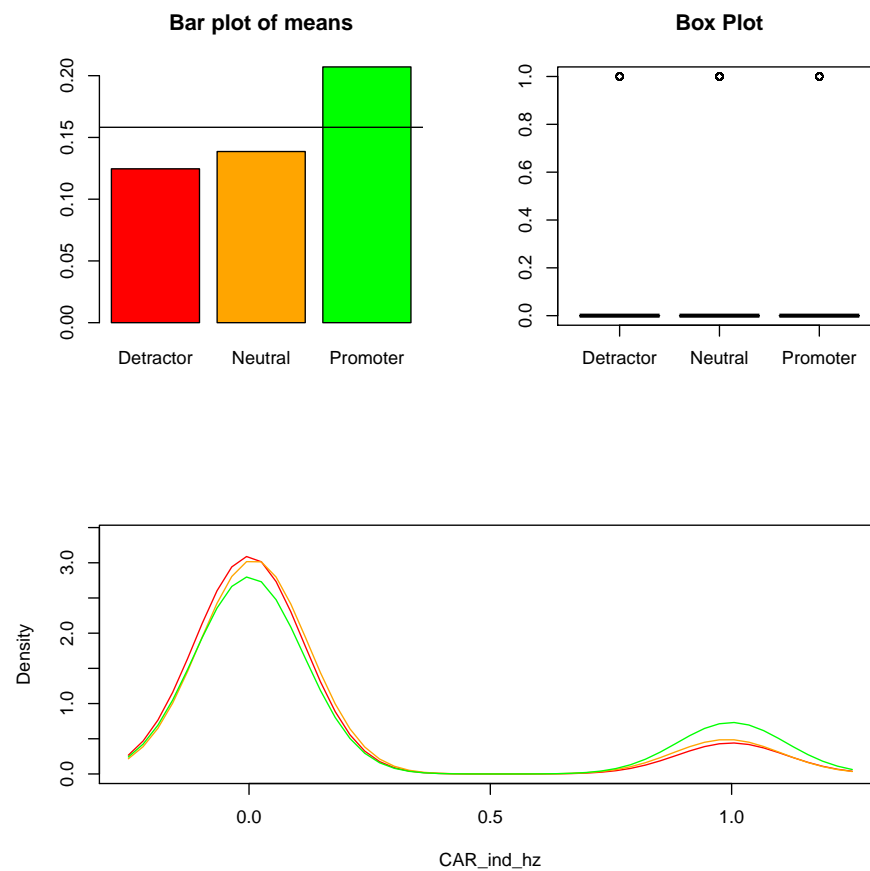
### 1.3.15 CAR\_ind\_hz

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.12	0.00	1.00	3.00
Neutral	0.00	0.00	0.00	0.14	0.00	1.00	6.00
Promoter	0.00	0.00	0.00	0.21	0.00	1.00	3.00





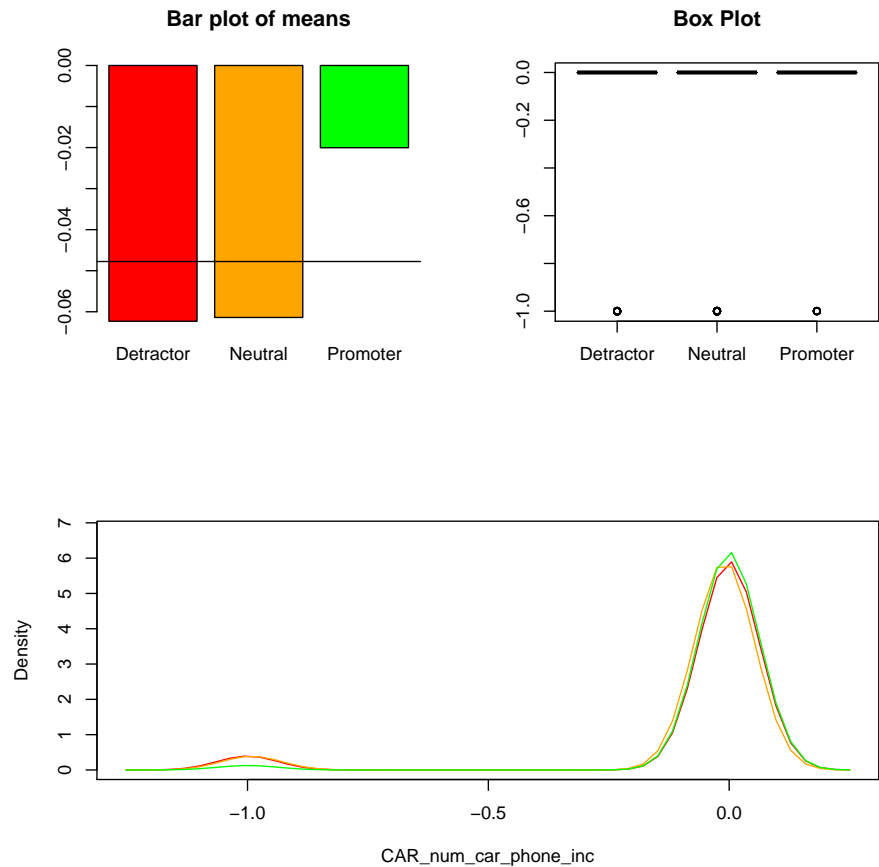
1.3.16 CAR\_num\_car\_phone\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.01	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-1.00	0.00	0.00	-0.06	0.00	0.00	3.00
Neutral	-1.00	0.00	0.00	-0.06	0.00	0.00	6.00
Promoter	-1.00	0.00	0.00	-0.02	0.00	0.00	3.00



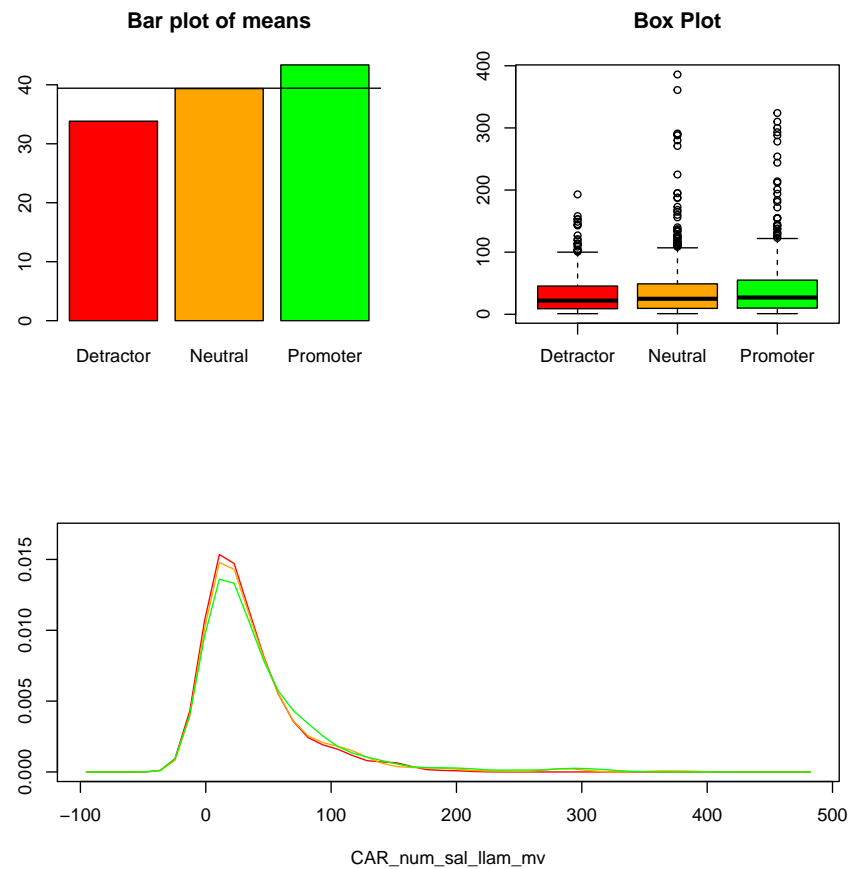
### 1.3.17 CAR\_num\_sal\_llam\_mv

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.12	0.00	0.07	0.07

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	9.00	22.00	33.83	45.25	193.00	20.00
Neutral	1.00	9.50	25.00	39.36	49.00	386.00	25.00
Promoter	1.00	10.00	27.00	43.37	55.00	324.00	14.00



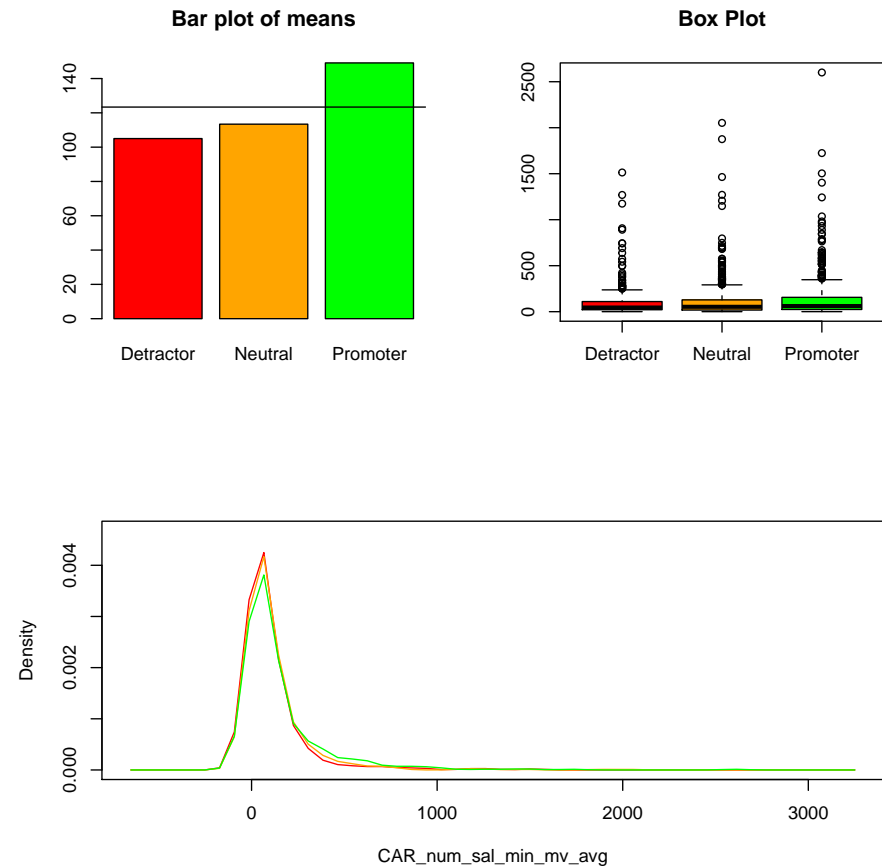
1.3.18 CAR\_num\_sal\_min\_mv\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.00	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.02	20.98	45.06	105.00	110.10	1513.00	3.00
Neutral	0.17	17.49	53.06	113.40	127.70	2052.00	6.00
Promoter	0.28	23.86	61.20	149.10	155.80	2600.00	3.00



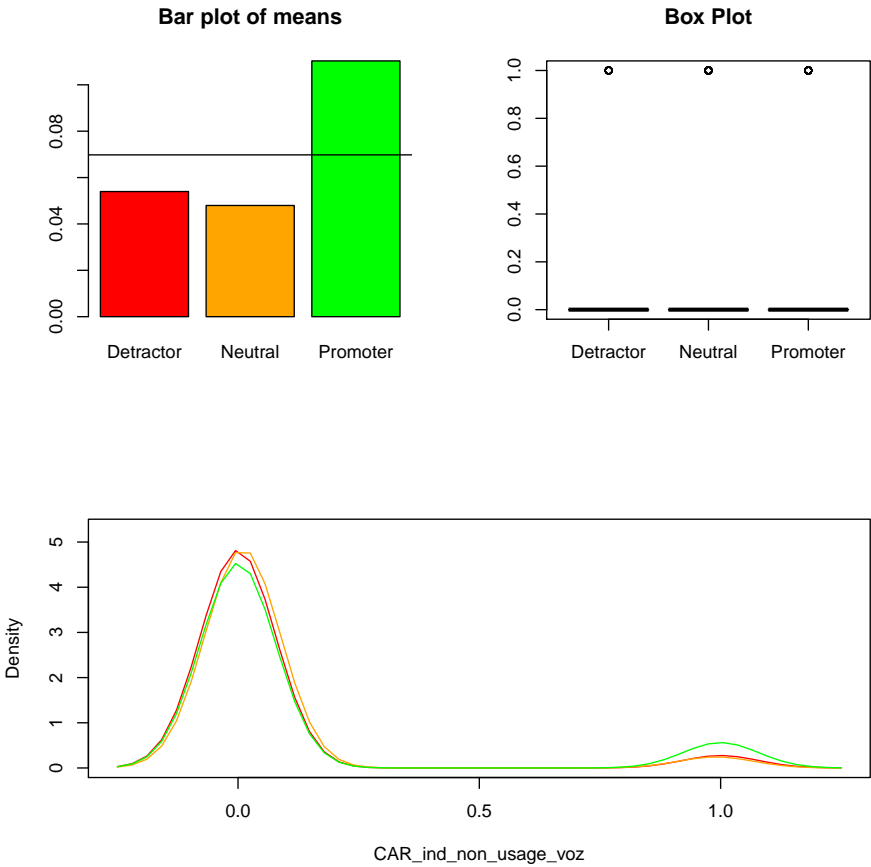
1.3.19 CAR\_ind\_non\_usage\_voz

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.00	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.05	0.00	1.00	9.00
Neutral	0.00	0.00	0.00	0.05	0.00	1.00	13.00
Promoter	0.00	0.00	0.00	0.11	0.00	1.00	26.00



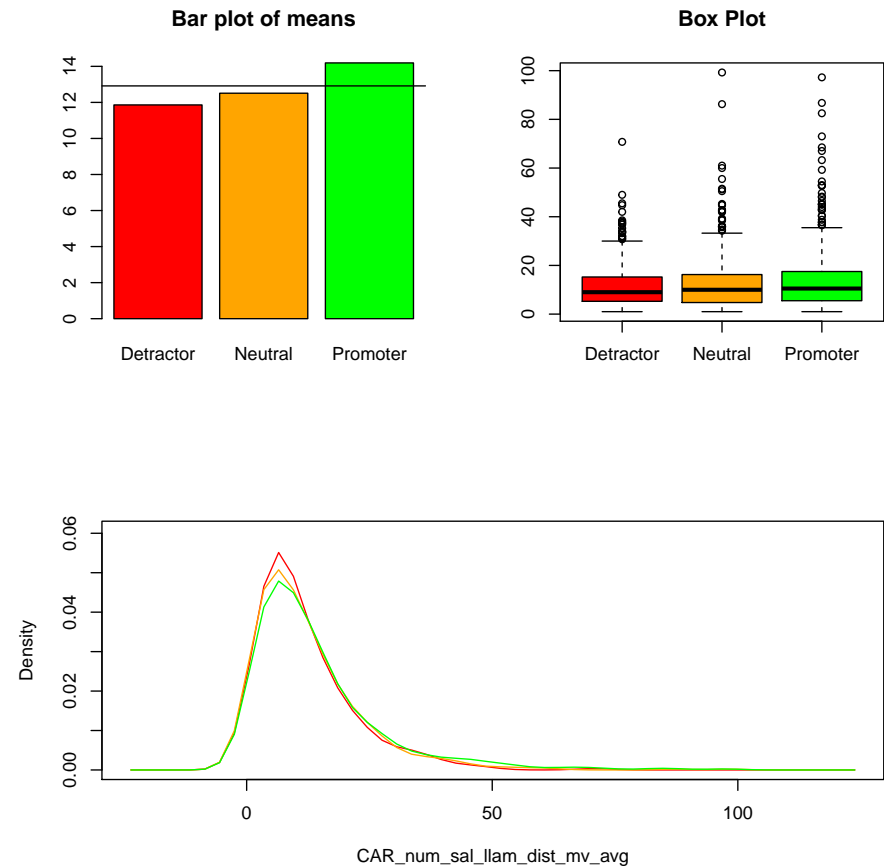
1.3.20 CAR\_num\_sal\_llam\_dist\_mv\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.20	0.01	0.08	0.08

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	5.25	9.00	11.86	15.25	70.75	3.00
Neutral	1.00	4.75	10.00	12.51	16.25	99.25	6.00
Promoter	1.00	5.50	10.50	14.19	17.50	97.25	3.00



### 1.3.21 CAR\_num\_sal\_min\_mv

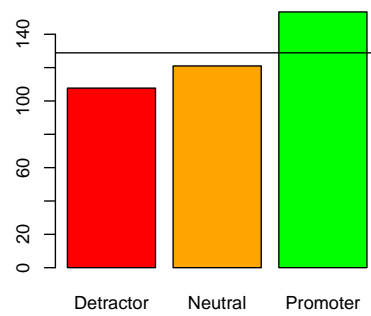
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.01	0.02	0.02

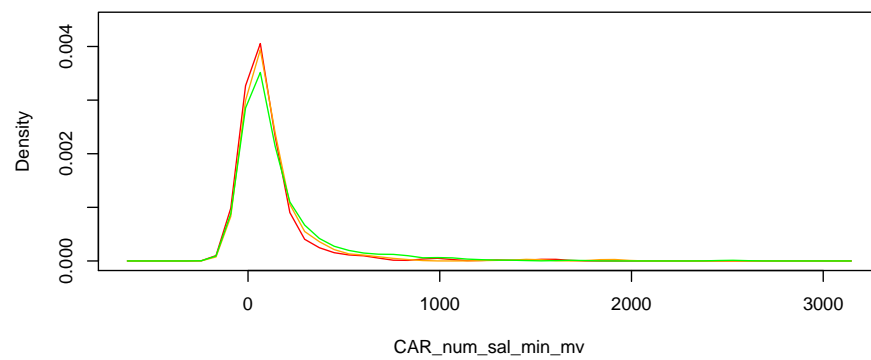
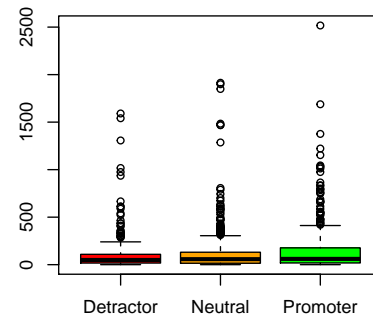
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	17.00	49.50	107.70	109.00	1591.00	20.00
Neutral	0.00	15.00	58.00	121.00	131.00	1914.00	25.00
Promoter	0.00	18.25	61.00	153.40	176.50	2517.00	14.00

Bar plot of means



Box Plot



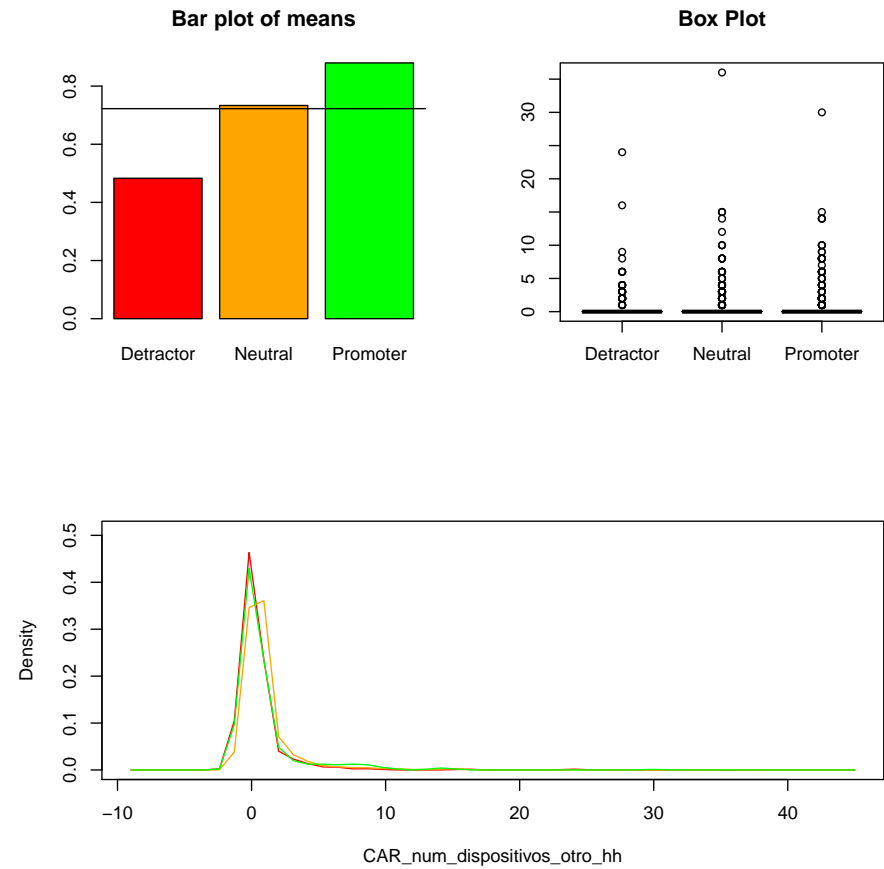
1.3.22 CAR\_num\_dispositivos\_otro\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.02	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.48	0.00	24.00	3.00
Neutral	0.00	0.00	0.00	0.73	0.00	36.00	6.00
Promoter	0.00	0.00	0.00	0.88	0.00	30.00	3.00



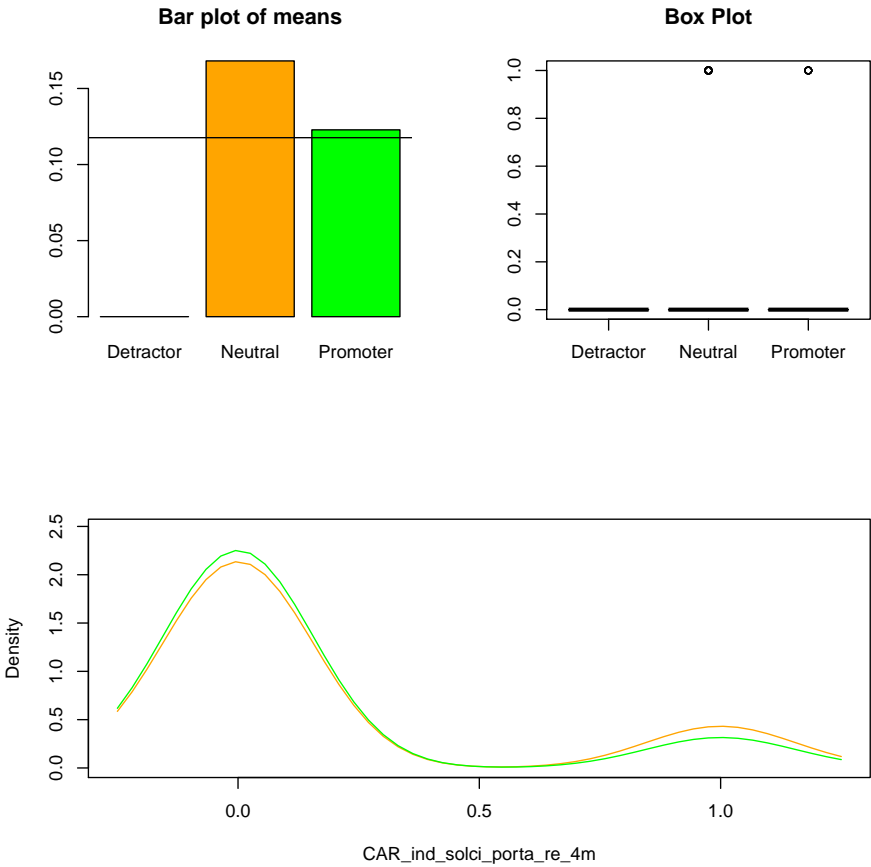
1.3.23 CAR\_ind\_solci\_porta\_re\_4m

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.83	0.01	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.00	0.00	0.00	273.00
Neutral	0.00	0.00	0.00	0.17	0.00	1.00	463.00
Promoter	0.00	0.00	0.00	0.12	0.00	1.00	395.00





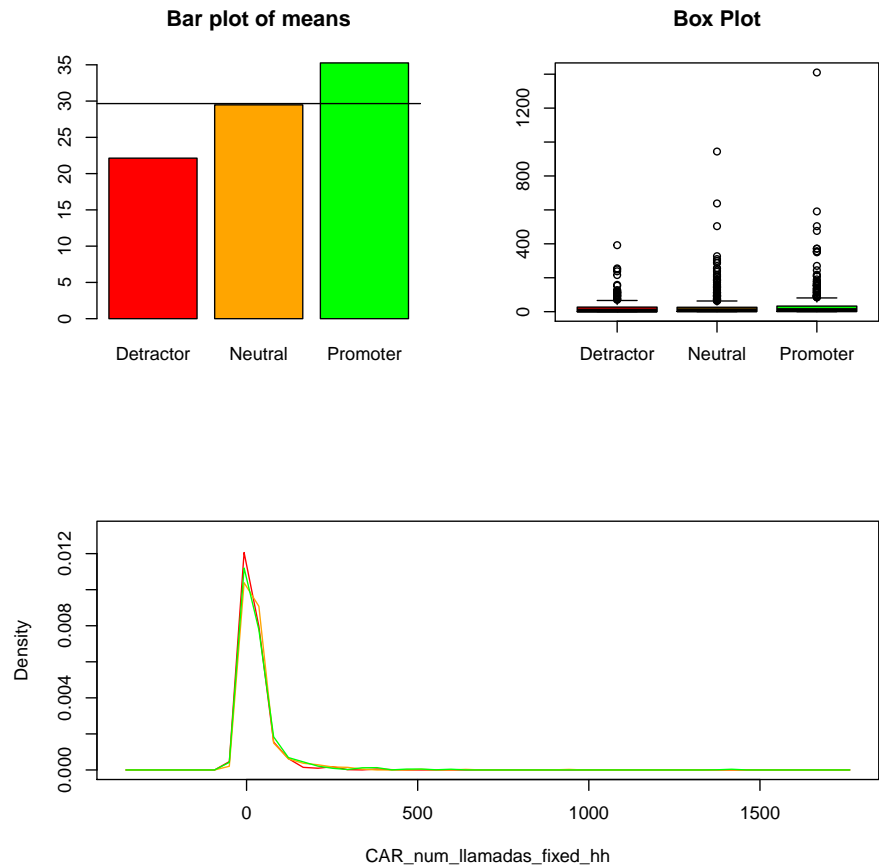
1.3.24 CAR\_num\_llamadas\_fixed\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.20	0.01	0.08	0.08

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	6.00	22.13	27.00	392.00	3.00
Neutral	0.00	1.00	8.00	29.48	26.00	944.00	6.00
Promoter	0.00	1.00	9.00	35.26	33.00	1410.00	3.00



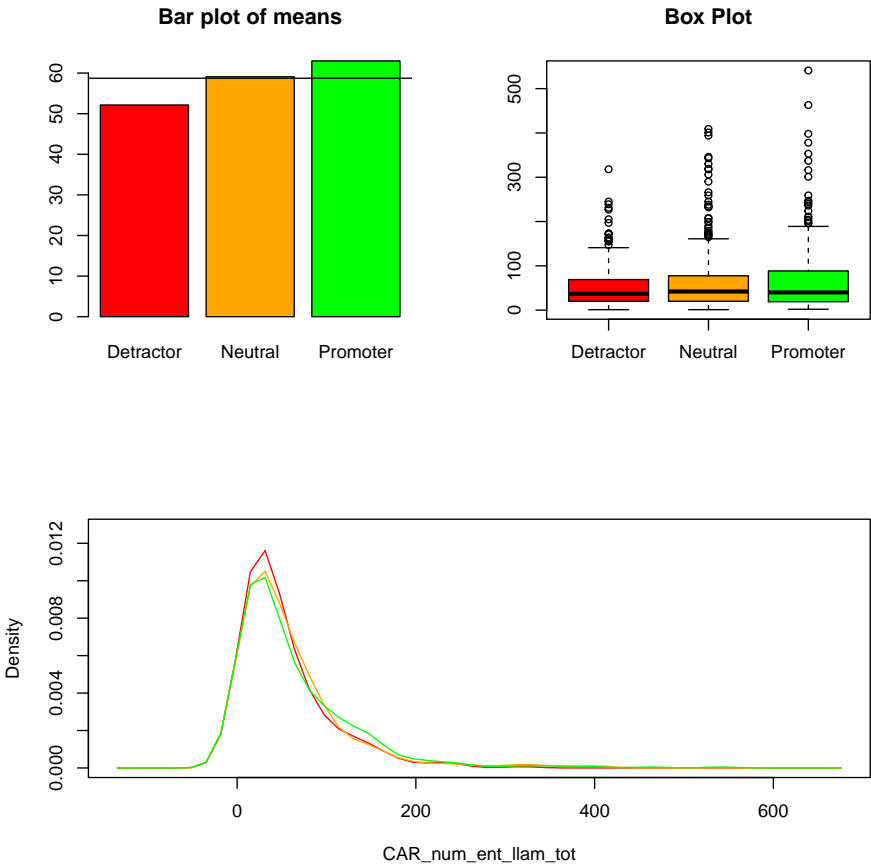
1.3.25 CAR\_num\_ent\_llam\_tot

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.01	0.21	0.21

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	20.00	37.00	52.13	69.00	318.00	3.00
Neutral	1.00	20.00	42.00	59.09	77.25	409.00	8.00
Promoter	2.00	19.00	40.00	62.99	88.50	541.00	5.00



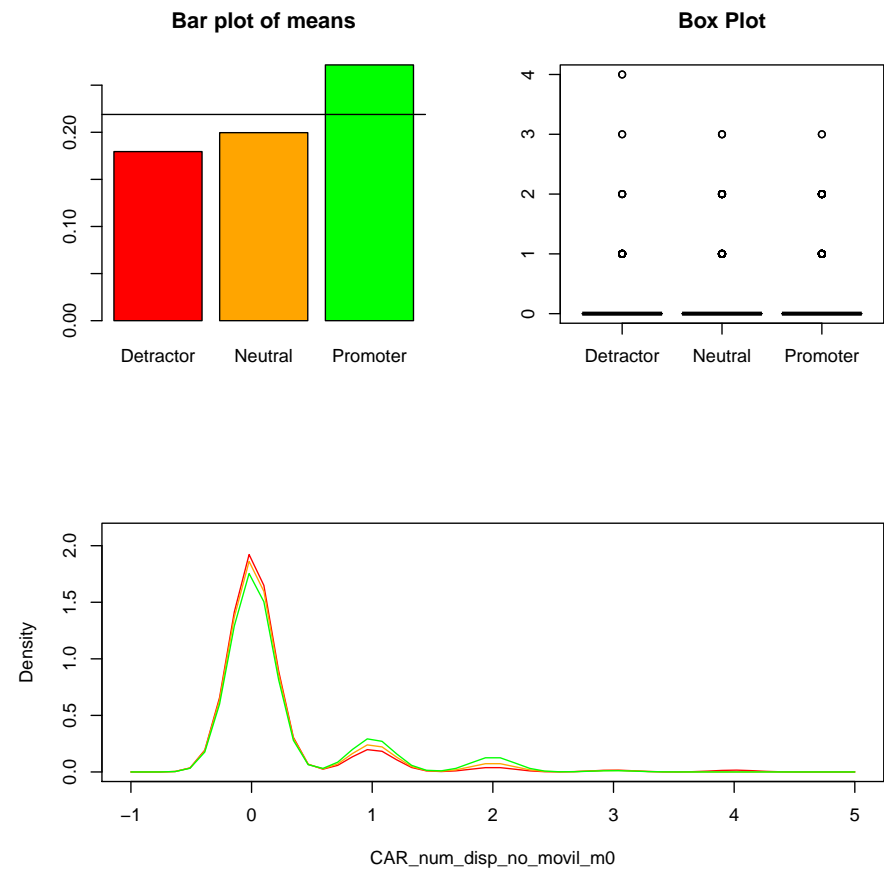
1.3.26 CAR\_num\_disp\_no\_movil\_m0

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.05	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.18	0.00	4.00	51.00
Neutral	0.00	0.00	0.00	0.20	0.00	3.00	90.00
Promoter	0.00	0.00	0.00	0.27	0.00	3.00	69.00



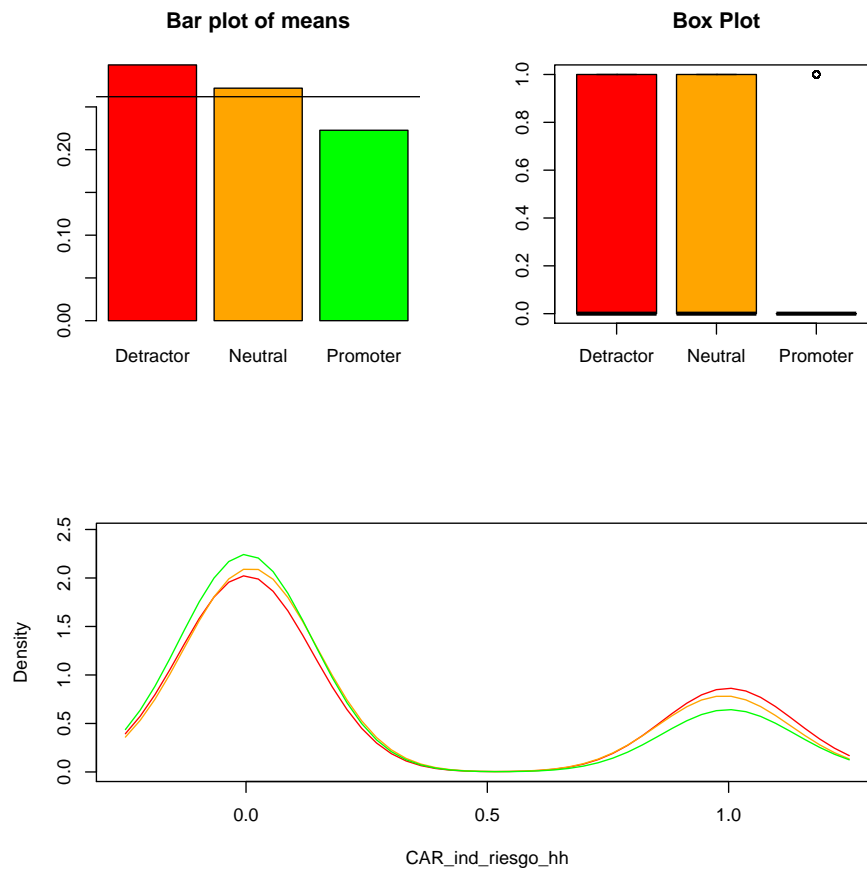
### 1.3.27 CAR\_ind\_riesgo\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.02	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.30	1.00	1.00	3.00
Neutral	0.00	0.00	0.00	0.27	1.00	1.00	6.00
Promoter	0.00	0.00	0.00	0.22	0.00	1.00	3.00



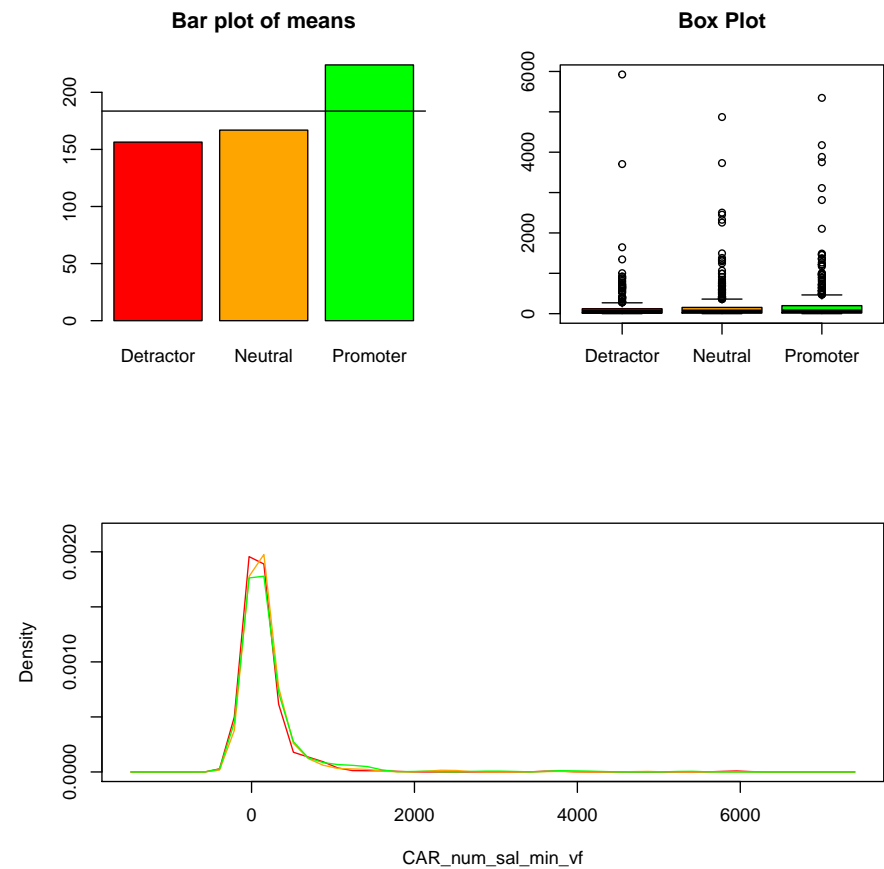
1.3.28 CAR\_num\_sal\_min\_vf

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.07	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	17.00	44.00	156.40	120.50	5925.00	29.00
Neutral	0.00	17.25	53.00	166.90	155.00	4871.00	38.00
Promoter	0.00	19.00	55.00	224.00	199.00	5346.00	31.00



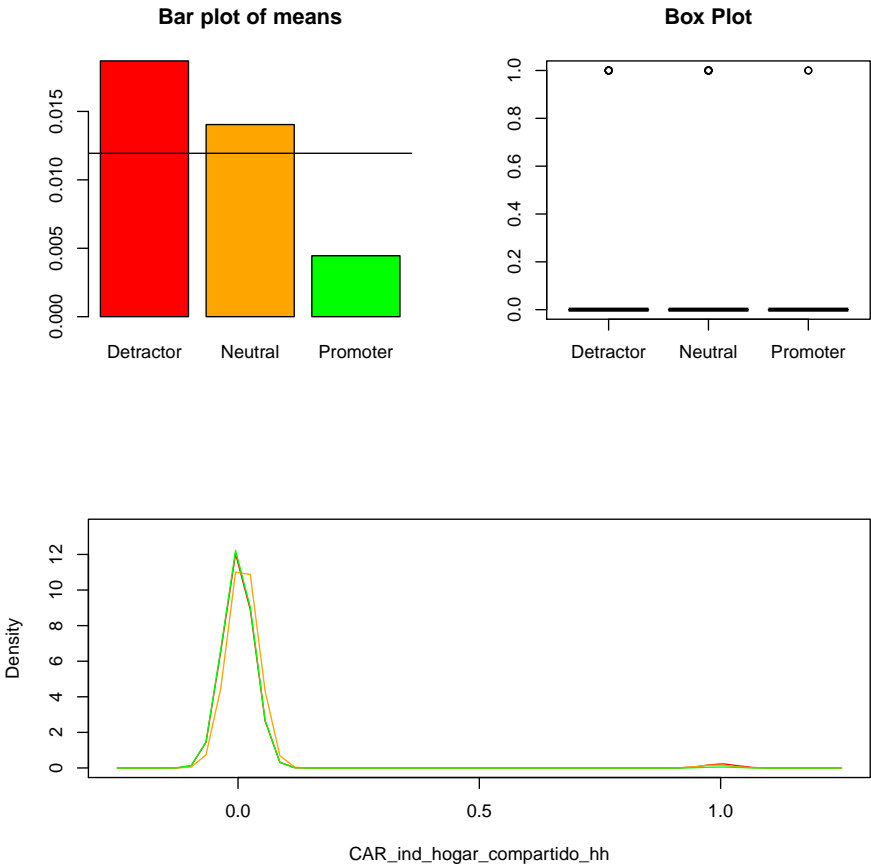
1.3.29 CAR\_ind\_hogar\_compartido\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.08	0.06	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.02	0.00	1.00	3.00
Neutral	0.00	0.00	0.00	0.01	0.00	1.00	6.00
Promoter	0.00	0.00	0.00	0.00	0.00	1.00	3.00



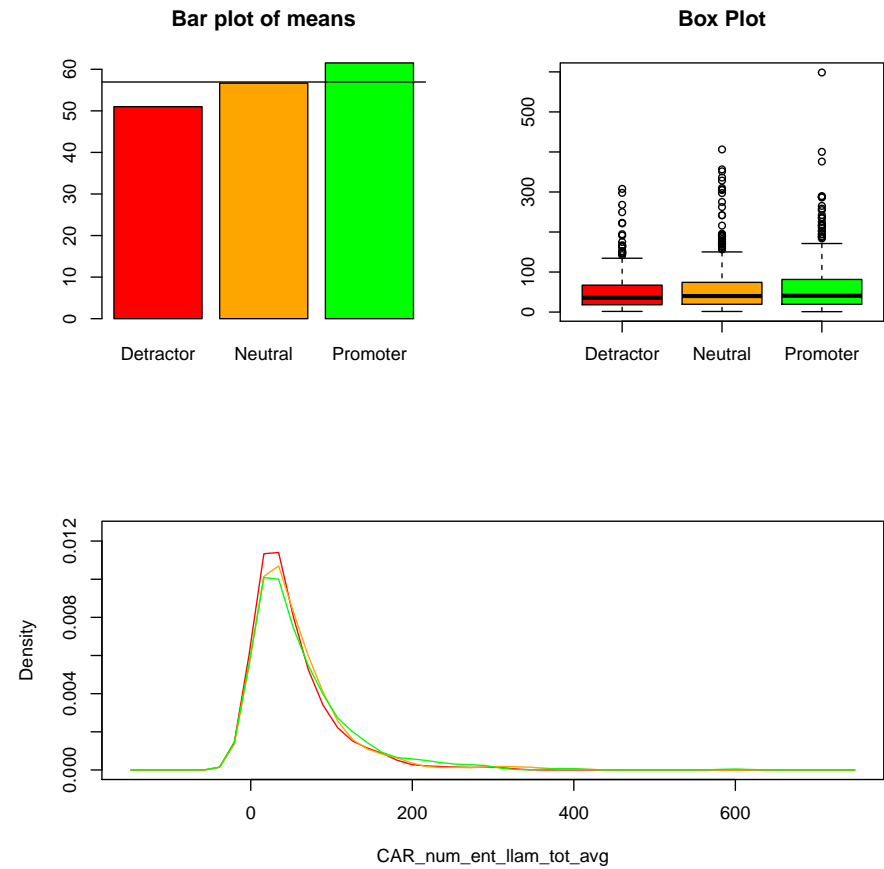
1.3.30 CAR\_num\_ent\_llam\_tot\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.13	0.01	0.07	0.07

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.67	18.25	35.75	51.01	67.25	307.80	3.00
Neutral	1.50	19.50	40.00	56.66	74.19	406.20	6.00
Promoter	1.00	19.50	40.75	61.53	81.50	598.50	3.00



### 1.3.31 CAR\_num\_serv\_particulares\_hh

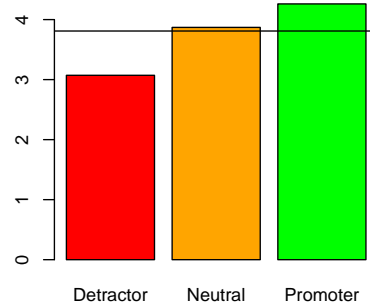
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.01	0.04	0.04

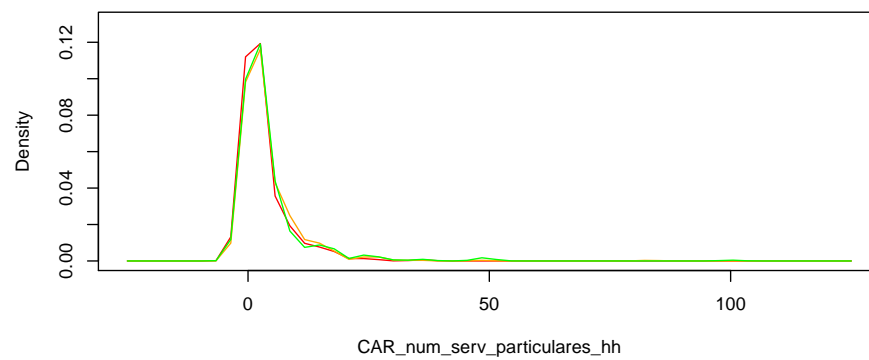
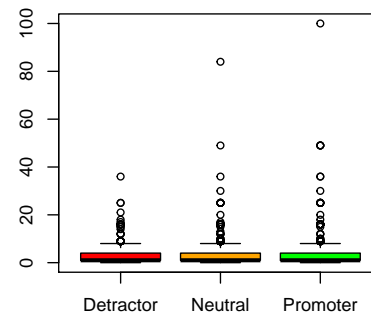
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.00	3.07	4.00	36.00	3.00
Neutral	0.00	1.00	1.00	3.87	4.00	84.00	6.00
Promoter	0.00	1.00	1.00	4.26	4.00	100.00	3.00

Bar plot of means



Box Plot





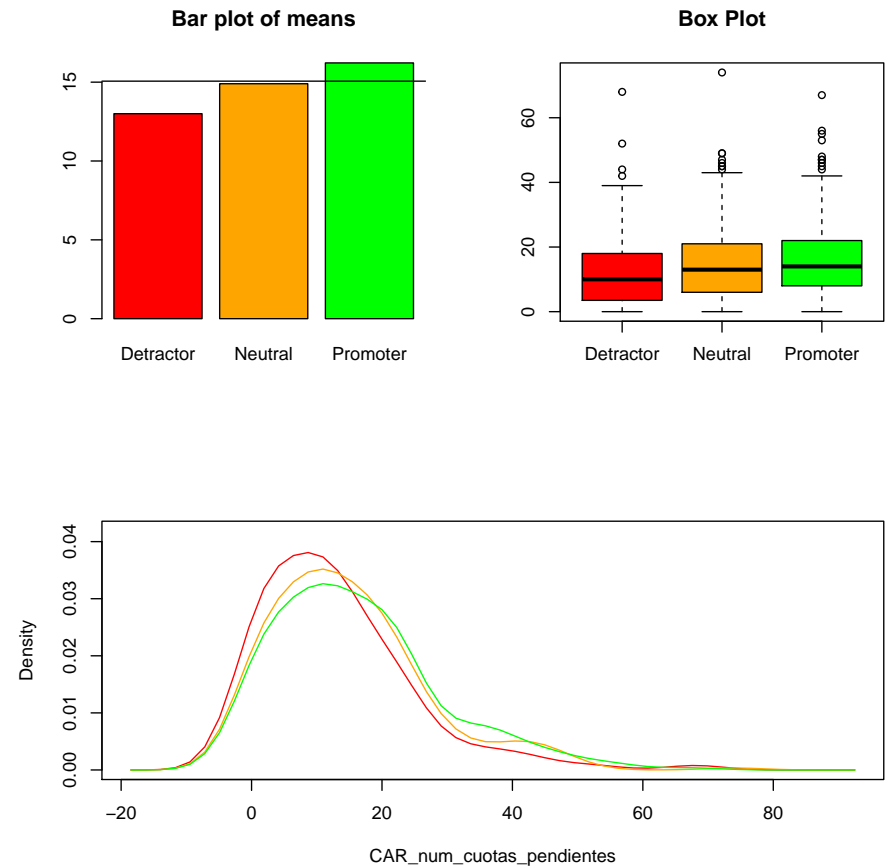
1.3.32 CAR\_num\_cuotas\_pendientes

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.02	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	3.50	10.00	13.00	18.00	68.00	209.00
Neutral	0.00	6.00	13.00	14.90	20.75	74.00	314.00
Promoter	0.00	8.00	14.00	16.22	22.00	67.00	210.00



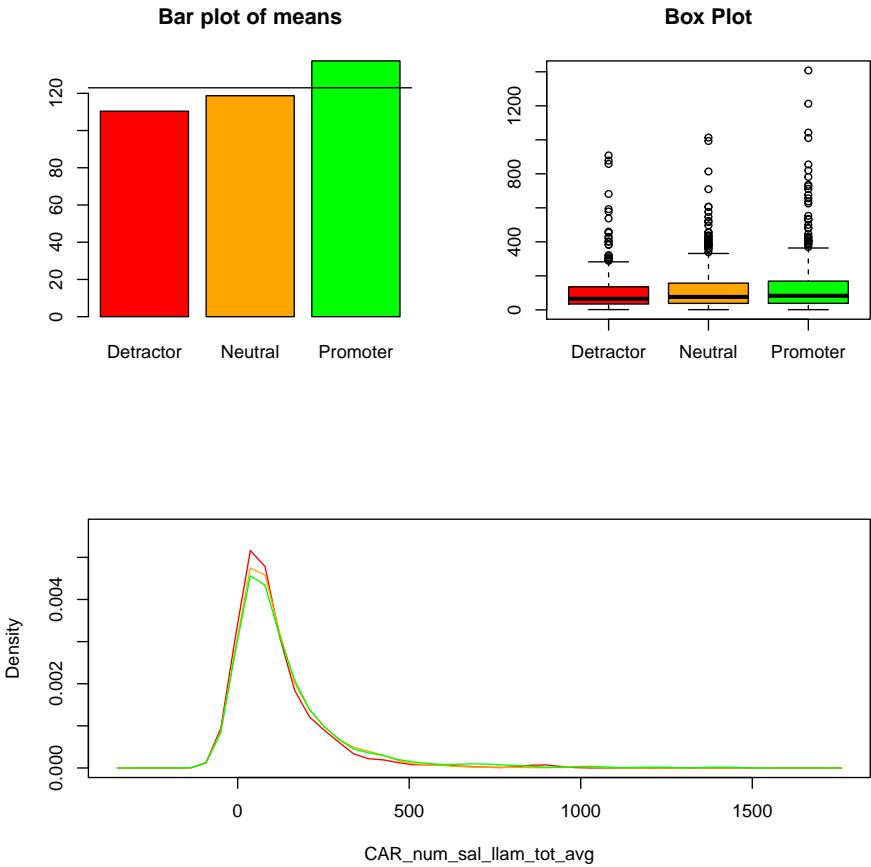
1.3.33 CAR\_num\_sal\_llam\_tot\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.06	0.01	0.05	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.50	34.25	65.00	110.40	135.20	908.20	3.00
Neutral	1.00	38.00	75.88	118.70	156.90	1013.00	6.00
Promoter	1.00	38.25	82.75	137.40	169.00	1408.00	3.00



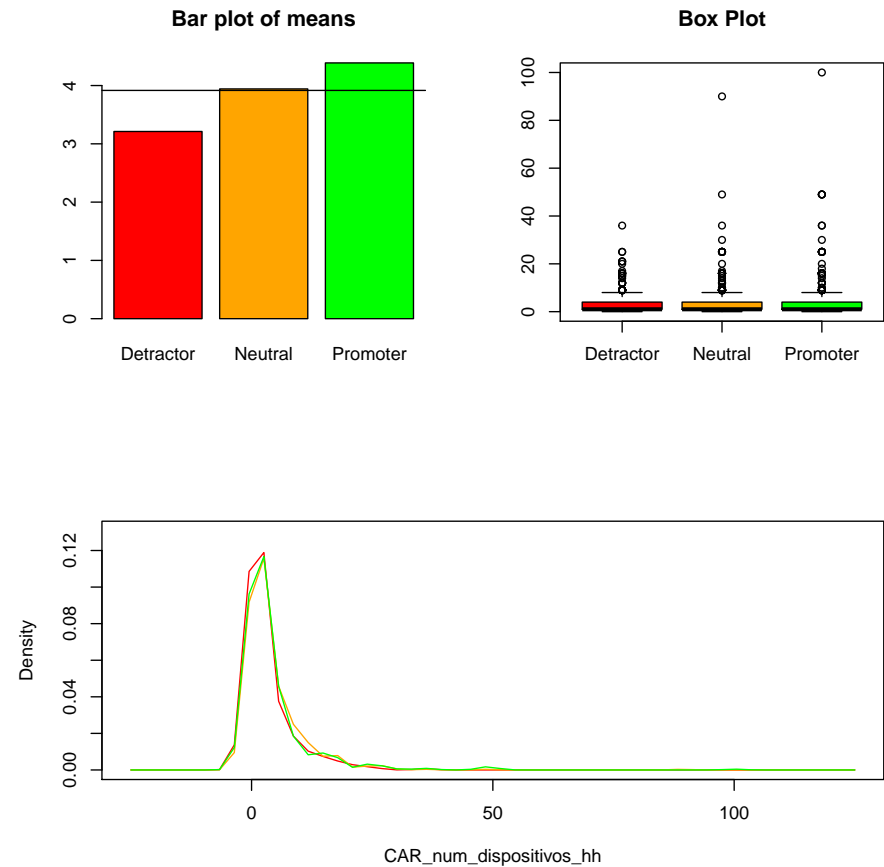
1.3.34 CAR\_num\_dispositivos\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.08	0.01	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.00	3.21	4.00	36.00	3.00
Neutral	0.00	1.00	1.00	3.94	4.00	90.00	6.00
Promoter	0.00	1.00	1.00	4.39	4.00	100.00	3.00



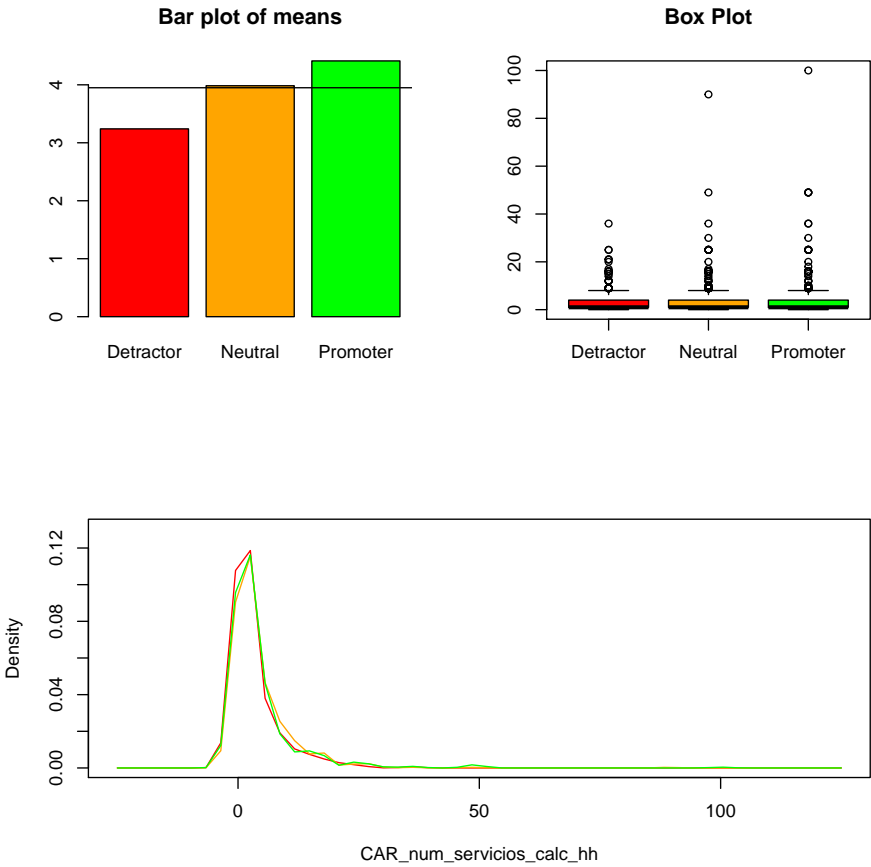
1.3.35 CAR\_num\_servicios\_calc\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.08	0.01	0.05	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.00	3.24	4.00	36.00	3.00
Neutral	0.00	1.00	1.00	3.98	4.00	90.00	6.00
Promoter	0.00	1.00	1.00	4.41	4.00	100.00	3.00



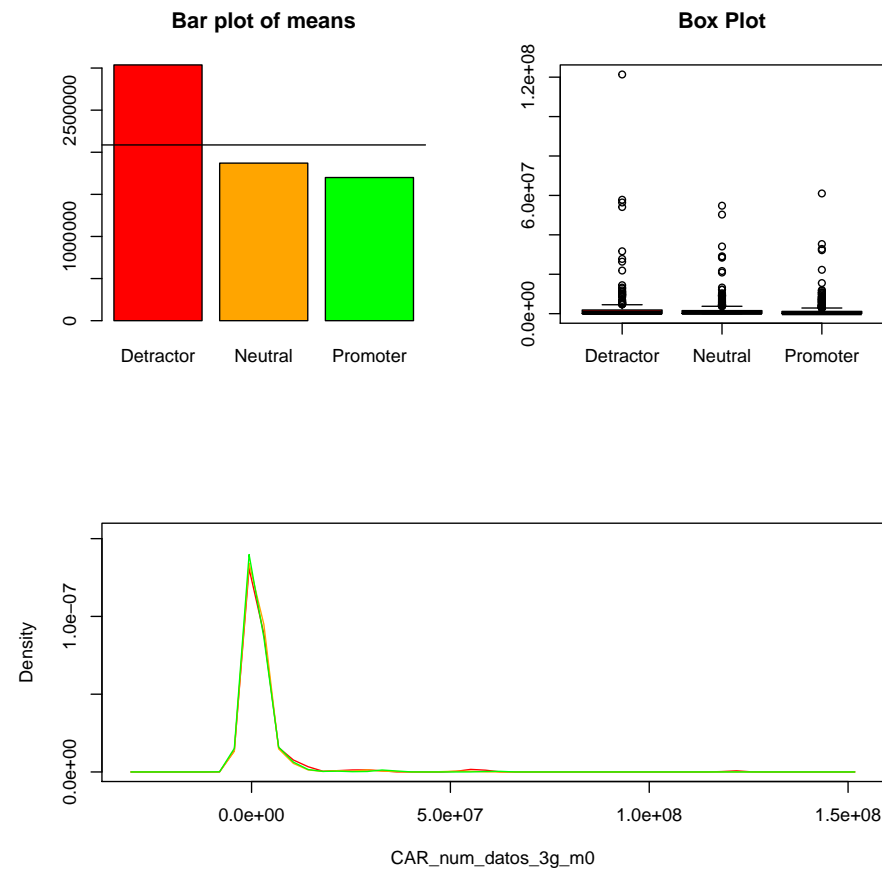
1.3.36 CAR\_num\_datos\_3g\_m0

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.14	0.07	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	70030.00	371600.00	3037000.00	1856000.00	121400000.00	80.00
Neutral	0.00	90230.00	420600.00	1871000.00	1561000.00	54780000.00	151.00
Promoter	0.00	27600.00	207500.00	1700000.00	1162000.00	61000000.00	90.00



### 1.3.37 CAR\_num\_serv\_contrato\_hh

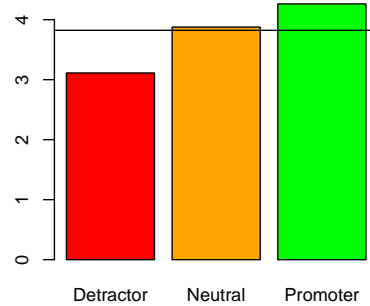
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.02	0.05	0.05

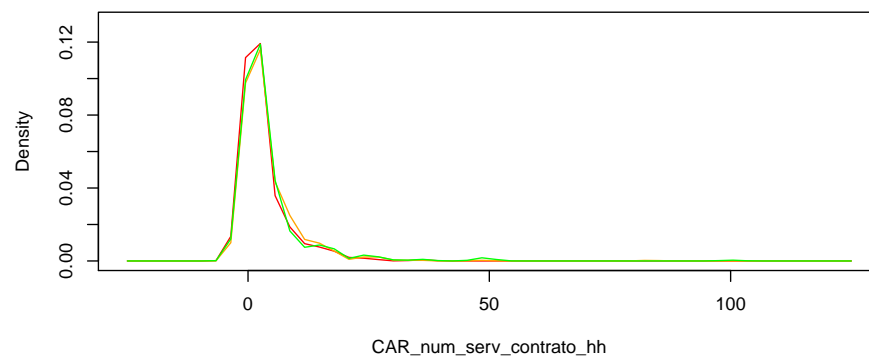
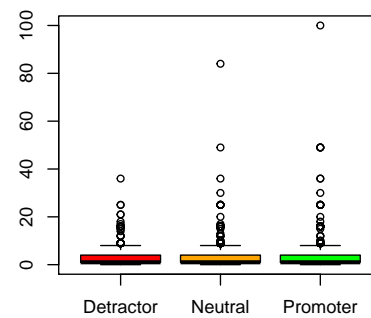
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.00	3.11	4.00	36.00	3.00
Neutral	0.00	1.00	1.00	3.88	4.00	84.00	6.00
Promoter	0.00	1.00	1.00	4.26	4.00	100.00	3.00

Bar plot of means



Box Plot



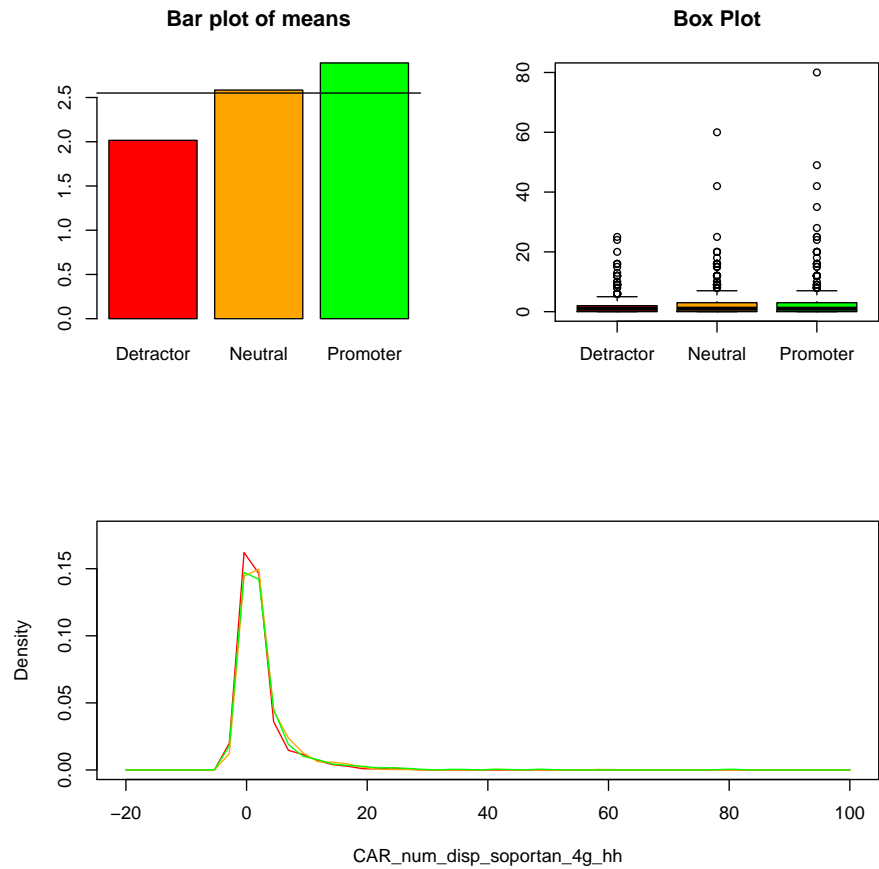
1.3.38 CAR\_num\_disp\_soortan\_4g\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.09	0.02	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	1.00	2.02	2.00	25.00	3.00
Neutral	0.00	0.00	1.00	2.58	3.00	60.00	6.00
Promoter	0.00	0.00	1.00	2.89	3.00	80.00	3.00



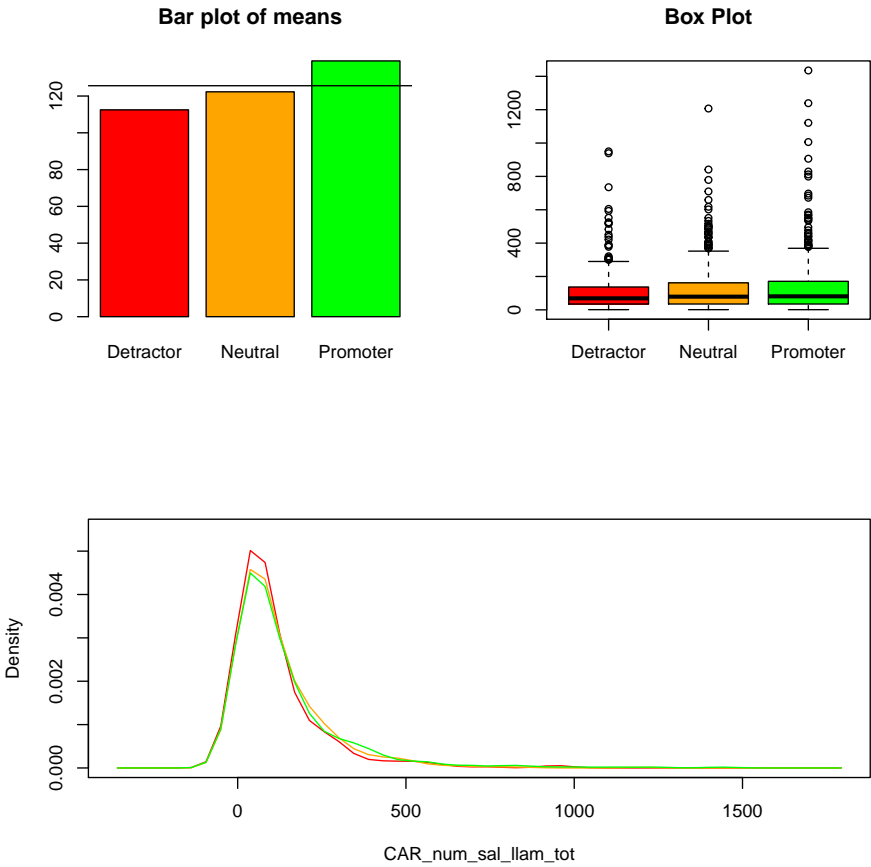
1.3.39 CAR\_num\_sal\_llam\_tot

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.08	0.02	0.10	0.09

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	35.25	69.00	112.50	137.00	950.00	10.00
Neutral	1.00	35.00	79.00	122.30	162.00	1207.00	11.00
Promoter	1.00	35.00	81.00	139.10	170.80	1435.00	6.00





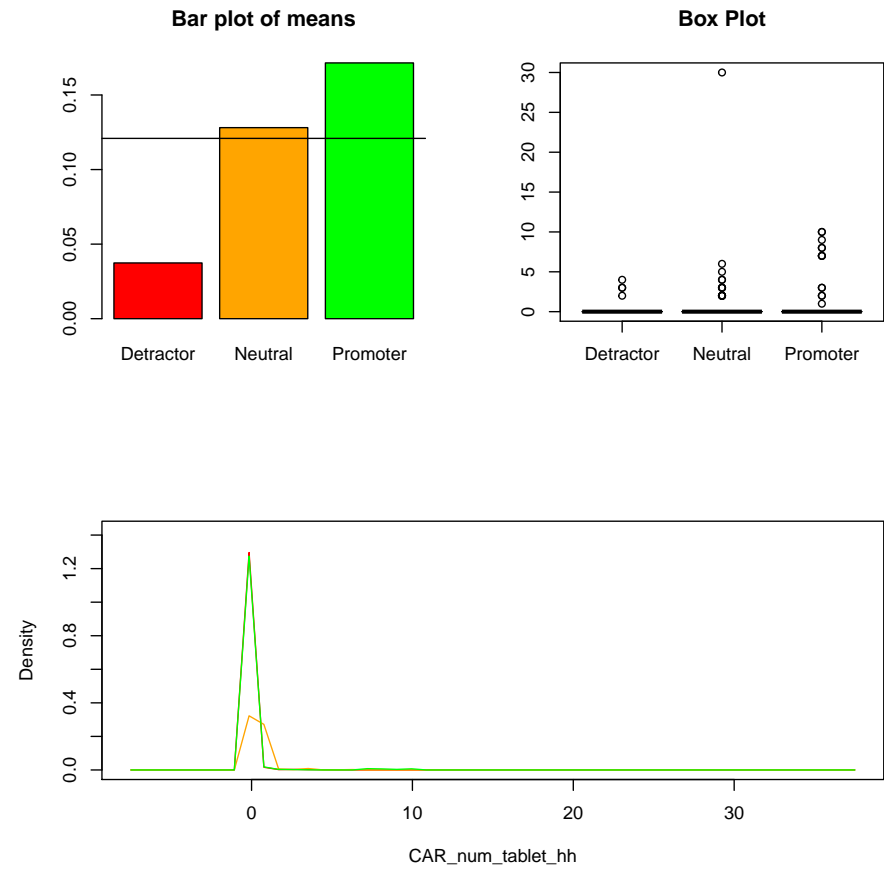
1.3.40 CAR\_num\_tablet\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.11	0.02	0.12	0.12

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.04	0.00	4.00	3.00
Neutral	0.00	0.00	0.00	0.13	0.00	30.00	6.00
Promoter	0.00	0.00	0.00	0.17	0.00	10.00	3.00



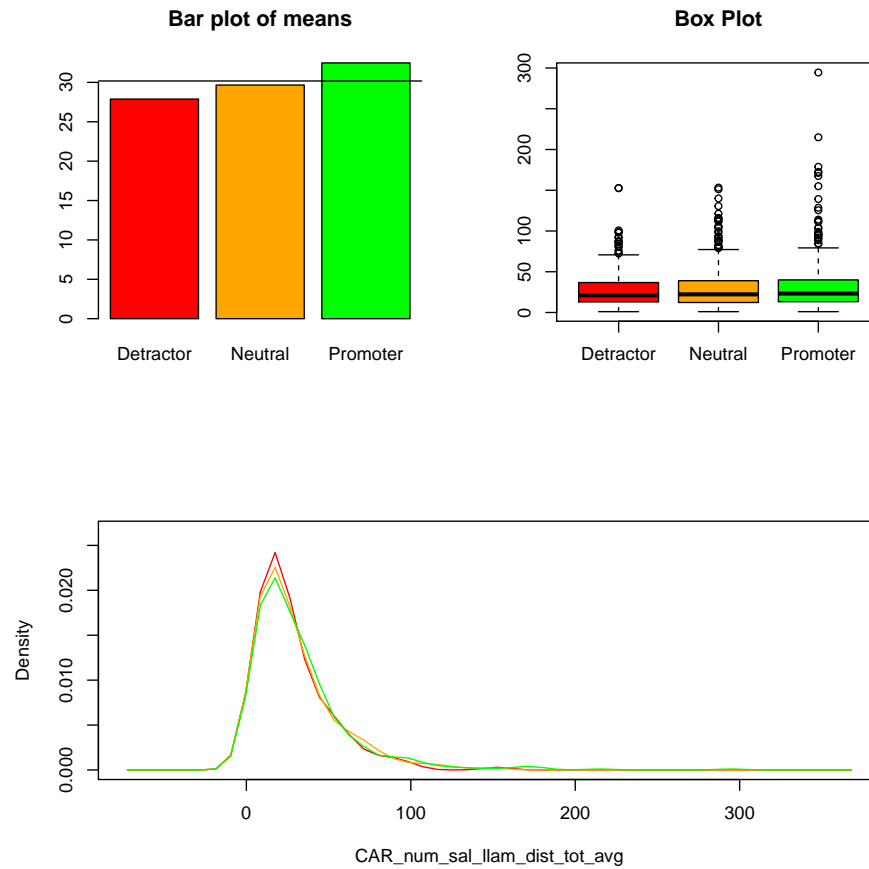
### 1.3.41 CAR\_num\_sal\_llam\_dist\_tot\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.14	0.02	0.14	0.14

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	13.00	21.00	27.88	36.75	152.80	3.00
Neutral	1.00	12.25	22.25	29.66	38.81	153.20	6.00
Promoter	1.00	13.25	23.25	32.47	40.00	294.50	3.00



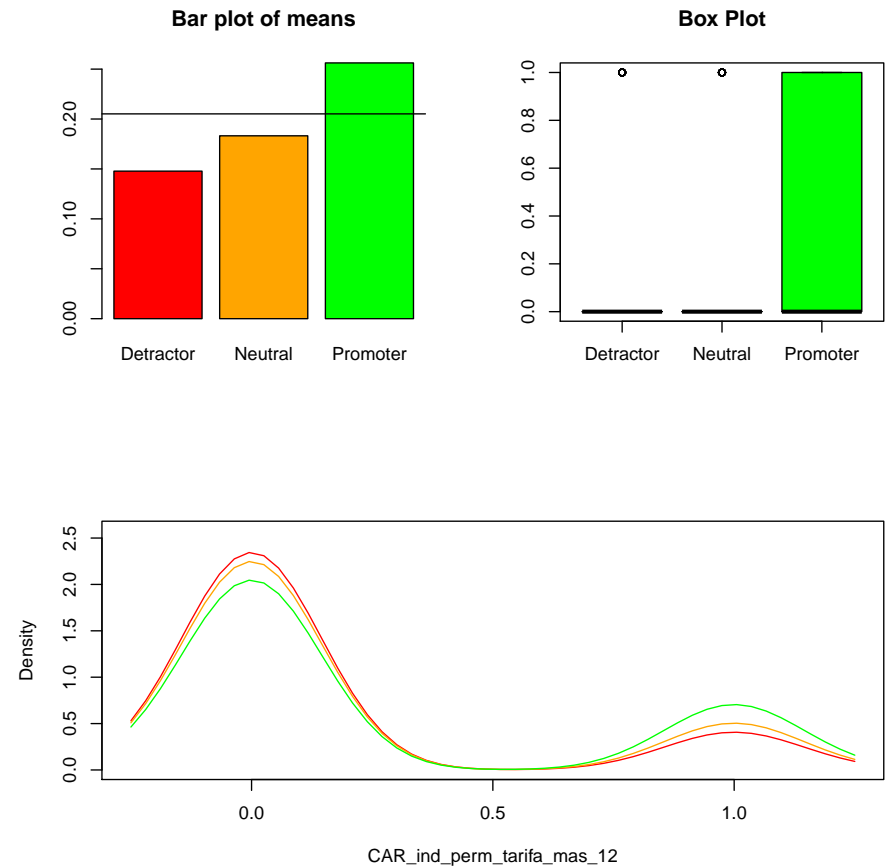
1.3.42 CAR\_ind\_perm\_tarifa\_mas\_12

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.02	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.15	0.00	1.00	209.00
Neutral	0.00	0.00	0.00	0.18	0.00	1.00	314.00
Promoter	0.00	0.00	0.00	0.26	1.00	1.00	210.00



### 1.3.43 CAR\_ind\_huella\_vdf\_hh

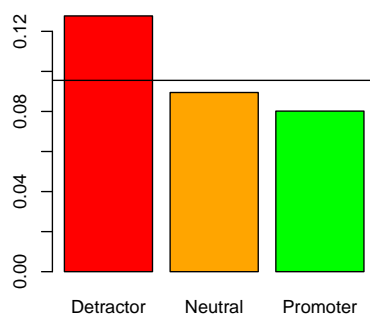
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.04	0.03	0.03

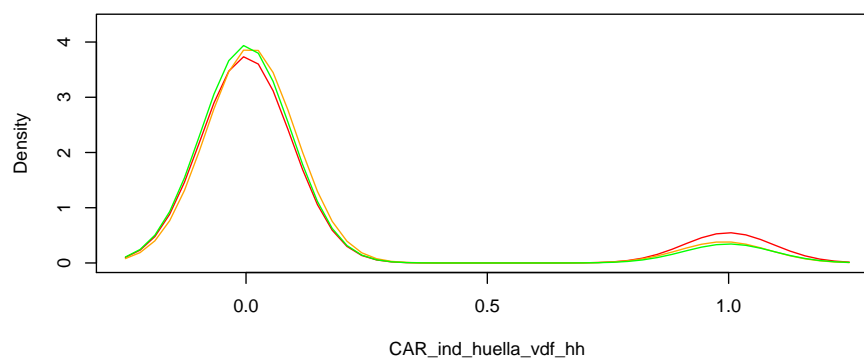
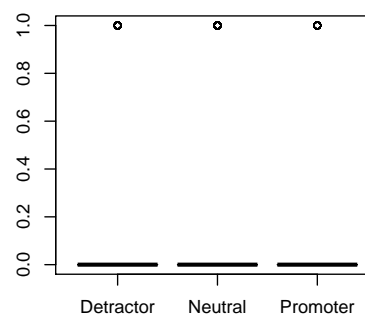
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.13	0.00	1.00	3.00
Neutral	0.00	0.00	0.00	0.09	0.00	1.00	6.00
Promoter	0.00	0.00	0.00	0.08	0.00	1.00	3.00

Bar plot of means



Box Plot



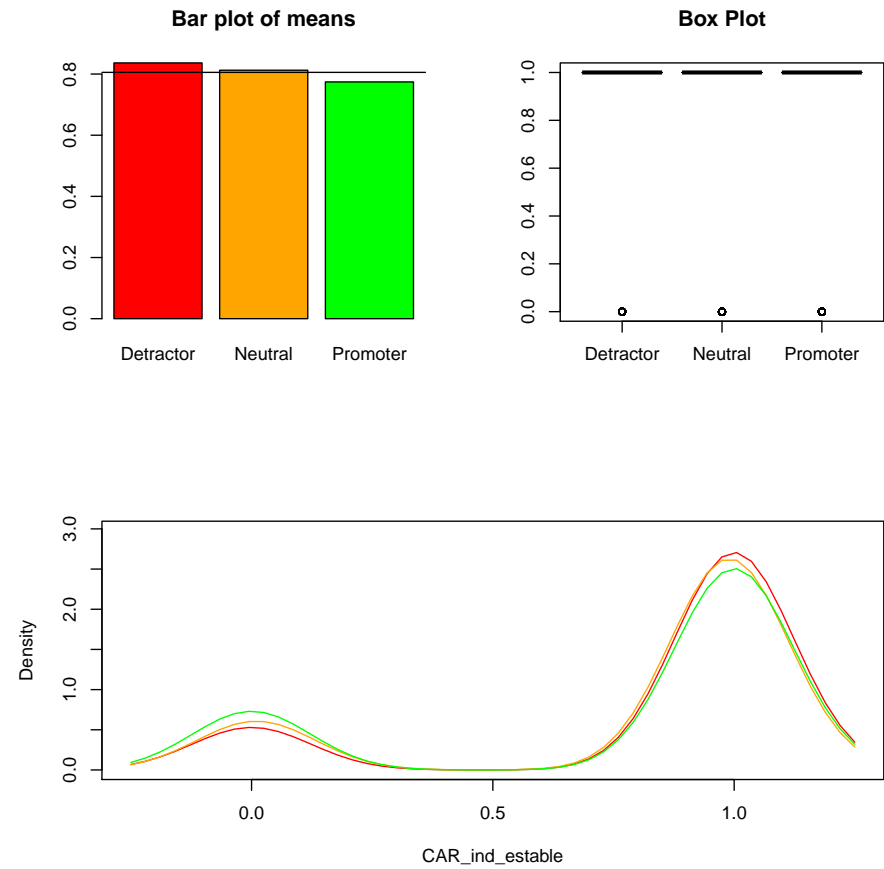
1.3.44 CAR\_ind\_estable

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.03	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	1.00	1.00	0.84	1.00	1.00
Neutral	0.00	1.00	1.00	0.81	1.00	1.00
Promoter	0.00	1.00	1.00	0.77	1.00	1.00



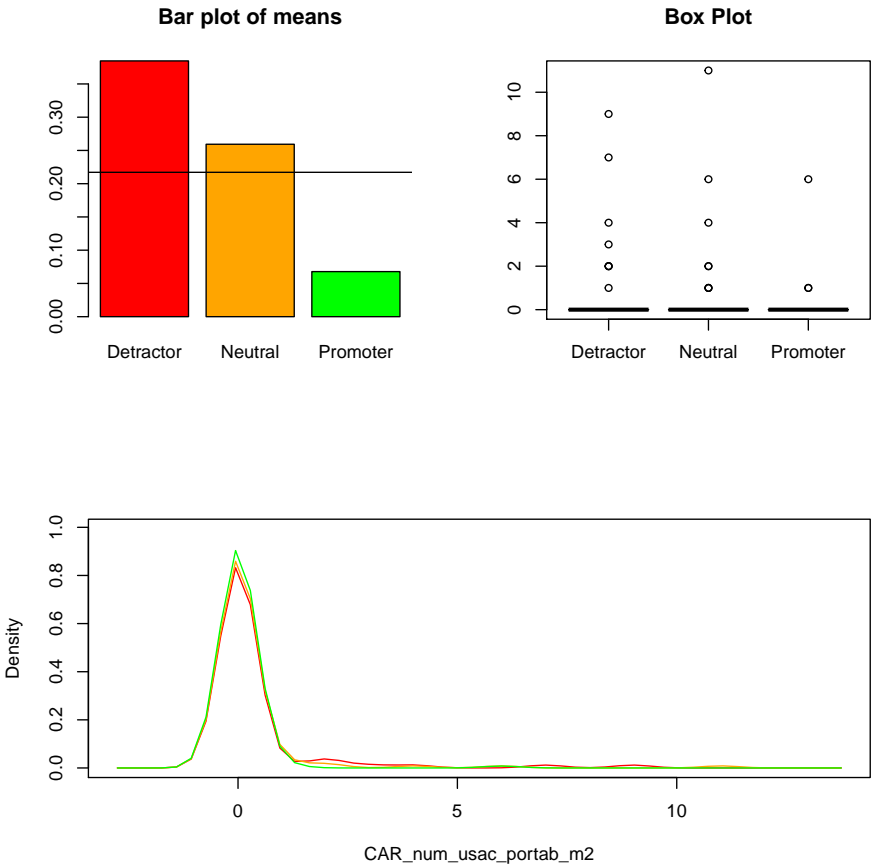
1.3.45 CAR\_num\_usac\_portab\_m2

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.06	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.38	0.00	9.00	246.00
Neutral	0.00	0.00	0.00	0.26	0.00	11.00	468.00
Promoter	0.00	0.00	0.00	0.07	0.00	6.00	334.00



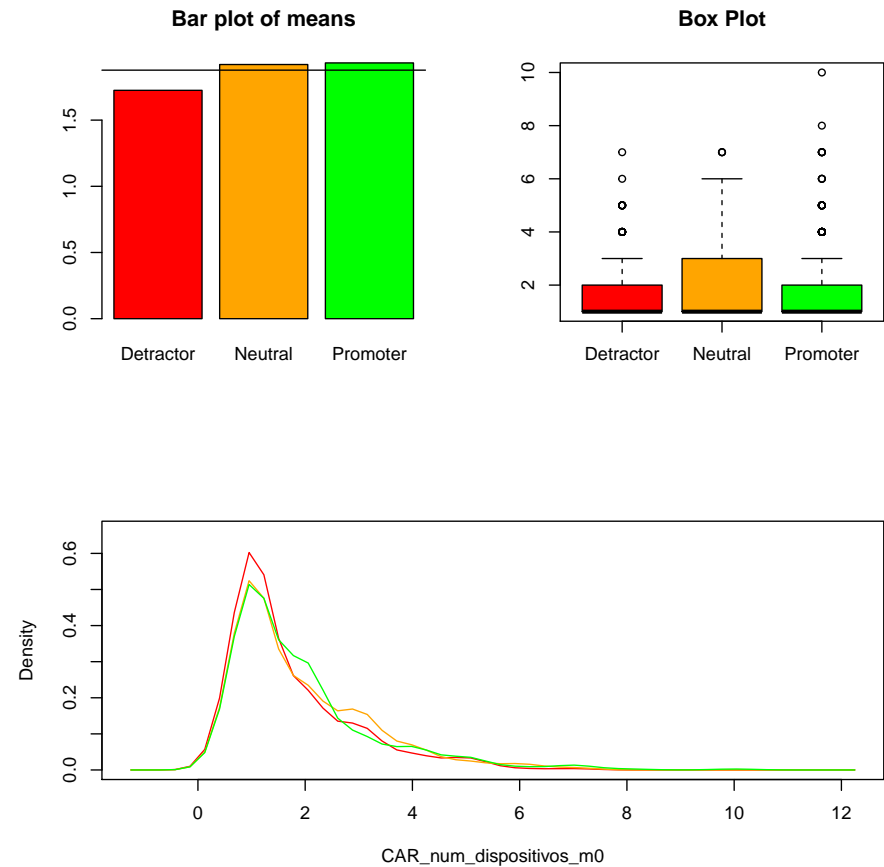
1.3.46 CAR\_num\_dispositivos\_m0

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.03	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	1.00	1.00	1.73	2.00	7.00	51.00
Neutral	1.00	1.00	1.00	1.92	3.00	7.00	90.00
Promoter	1.00	1.00	1.00	1.93	2.00	10.00	69.00



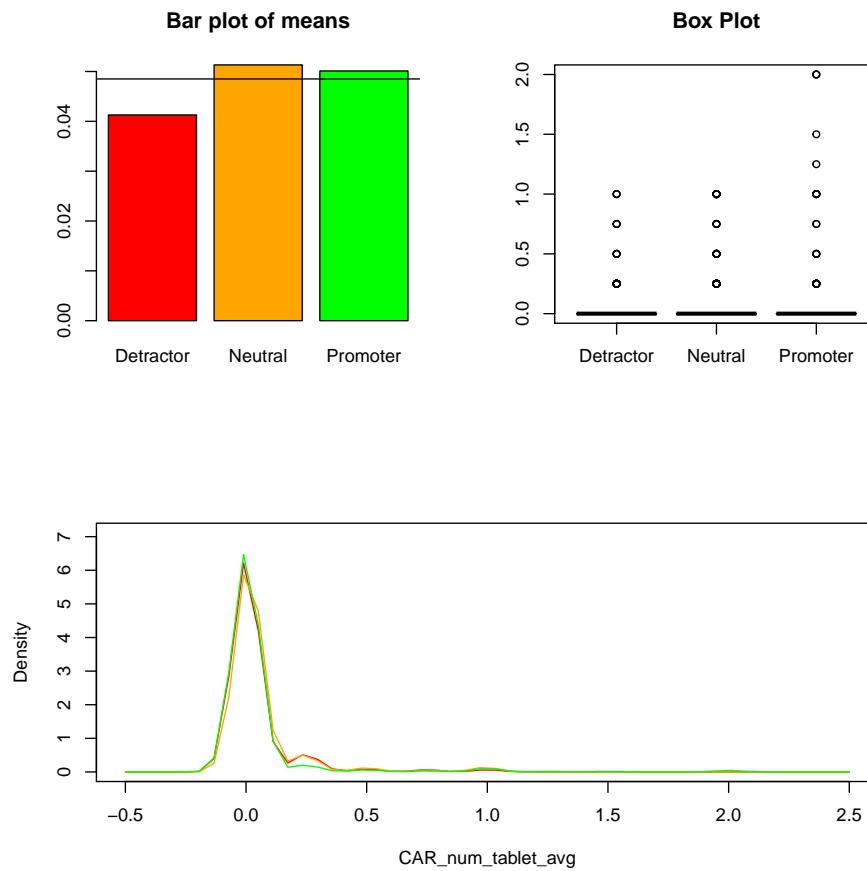
### 1.3.47 CAR\_num\_tablet\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.52	0.09	0.09

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.04	0.00	1.00	3.00
Neutral	0.00	0.00	0.00	0.05	0.00	1.00	6.00
Promoter	0.00	0.00	0.00	0.05	0.00	2.00	3.00





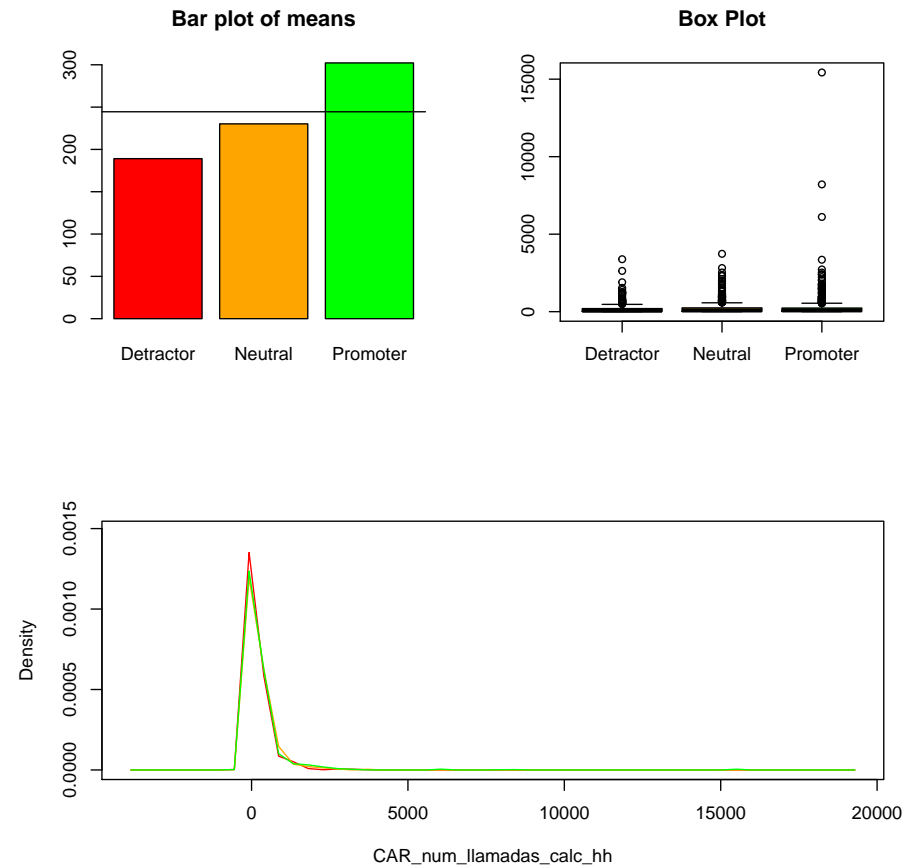
1.3.48 CAR\_num\_llamadas\_calc\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.15	0.02	0.05	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	17.00	65.00	189.10	200.00	3384.00	3.00
Neutral	0.00	21.00	80.00	230.20	245.50	3732.00	6.00
Promoter	0.00	26.00	83.00	302.20	234.00	15430.00	3.00



### 1.3.49 CAR\_num\_importe\_por\_pagar

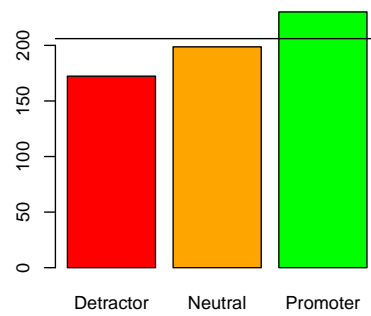
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.36	0.02	0.14	0.14

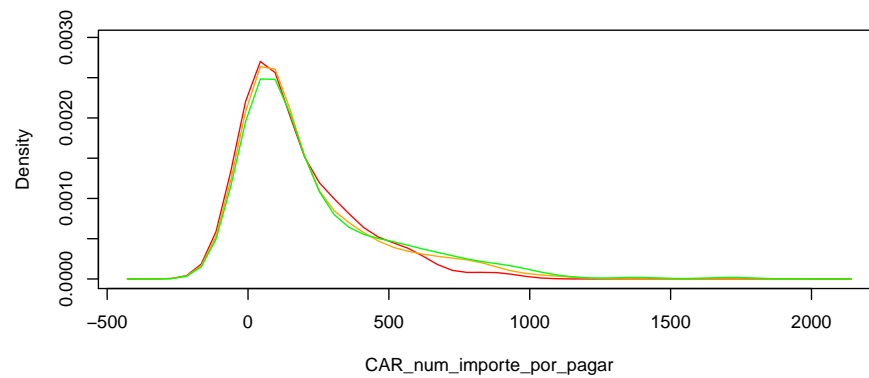
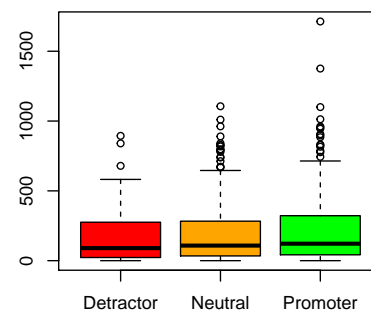
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	22.54	90.02	172.30	275.50	894.00	209.00
Neutral	0.00	34.34	108.00	198.70	283.00	1106.00	314.00
Promoter	0.00	42.04	121.50	230.10	320.80	1713.00	210.00

Bar plot of means



Box Plot



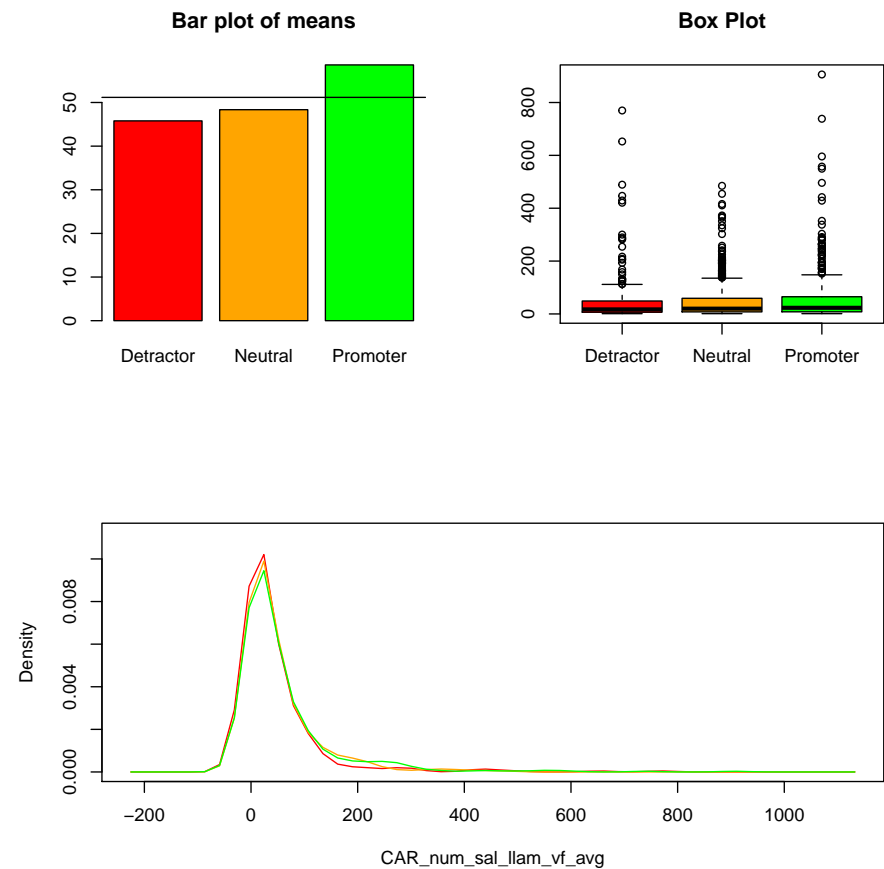
1.3.50 CAR\_num\_sal\_llam\_vf\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.05	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	6.75	17.25	45.79	49.00	769.80	3.00
Neutral	1.00	7.75	20.00	48.35	59.25	484.80	6.00
Promoter	1.00	8.00	23.25	58.61	65.00	906.00	3.00



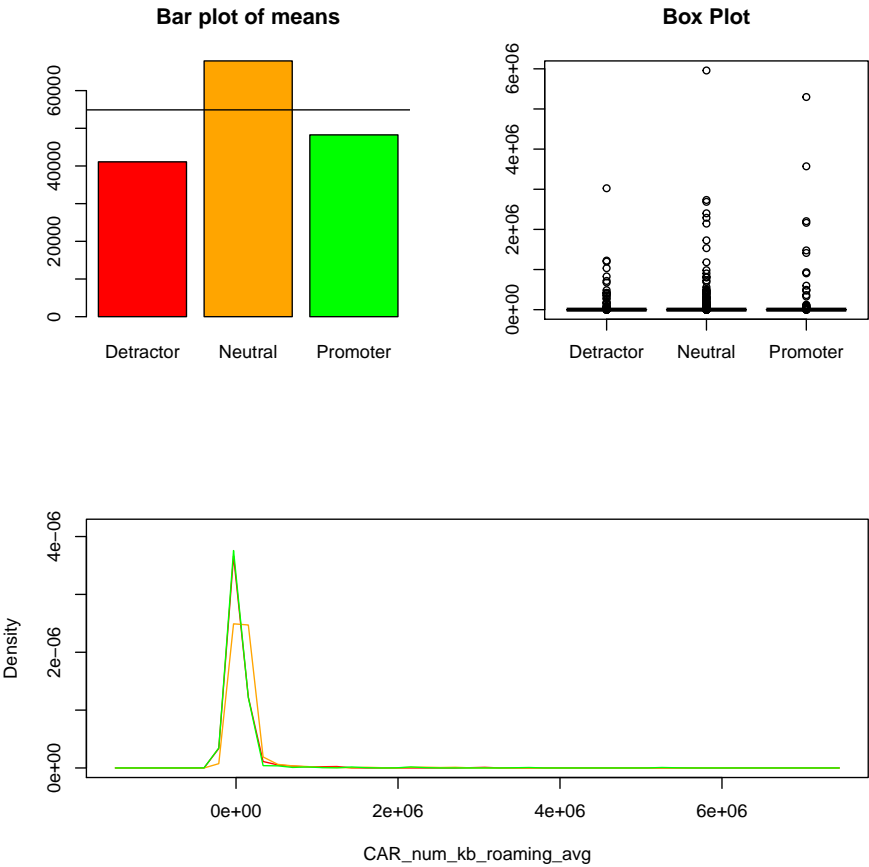
1.3.51 CAR\_num\_kb\_roaming\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.73	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	41100.00	0.00	3025000.00	3.00
Neutral	0.00	0.00	0.00	67880.00	0.00	5959000.00	6.00
Promoter	0.00	0.00	0.00	48250.00	0.00	5298000.00	3.00



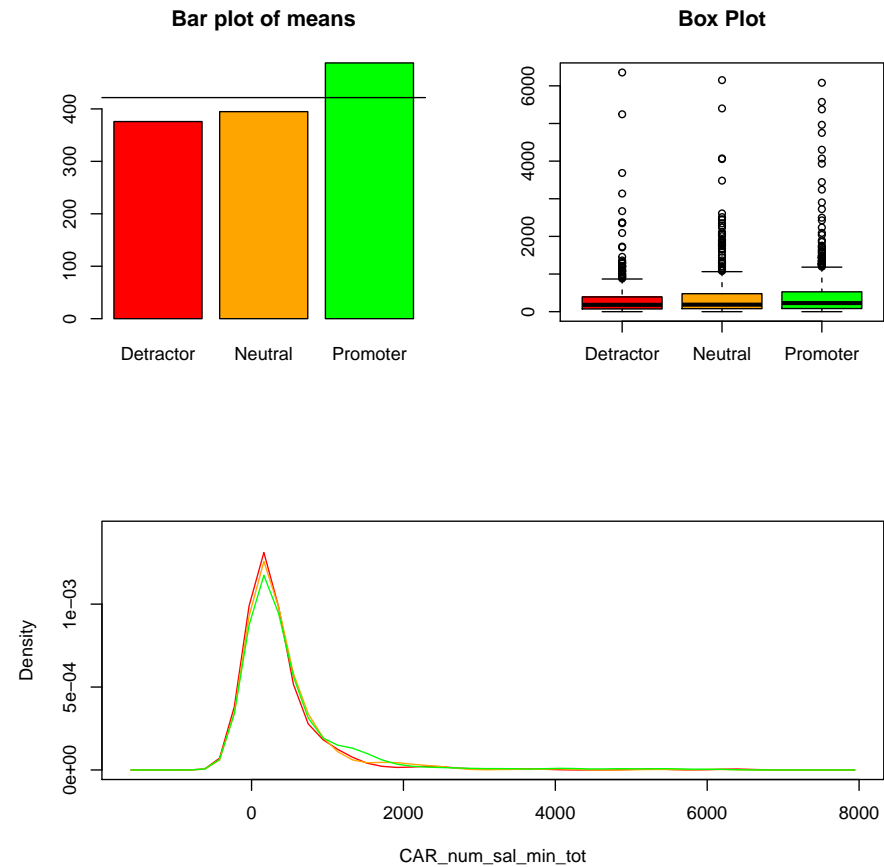
1.3.52 CAR\_num\_sal\_min\_tot

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.03	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	72.00	182.00	375.90	389.20	6355.00	10.00
Neutral	0.00	80.00	186.00	394.80	478.00	6152.00	11.00
Promoter	0.00	83.25	228.50	487.70	526.80	6081.00	6.00



### 1.3.53 CAR\_num\_sal\_min\_tot\_avg

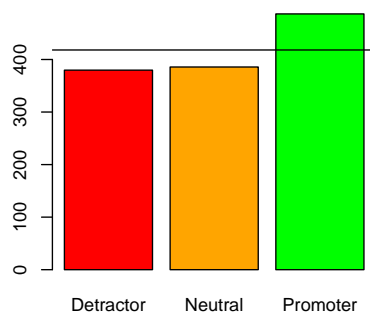
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.05	0.05	0.05

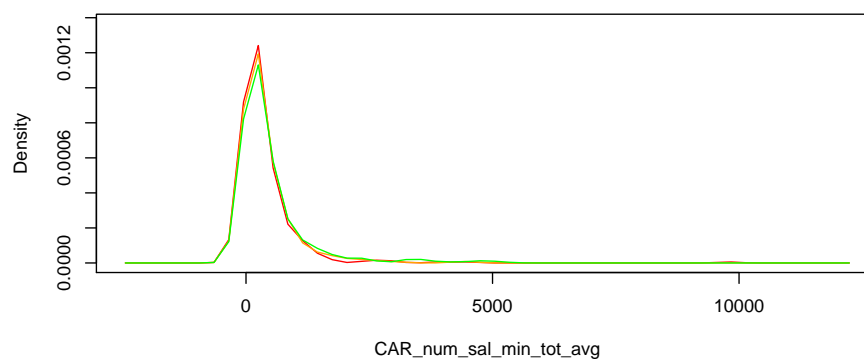
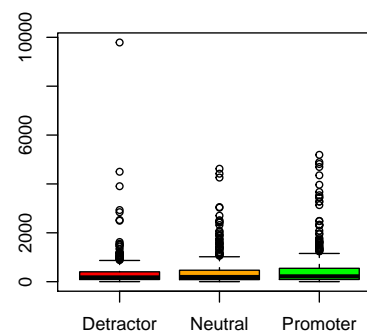
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.45	89.16	175.50	379.70	404.60	9788.00	3.00
Neutral	0.23	84.48	192.20	385.70	467.20	4622.00	6.00
Promoter	0.72	90.04	219.20	486.70	547.80	5191.00	3.00

Bar plot of means



Box Plot



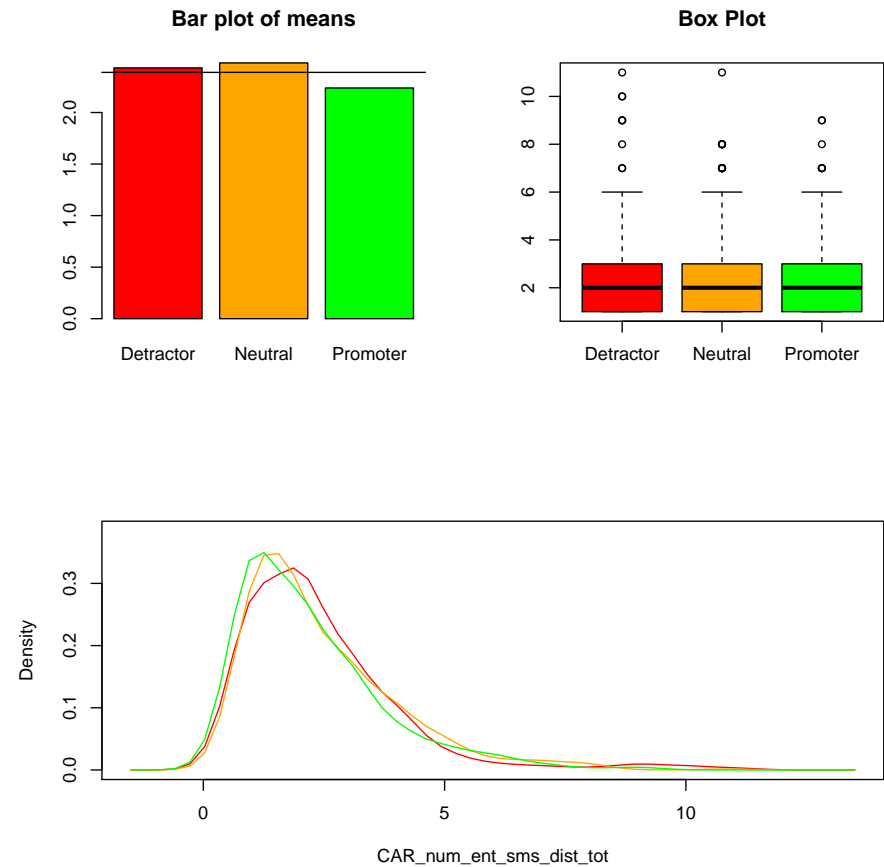
1.3.54 CAR\_num\_ent\_sms\_dist\_tot

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.11	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	1.00	2.00	2.43	3.00	11.00	40.00
Neutral	1.00	1.00	2.00	2.48	3.00	11.00	71.00
Promoter	1.00	1.00	2.00	2.24	3.00	9.00	62.00



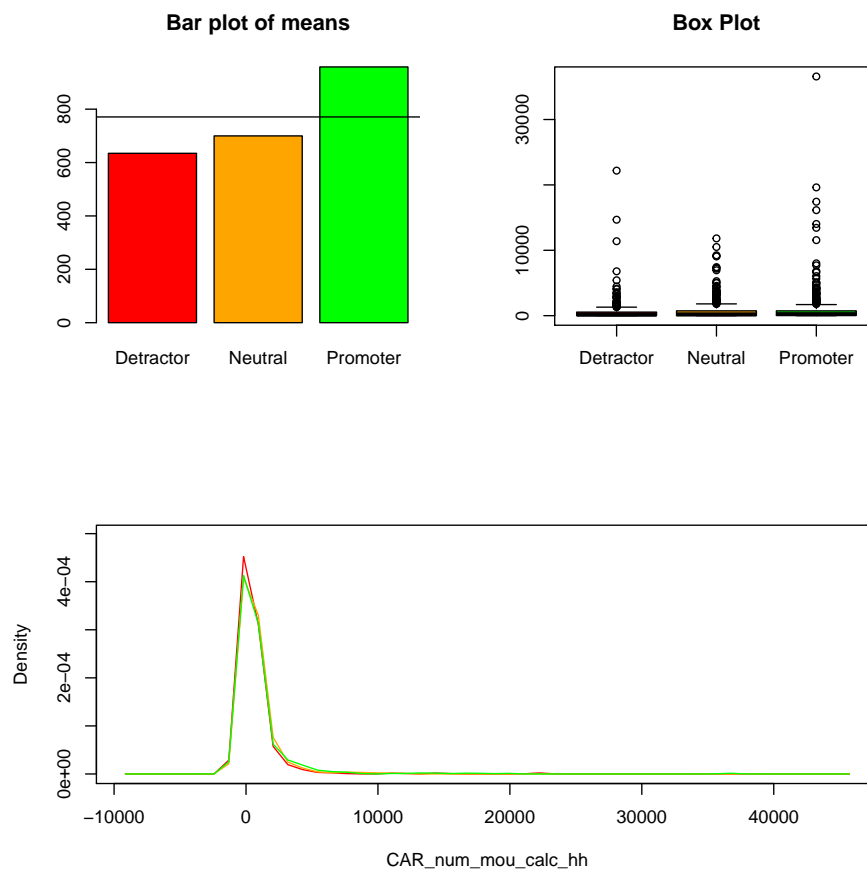
### 1.3.55 CAR\_num\_mou\_calc\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.05	0.04	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	29.00	155.00	634.60	546.00	22180.00	3.00
Neutral	0.00	27.50	195.00	699.90	739.50	11820.00	6.00
Promoter	0.00	48.00	228.00	958.30	738.00	36580.00	3.00





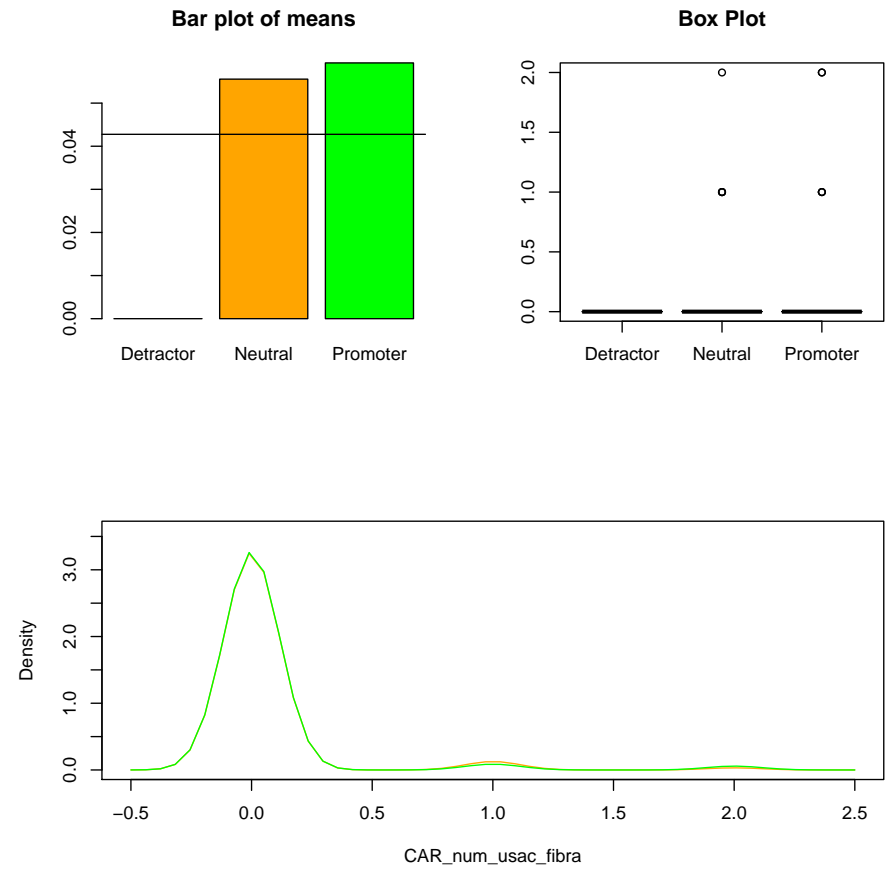
1.3.56 CAR\_num\_usac\_fibra

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.06	0.03	0.07	0.07

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.00	0.00	0.00	246.00
Neutral	0.00	0.00	0.00	0.06	0.00	2.00	468.00
Promoter	0.00	0.00	0.00	0.06	0.00	2.00	334.00



### 1.3.57 CAR\_num\_dispositivos\_movil\_hh

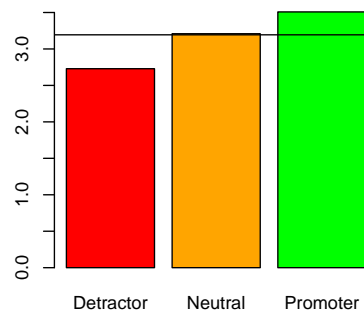
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.06	0.03	0.10	0.10

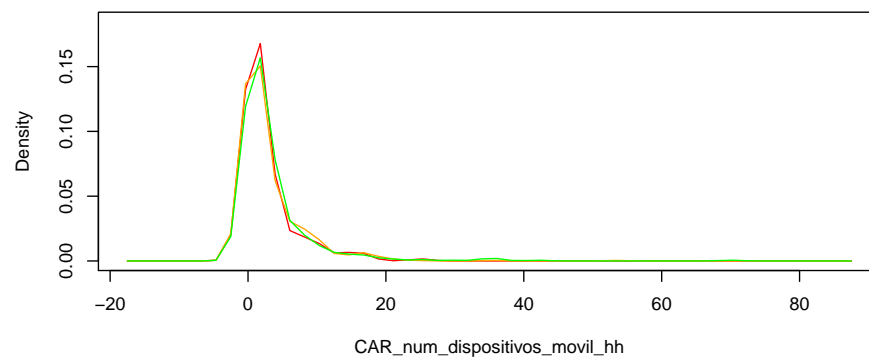
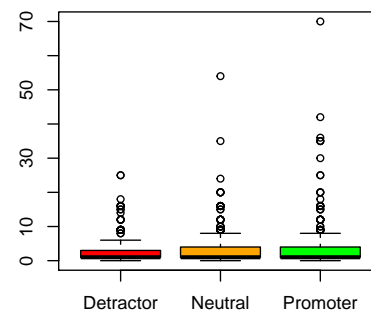
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.00	2.73	3.00	25.00	3.00
Neutral	0.00	1.00	1.00	3.21	4.00	54.00	6.00
Promoter	0.00	1.00	1.00	3.51	4.00	70.00	3.00

Bar plot of means



Box Plot



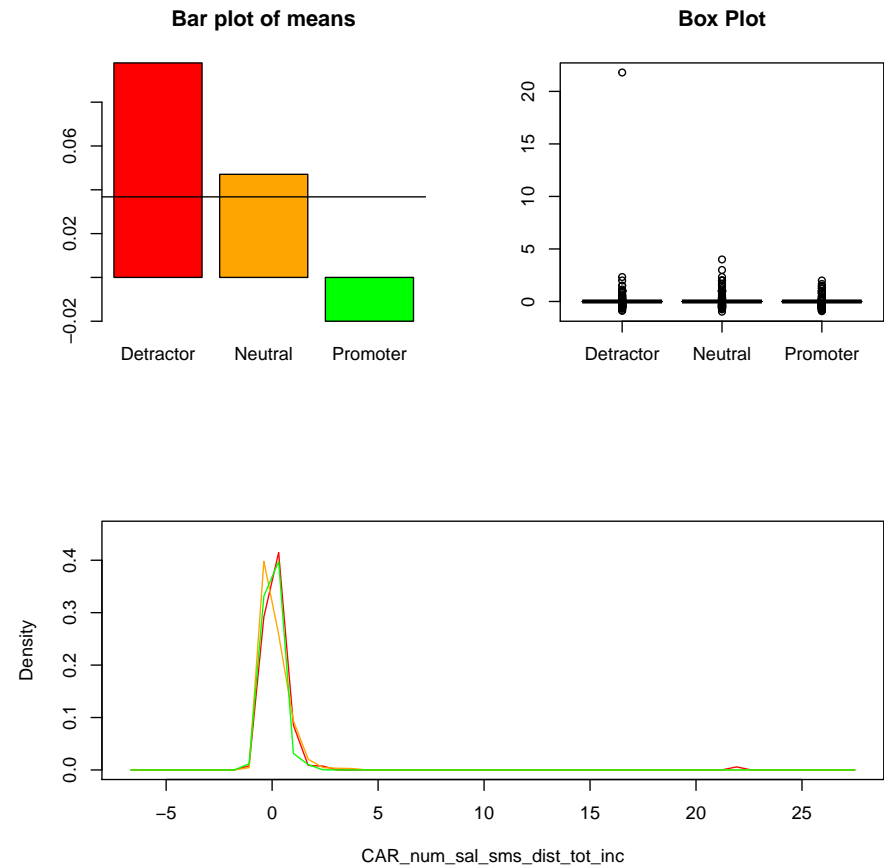
1.3.58 CAR\_num\_sal\_sms\_dist\_tot\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.11	0.10	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-0.88	0.00	0.00	0.10	0.00	21.80	3.00
Neutral	-0.97	0.00	0.00	0.05	0.00	4.00	6.00
Promoter	-0.92	0.00	0.00	-0.02	0.00	2.00	3.00



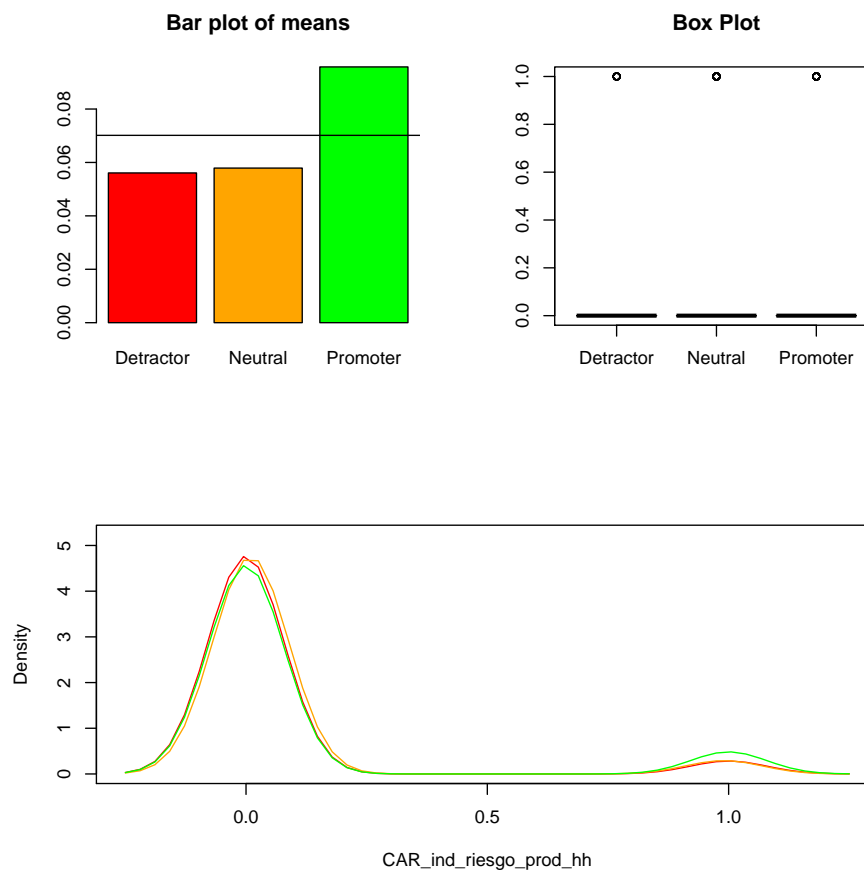
### 1.3.59 CAR\_ind\_riesgo\_prod\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.06	0.04	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.06	0.00	1.00	3.00
Neutral	0.00	0.00	0.00	0.06	0.00	1.00	6.00
Promoter	0.00	0.00	0.00	0.10	0.00	1.00	3.00



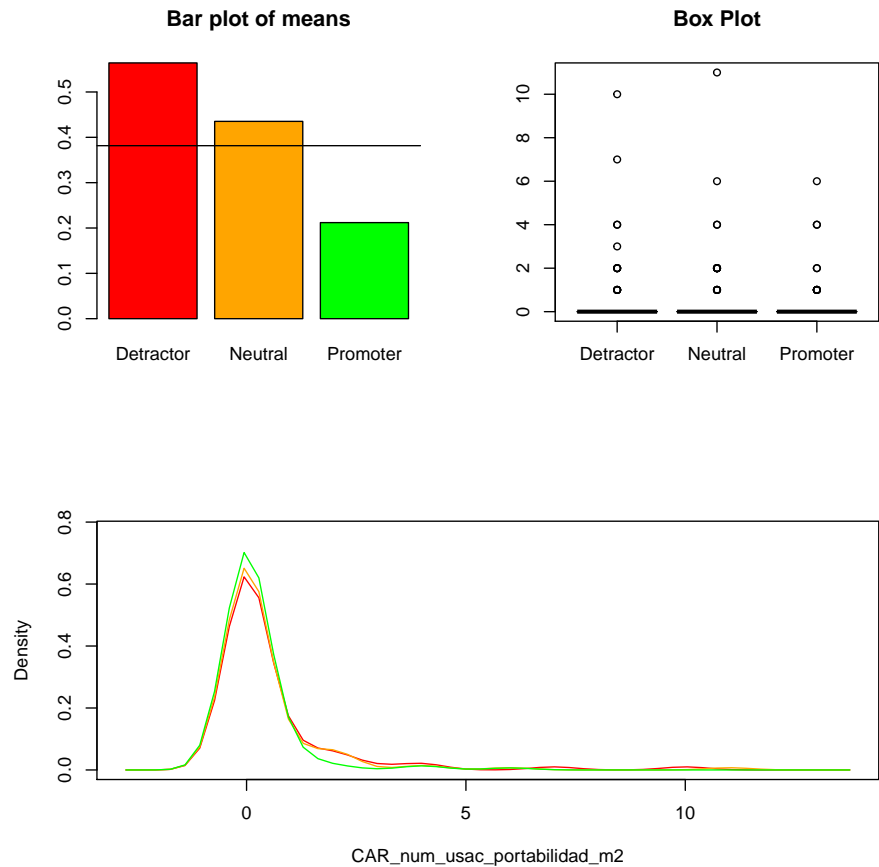
1.3.60 CAR\_num\_usac\_portabilidad\_m2

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.05	0.07	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.56	0.00	10.00	246.00
Neutral	0.00	0.00	0.00	0.44	0.00	11.00	468.00
Promoter	0.00	0.00	0.00	0.21	0.00	6.00	334.00



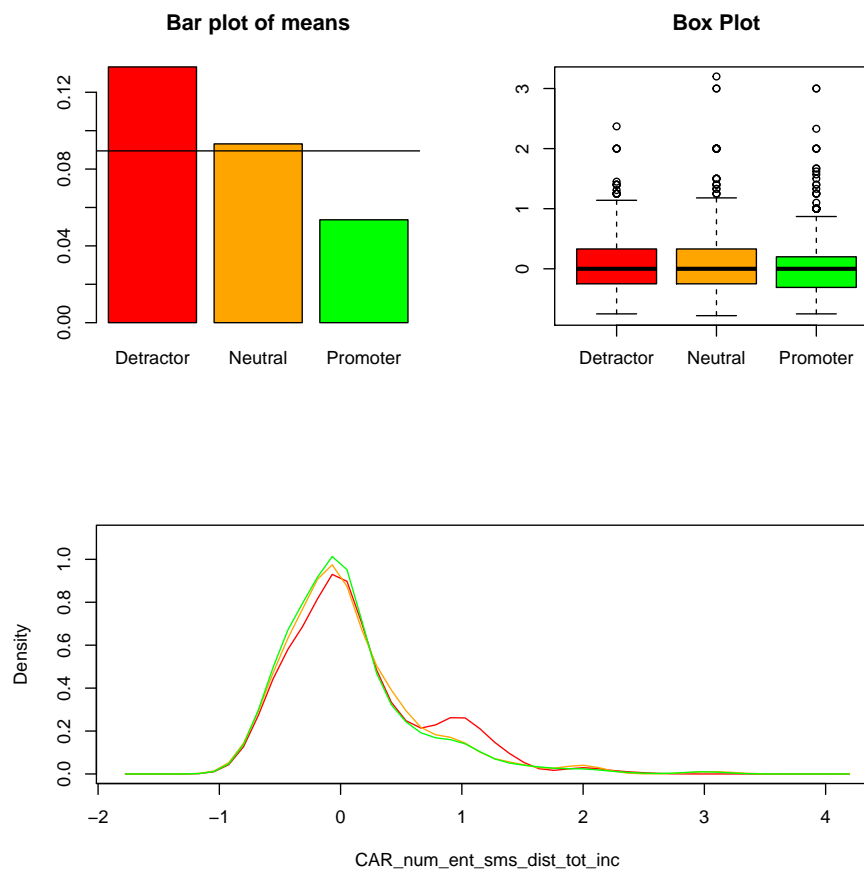
### 1.3.61 CAR\_num\_ent\_sms\_dist\_tot\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.09	0.05	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-0.75	-0.25	0.00	0.13	0.33	2.37	3.00
Neutral	-0.78	-0.25	0.00	0.09	0.32	3.20	6.00
Promoter	-0.75	-0.31	0.00	0.05	0.20	3.00	3.00



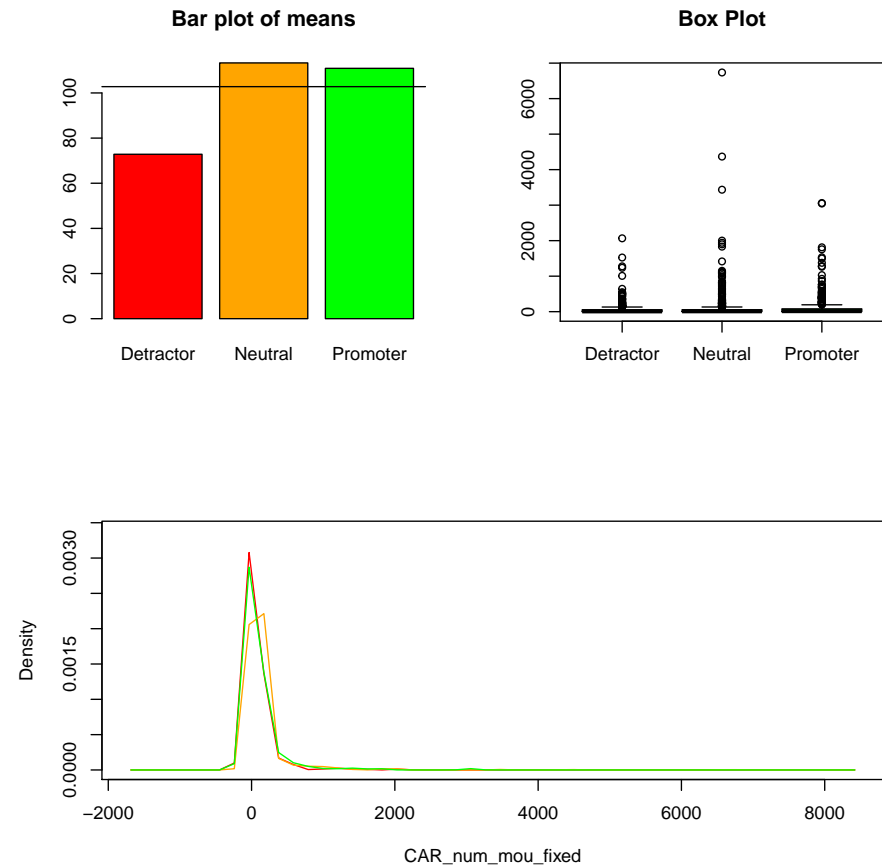
1.3.62 CAR\_num\_mou\_fixed

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.04	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	9.00	72.84	54.00	2066.00	3.00
Neutral	0.00	0.00	11.00	113.30	54.75	6736.00	6.00
Promoter	0.00	0.00	15.00	110.90	80.00	3060.00	3.00



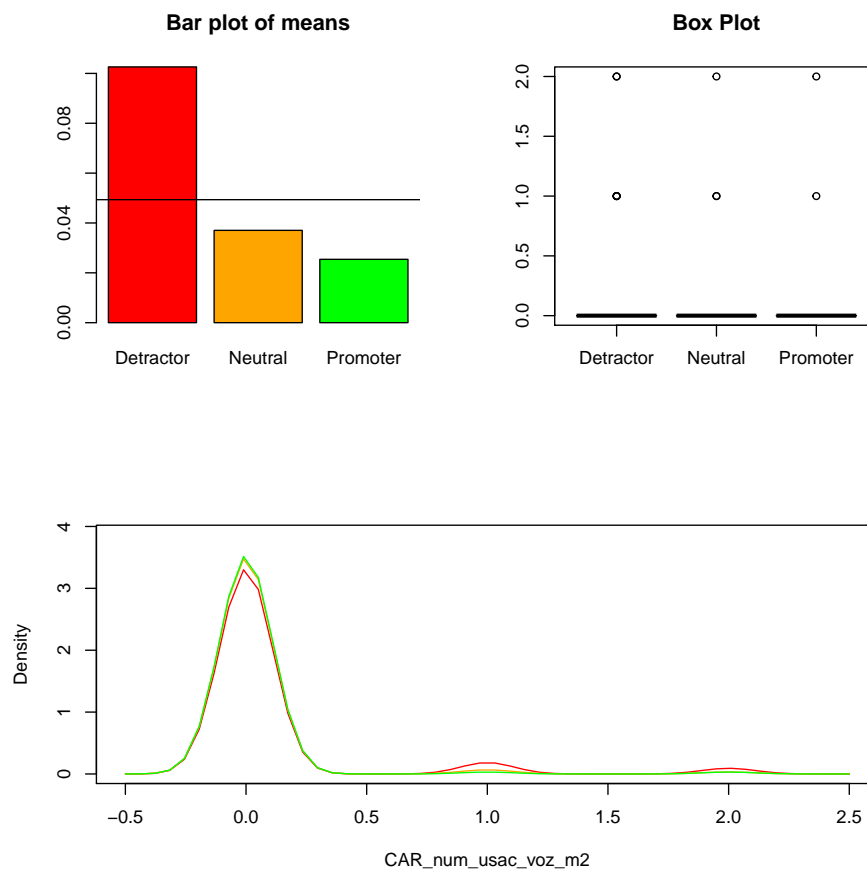
### 1.3.63 CAR\_num\_usac\_voz\_m2

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.06	0.10	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.10	0.00	2.00	246.00
Neutral	0.00	0.00	0.00	0.04	0.00	2.00	468.00
Promoter	0.00	0.00	0.00	0.03	0.00	2.00	334.00





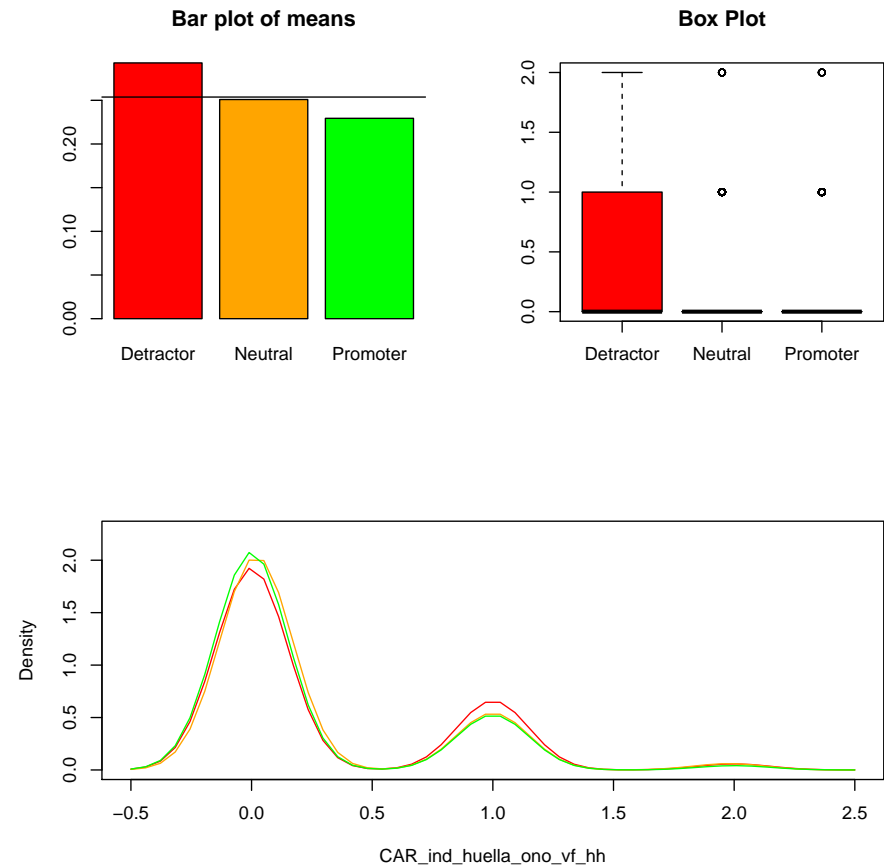
1.3.64 CAR\_ind\_huella\_ono\_vf\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.07	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.29	1.00	2.00	3.00
Neutral	0.00	0.00	0.00	0.25	0.00	2.00	6.00
Promoter	0.00	0.00	0.00	0.23	0.00	2.00	3.00



### 1.3.65 CAR\_num\_disp\_bb\_inc

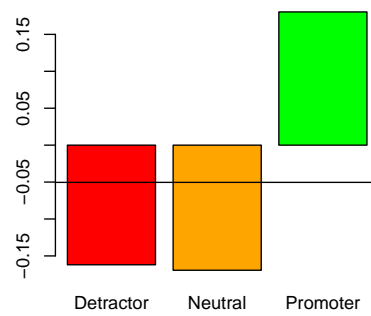
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.21	0.04	0.04

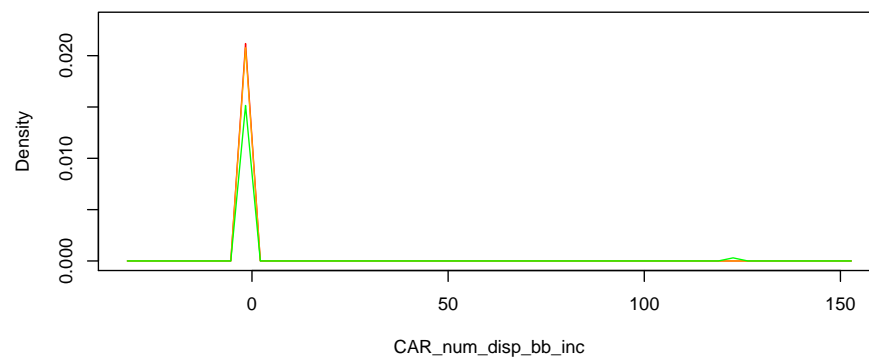
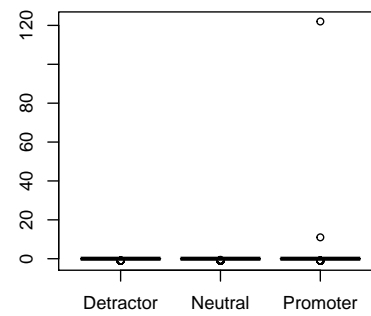
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-1.00	0.00	0.00	-0.16	0.00	0.00	3.00
Neutral	-1.00	0.00	0.00	-0.17	0.00	0.00	6.00
Promoter	-1.00	0.00	0.00	0.18	0.00	122.00	3.00

Bar plot of means



Box Plot



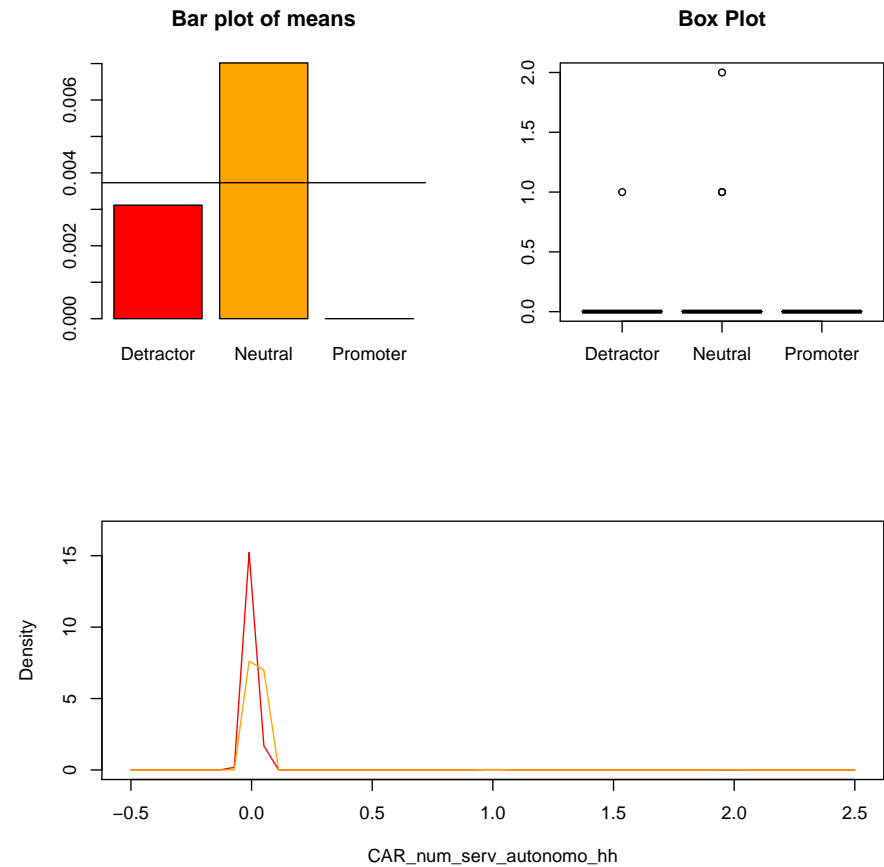
1.3.66 CAR\_num\_serv\_autonomo\_hh

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.32	0.24	0.24

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	0.00	0.00	0.00	1.00	3.00
Neutral	0.00	0.00	0.00	0.01	0.00	2.00	6.00
Promoter	0.00	0.00	0.00	0.00	0.00	0.00	3.00



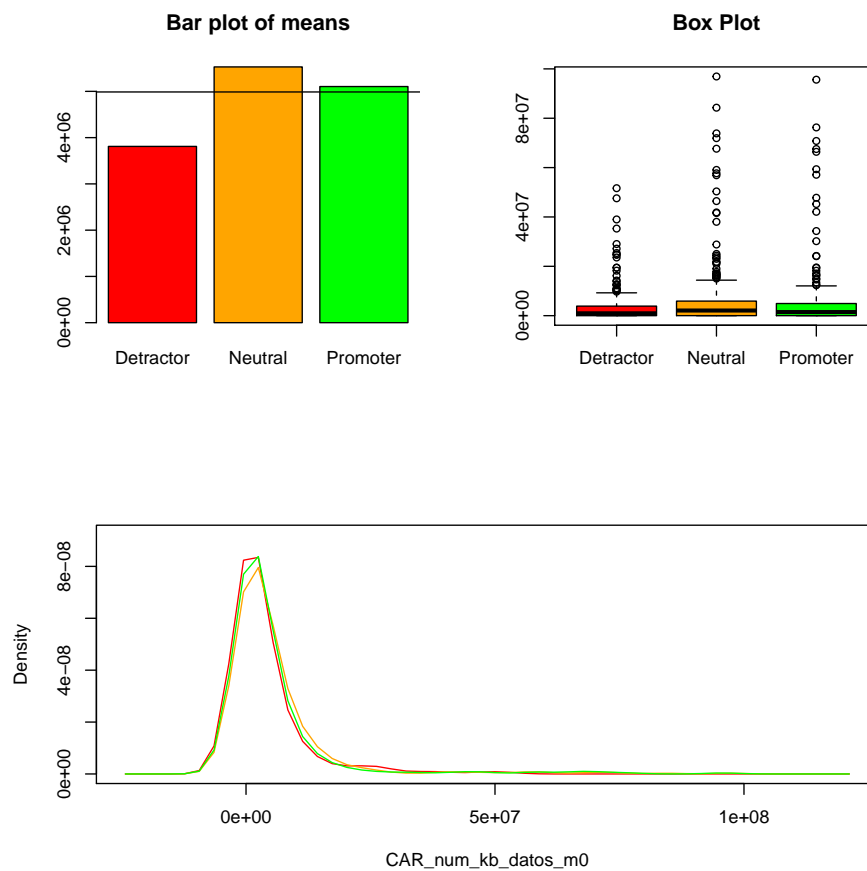
### 1.3.67 CAR\_num\_kb\_datos\_m0

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.20	0.12	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	0.00	955700.00	3810000.00	3860000.00	51650000.00	100.00
Neutral	0.00	11770.00	2089000.00	5528000.00	5907000.00	96920000.00	157.00
Promoter	0.00	0.00	1465000.00	5104000.00	4922000.00	95620000.00	139.00



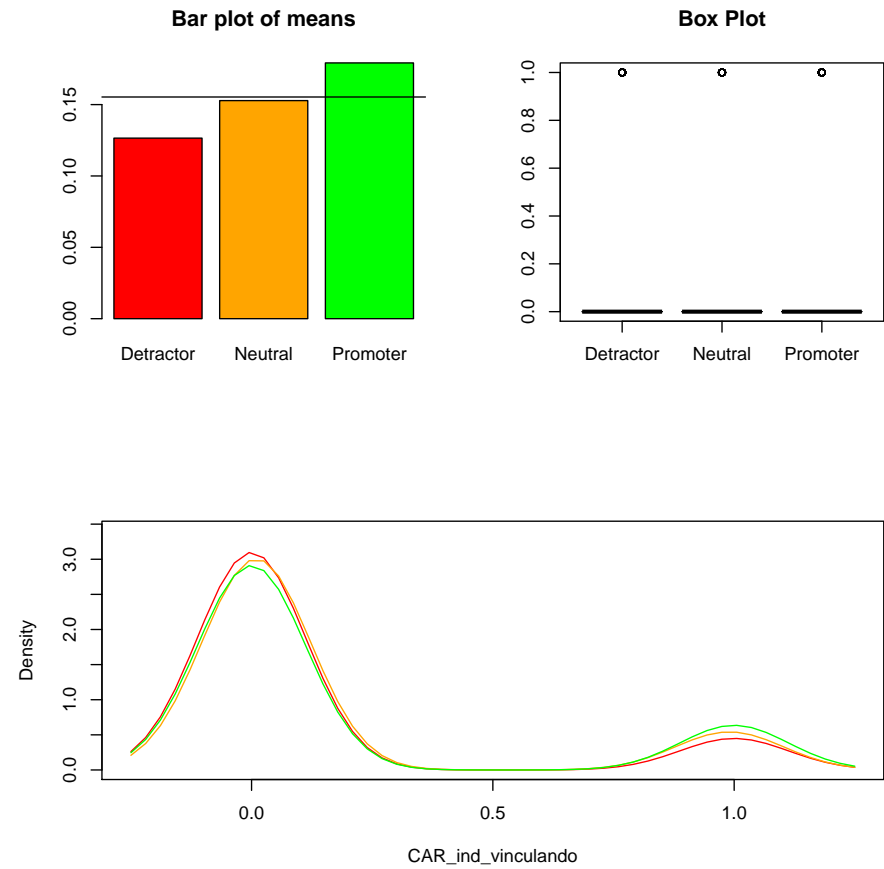
1.3.68 CAR\_ind\_vinculando

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.09	0.04	0.05	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.13	0.00	1.00
Neutral	0.00	0.00	0.00	0.15	0.00	1.00
Promoter	0.00	0.00	0.00	0.18	0.00	1.00



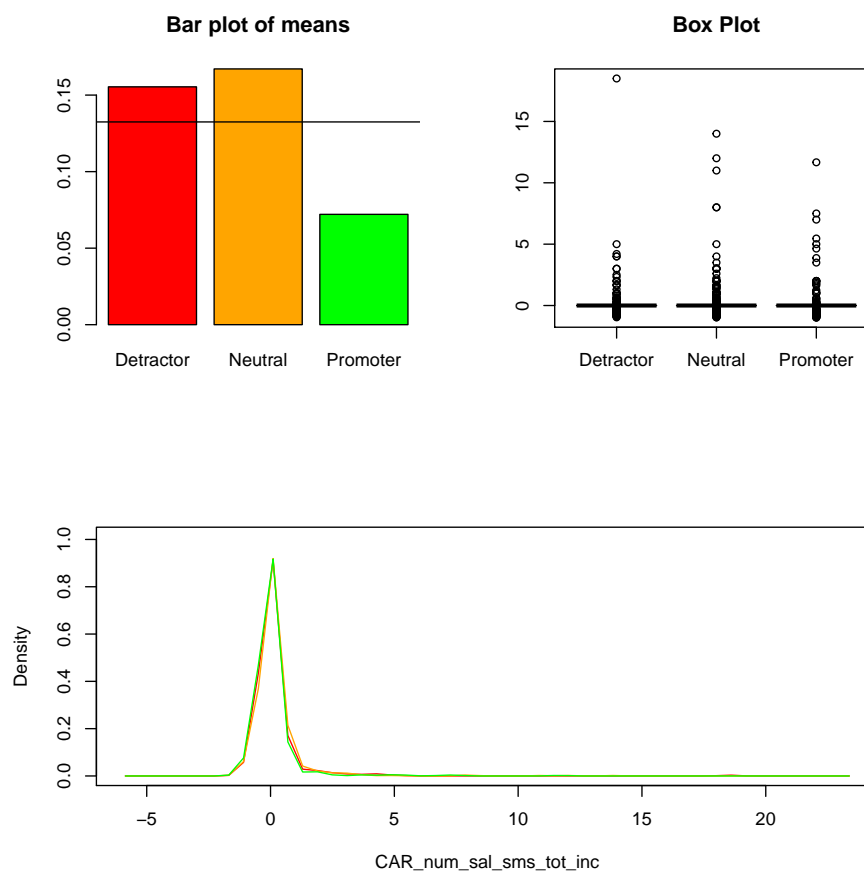
### 1.3.69 CAR\_num\_sal\_sms\_tot\_inc

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.23	0.31	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	-0.96	0.00	0.00	0.16	0.00	18.50	3.00
Neutral	-0.97	0.00	0.00	0.17	0.00	14.00	6.00
Promoter	-0.99	0.00	0.00	0.07	0.00	11.67	3.00



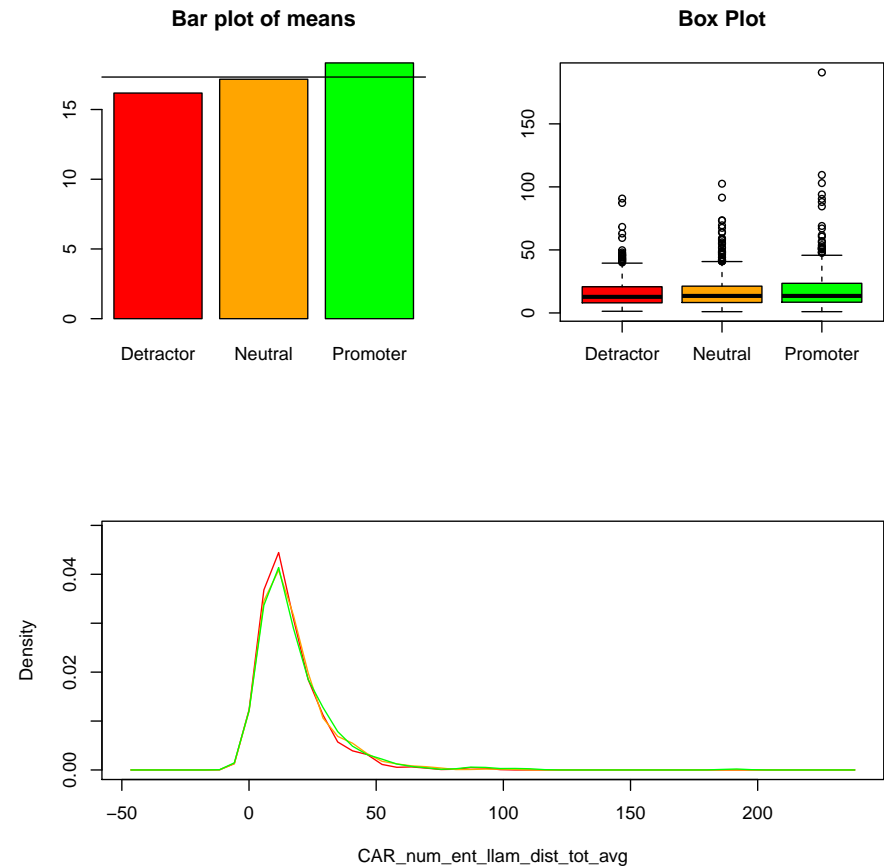
1.3.70 CAR\_num\_ent\_llam\_dist\_tot\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.46	0.04	0.18	0.18

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.33	8.00	12.75	16.18	20.75	90.75	3.00
Neutral	1.00	8.25	13.50	17.17	21.25	102.50	6.00
Promoter	1.00	8.50	13.50	18.34	23.50	190.80	3.00



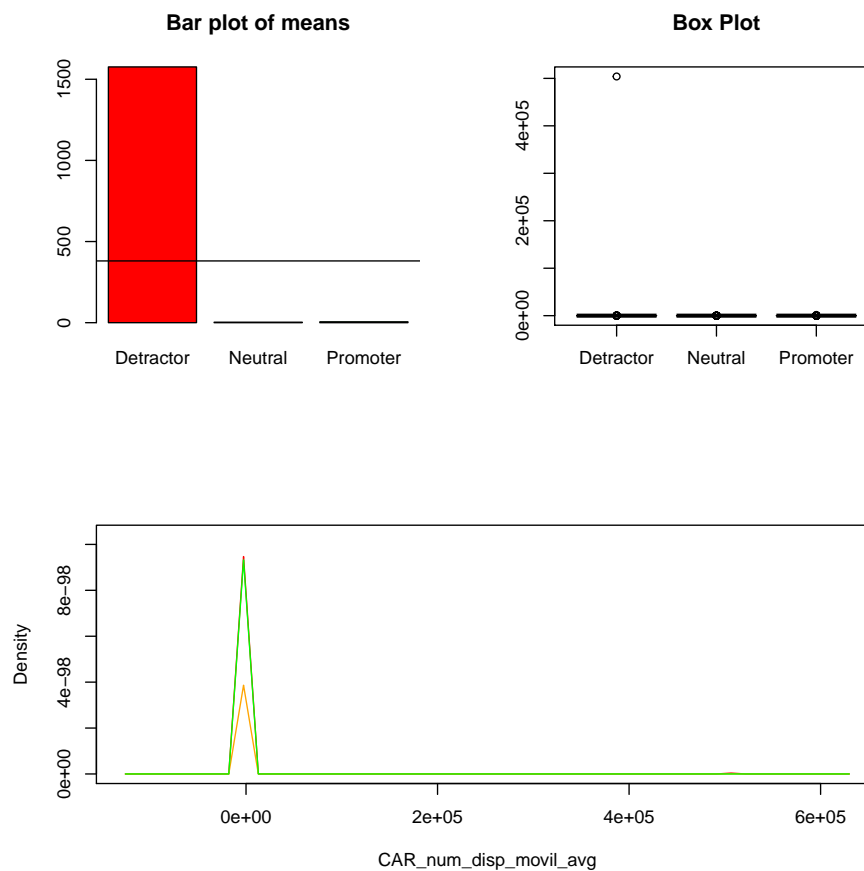
### 1.3.71 CAR\_num\_disp\_movil\_avg

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.50	0.32	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	0.00	1.00	1.00	1576.00	2.00	504000.00	3.00
Neutral	0.00	1.00	1.25	2.90	2.00	692.20	6.00
Promoter	0.00	1.00	1.00	5.32	2.00	1572.00	3.00





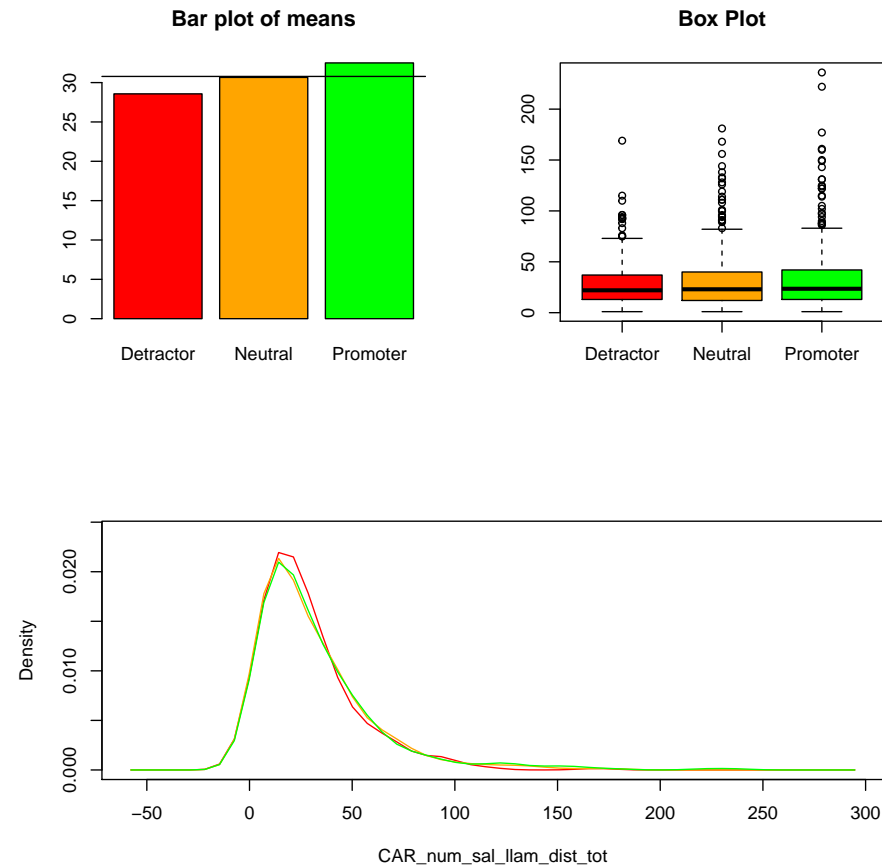
1.3.72 CAR\_num\_sal\_llam\_dist\_tot

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.47	0.05	0.36	0.36

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.	NA's
Detractor	1.00	13.00	22.00	28.57	37.00	169.00	10.00
Neutral	1.00	12.00	23.00	30.66	40.00	181.00	11.00
Promoter	1.00	13.00	23.50	32.50	42.00	236.00	6.00





## Chapter 2

# CEM

2.1 Convergente + Standalone

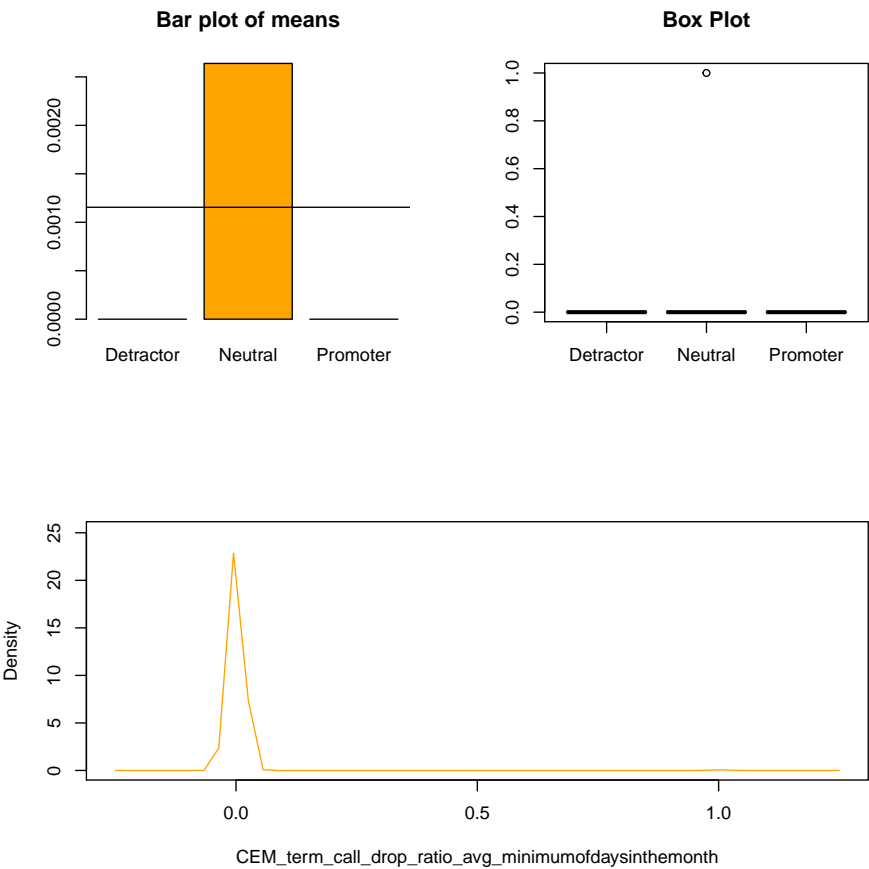
2.1.1 CEM\_term\_call\_drop\_ratio\_avg\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00			

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.00
Neutral	0.00	0.00	0.00	0.00	0.00	1.00
Promoter	0.00	0.00	0.00	0.00	0.00	0.00



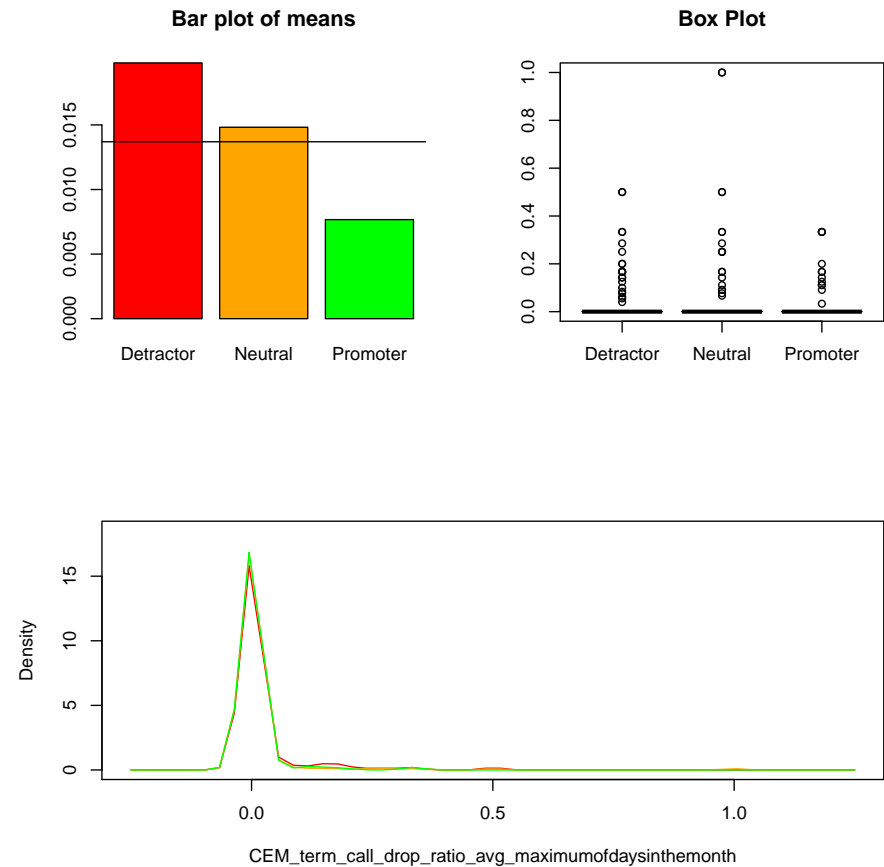
2.1.2 CEM\_term\_call\_drop\_ratio\_avg\_maximumofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.03	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.02	0.00	0.50
Neutral	0.00	0.00	0.00	0.01	0.00	1.00
Promoter	0.00	0.00	0.00	0.01	0.00	0.33



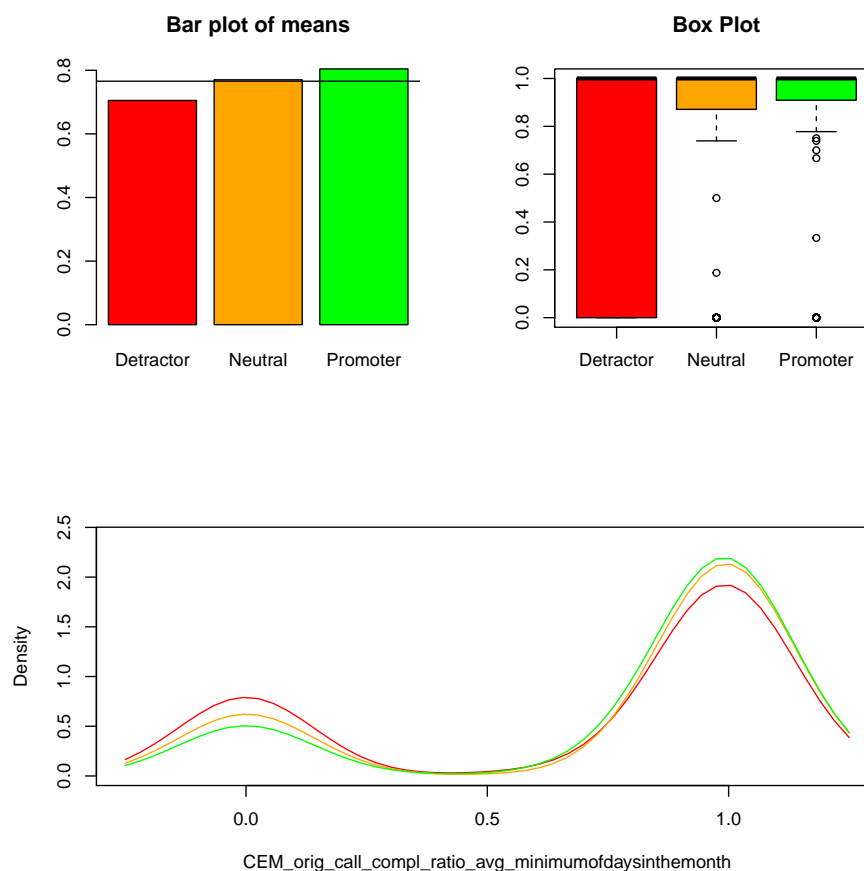
### 2.1.3 CEM\_orig\_call\_compl\_ratio\_avg\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.01	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1.00	0.71	1.00	1.00
Neutral	0.00	0.87	1.00	0.77	1.00	1.00
Promoter	0.00	0.91	1.00	0.80	1.00	1.00



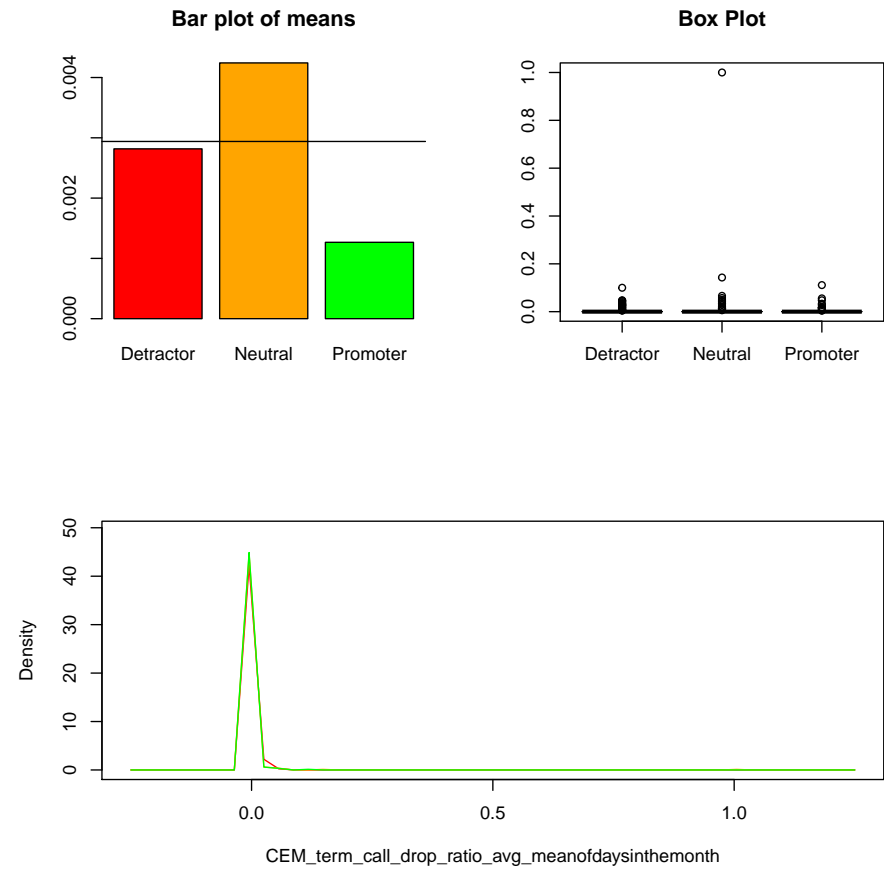
2.1.4 CEM\_term\_call\_drop\_ratio\_avg\_meanofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.09	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.10
Neutral	0.00	0.00	0.00	0.00	0.00	1.00
Promoter	0.00	0.00	0.00	0.00	0.00	0.11



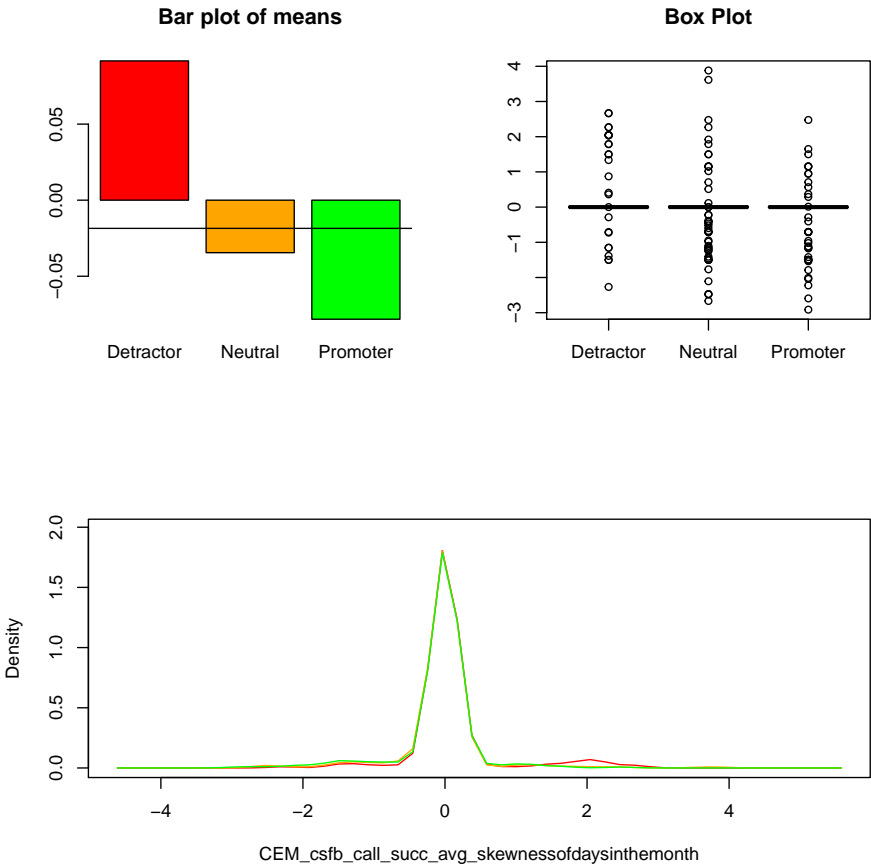
2.1.5 CEM\_csfb\_call\_succ\_avg\_skewnessofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.21	0.00	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.27	0.00	0.00	0.09	0.00	2.67
Neutral	-2.67	0.00	0.00	-0.03	0.00	3.88
Promoter	-2.91	0.00	0.00	-0.08	0.00	2.48





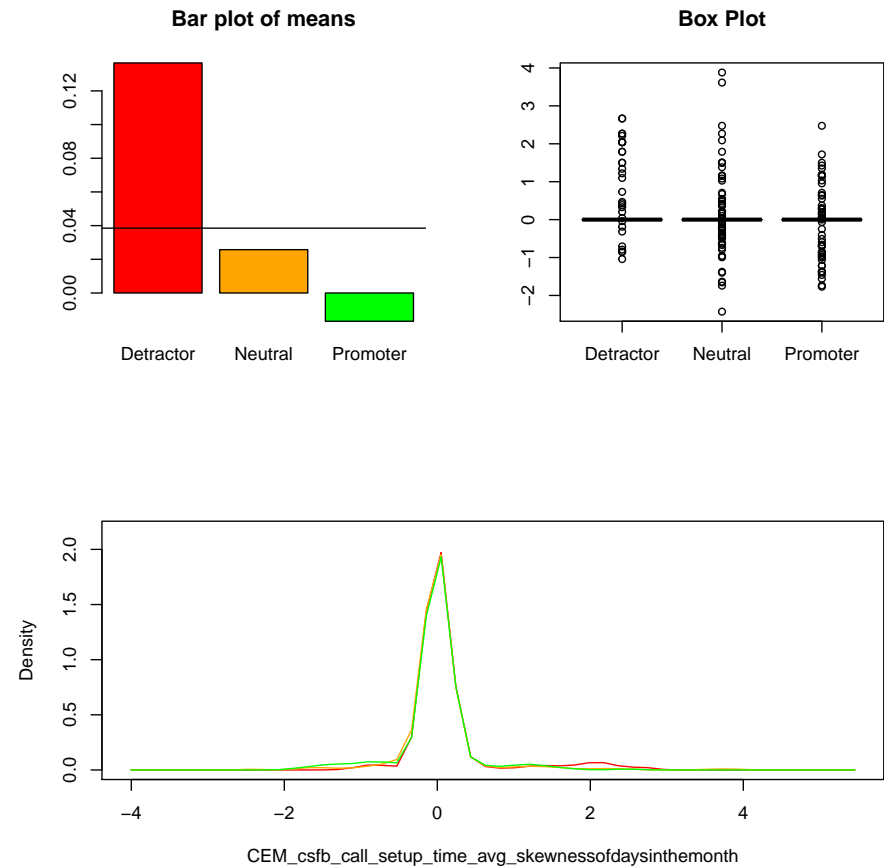
2.1.6 CEM\_csfb\_call\_setup\_time\_avg\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.16	0.00	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-1.04	0.00	0.00	0.14	0.00	2.67
Neutral	-2.43	0.00	0.00	0.03	0.00	3.88
Promoter	-1.77	0.00	0.00	-0.02	0.00	2.48



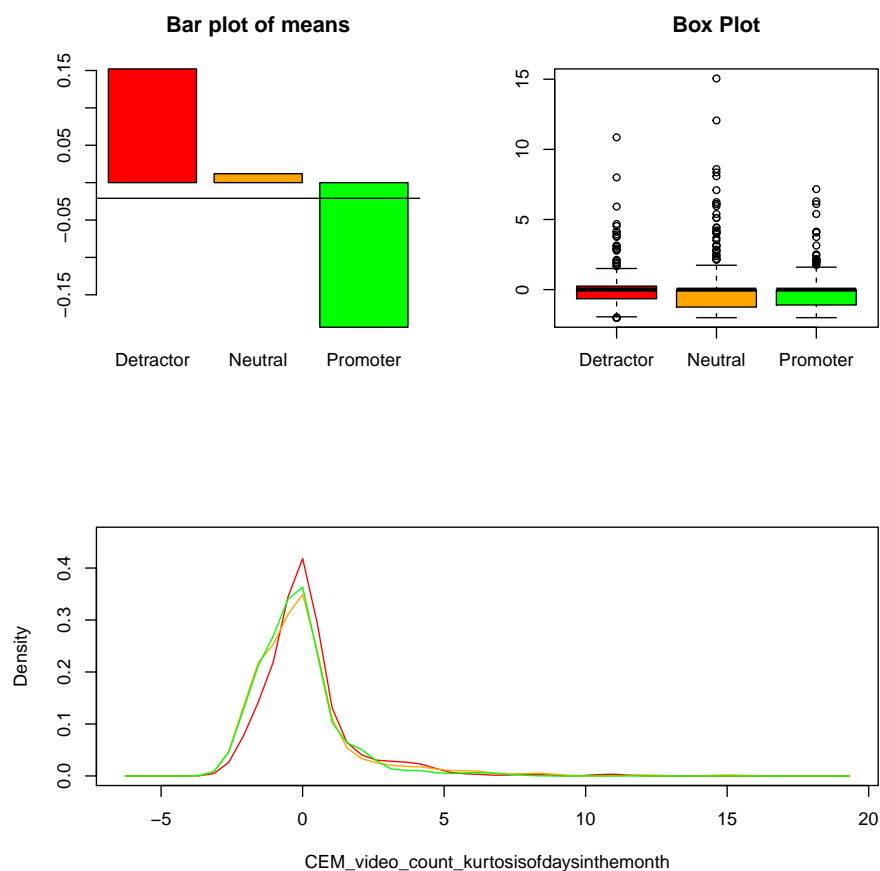
### 2.1.7 CEM\_video\_count\_kurtosisofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.01	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-0.65	0.00	0.15	0.25	10.86
Neutral	-2.00	-1.24	0.00	0.01	0.00	15.05
Promoter	-2.00	-1.09	0.00	-0.19	0.00	7.16



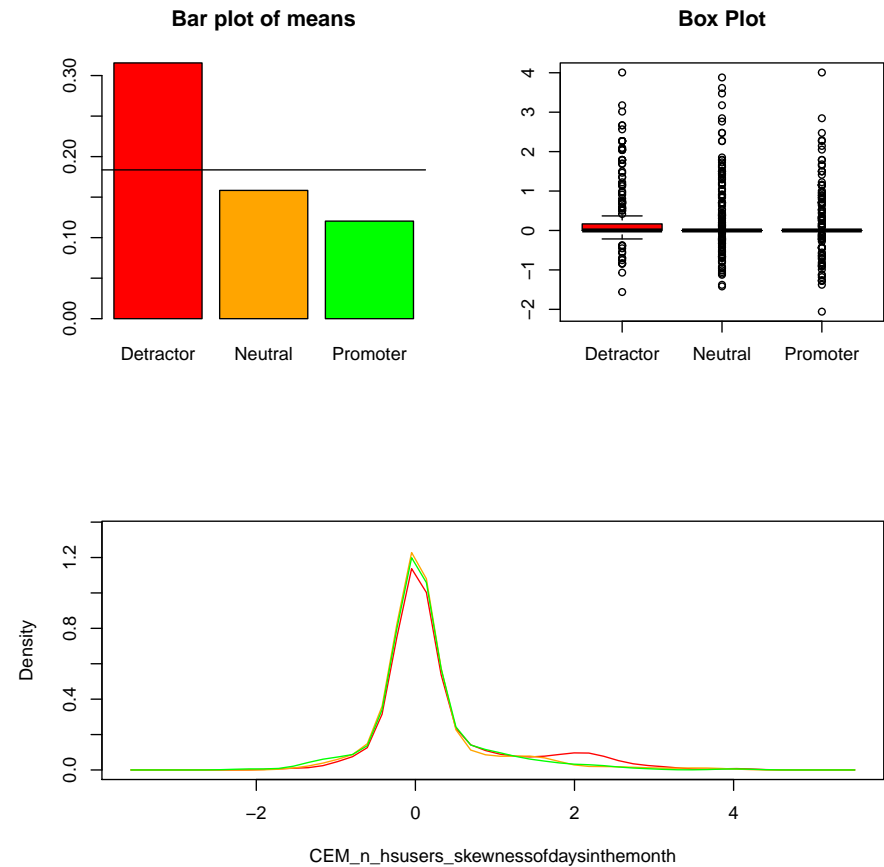
2.1.8 CEM\_n\_hsusers\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.25	0.00	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-1.56	0.00	0.00	0.32	0.17	4.01
Neutral	-1.42	0.00	0.00	0.16	0.00	3.88
Promoter	-2.06	0.00	0.00	0.12	0.00	4.01



### 2.1.9 CEM\_orig\_call\_drop\_samples\_minimumofdayinthemonth

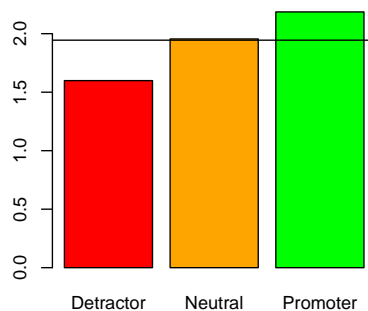
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.12	0.01	0.01	0.01

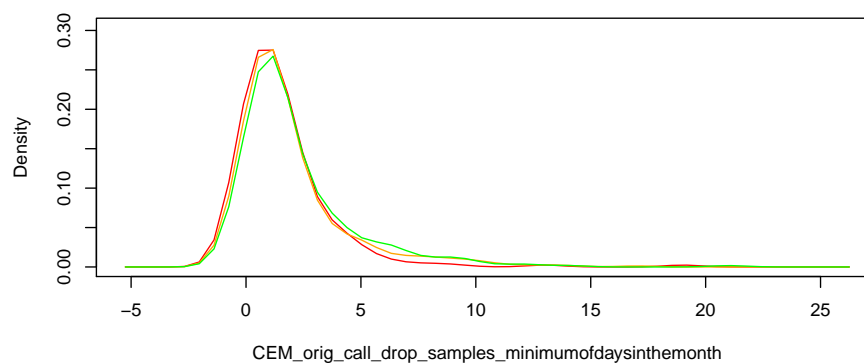
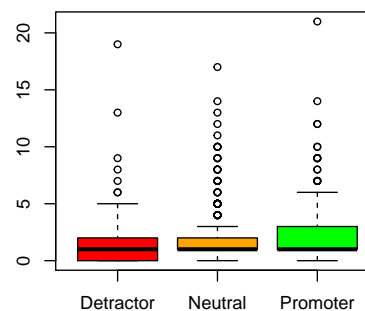
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1.00	1.60	2.00	19.00
Neutral	0.00	1.00	1.00	1.96	2.00	17.00
Promoter	0.00	1.00	1.00	2.19	3.00	21.00

Bar plot of means



Box Plot



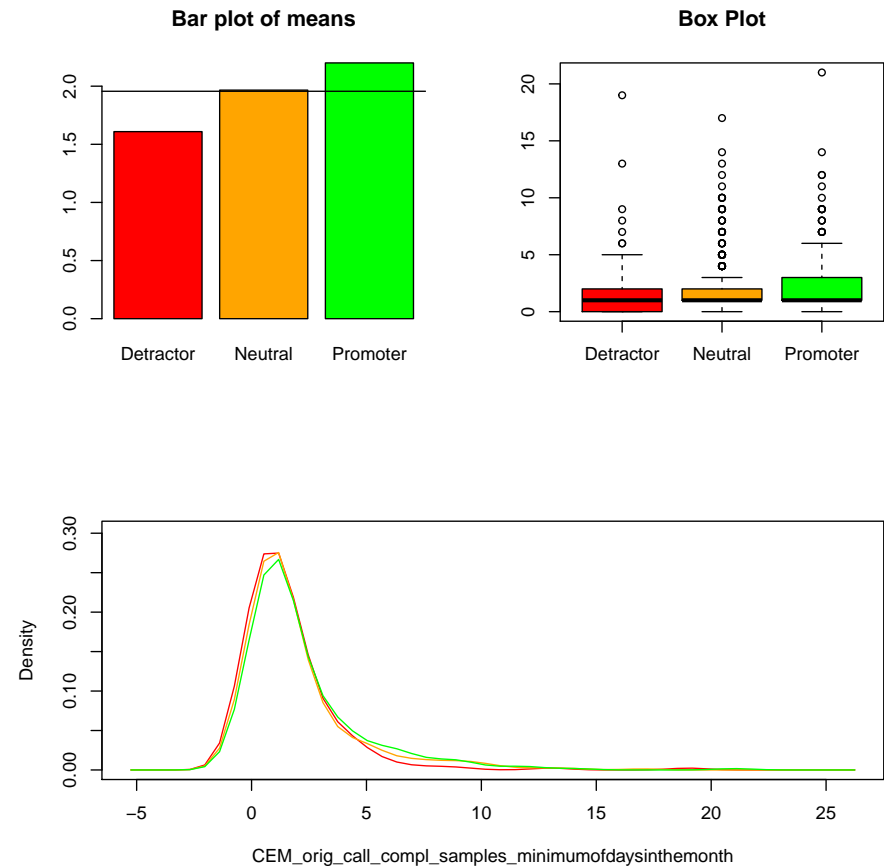
2.1.10 CEM\_orig\_call\_compl\_samples\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.11	0.01	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1.00	1.61	2.00	19.00
Neutral	0.00	1.00	1.00	1.97	2.00	17.00
Promoter	0.00	1.00	1.00	2.20	3.00	21.00



### 2.1.11 CEM\_term\_call\_drop\_ratio\_avg\_stdofdaysinthemonth

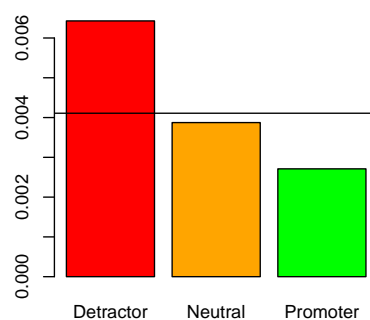
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.04	0.01	0.01

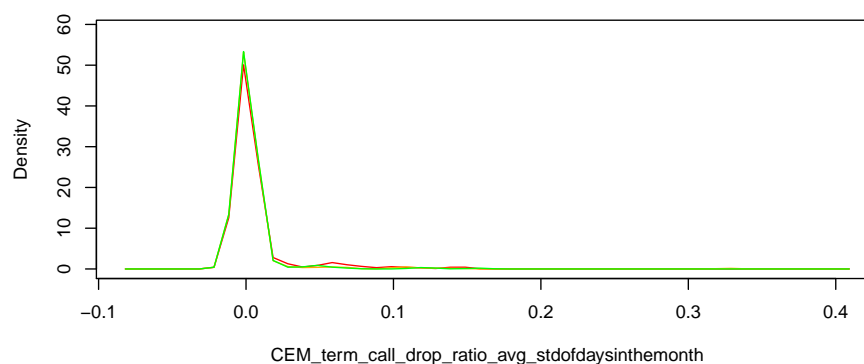
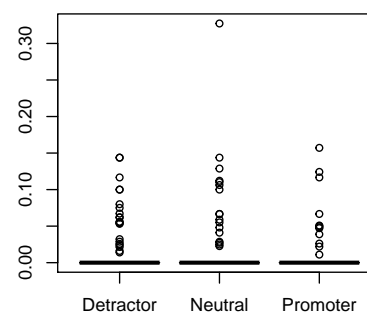
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.01	0.00	0.14
Neutral	0.00	0.00	0.00	0.00	0.00	0.33
Promoter	0.00	0.00	0.00	0.00	0.00	0.16

Bar plot of means



Box Plot



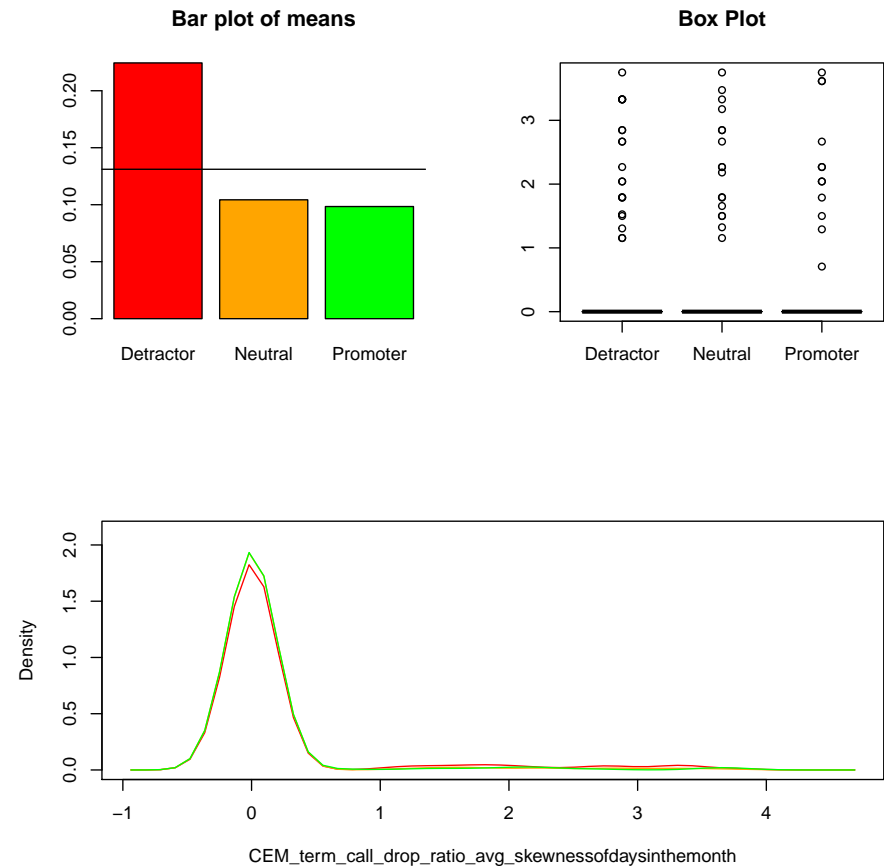
2.1.12 CEM\_term\_call\_drop\_ratio\_avg\_skewnessofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.03	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.22	0.00	3.75
Neutral	0.00	0.00	0.00	0.10	0.00	3.75
Promoter	0.00	0.00	0.00	0.10	0.00	3.75



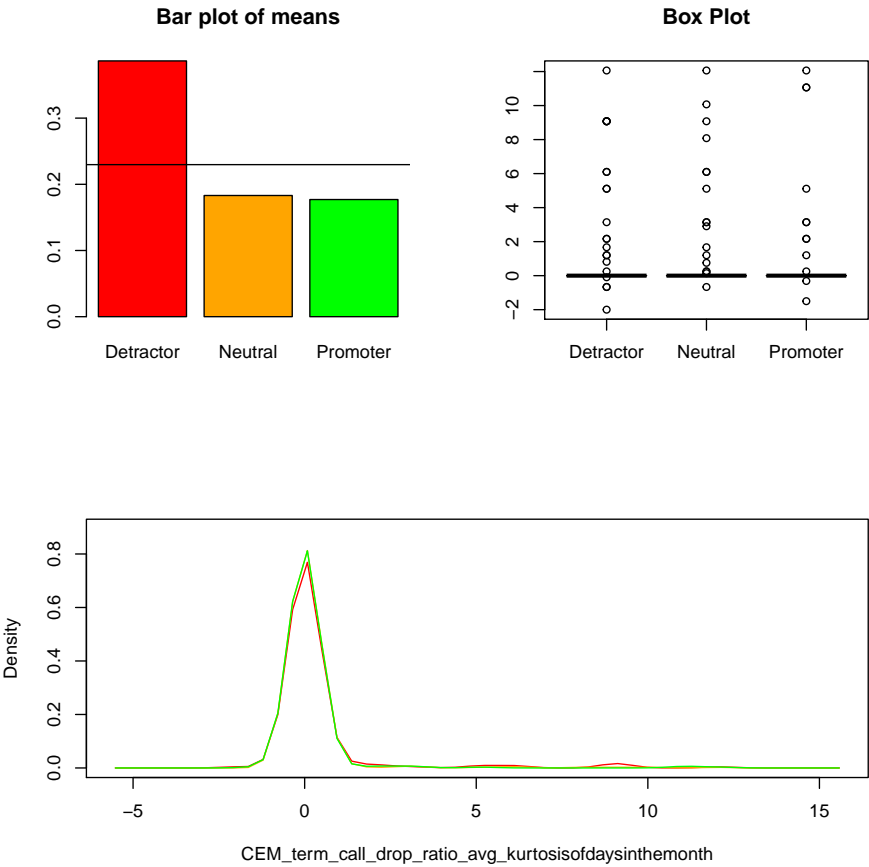
2.1.13 CEM\_term\_call\_drop\_ratio\_avg\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.14	0.14	0.14

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	0.00	0.00	0.39	0.00	12.06
Neutral	-0.67	0.00	0.00	0.18	0.00	12.06
Promoter	-1.50	0.00	0.00	0.18	0.00	12.06





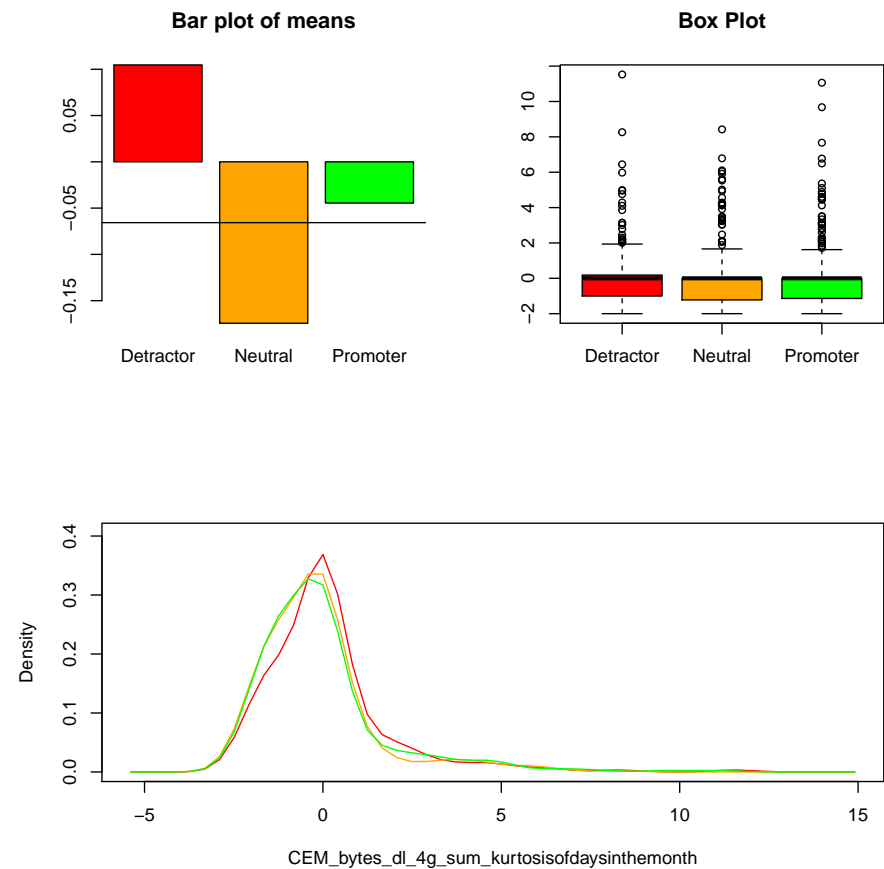
2.1.14 CEM\_bytes\_dl\_4g\_sum\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.37	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.00	0.00	0.10	0.18	11.53
Neutral	-2.00	-1.22	0.00	-0.17	0.00	8.42
Promoter	-2.00	-1.14	0.00	-0.04	0.00	11.06



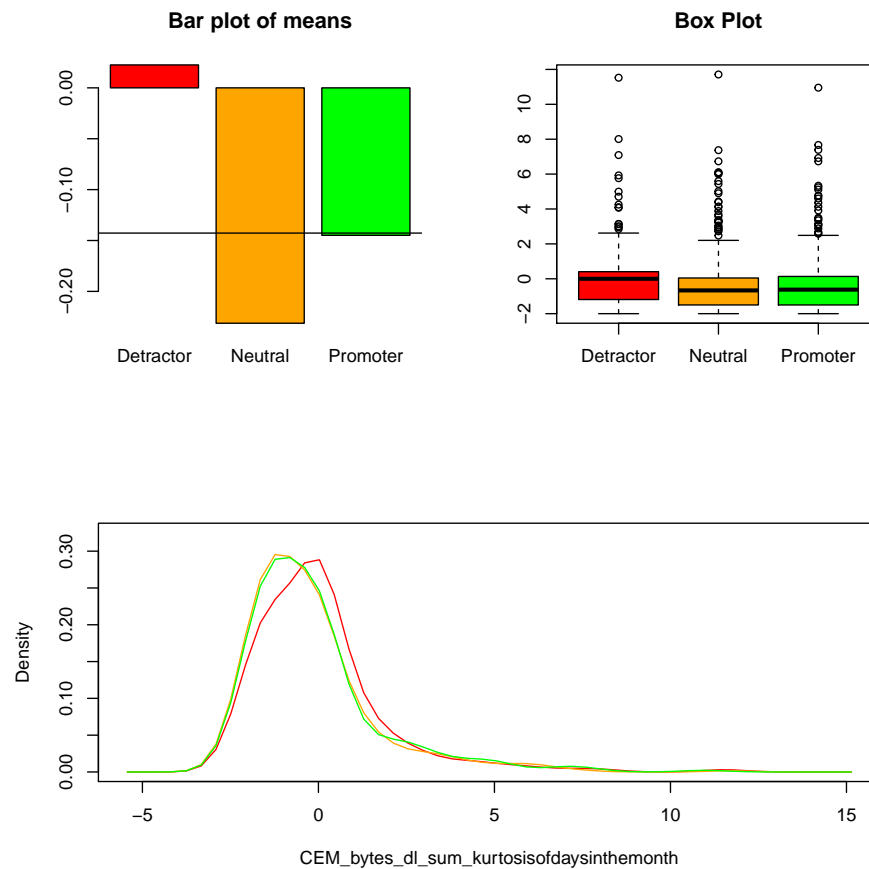
### 2.1.15 CEM\_bytes\_dl\_sum\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.33	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.19	0.00	0.02	0.41	11.52
Neutral	-2.00	-1.50	-0.67	-0.23	0.05	11.71
Promoter	-2.00	-1.50	-0.62	-0.14	0.13	10.95



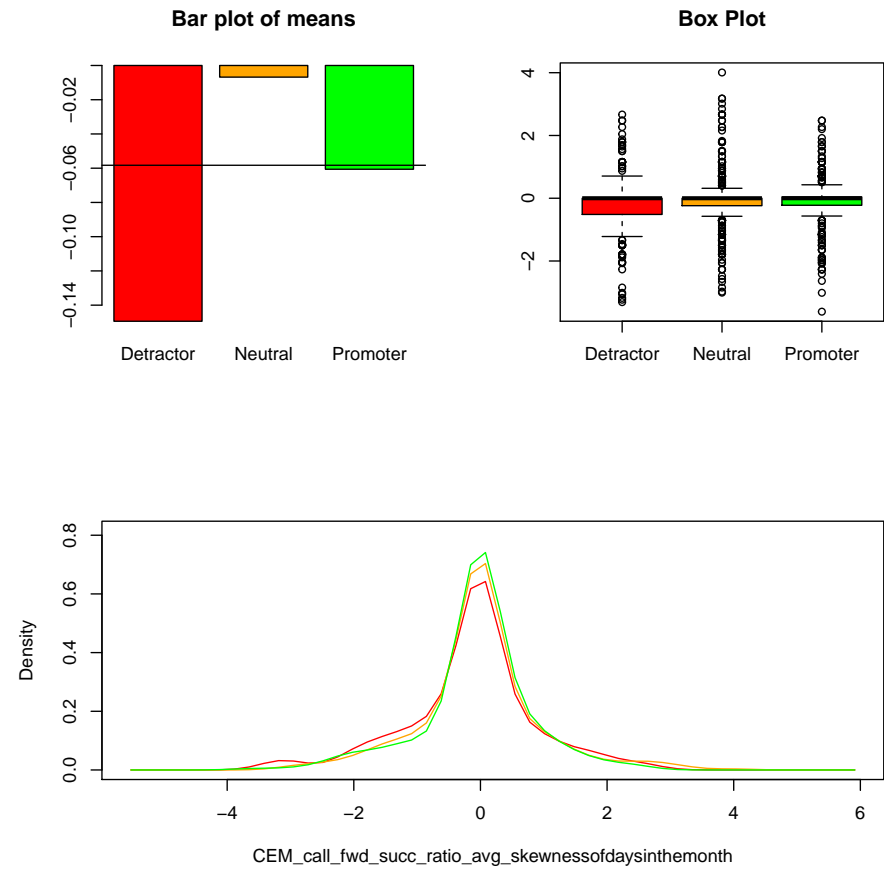
2.1.16 CEM\_call\_fwd\_succ\_ratio\_avg\_skewnessofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.31	0.27	0.27

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-3.31	-0.52	0.00	-0.15	0.00	2.67
Neutral	-3.01	-0.24	0.00	-0.01	0.00	4.01
Promoter	-3.62	-0.22	0.00	-0.06	0.02	2.48



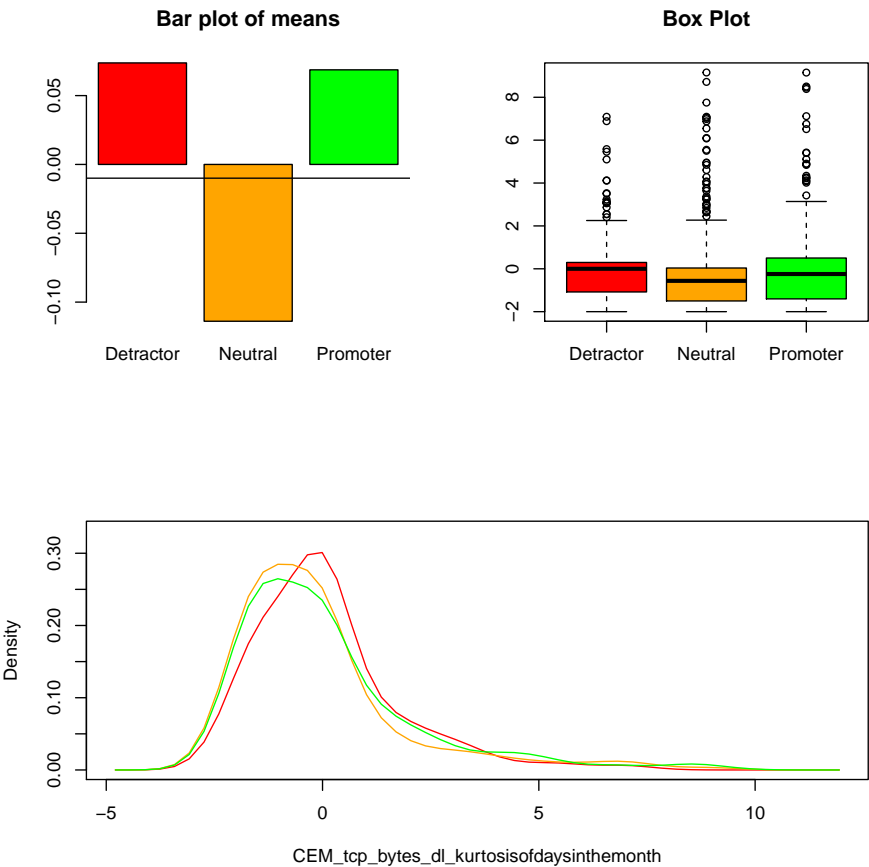
2.1.17 CEM\_tcp\_bytes\_dl\_kurtosisofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.98	0.13	0.13

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.08	0.00	0.07	0.30	7.09
Neutral	-2.00	-1.50	-0.56	-0.11	0.04	9.16
Promoter	-2.00	-1.40	-0.24	0.07	0.47	9.15



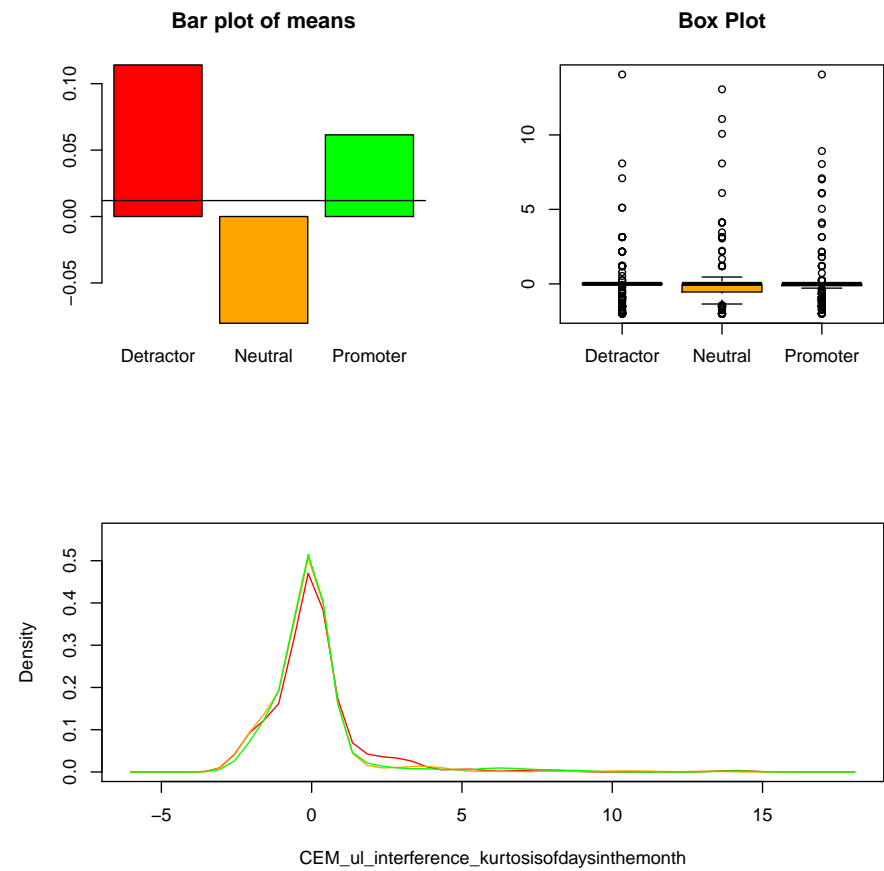
2.1.18 CEM\_ul\_interference\_kurtosisofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.73	0.32	0.32

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	0.00	0.00	0.11	0.00	14.06
Neutral	-2.00	-0.55	0.00	-0.08	0.00	13.06
Promoter	-2.00	-0.11	0.00	0.06	0.00	14.06



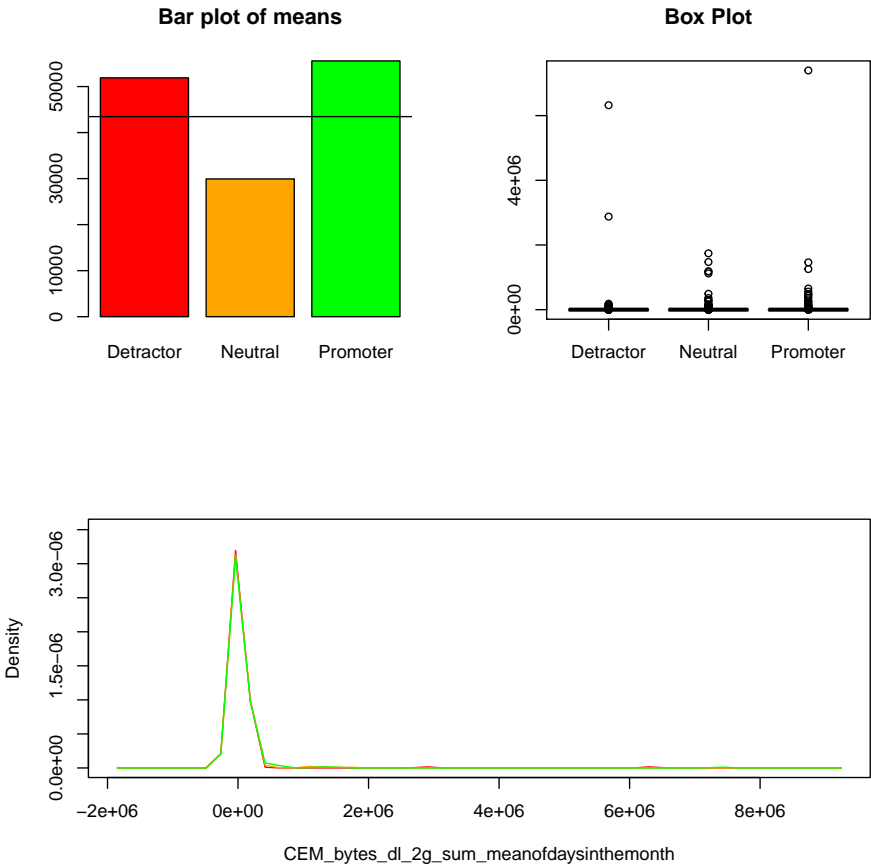
2.1.19 CEM\_bytes\_dl\_2g\_sum\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.93	0.61	0.61

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	51890.00	261.00	6322000.00
Neutral	0.00	0.00	0.00	29930.00	856.30	1742000.00
Promoter	0.00	0.00	0.00	55570.00	1030.00	7395000.00



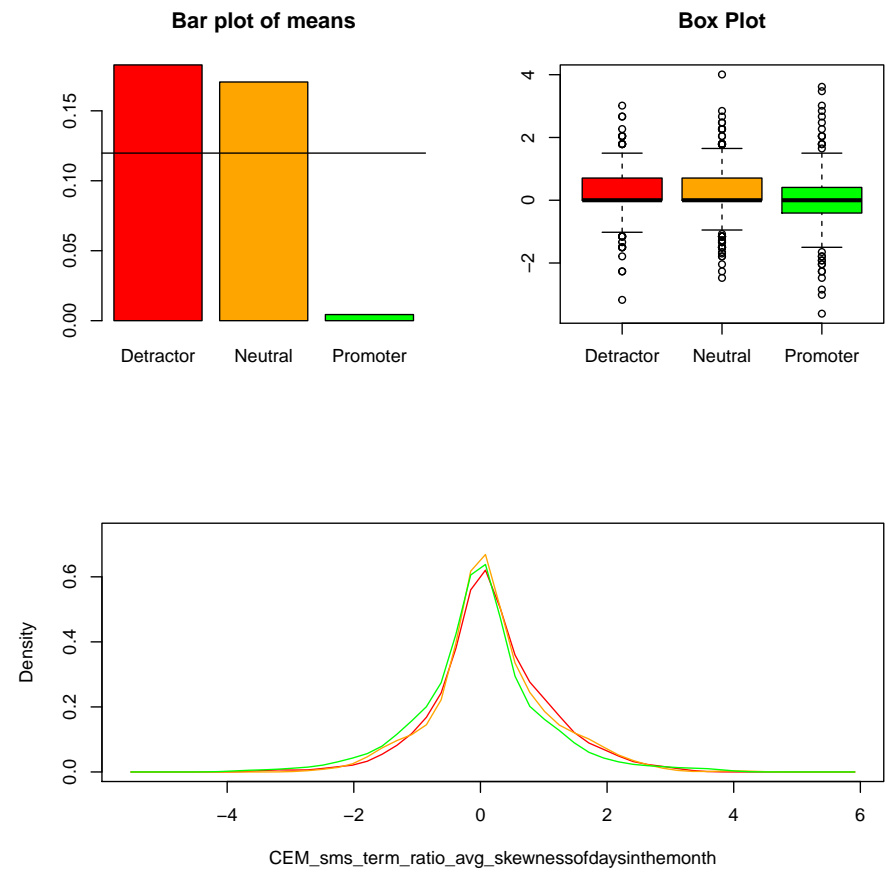
2.1.20 CEM\_sms\_term\_ratio\_avg\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.13	0.04	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-3.17	-0.00	0.00	0.18	0.71	3.02
Neutral	-2.48	0.00	0.00	0.17	0.71	4.01
Promoter	-3.62	-0.41	0.00	0.00	0.41	3.62



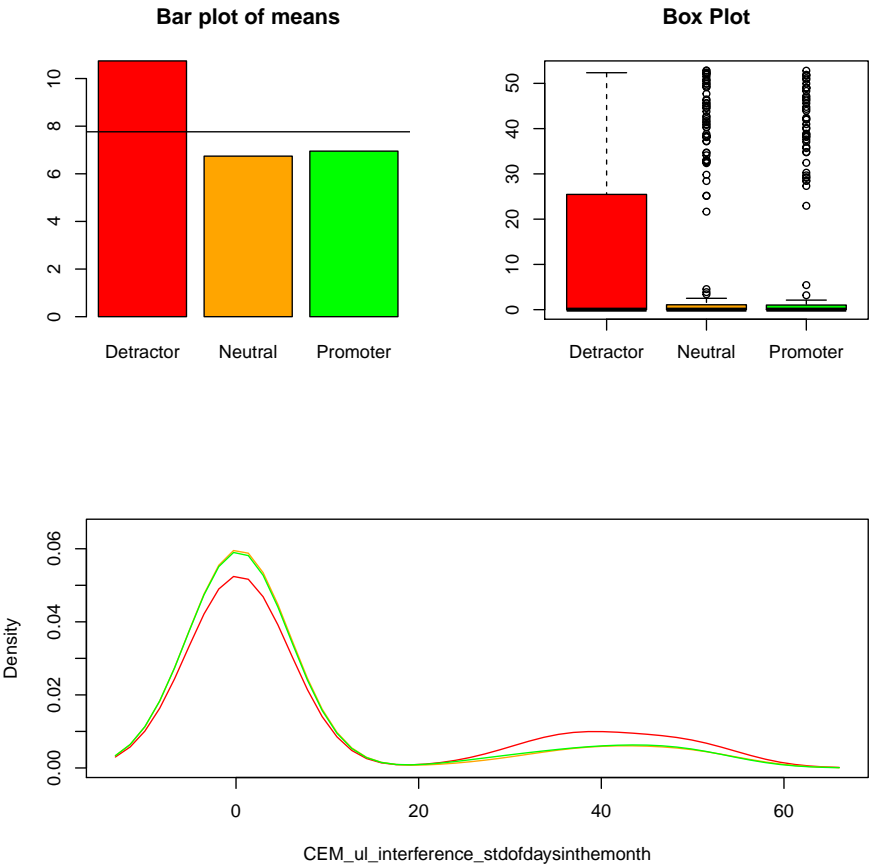
2.1.21 CEM\_ul\_interference\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.02	0.12	0.12

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	10.74	25.47	52.35
Neutral	0.00	0.00	0.00	6.74	1.09	52.84
Promoter	0.00	0.00	0.00	6.95	1.01	52.80





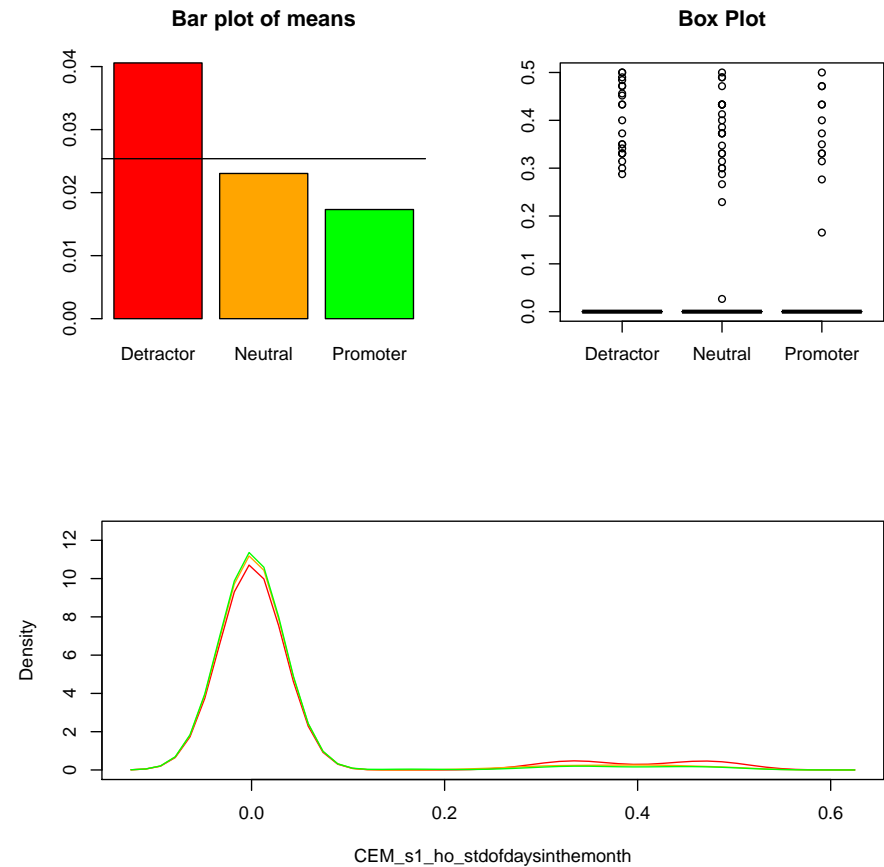
2.1.22 CEM\_s1\_ho\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.02	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.04	0.00	0.50
Neutral	0.00	0.00	0.00	0.02	0.00	0.50
Promoter	0.00	0.00	0.00	0.02	0.00	0.50



### 2.1.23 CEM\_orig\_call\_compl\_ratio\_avg\_meanofdaysinthemonth

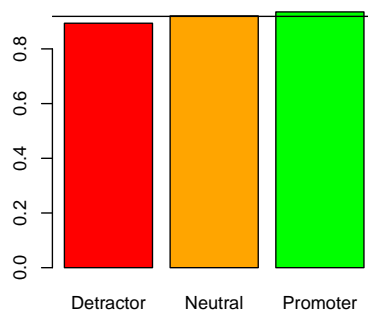
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.03	0.04	0.04

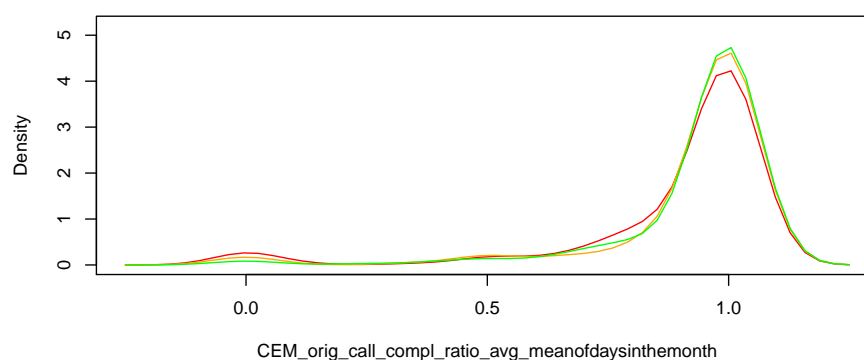
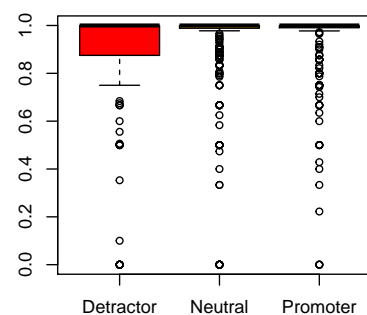
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.88	1.00	0.89	1.00	1.00
Neutral	0.00	0.99	1.00	0.92	1.00	1.00
Promoter	0.00	0.99	1.00	0.94	1.00	1.00

Bar plot of means



Box Plot



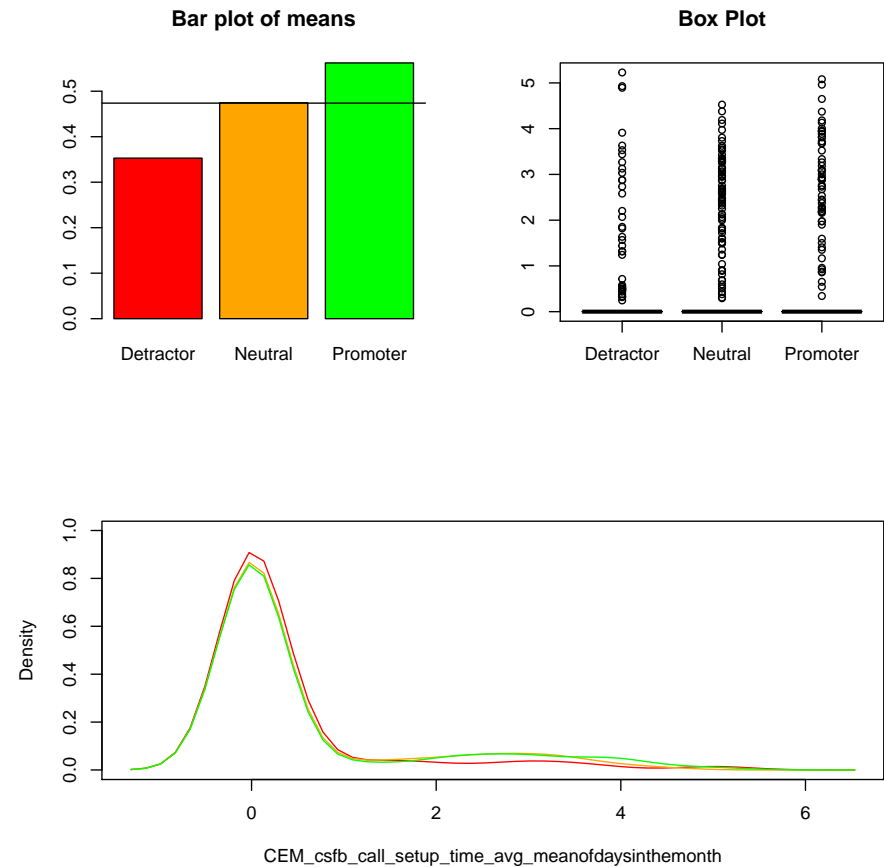
2.1.24 CEM\_csfb\_call\_setup\_time\_avg\_meanofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.04	0.31	0.31

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.35	0.00	5.23
Neutral	0.00	0.00	0.00	0.47	0.00	4.53
Promoter	0.00	0.00	0.00	0.56	0.00	5.08



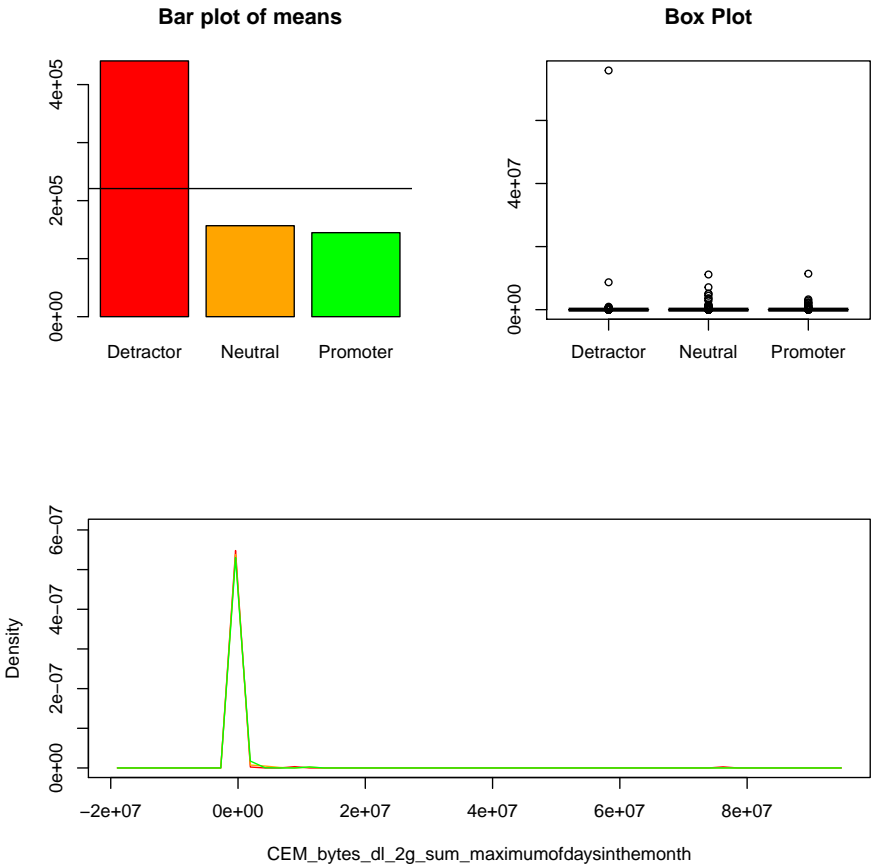
2.1.25 CEM\_bytes\_dl\_2g\_sum\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.43	0.57	0.57

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	440800.00	1746.00	75840000.00
Neutral	0.00	0.00	0.00	156800.00	3882.00	11150000.00
Promoter	0.00	0.00	0.00	144800.00	5770.00	11400000.00



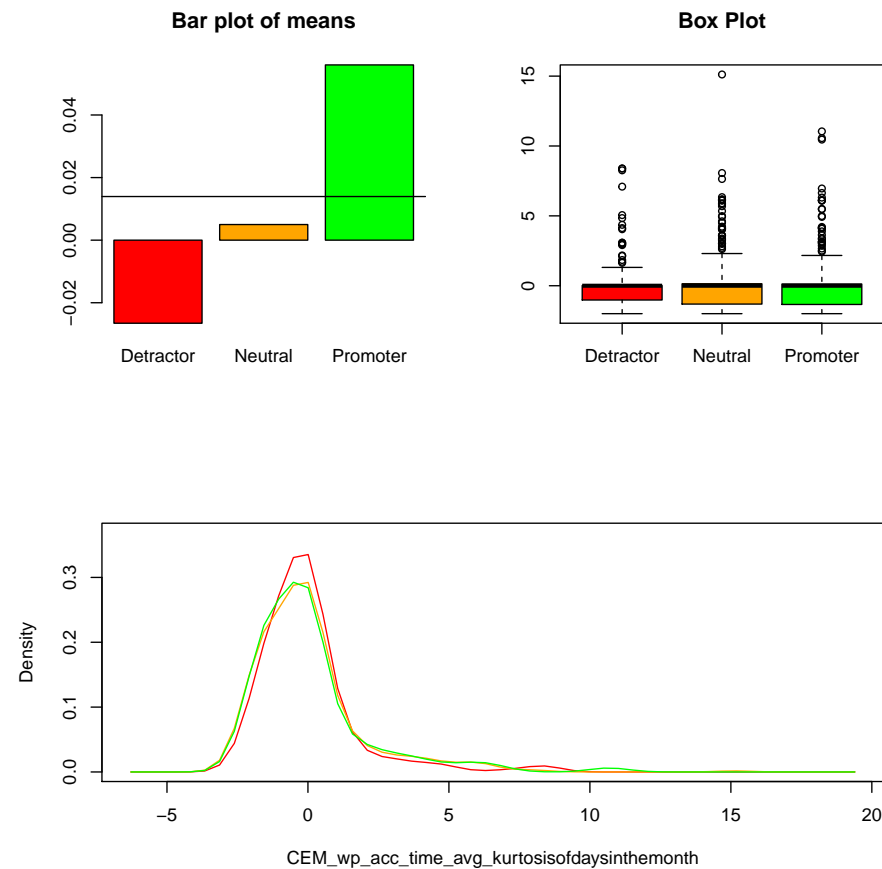
2.1.26 CEM\_wp\_acc\_time\_avg\_kurtosisofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.63	0.52	0.52

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.02	0.00	-0.03	0.02	8.39
Neutral	-2.00	-1.31	0.00	0.00	0.14	15.12
Promoter	-2.00	-1.34	0.00	0.06	0.12	11.04



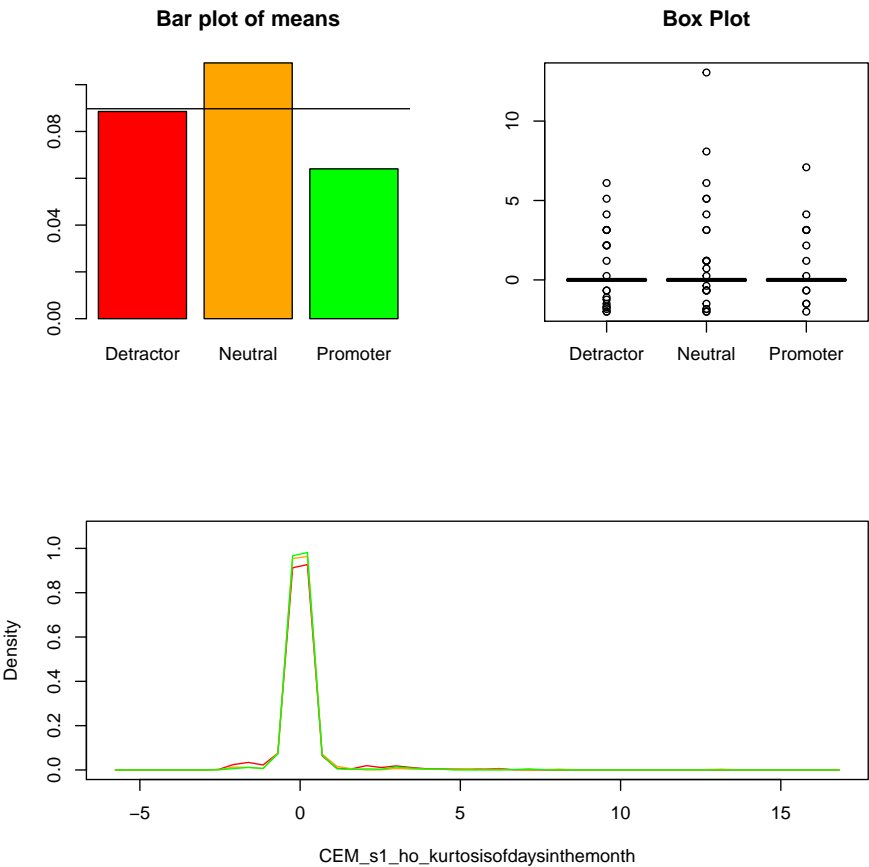
2.1.27 CEM\_s1\_ho\_kurtosisofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.73	0.81	0.81

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	0.00	0.00	0.09	0.00	6.10
Neutral	-2.00	0.00	0.00	0.11	0.00	13.06
Promoter	-2.00	0.00	0.00	0.06	0.00	7.09



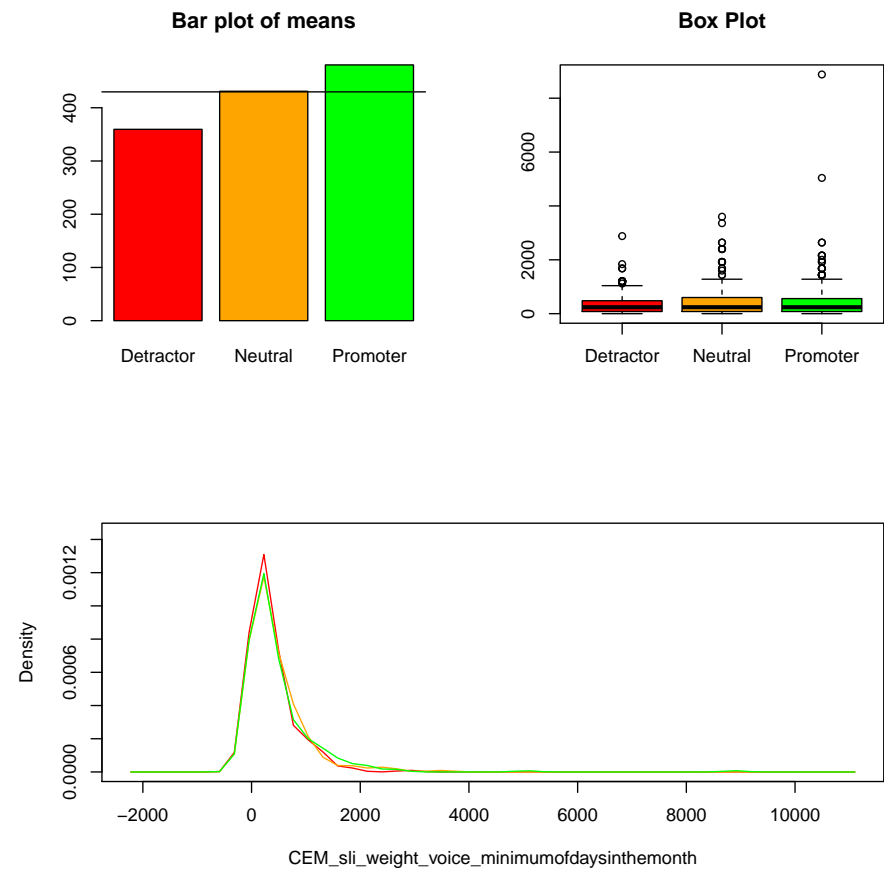
2.1.28 CEM\_sli\_weight\_voice\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.33	0.02	0.21	0.21

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	80.00	240.00	359.50	480.00	2880.00
Neutral	0.00	80.00	240.00	431.00	600.00	3600.00
Promoter	0.00	80.00	240.00	480.50	560.00	8880.00



### 2.1.29 CEM\_sli\_voice\_stdofdaysinthemonth

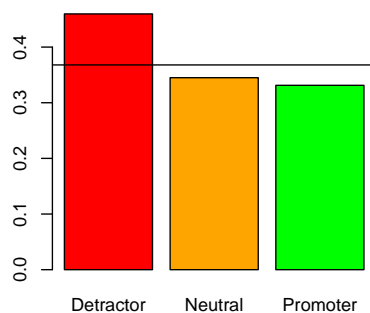
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.20	0.02	0.02

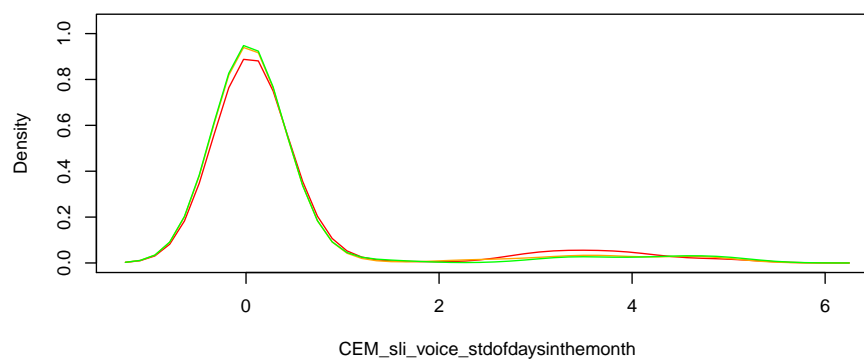
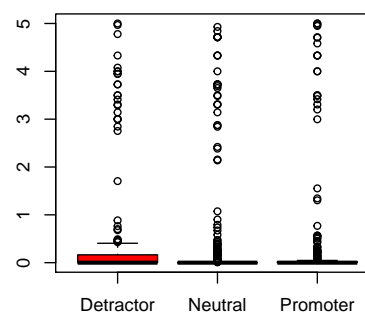
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.46	0.16	5.00
Neutral	0.00	0.00	0.00	0.34	0.00	4.93
Promoter	0.00	0.00	0.00	0.33	0.02	5.00

Bar plot of means



Box Plot





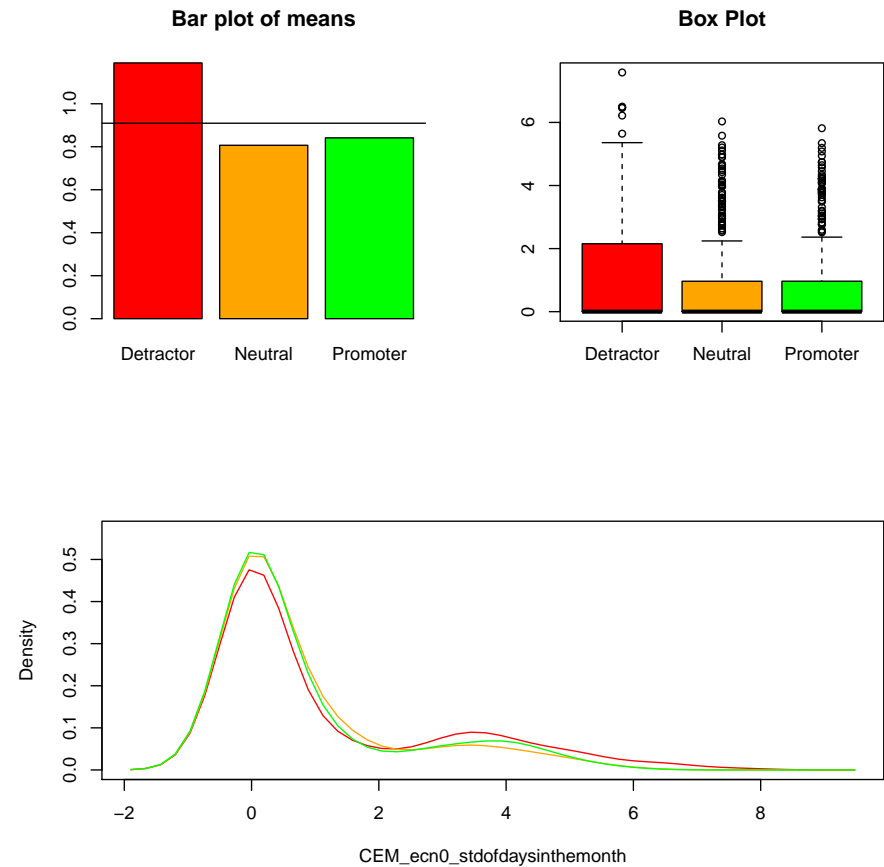
2.1.30 CEM\_ecn0\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.09	0.02	0.14	0.14

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	1.19	2.15	7.58
Neutral	0.00	0.00	0.00	0.81	0.97	6.03
Promoter	0.00	0.00	0.00	0.84	0.95	5.82



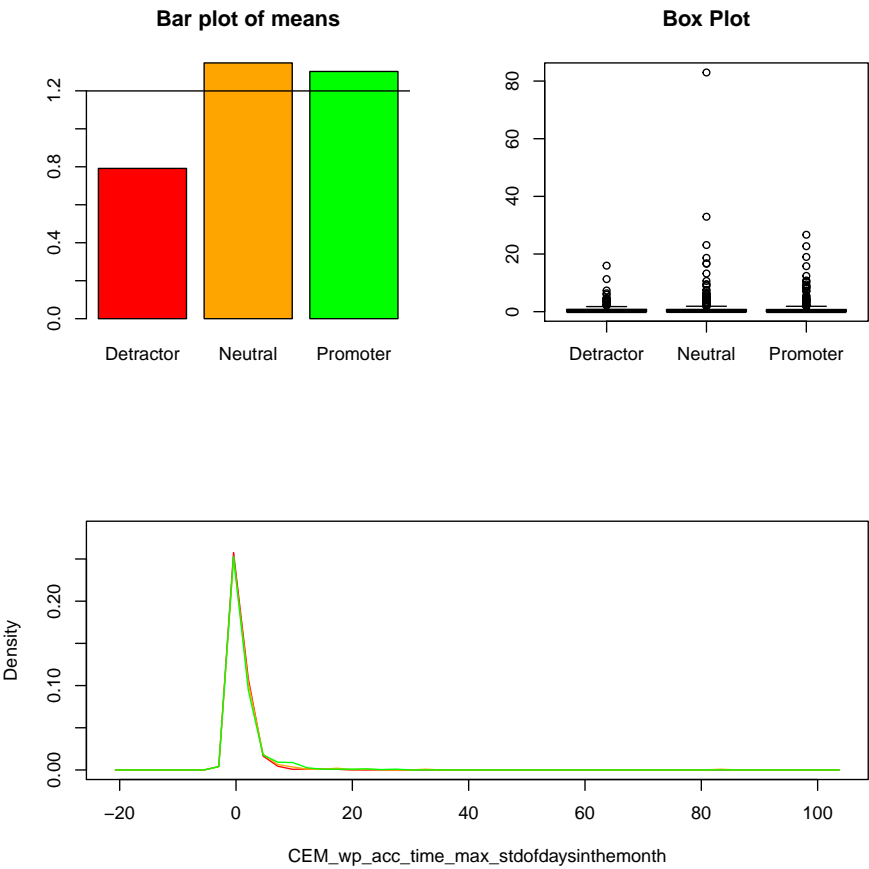
2.1.31 CEM\_wp\_acc\_time\_max\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.24	0.03	0.72	0.72

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.20	0.79	0.82	15.96
Neutral	0.00	0.00	0.23	1.35	0.77	82.98
Promoter	0.00	0.00	0.21	1.30	0.74	26.68



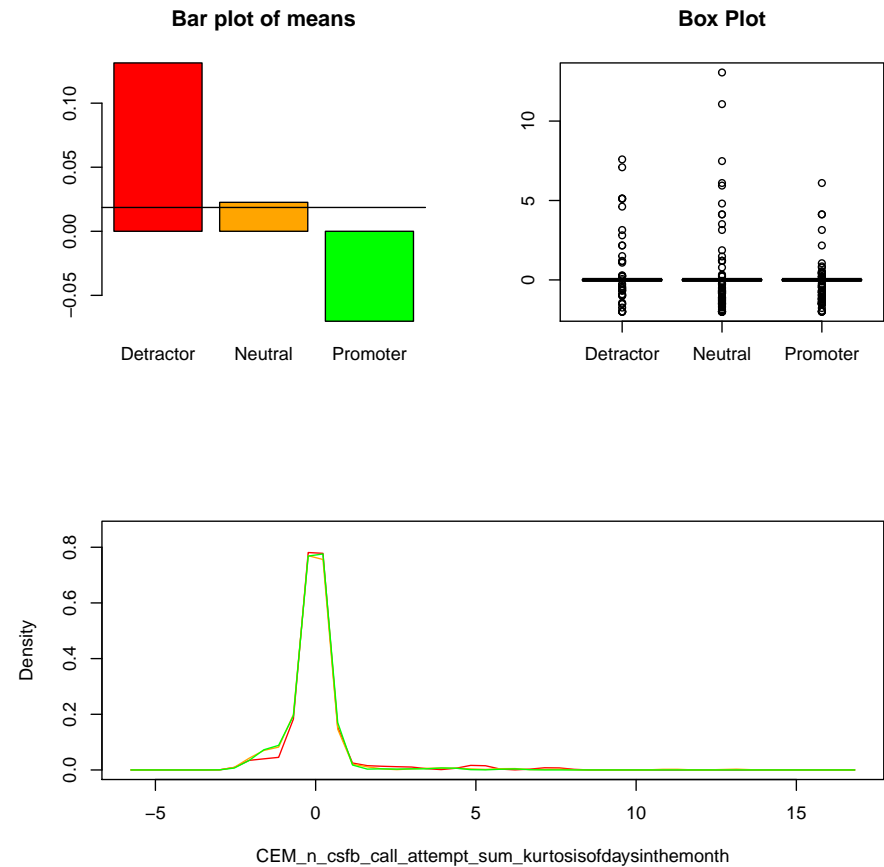
2.1.32 CEM\_n\_csfb\_call\_attempt\_sum\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.27	0.03	0.09	0.09

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	0.00	0.00	0.13	0.00	7.59
Neutral	-2.00	0.00	0.00	0.02	0.00	13.06
Promoter	-2.00	0.00	0.00	-0.07	0.00	6.10



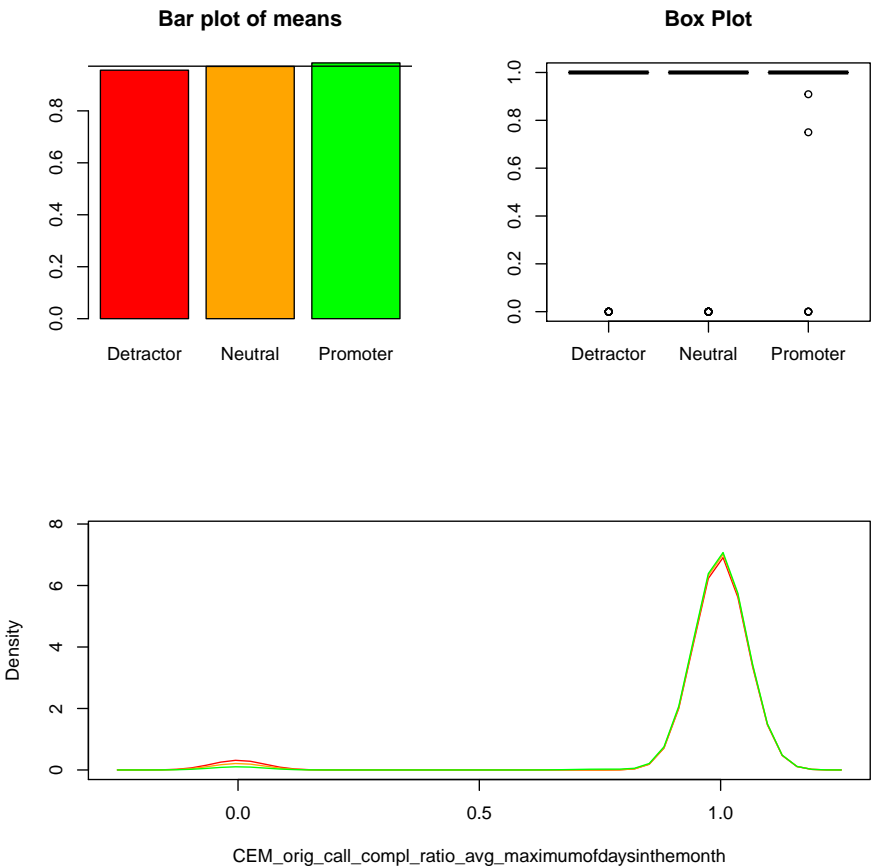
2.1.33 CEM\_orig\_call\_compl\_ratio\_avg\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.08	0.16	0.16

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	1.00	1.00	0.96	1.00	1.00
Neutral	0.00	1.00	1.00	0.97	1.00	1.00
Promoter	0.00	1.00	1.00	0.98	1.00	1.00



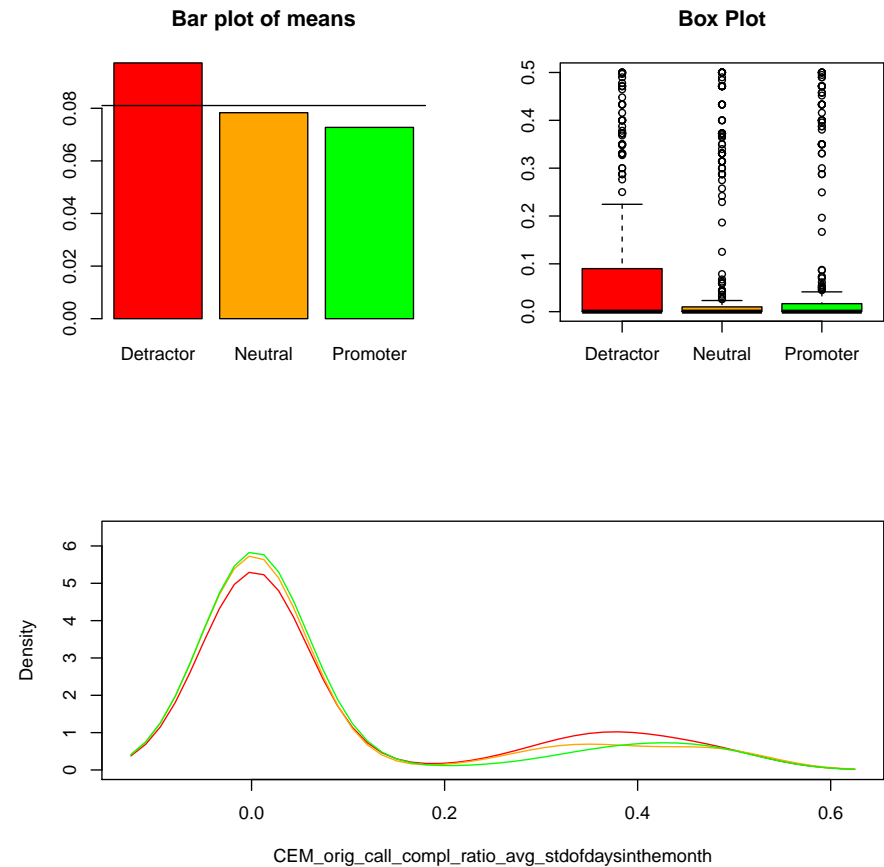
2.1.34 CEM\_orig\_call\_compl\_ratio\_avg\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.10	0.15	0.15

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.10	0.09	0.50
Neutral	0.00	0.00	0.00	0.08	0.01	0.50
Promoter	0.00	0.00	0.00	0.07	0.02	0.50



### 2.1.35 CEM\_n\_esr\_stdofdaysinthemonth

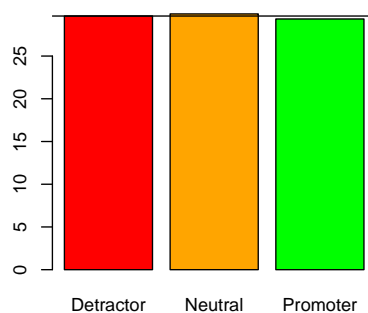
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.87	0.53	0.53

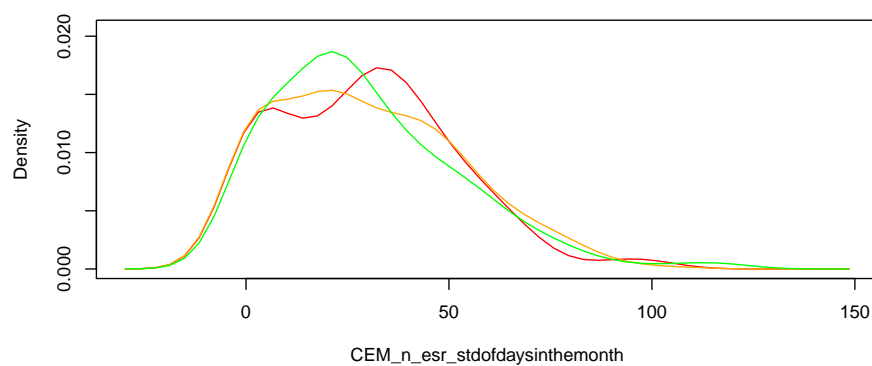
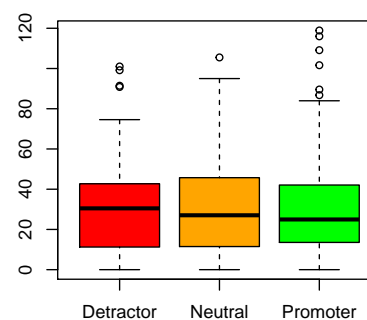
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	11.25	30.48	29.69	42.70	101.00
Neutral	0.00	11.49	27.04	29.93	45.73	105.50
Promoter	0.00	13.55	24.96	29.34	41.99	118.90

Bar plot of means



Box Plot



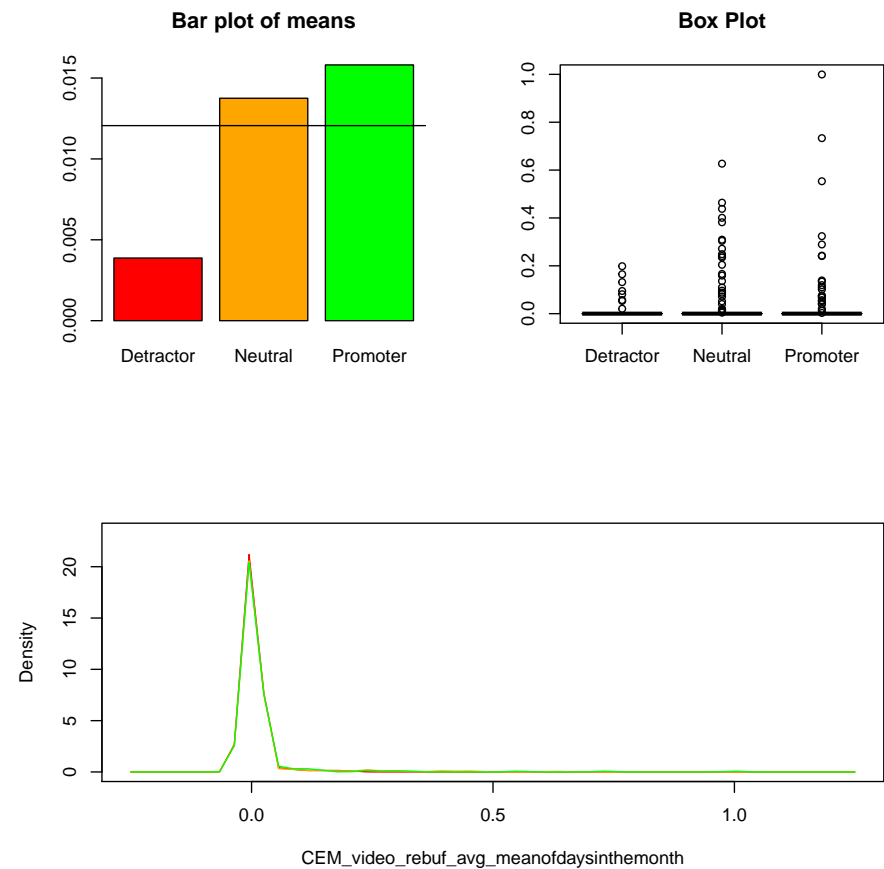
2.1.36 CEM\_video\_rebuf\_avg\_meanofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.12	0.03	0.07	0.07

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.20
Neutral	0.00	0.00	0.00	0.01	0.00	0.63
Promoter	0.00	0.00	0.00	0.02	0.00	1.00



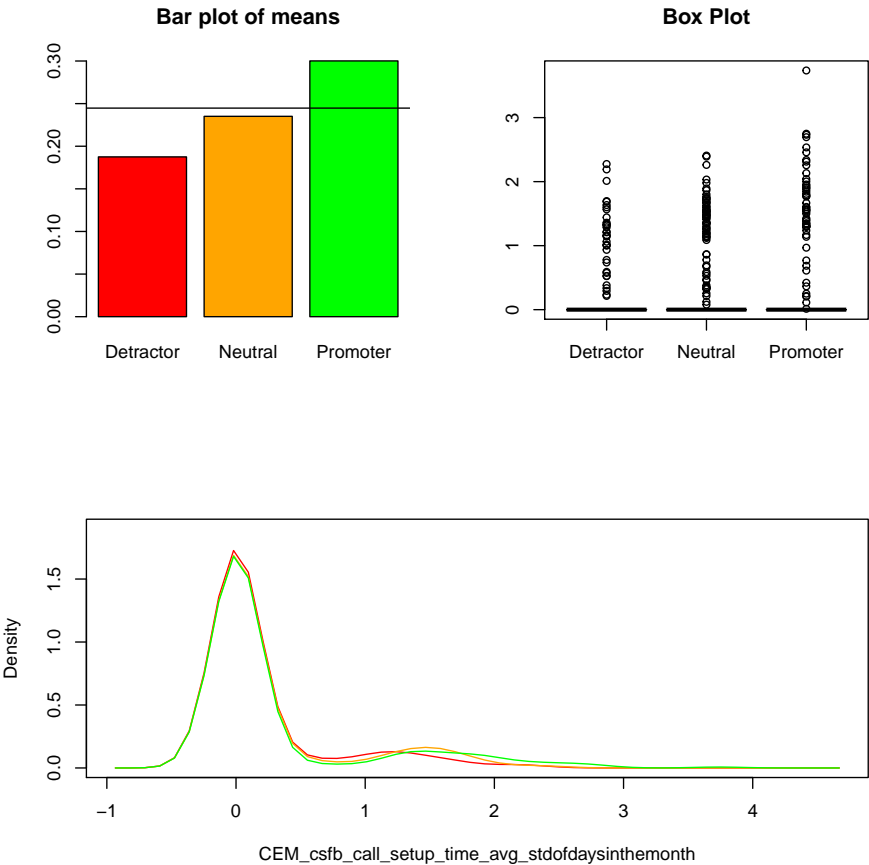
2.1.37 CEM\_csfb\_call\_setup\_time\_avg\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.16	0.03	0.27	0.27

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.19	0.00	2.27
Neutral	0.00	0.00	0.00	0.24	0.00	2.41
Promoter	0.00	0.00	0.00	0.30	0.00	3.74





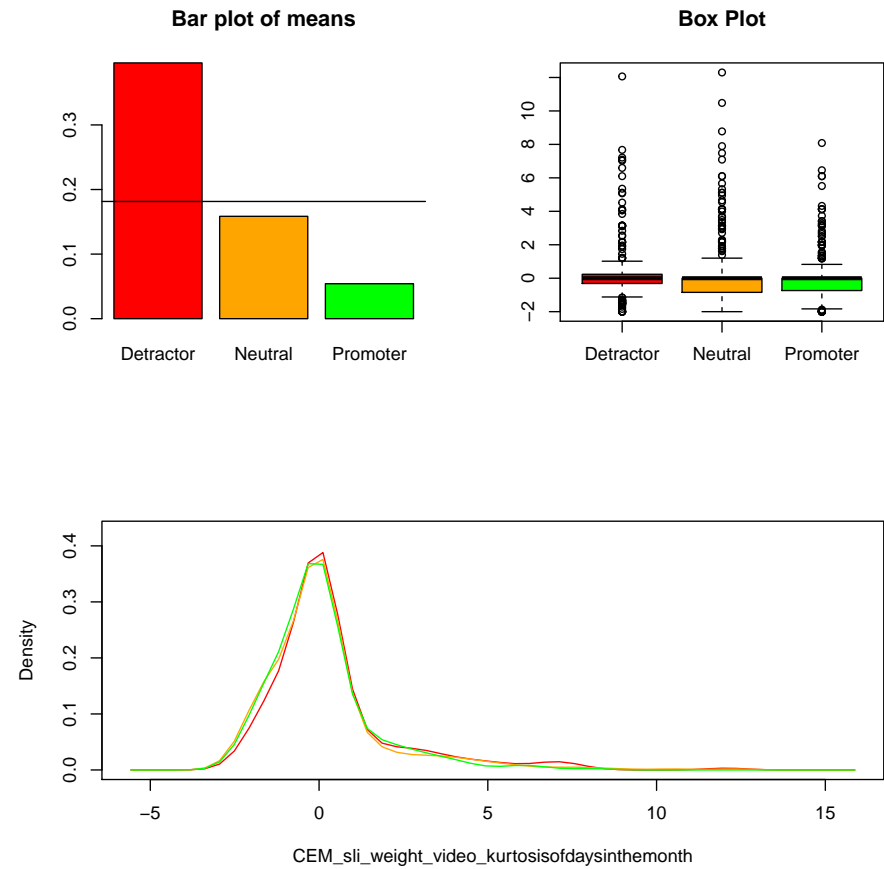
2.1.38 CEM\_sli\_weight\_video\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.40	0.04	0.07	0.07

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-0.32	0.00	0.40	0.24	12.06
Neutral	-2.00	-0.85	0.00	0.16	0.00	12.30
Promoter	-2.00	-0.74	0.00	0.05	0.00	8.08



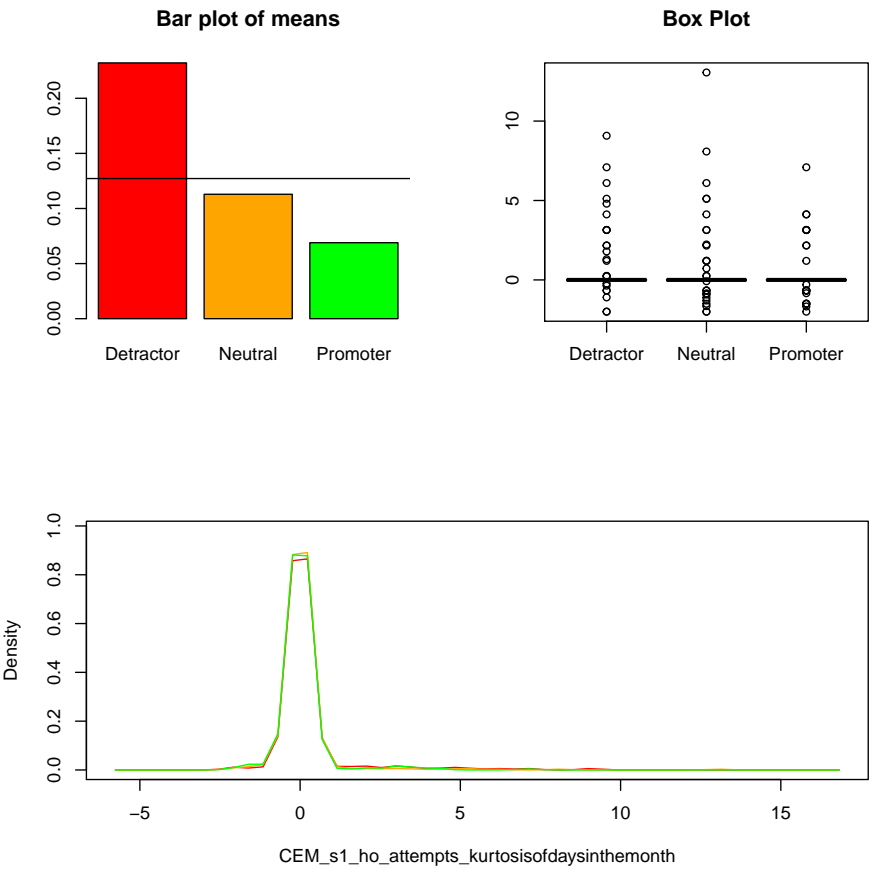
2.1.39 CEM\_s1\_ho\_attempts\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.48	0.08	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	0.00	0.00	0.23	0.00	9.08
Neutral	-2.00	0.00	0.00	0.11	0.00	13.06
Promoter	-2.00	0.00	0.00	0.07	0.00	7.09



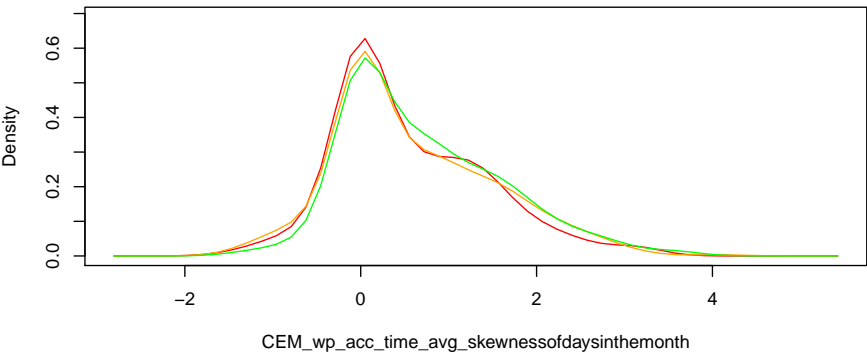
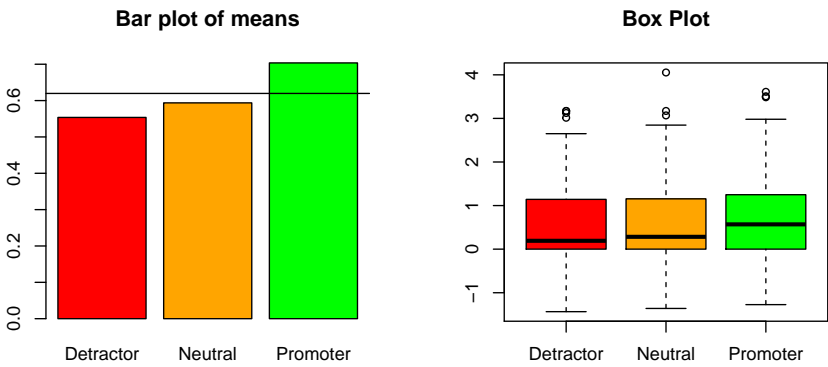
2.1.40 CEM\_wp\_acc\_time\_avg\_skewnessofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.33	0.06	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-1.44	0.00	0.19	0.55	1.14	3.17
Neutral	-1.36	0.00	0.28	0.59	1.15	4.05
Promoter	-1.27	0.00	0.57	0.70	1.25	3.61



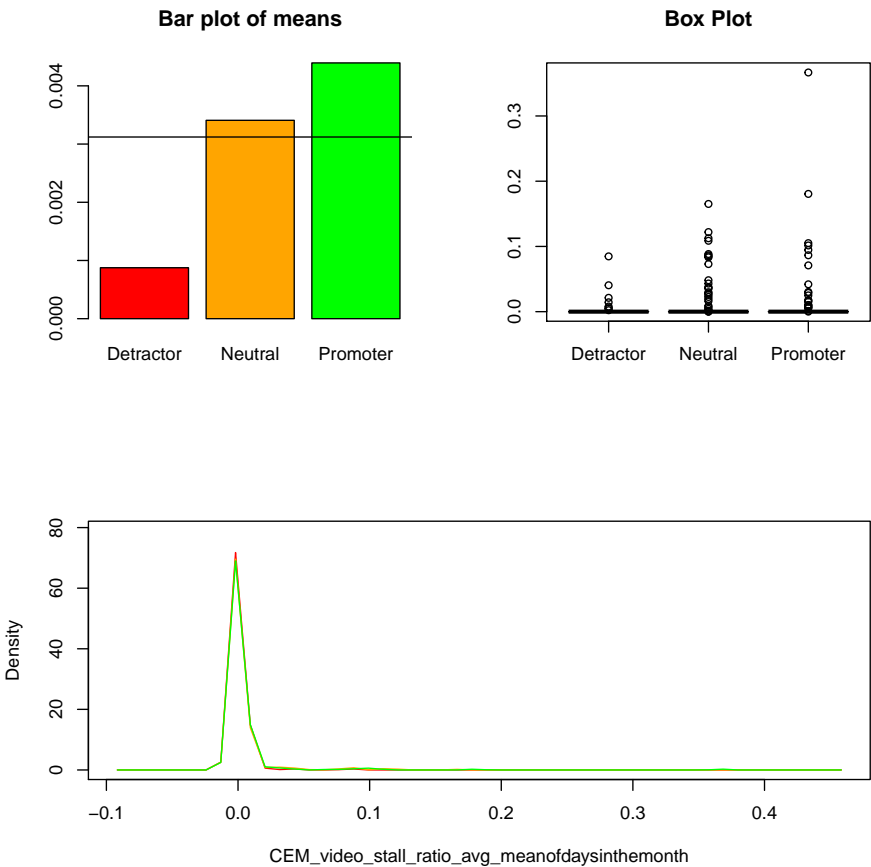
2.1.41 CEM\_video\_stall\_ratio\_avg\_meanofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.10	0.04	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.08
Neutral	0.00	0.00	0.00	0.00	0.00	0.17
Promoter	0.00	0.00	0.00	0.00	0.00	0.37



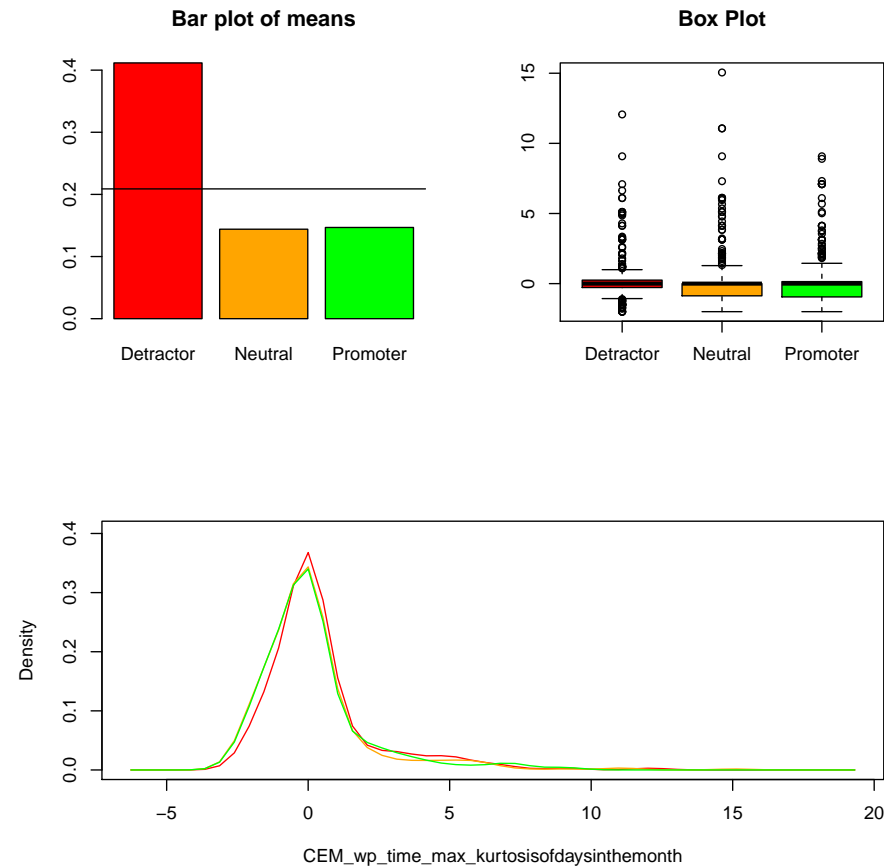
2.1.42 CEM\_wp\_time\_max\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.13	0.05	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-0.28	0.00	0.41	0.25	12.06
Neutral	-2.00	-0.87	0.00	0.14	0.00	15.05
Promoter	-2.00	-0.95	0.00	0.15	0.13	9.08



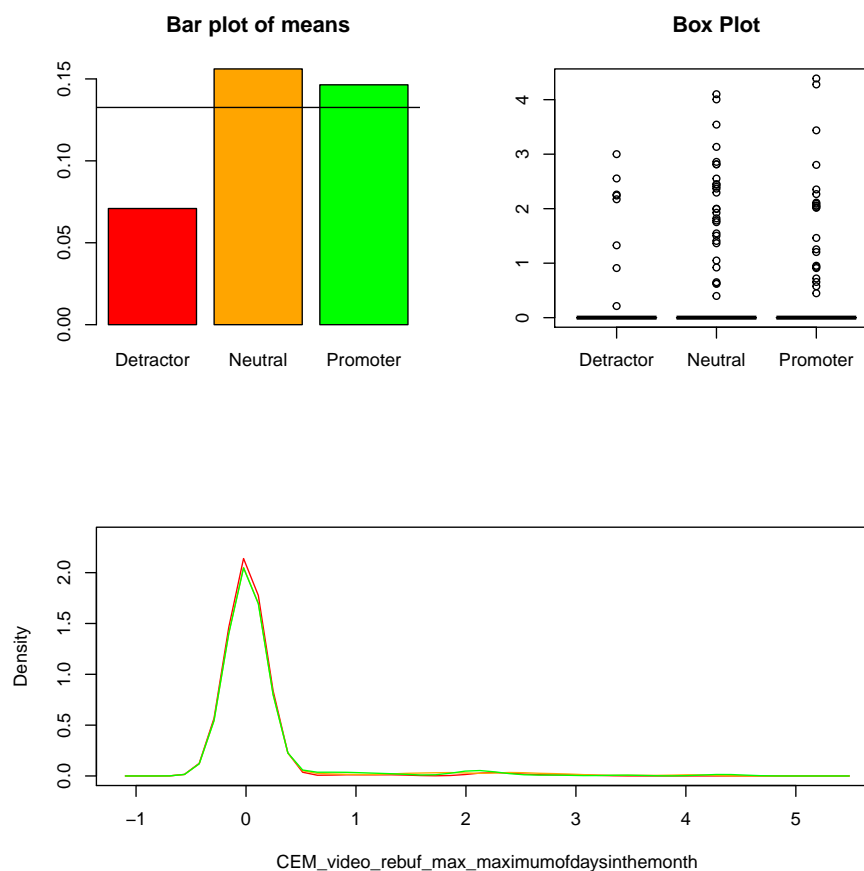
### 2.1.43 CEM\_video\_rebuf\_max\_maximumofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.09	0.07	0.07

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.07	0.00	3.00
Neutral	0.00	0.00	0.00	0.16	0.00	4.10
Promoter	0.00	0.00	0.00	0.15	0.00	4.39



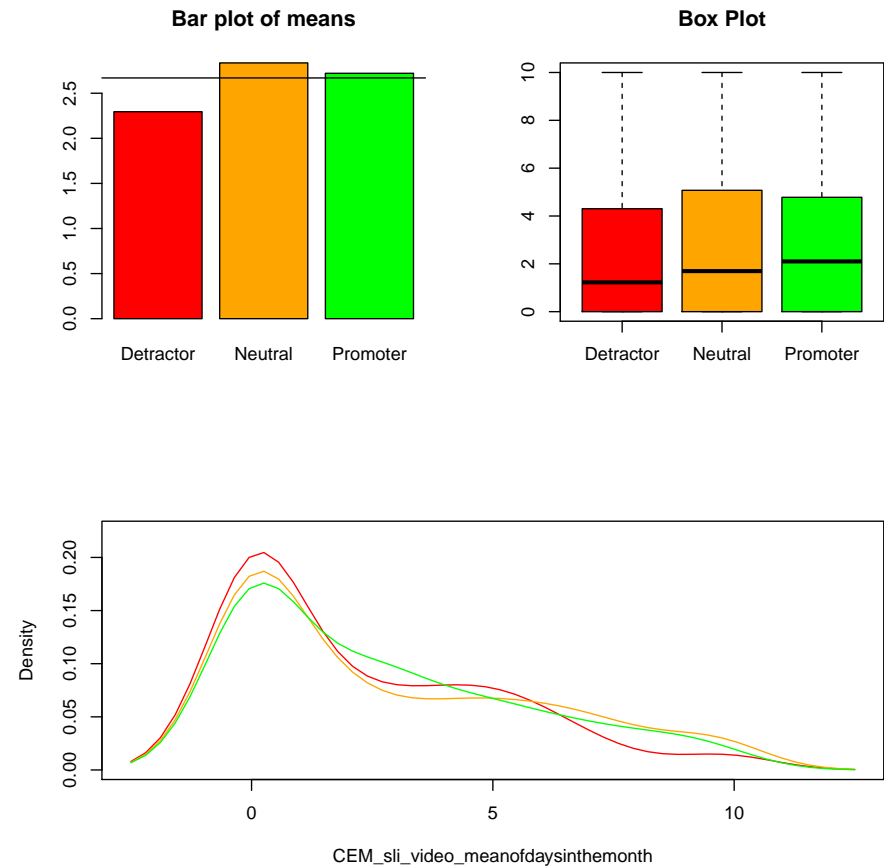
2.1.44 CEM\_sli\_video\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.10	0.11	0.11

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1.23	2.29	4.30	10.00
Neutral	0.00	0.00	1.70	2.84	5.07	10.00
Promoter	0.00	0.00	2.10	2.72	4.78	10.00



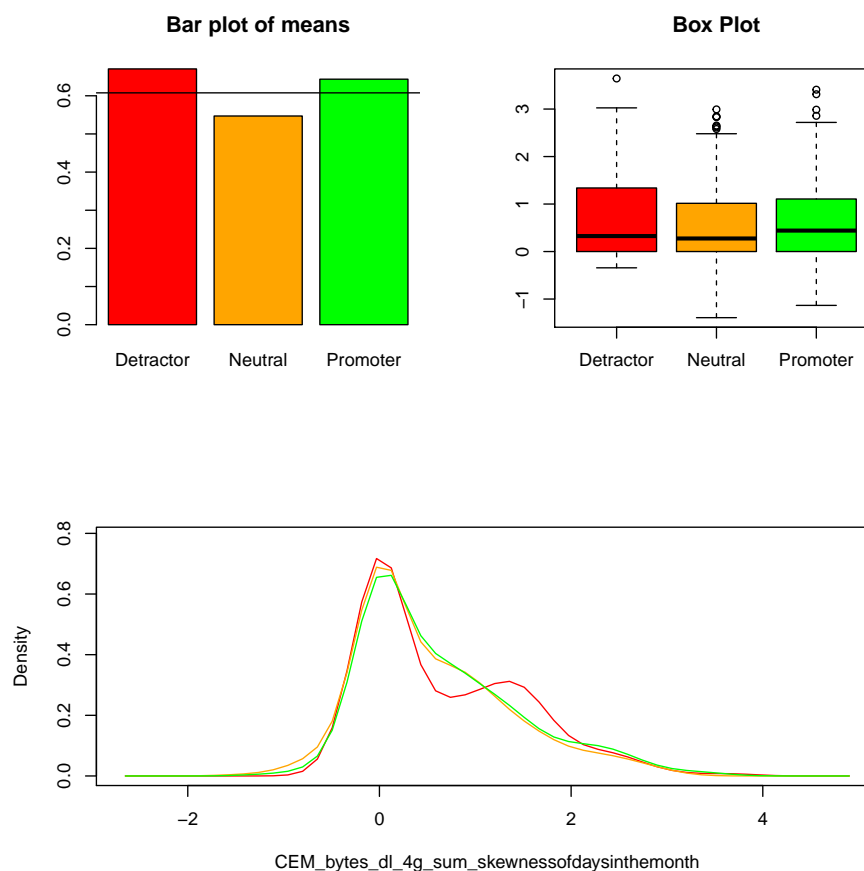
### 2.1.45 CEM\_bytes\_dl\_4g\_sum\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.72	0.99	0.99

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-0.34	0.00	0.33	0.67	1.34	3.64
Neutral	-1.39	0.00	0.27	0.55	1.02	2.99
Promoter	-1.13	0.00	0.44	0.64	1.10	3.41





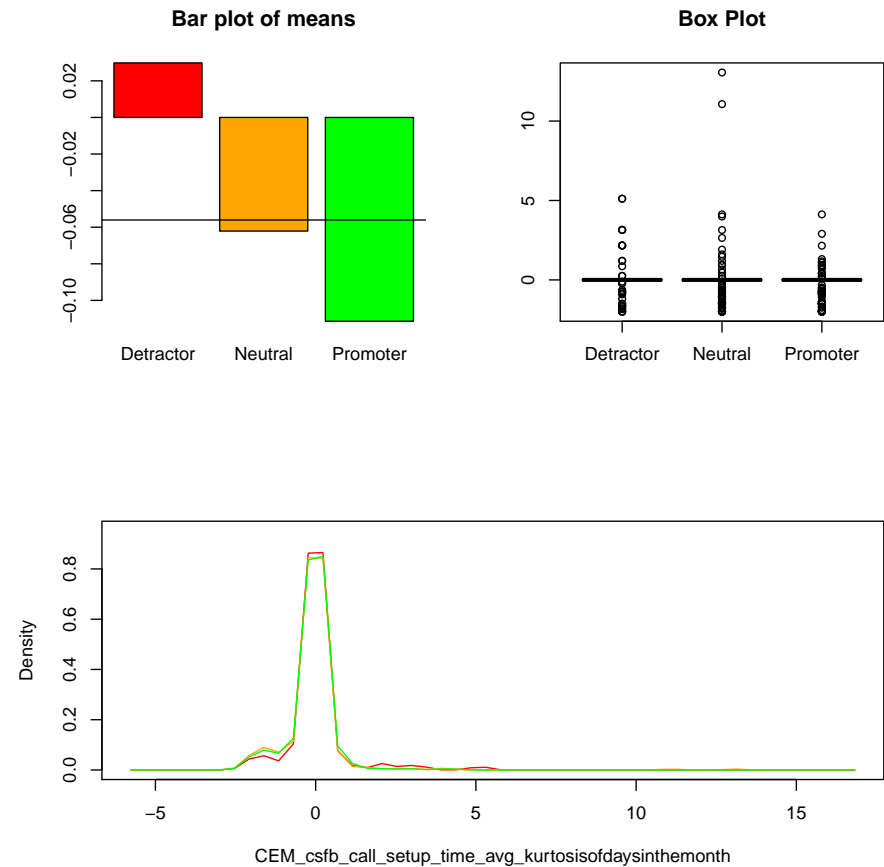
2.1.46 CEM\_csfb\_call\_setup\_time\_avg\_kurtosisofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.39	0.04	0.26	0.26

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	0.00	0.00	0.03	0.00	5.11
Neutral	-2.00	0.00	0.00	-0.06	0.00	13.06
Promoter	-2.00	0.00	0.00	-0.11	0.00	4.12



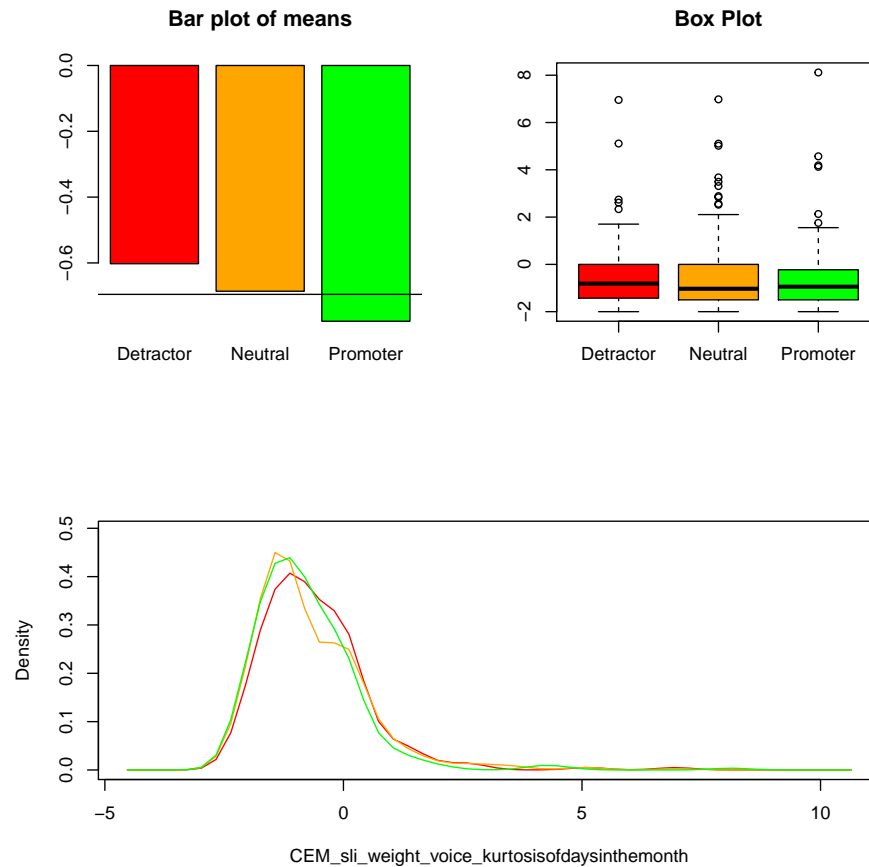
### 2.1.47 CEM\_sli\_weight\_voice\_kurtosisofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.28	0.09	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.43	-0.81	-0.60	0.00	6.95
Neutral	-2.00	-1.50	-1.03	-0.69	0.00	6.98
Promoter	-2.00	-1.50	-0.94	-0.78	-0.23	8.12



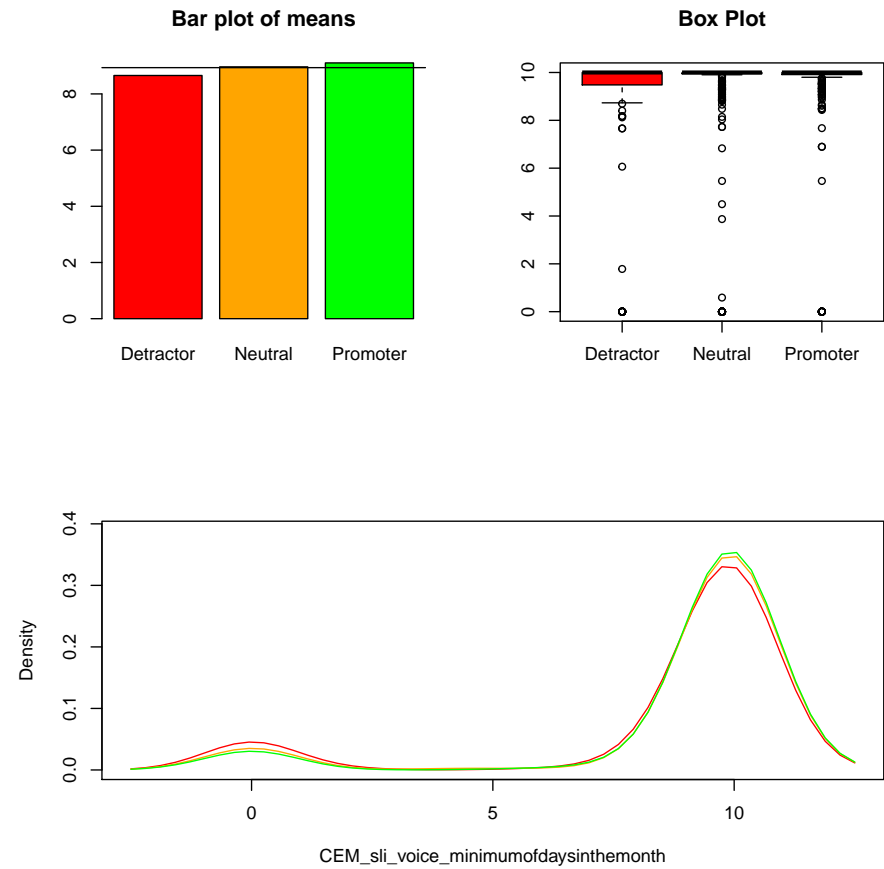
2.1.48 CEM\_sli\_voice\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.12	0.10	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	9.48	10.00	8.66	10.00	10.00
Neutral	0.00	9.95	10.00	8.96	10.00	10.00
Promoter	0.00	9.91	10.00	9.10	10.00	10.00



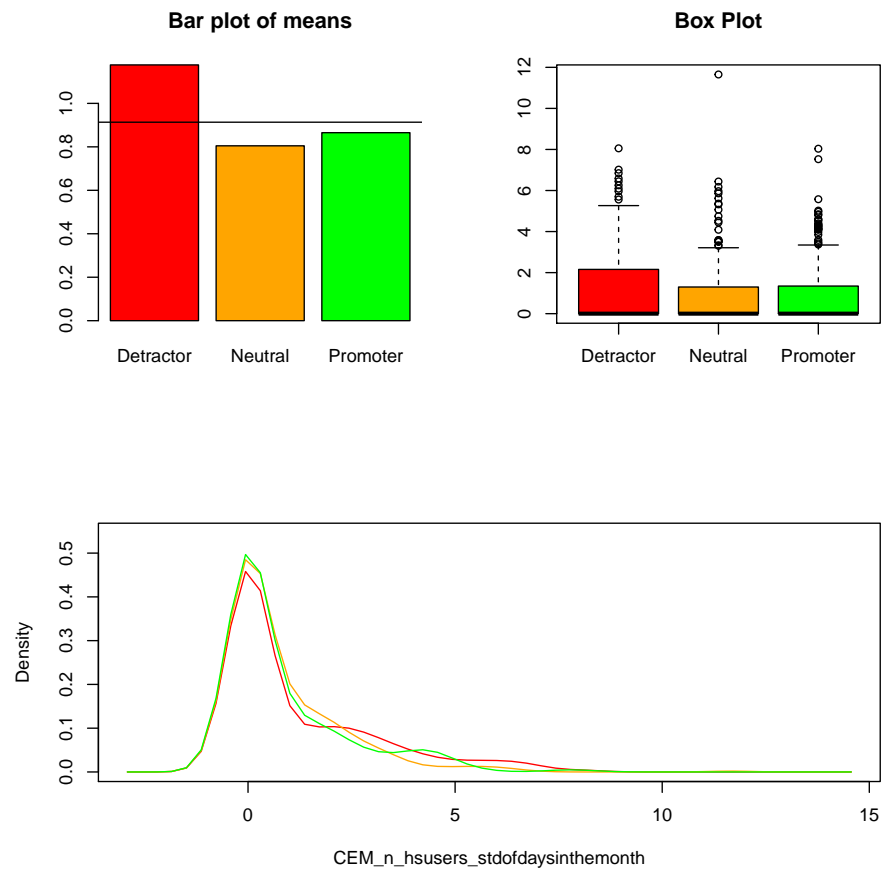
### 2.1.49 CEM\_n\_hsusers\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.04	0.13	0.13

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	1.18	2.16	8.05
Neutral	0.00	0.00	0.00	0.80	1.30	11.65
Promoter	0.00	0.00	0.00	0.87	1.33	8.04



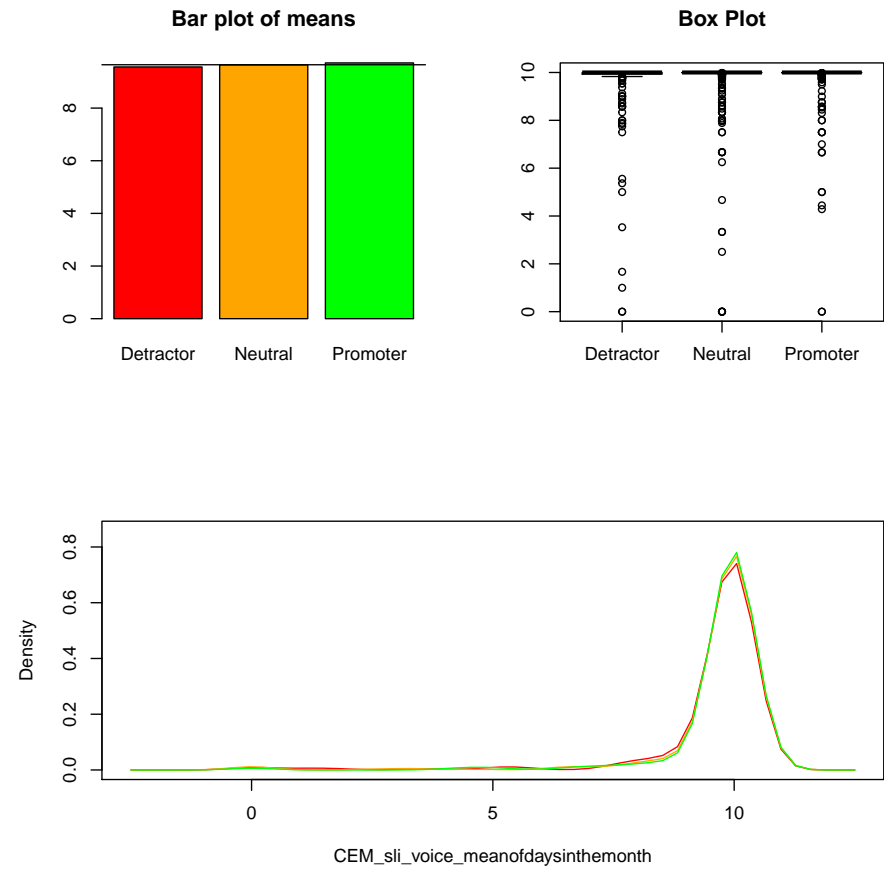
2.1.50 CEM\_sli\_voice\_meanofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.13	0.22	0.05	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	9.93	10.00	9.56	10.00	10.00
Neutral	0.00	9.99	10.00	9.64	10.00	10.00
Promoter	0.00	9.99	10.00	9.72	10.00	10.00



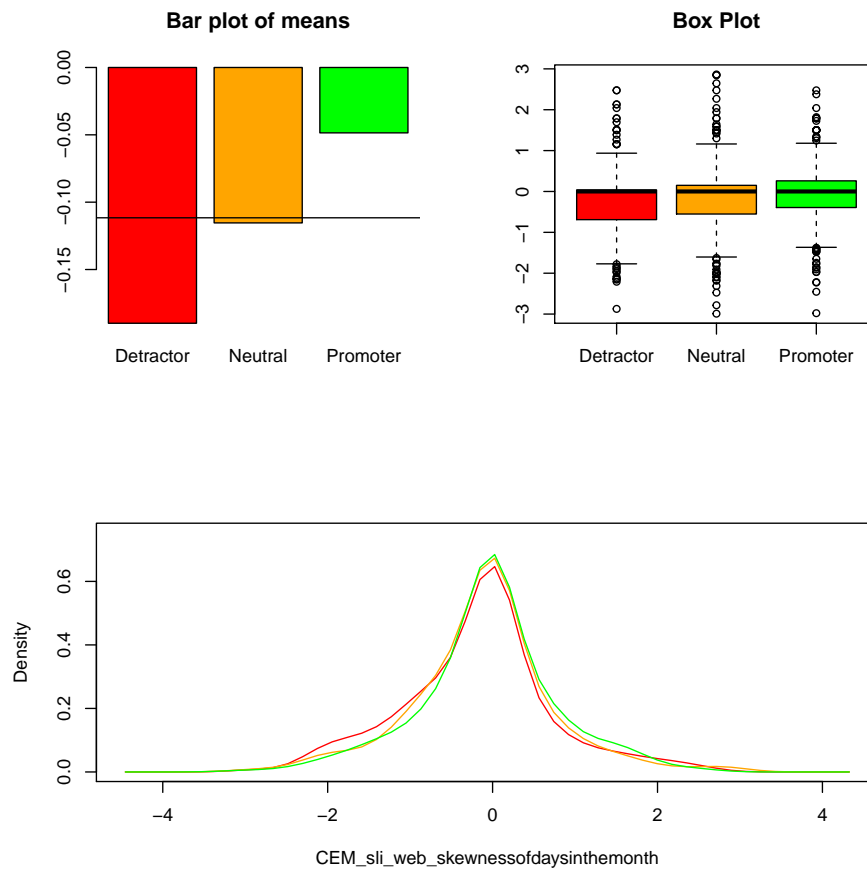
### 2.1.51 CEM\_sli\_web\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.20	0.07	0.05	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.87	-0.69	0.00	-0.19	0.04	2.48
Neutral	-2.99	-0.55	0.00	-0.12	0.15	2.86
Promoter	-2.98	-0.39	0.00	-0.05	0.26	2.48



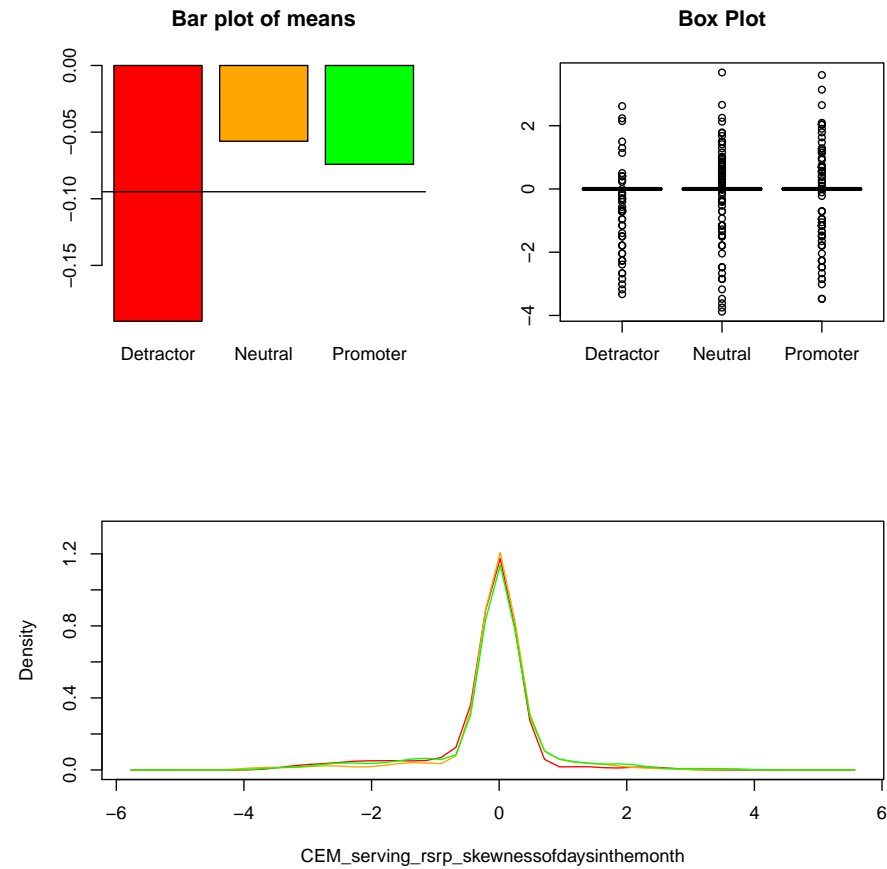
2.1.52 CEM\_serving\_rsrp\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.25	0.12	0.05	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-3.33	0.00	0.00	-0.19	0.00	2.62
Neutral	-3.88	0.00	0.00	-0.06	0.00	3.68
Promoter	-3.47	0.00	0.00	-0.07	0.00	3.60



### 2.1.53 CEM\_s1\_ho\_exec\_time\_kurtosisofdaysinthemonth

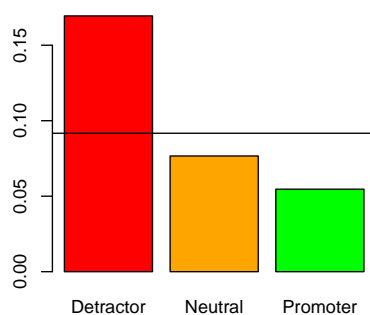
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.29	0.23	0.05	0.05

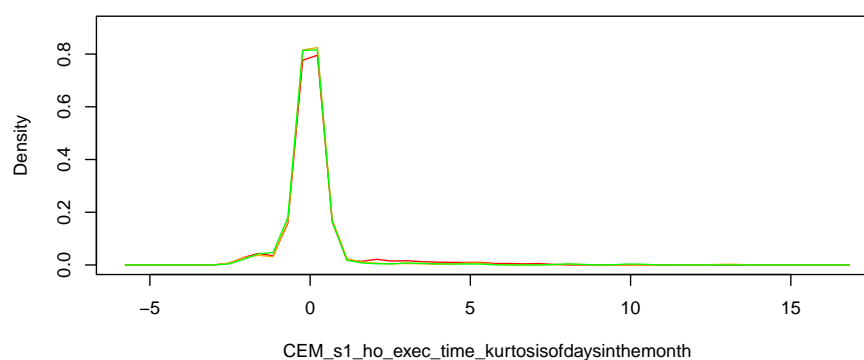
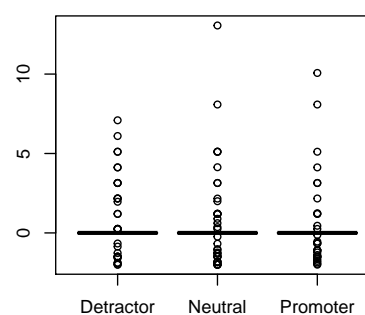
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	0.00	0.00	0.17	0.00	7.09
Neutral	-2.00	0.00	0.00	0.08	0.00	13.06
Promoter	-2.00	0.00	0.00	0.05	0.00	10.07

Bar plot of means



Box Plot





## 2.2 Fixed Operator

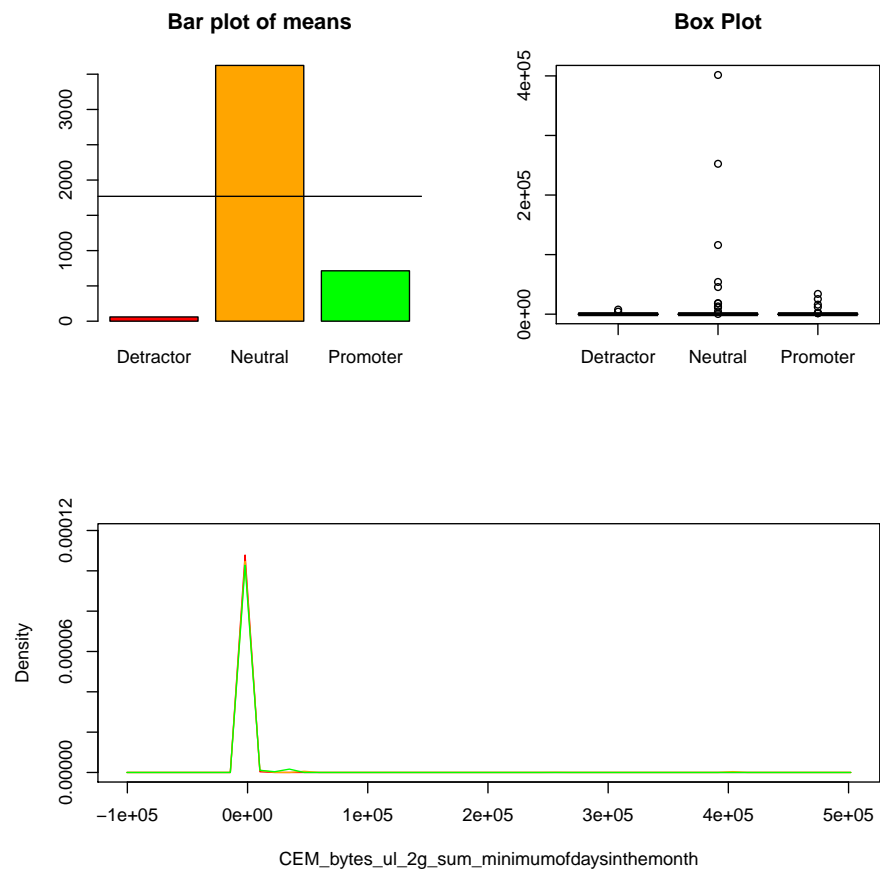
### 2.2.1 CEM\_bytes\_ul\_2g\_sum\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.07	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	60.37	0.00	7716.00
Neutral	0.00	0.00	0.00	3624.00	0.00	401500.00
Promoter	0.00	0.00	0.00	714.00	0.00	34020.00



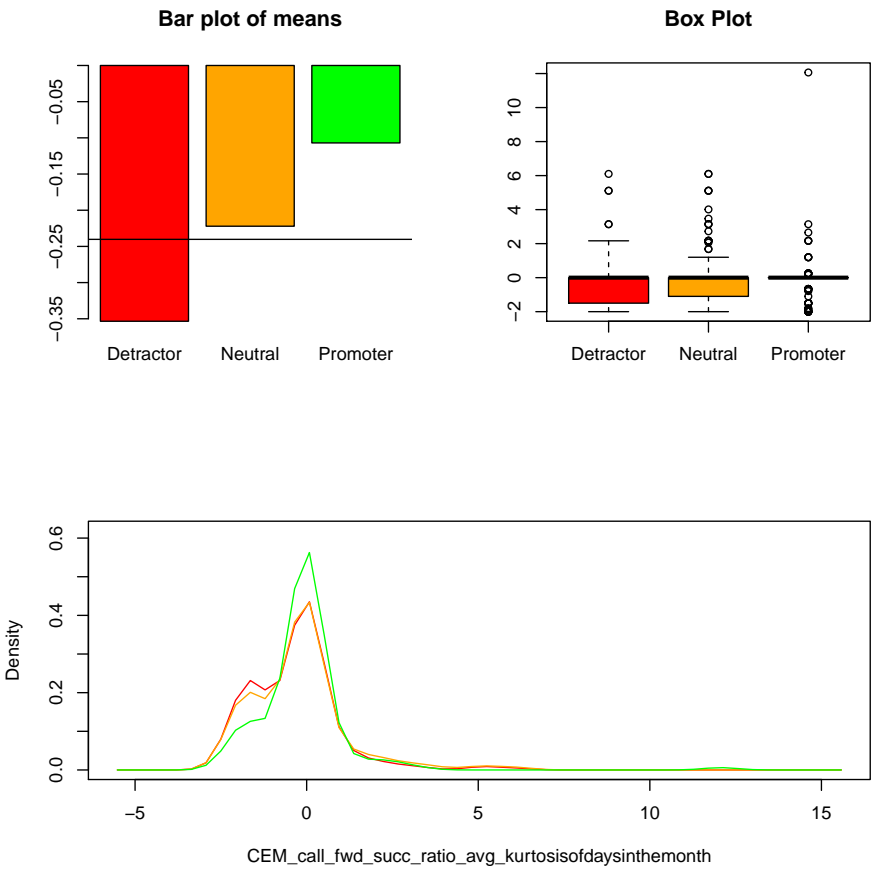
2.2.2 CEM\_call\_fwd\_succ\_ratio\_avg\_kurtosisofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.09	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.50	0.00	-0.35	0.00	6.10
Neutral	-2.00	-1.10	0.00	-0.22	0.00	6.10
Promoter	-2.00	0.00	0.00	-0.11	0.00	12.06



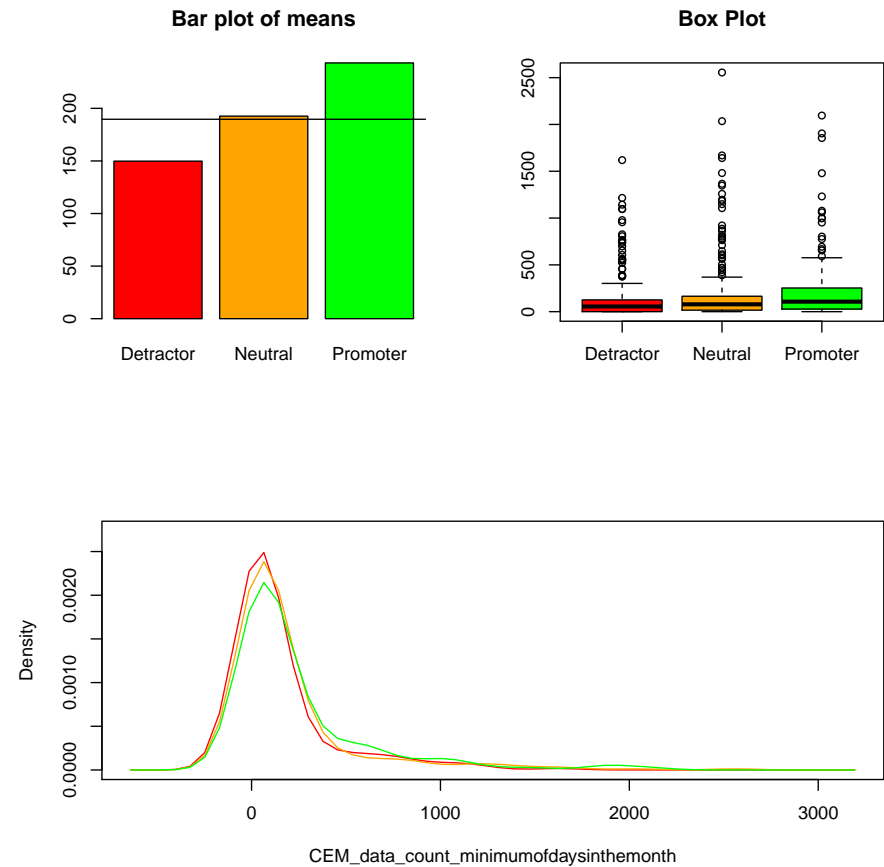
2.2.3 CEM\_data\_count\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.02	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.25	55.50	149.80	125.00	1619.00
Neutral	0.00	16.25	78.50	192.60	164.00	2555.00
Promoter	0.00	28.00	107.00	243.20	253.00	2095.00



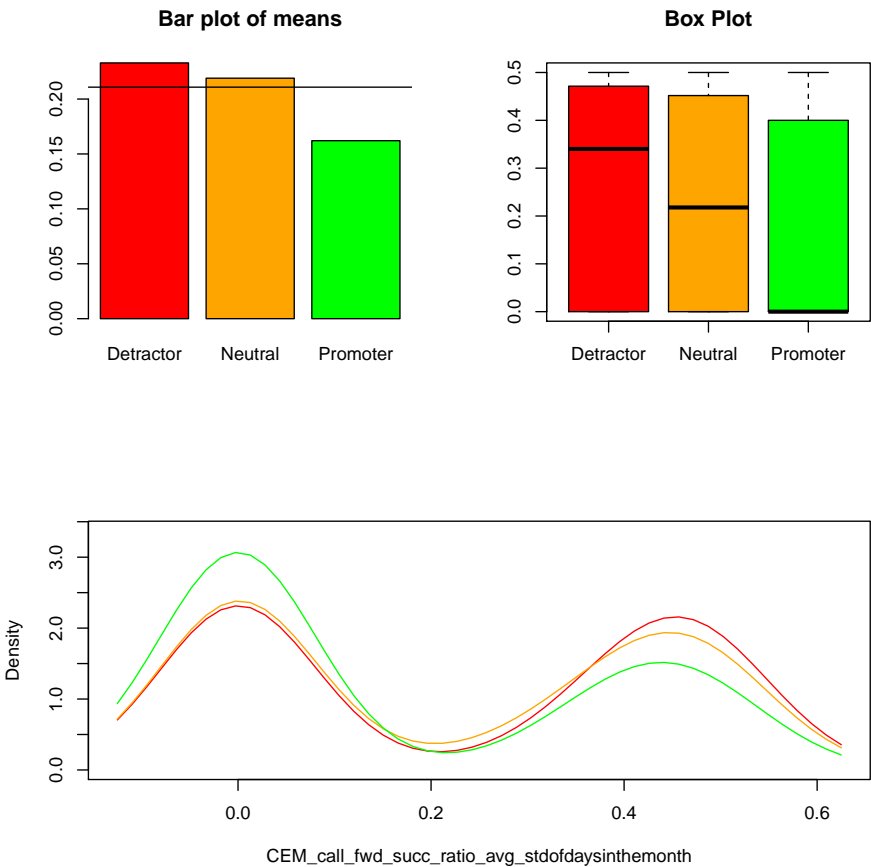
2.2.4 CEM\_call\_fwd\_succ\_ratio\_avg\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.34	0.23	0.47	0.50
Neutral	0.00	0.00	0.22	0.22	0.45	0.50
Promoter	0.00	0.00	0.00	0.16	0.40	0.50



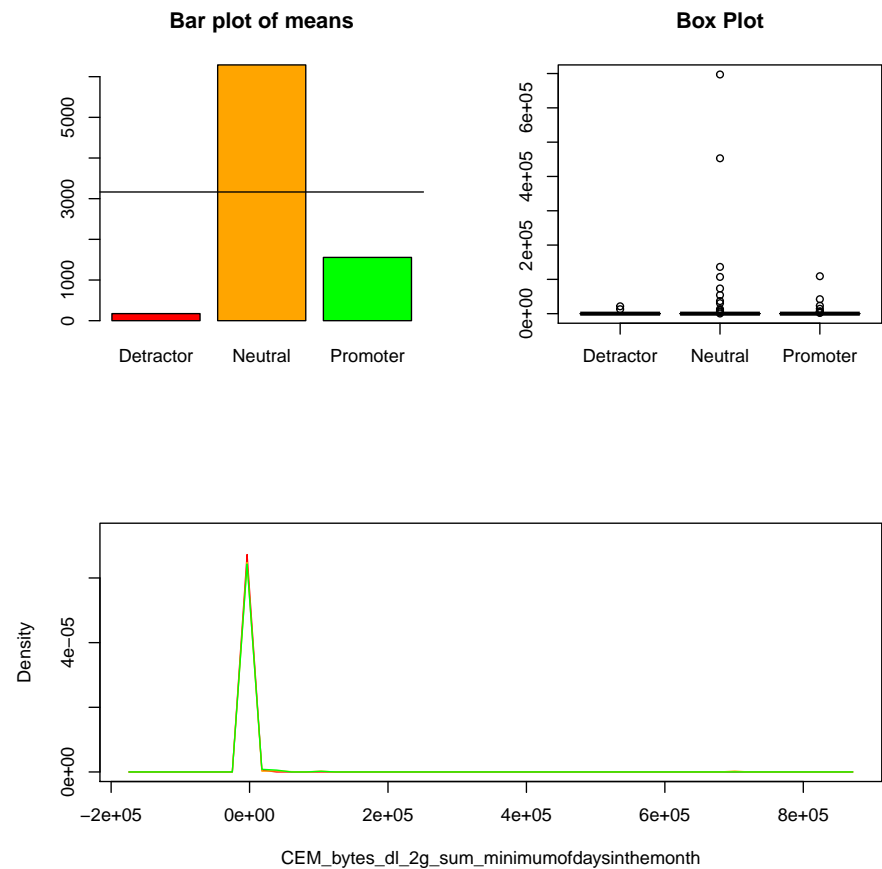
2.2.5 CEM\_bytes\_dl\_2g\_sum\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.13	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	174.00	0.00	21470.00
Neutral	0.00	0.00	0.00	6289.00	0.00	697200.00
Promoter	0.00	0.00	0.00	1556.00	0.00	109200.00



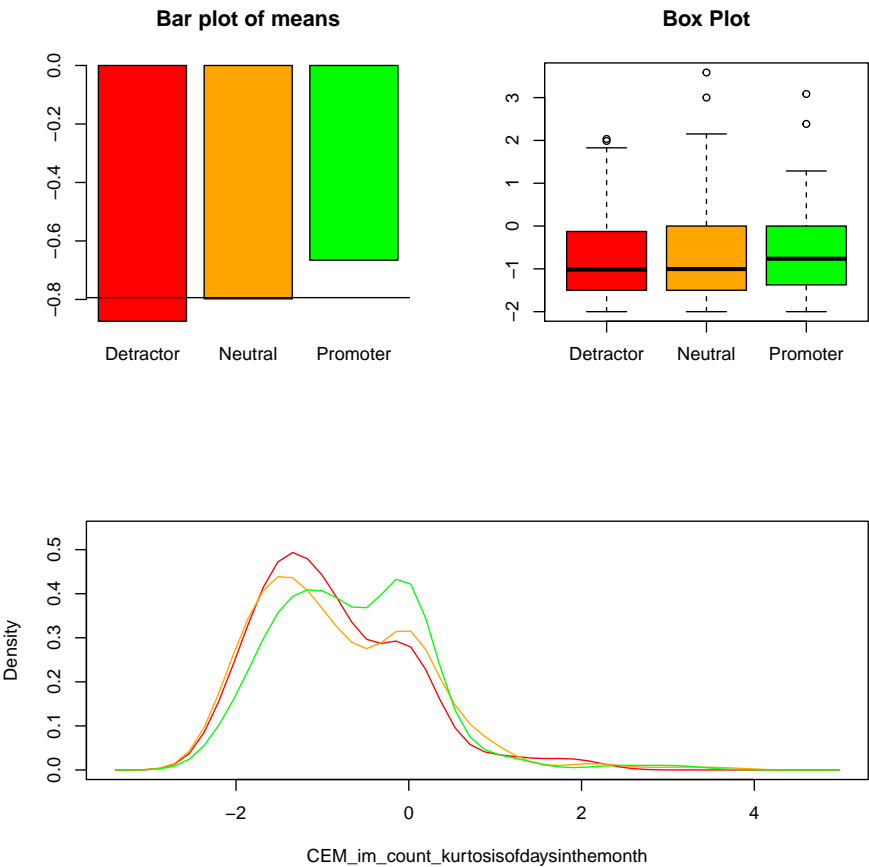
2.2.6 CEM\_im\_count\_kurtosisofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.03	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.50	-1.02	-0.87	-0.14	2.04
Neutral	-2.00	-1.50	-1.00	-0.80	0.00	3.59
Promoter	-2.00	-1.37	-0.76	-0.67	0.00	3.08



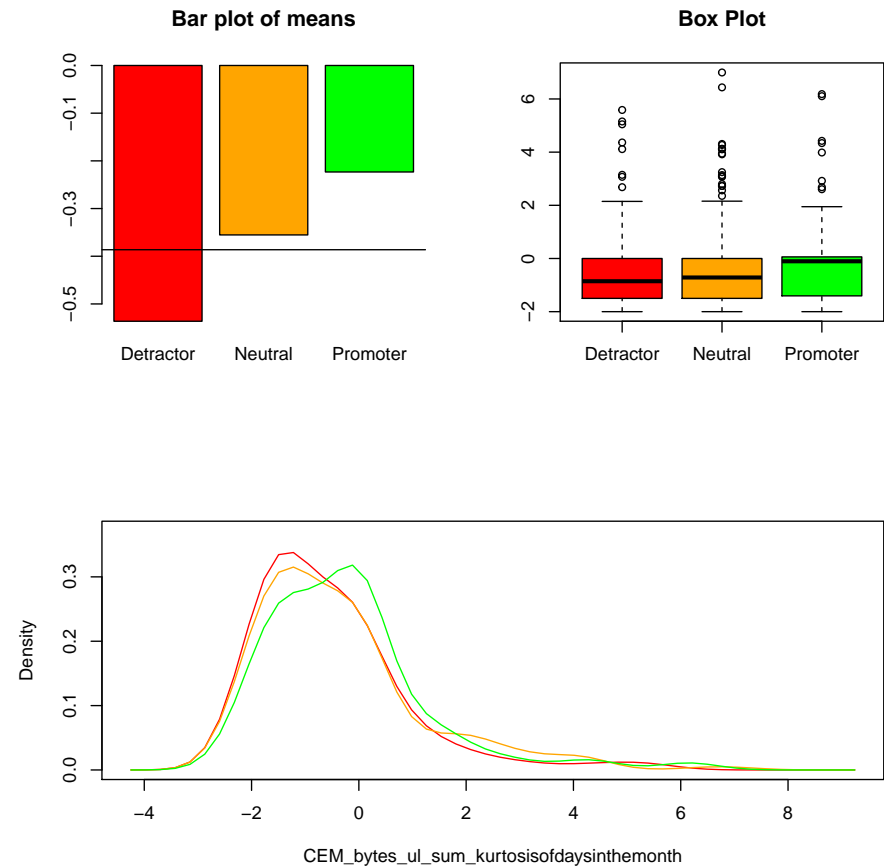
2.2.7 CEM\_bytes\_ul\_sum\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.05	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.50	-0.85	-0.54	0.00	5.59
Neutral	-2.00	-1.50	-0.71	-0.36	0.00	7.00
Promoter	-2.00	-1.41	-0.10	-0.22	0.06	6.18



### 2.2.8 CEM\_social\_count\_minimumofdaysinthethmonth

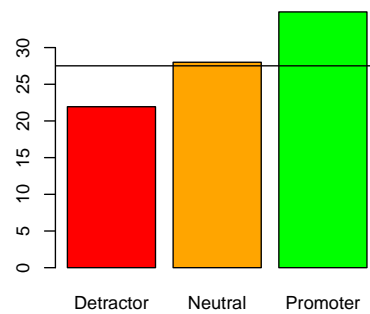
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.03	0.04	0.04

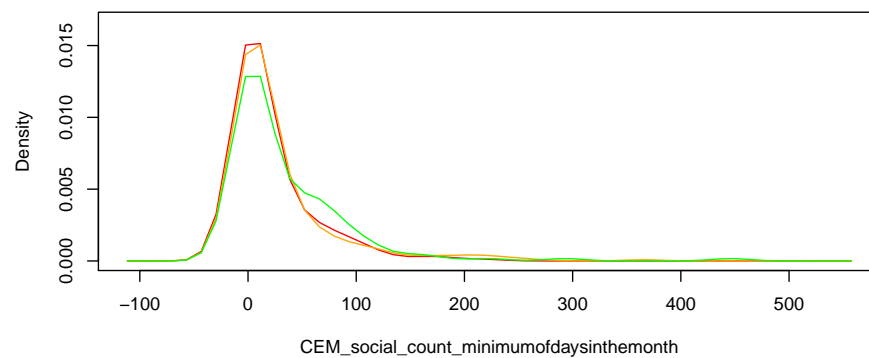
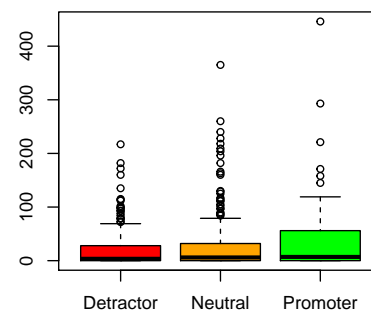
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	3.50	21.94	27.50	217.00
Neutral	0.00	0.00	6.00	28.00	31.75	365.00
Promoter	0.00	0.00	7.00	34.86	56.00	446.00

Bar plot of means



Box Plot





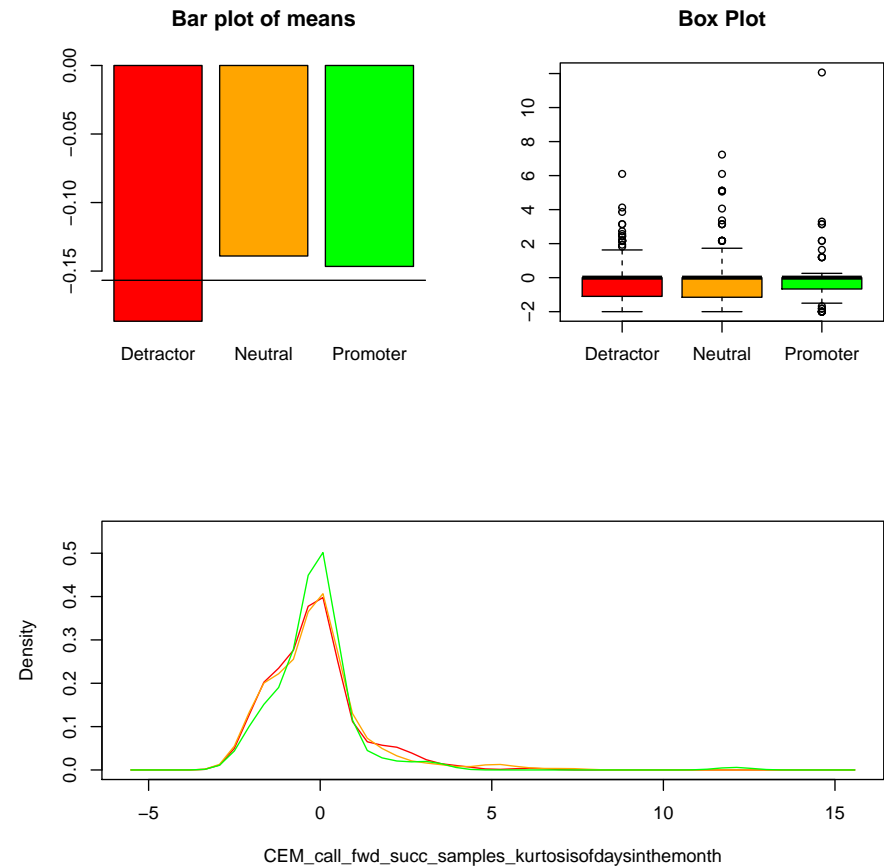
2.2.9 CEM\_call\_fwd\_succ\_samples\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.79	0.61	0.61

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.10	0.00	-0.19	0.00	6.10
Neutral	-2.00	-1.15	0.00	-0.14	0.00	7.23
Promoter	-2.00	-0.67	0.00	-0.15	0.00	12.06



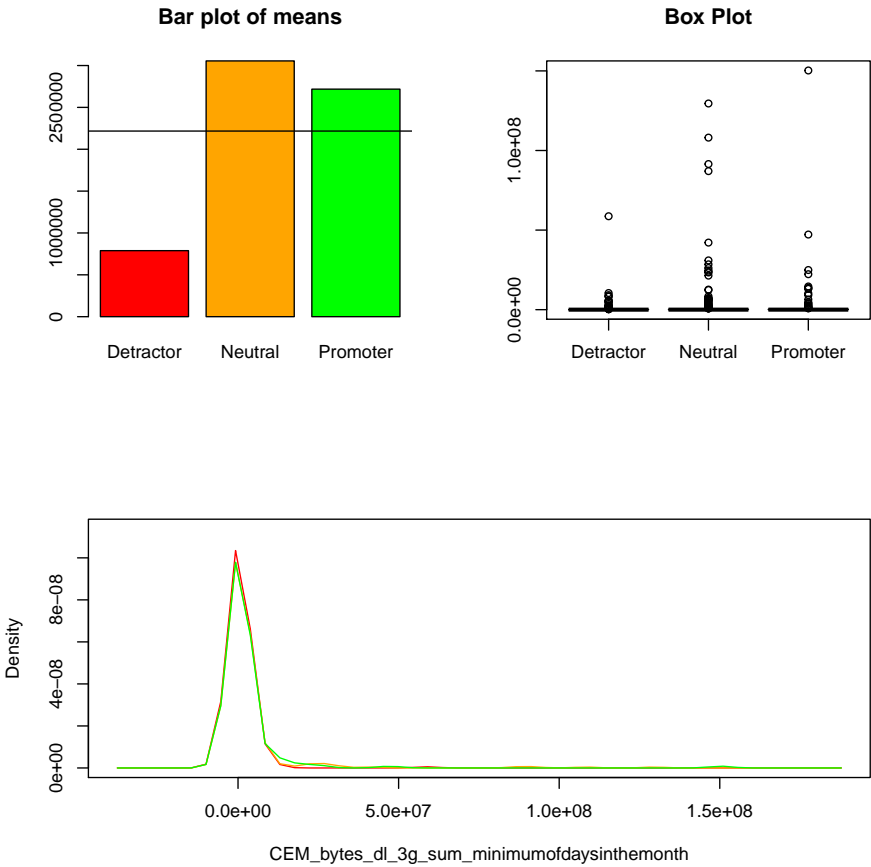
2.2.10 CEM\_bytes\_dl\_3g\_sum\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.13	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	420.00	788800.00	135500.00	58700000.00
Neutral	0.00	0.00	12350.00	3055000.00	271300.00	129500000.00
Promoter	0.00	0.00	20530.00	2718000.00	328000.00	150300000.00



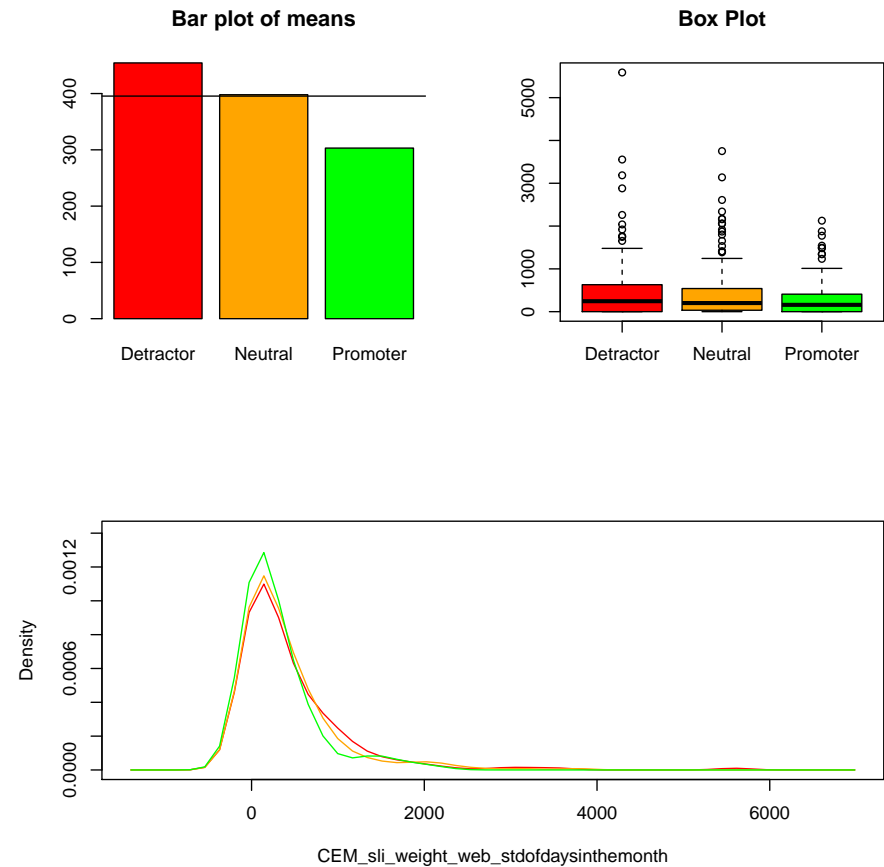
2.2.11 CEM\_sli\_weight\_web\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.01	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	244.70	454.40	627.10	5588.00
Neutral	0.00	33.60	201.40	397.90	537.30	3751.00
Promoter	0.00	0.00	159.50	303.10	409.00	2126.00



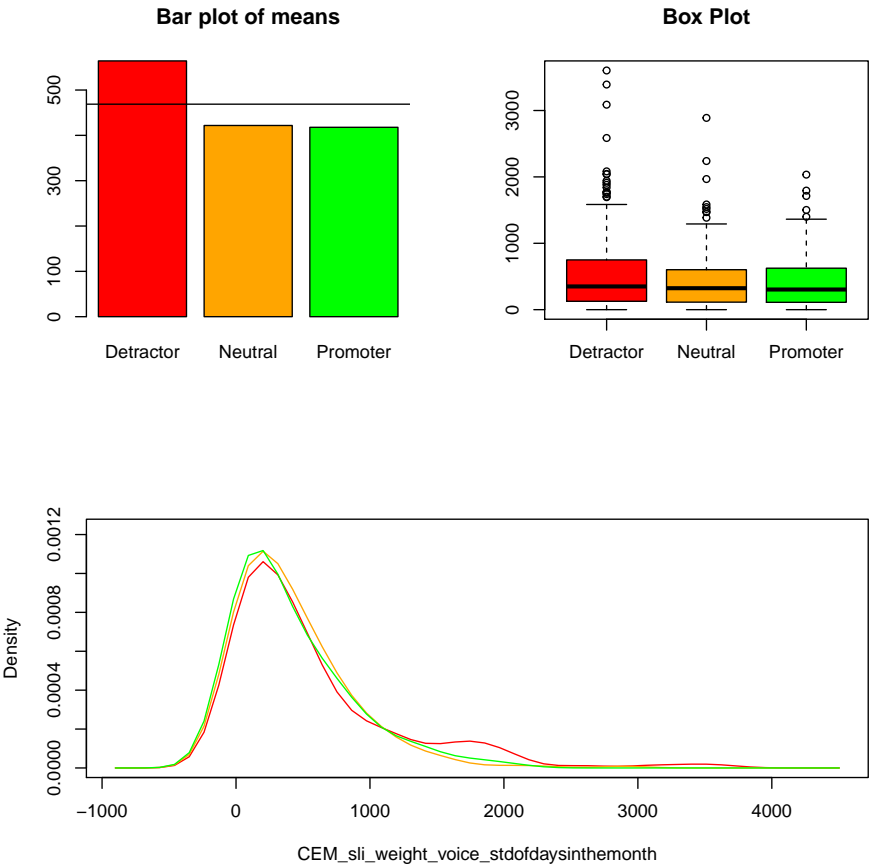
2.2.12 CEM\_sli\_weight\_voice\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.35	0.01	0.10	0.10

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	127.50	349.80	564.20	729.50	3603.00
Neutral	0.00	114.90	323.30	421.80	601.50	2889.00
Promoter	0.00	110.80	303.60	417.80	625.00	2034.00



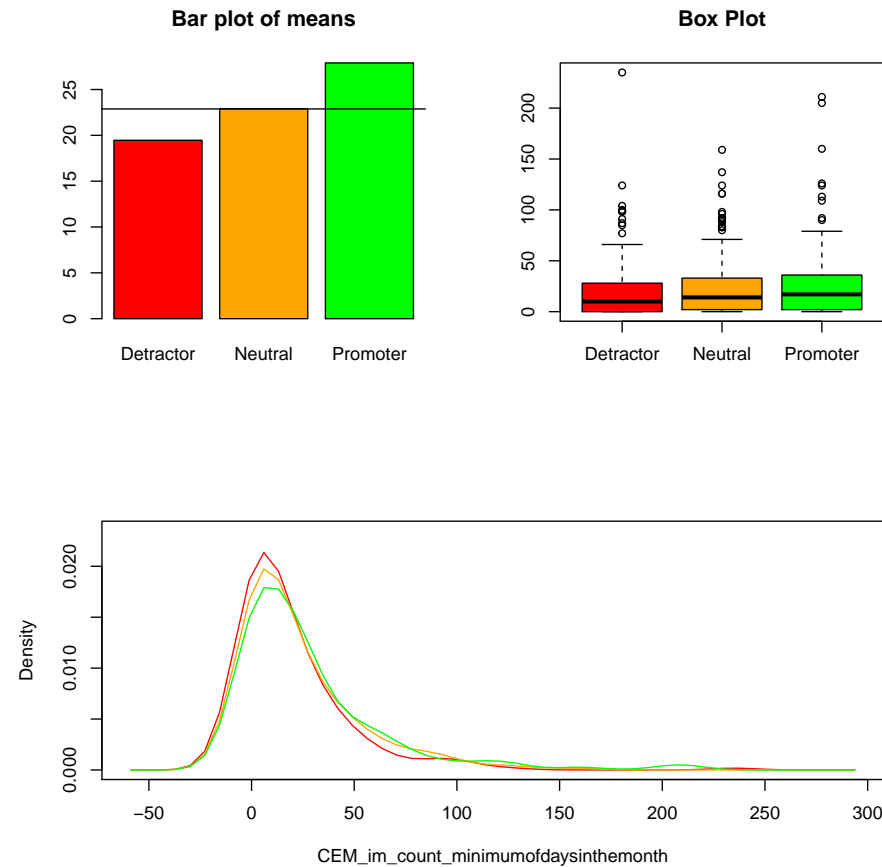
2.2.13 CEM\_im\_count\_minimumofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.03	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	10.00	19.46	28.00	235.00
Neutral	0.00	2.00	14.00	22.91	33.00	159.00
Promoter	0.00	2.00	17.00	27.90	36.00	211.00



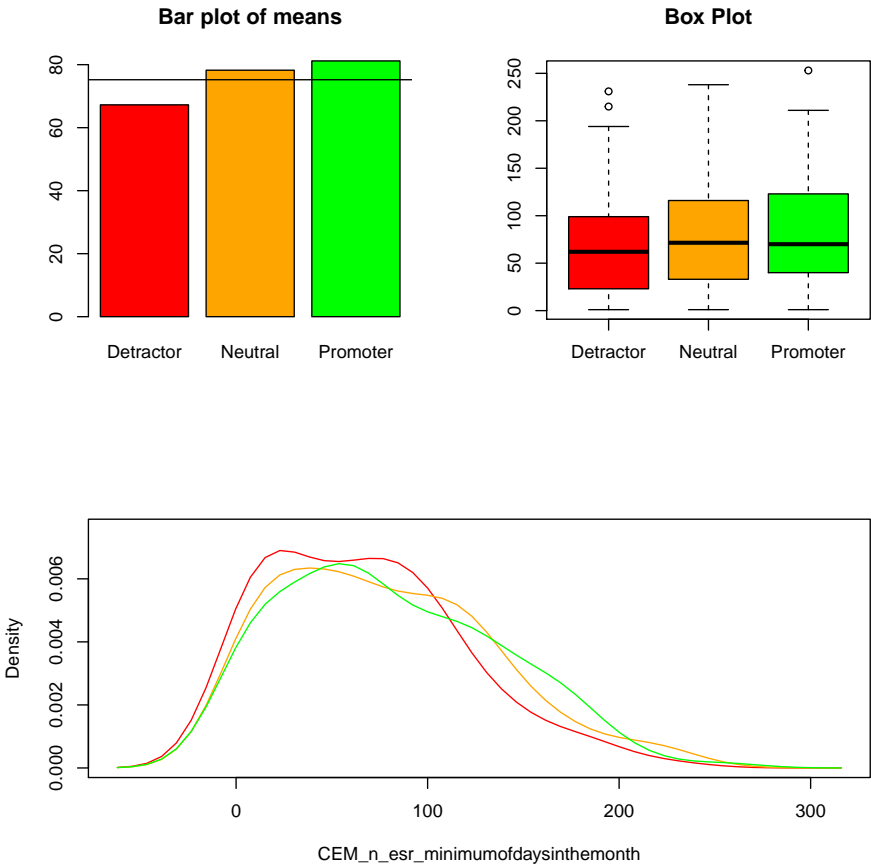
2.2.14 CEM\_n\_esr\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.02	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	1.00	23.00	62.00	67.25	98.75	231.00
Neutral	1.00	33.50	71.50	78.25	116.00	238.00
Promoter	1.00	40.00	70.00	81.19	123.00	253.00



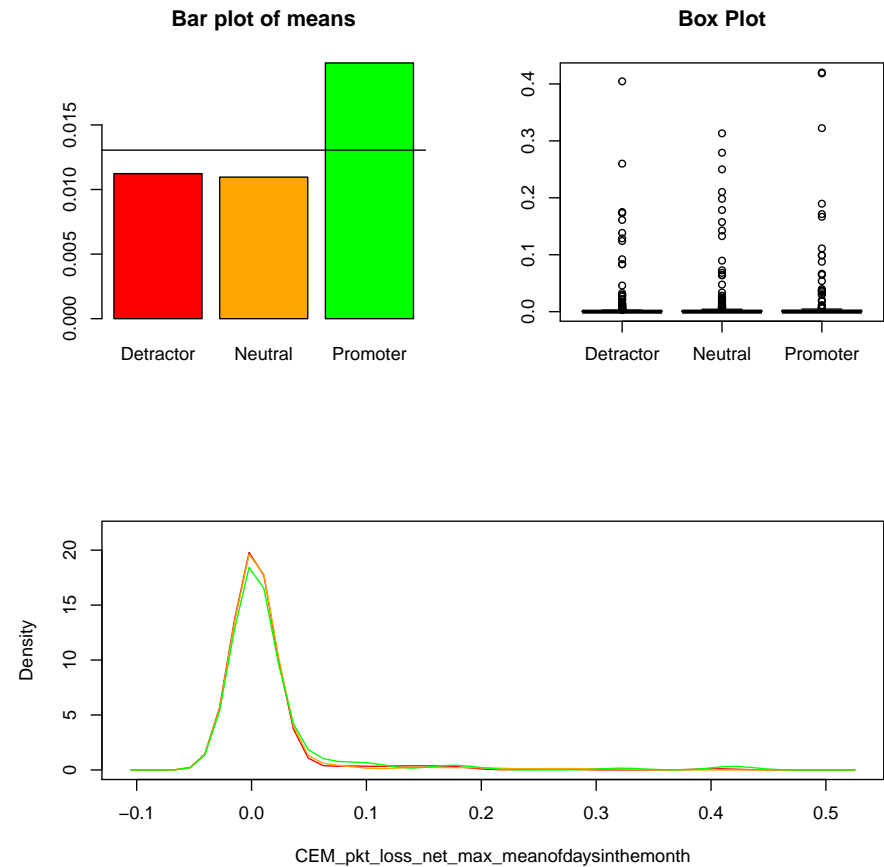
2.2.15 CEM\_pkt\_loss\_net\_max\_meanofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.18	0.48	0.48

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.01	0.00	0.40
Neutral	0.00	0.00	0.00	0.01	0.00	0.31
Promoter	0.00	0.00	0.00	0.02	0.00	0.42



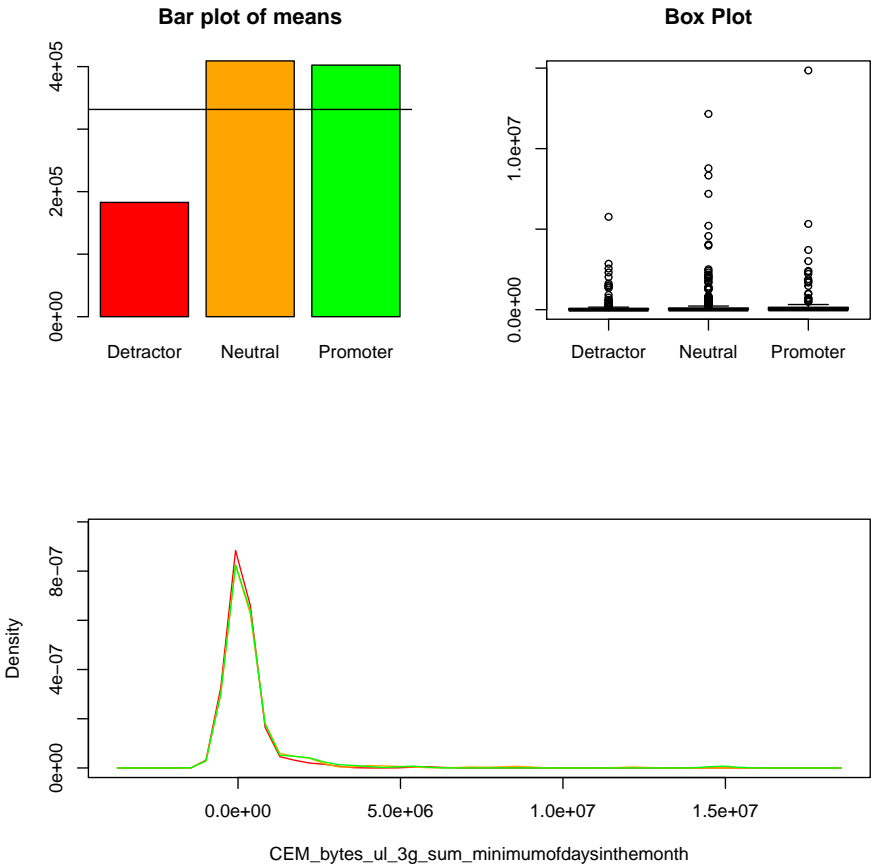
2.2.16 CEM\_bytes\_ul\_3g\_sum\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.13	0.10	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	701.00	182800.00	63200.00	5764000.00
Neutral	0.00	0.00	8822.00	409100.00	91630.00	12160000.00
Promoter	0.00	0.00	17150.00	402400.00	149900.00	14850000.00





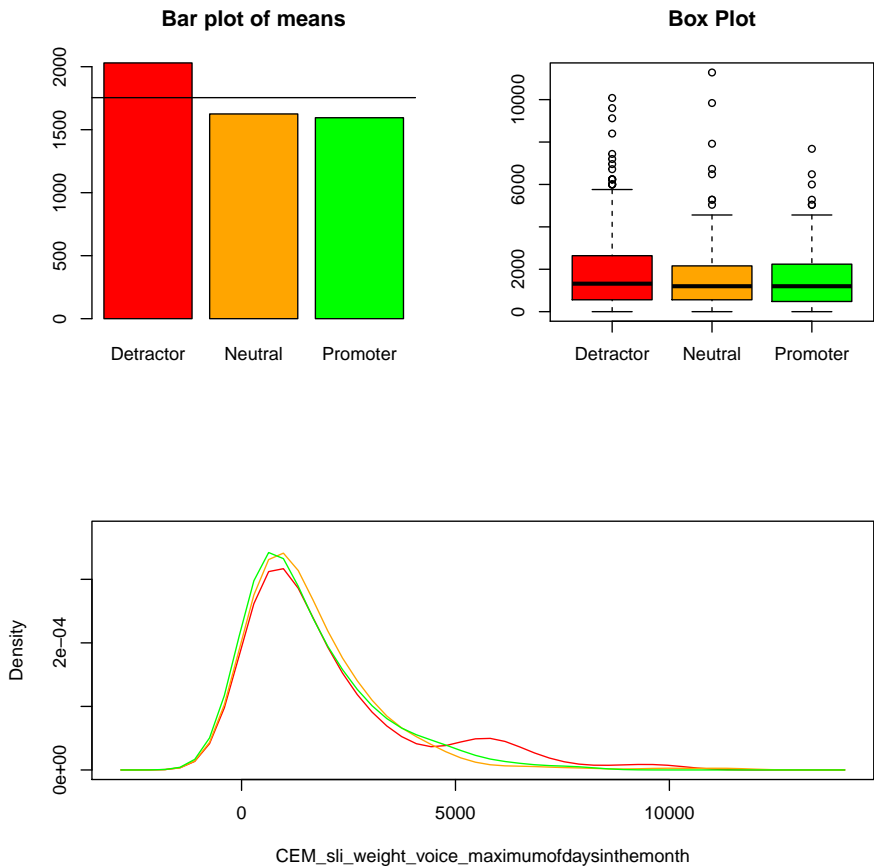
2.2.17 CEM\_sli\_weight\_voice\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.31	0.03	0.13	0.13

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	560.00	1320.00	2030.00	2580.00	10080.00
Neutral	0.00	560.00	1200.00	1625.00	2160.00	11280.00
Promoter	0.00	480.00	1200.00	1595.00	2241.00	7680.00



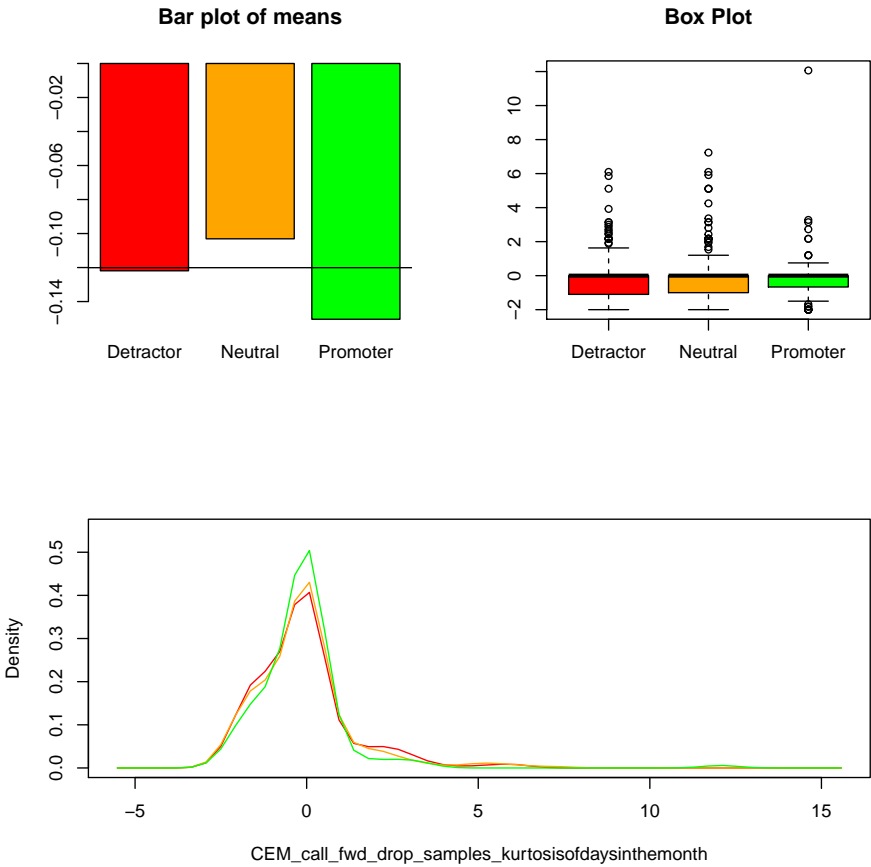
2.2.18 CEM\_call\_fwd\_drop\_samples\_kurtosisofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.85	0.76	0.76

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.08	0.00	-0.12	0.00	6.10
Neutral	-2.00	-1.00	0.00	-0.10	0.00	7.23
Promoter	-2.00	-0.67	0.00	-0.15	0.00	12.06



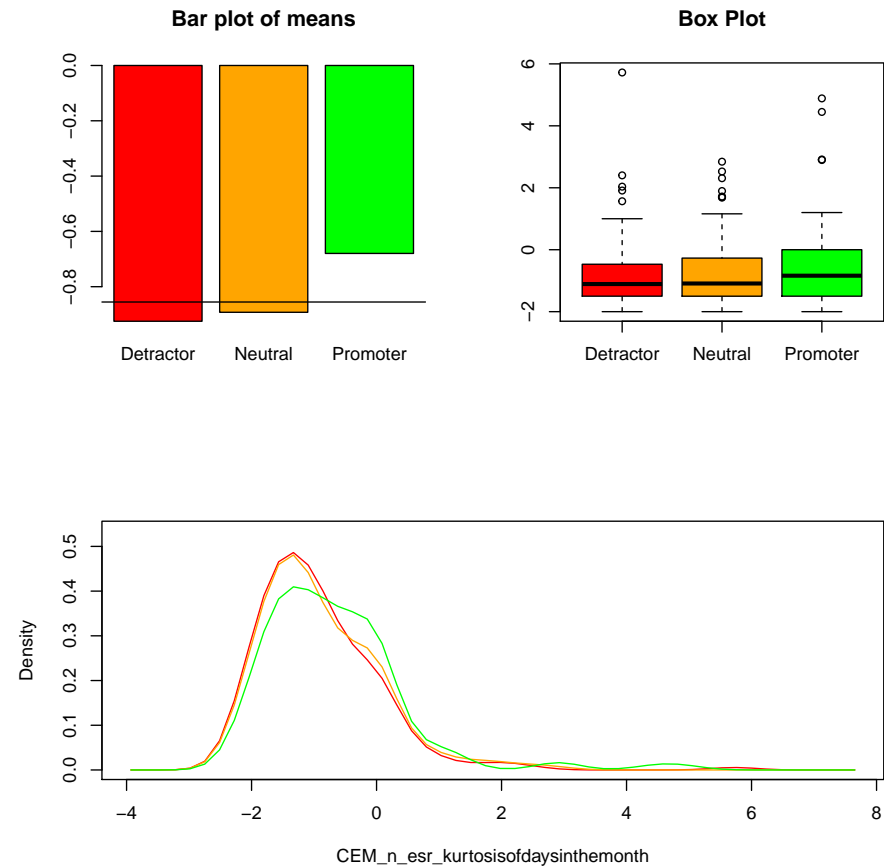
2.2.19 CEM\_n\_esr\_kurtosisofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.03	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.50	-1.11	-0.92	-0.47	5.72
Neutral	-2.00	-1.50	-1.09	-0.89	-0.28	2.84
Promoter	-2.00	-1.50	-0.84	-0.68	0.00	4.88



### 2.2.20 CEM\_call\_fwd\_succ\_samples\_stdofdaysinthemonth

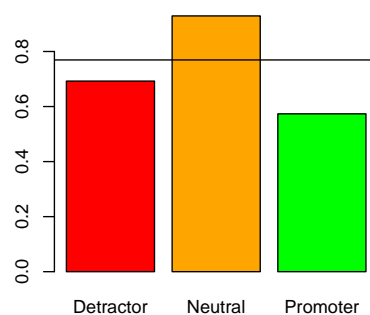
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.23	0.06	0.06

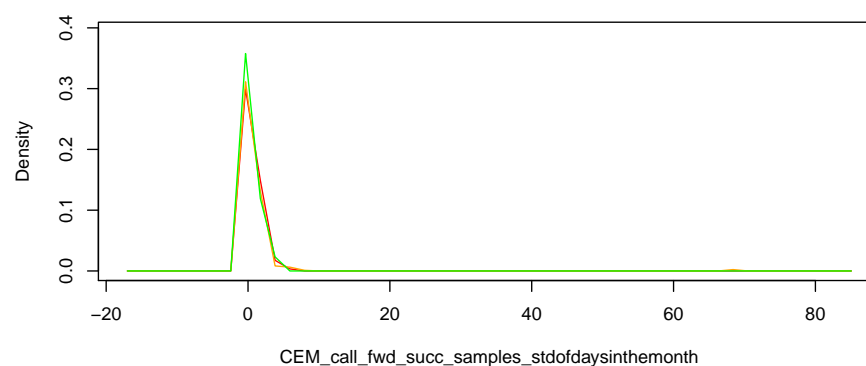
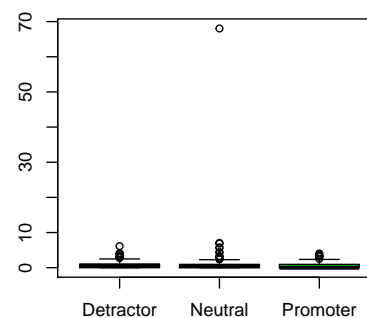
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.47	0.69	1.04	6.12
Neutral	0.00	0.00	0.43	0.93	0.94	68.04
Promoter	0.00	0.00	0.00	0.57	0.94	4.05

Bar plot of means



Box Plot



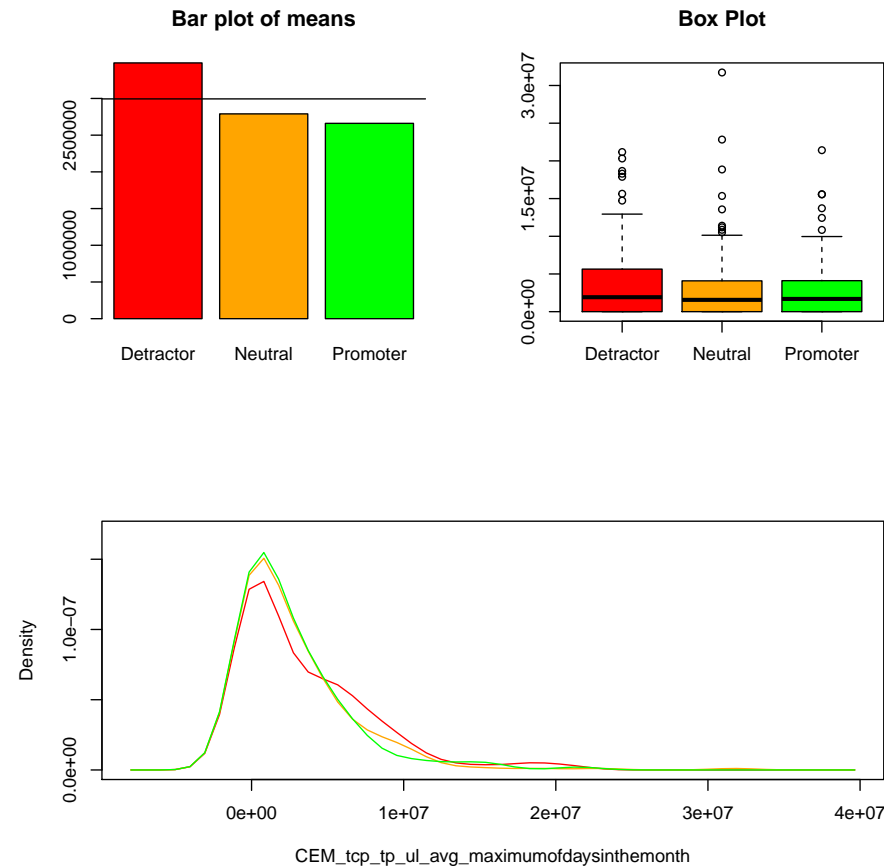
2.2.21 CEM\_tcp\_tp\_ul\_avg\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.07	0.17	0.17

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1918000.00	3484000.00	5636000.00	21170000.00
Neutral	0.00	0.00	1566000.00	2790000.00	4047000.00	31720000.00
Promoter	0.00	0.00	1690000.00	2661000.00	4111000.00	21420000.00



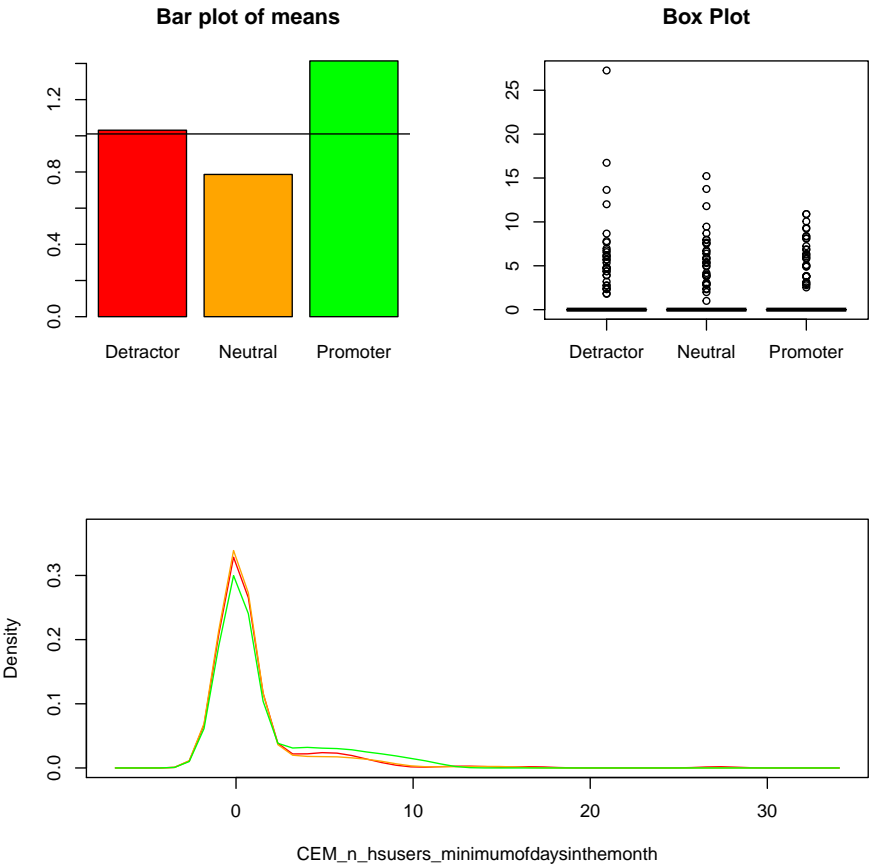
2.2.22 CEM\_n\_hsusers\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.26	0.09	0.09

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	1.03	0.00	27.25
Neutral	0.00	0.00	0.00	0.79	0.00	15.22
Promoter	0.00	0.00	0.00	1.41	0.00	10.89



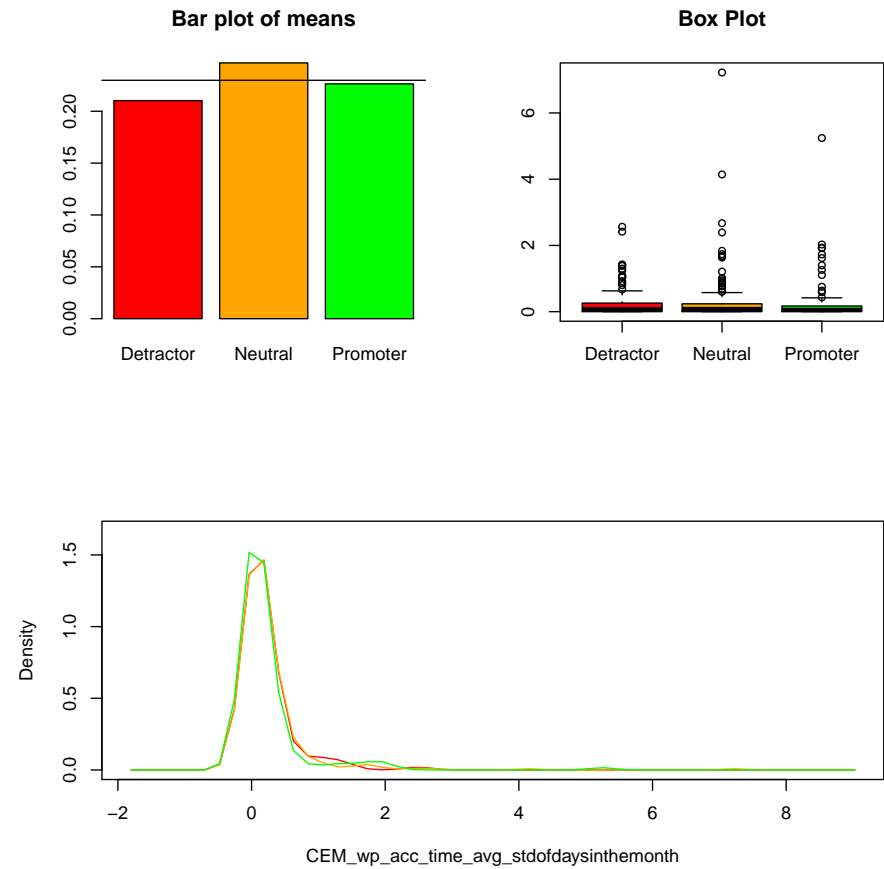
2.2.23 CEM\_wp\_acc\_time\_avg\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.78	0.13	0.13

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.08	0.21	0.26	2.56
Neutral	0.00	0.00	0.08	0.25	0.24	7.22
Promoter	0.00	0.00	0.06	0.23	0.17	5.24



### 2.2.24 CEM\_im\_count\_stdofdaysinthemonth

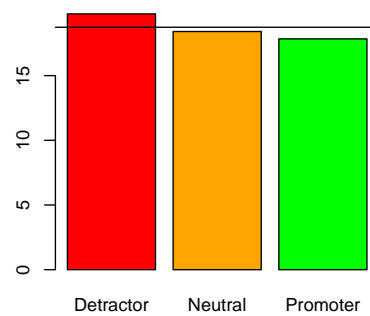
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.09	0.40	0.05	0.05

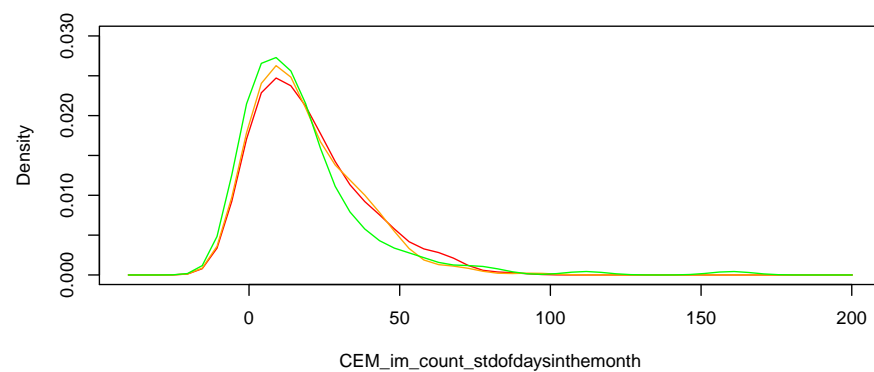
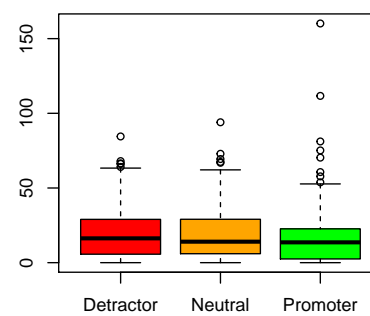
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	5.69	16.29	19.77	28.94	84.50
Neutral	0.00	6.04	14.05	18.41	28.89	94.01
Promoter	0.00	2.50	13.60	17.84	22.65	160.10

Bar plot of means



Box Plot





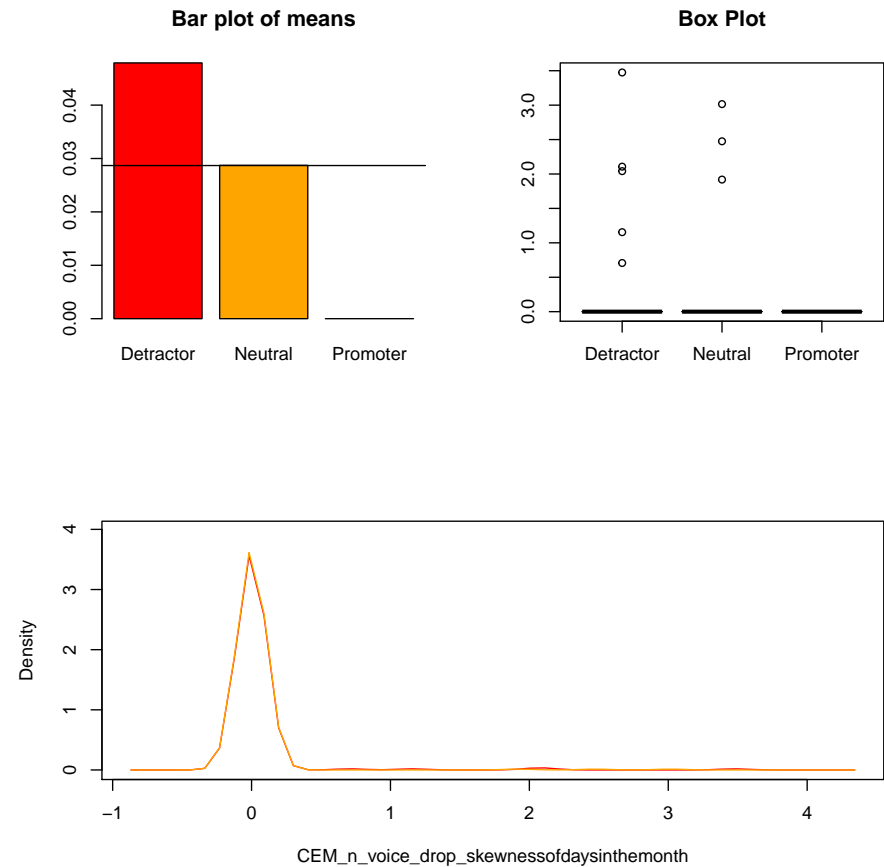
2.2.25 CEM\_n\_voice\_drop\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.31	0.05	0.07	0.07

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.05	0.00	3.47
Neutral	0.00	0.00	0.00	0.03	0.00	3.02
Promoter	0.00	0.00	0.00	0.00	0.00	0.00



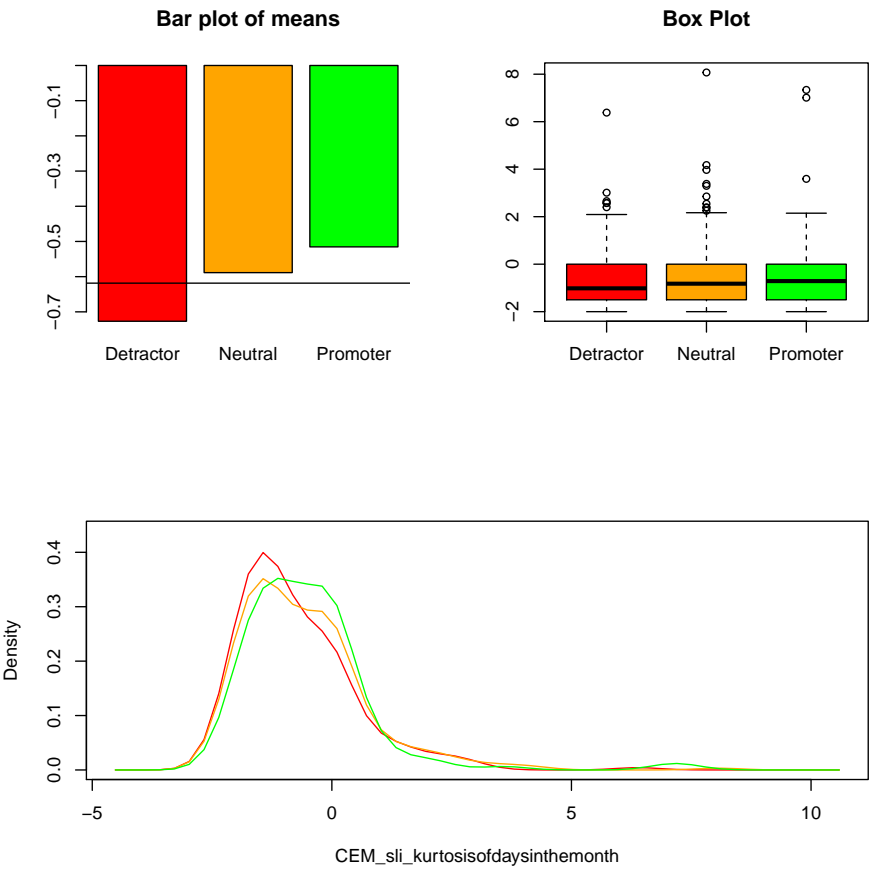
2.2.26 CEM\_sli\_kurtosisofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.13	0.05	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.50	-1.02	-0.73	0.00	6.38
Neutral	-2.00	-1.50	-0.82	-0.59	0.00	8.07
Promoter	-2.00	-1.50	-0.71	-0.52	0.00	7.34



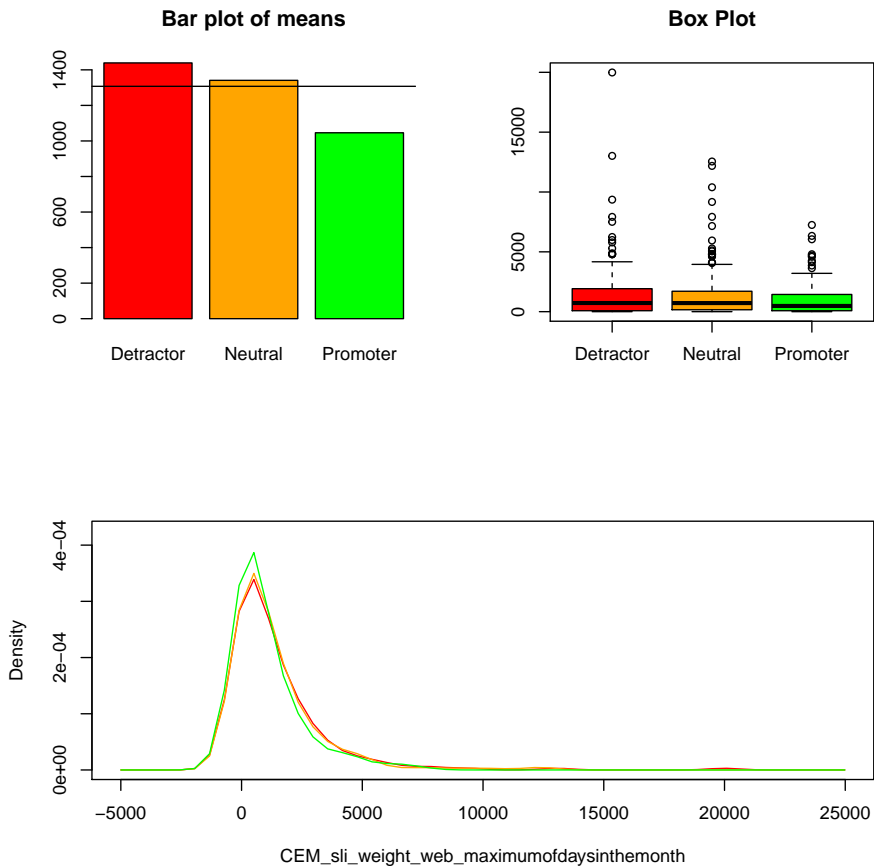
2.2.27 CEM\_sli\_weight\_web\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.14	0.05	0.18	0.18

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	100.00	724.20	1439.00	1920.00	19990.00
Neutral	0.00	180.00	720.00	1341.00	1701.00	12550.00
Promoter	0.00	80.00	480.00	1046.00	1440.00	7246.00



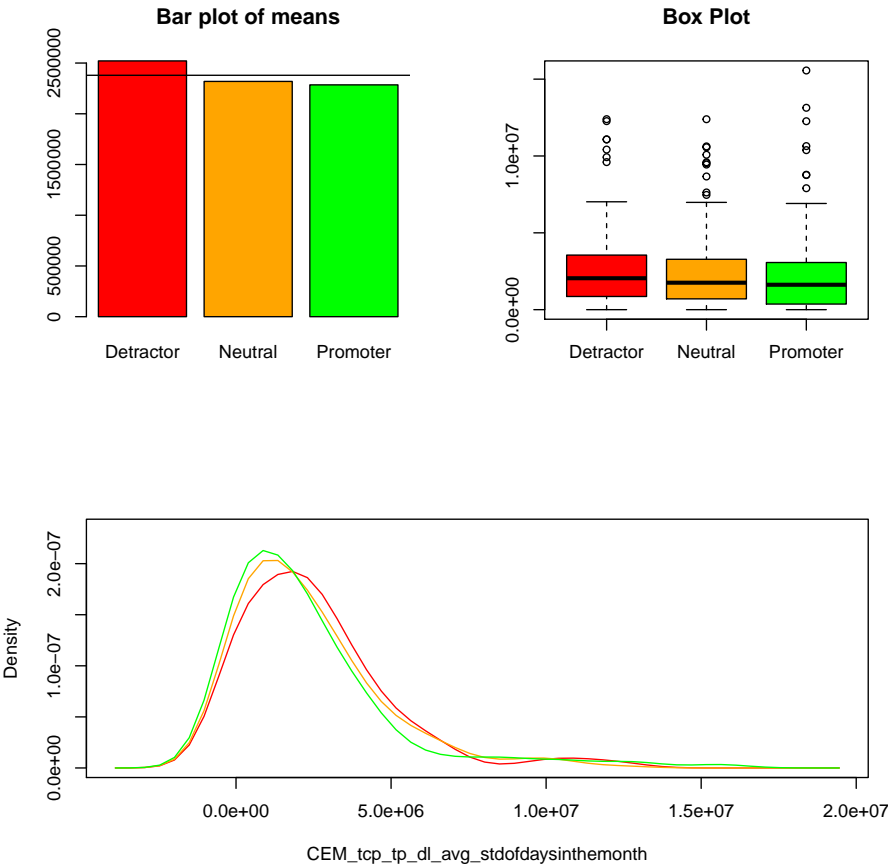
2.2.28 CEM\_tcp\_tp\_dl\_avg\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.05	0.41	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	867600.00	2046000.00	2521000.00	3543000.00	12400000.00
Neutral	0.00	705900.00	1756000.00	2319000.00	3274000.00	12390000.00
Promoter	0.00	364500.00	1621000.00	2285000.00	3069000.00	15560000.00



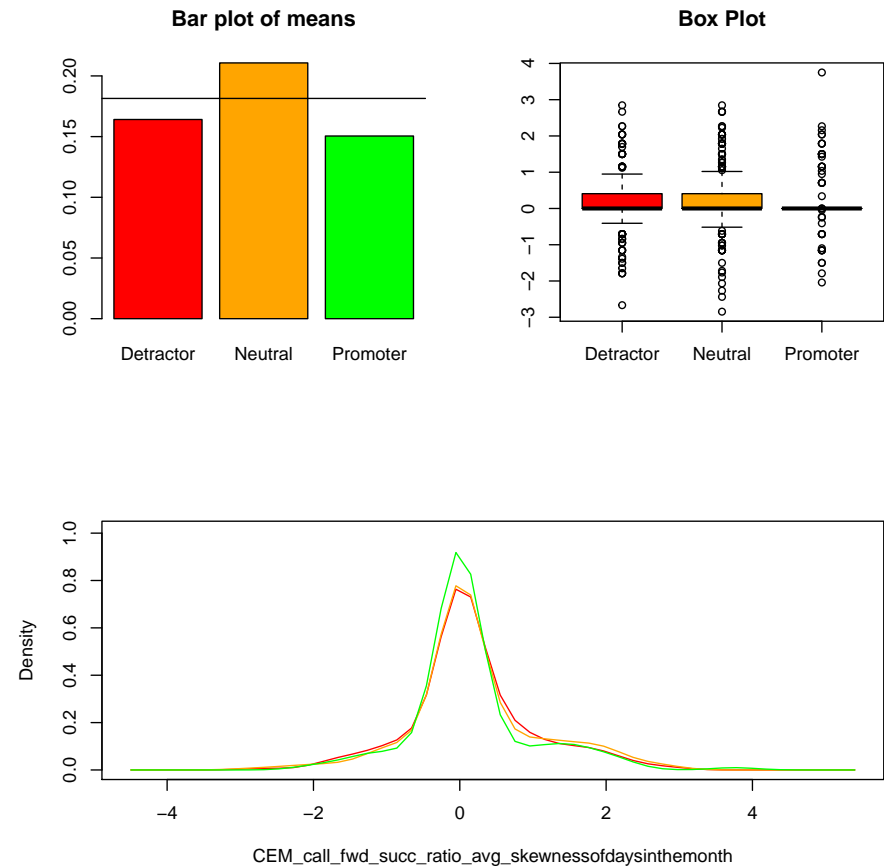
2.2.29 CEM\_call\_fwd\_succ\_ratio\_avg\_skewnessofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.05	0.88	0.28	0.28

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.67	0.00	0.00	0.16	0.41	2.85
Neutral	-2.85	0.00	0.00	0.21	0.41	2.85
Promoter	-2.04	0.00	0.00	0.15	0.00	3.75



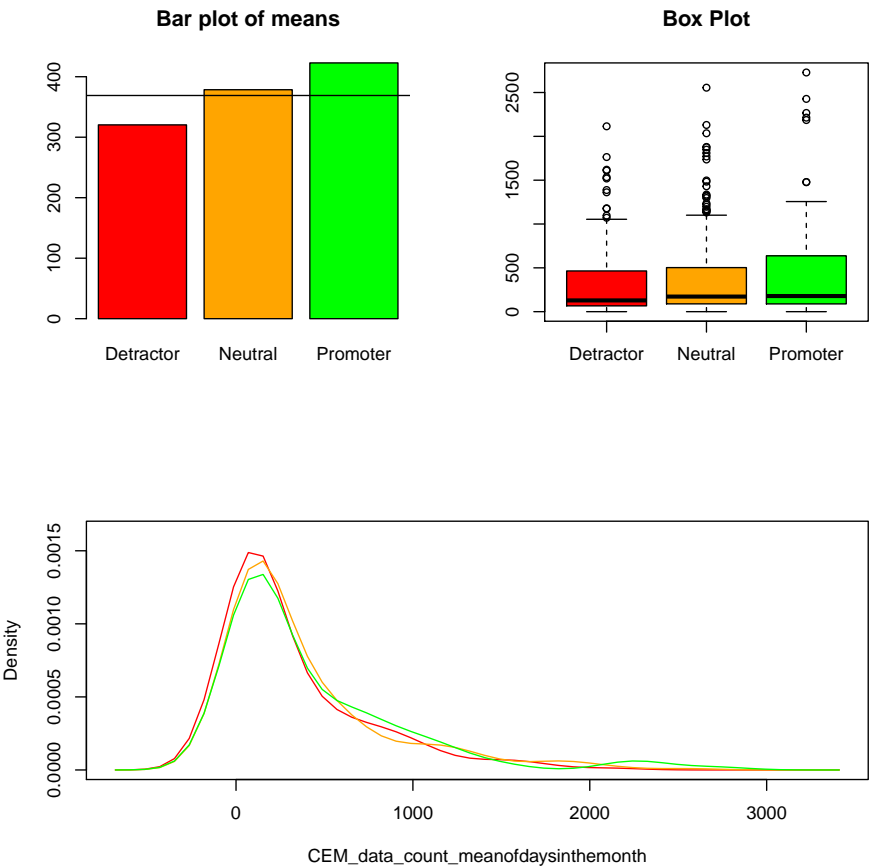
2.2.30 CEM\_data\_count\_meanofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.26	0.06	0.05	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	66.57	128.50	320.40	462.40	2114.00
Neutral	0.00	90.10	172.20	378.50	501.60	2555.00
Promoter	0.00	88.75	178.30	422.80	637.20	2728.00



## 2.3 Only Mobile

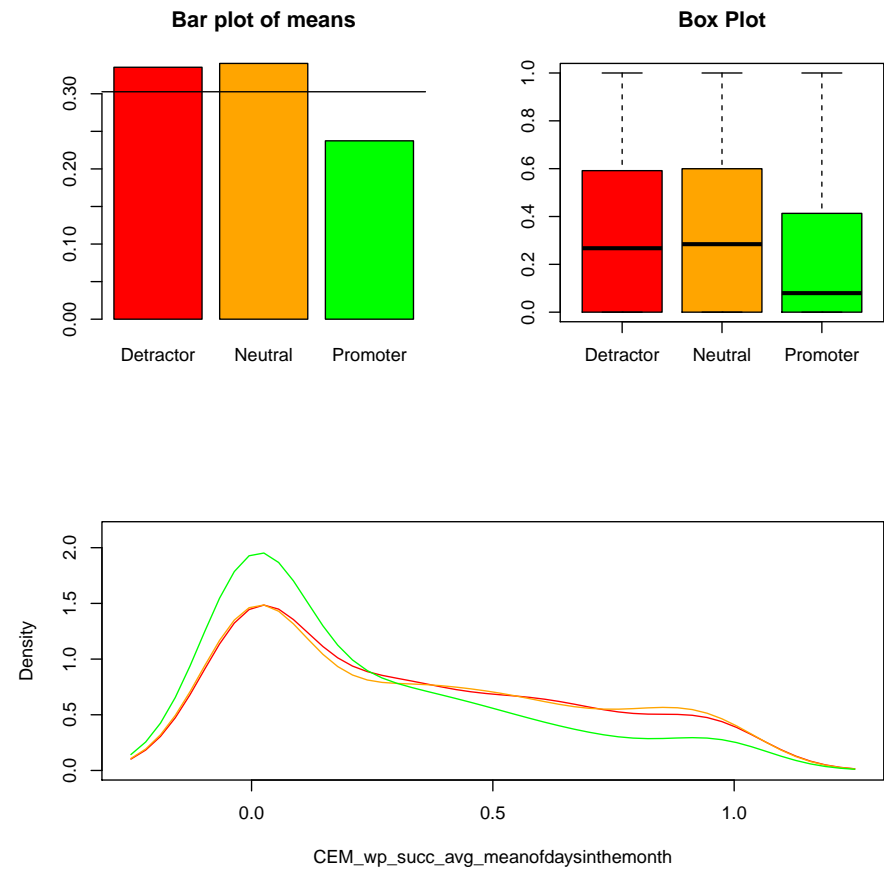
### 2.3.1 CEM\_wp\_succ\_avg\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students.t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.27	0.34	0.59	1.00
Neutral	0.00	0.00	0.28	0.34	0.60	1.00
Promoter	0.00	0.00	0.08	0.24	0.41	1.00



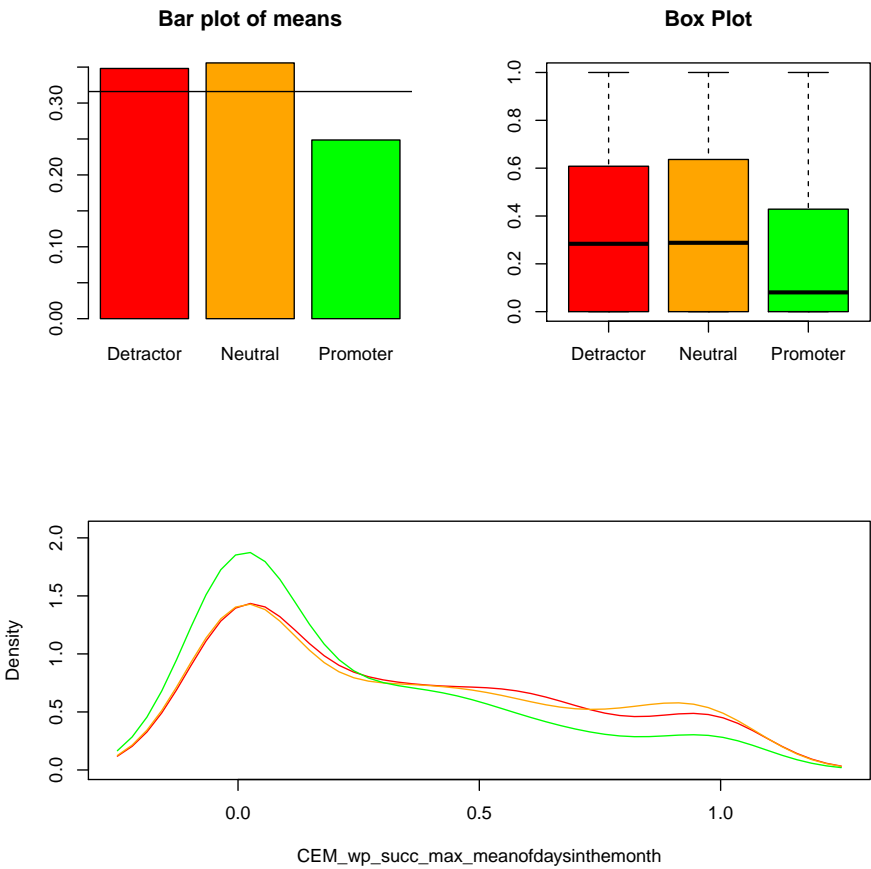
2.3.2 CEM\_wp\_succ\_max\_meanofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.28	0.35	0.61	1.00
Neutral	0.00	0.00	0.29	0.36	0.64	1.00
Promoter	0.00	0.00	0.08	0.25	0.43	1.00





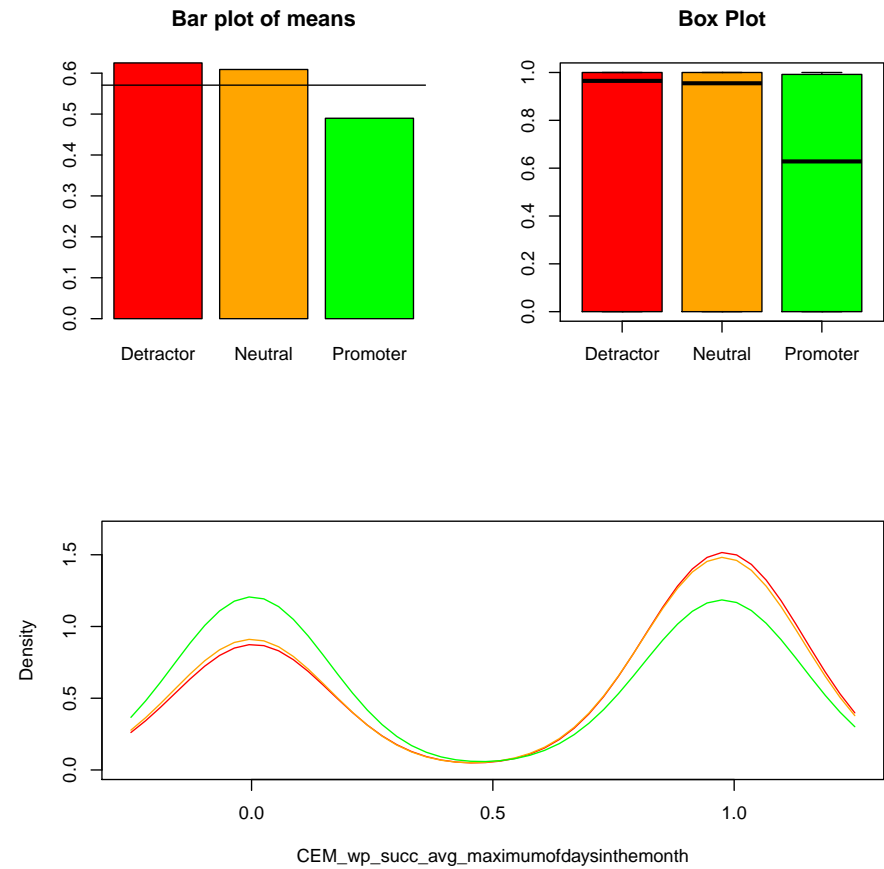
2.3.3 CEM\_wp\_succ\_avg\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.96	0.62	1.00	1.00
Neutral	0.00	0.00	0.95	0.61	1.00	1.00
Promoter	0.00	0.00	0.63	0.49	0.99	1.00



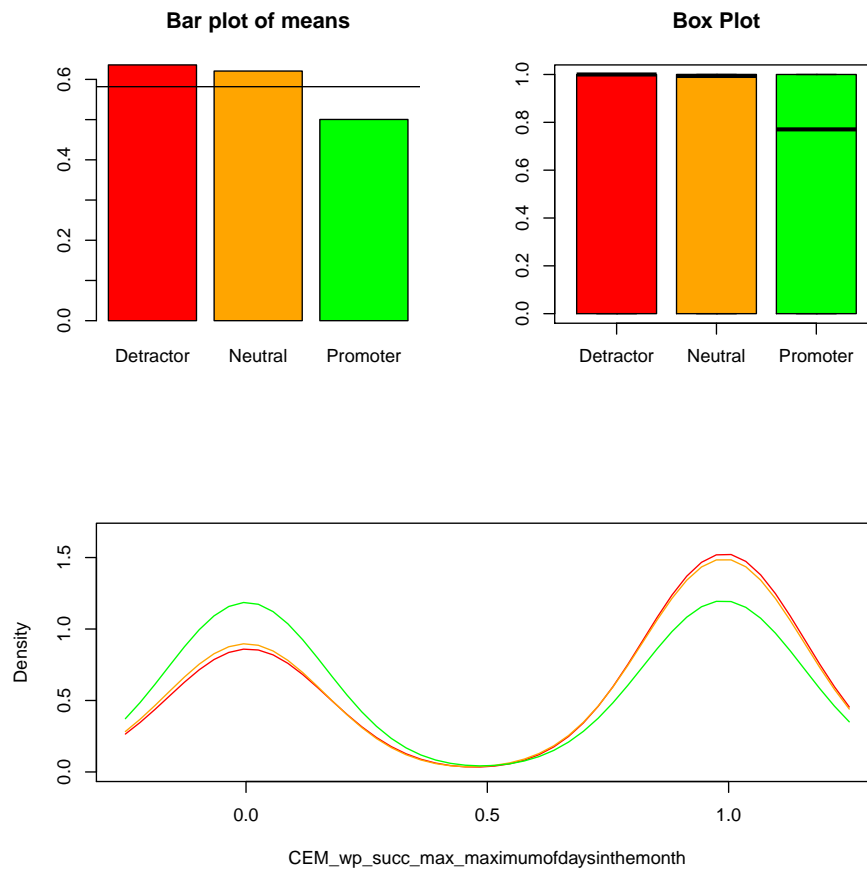
### 2.3.4 CEM\_wp\_succ\_max\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.00	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1.00	0.64	1.00	1.00
Neutral	0.00	0.00	0.99	0.62	1.00	1.00
Promoter	0.00	0.00	0.77	0.50	1.00	1.00



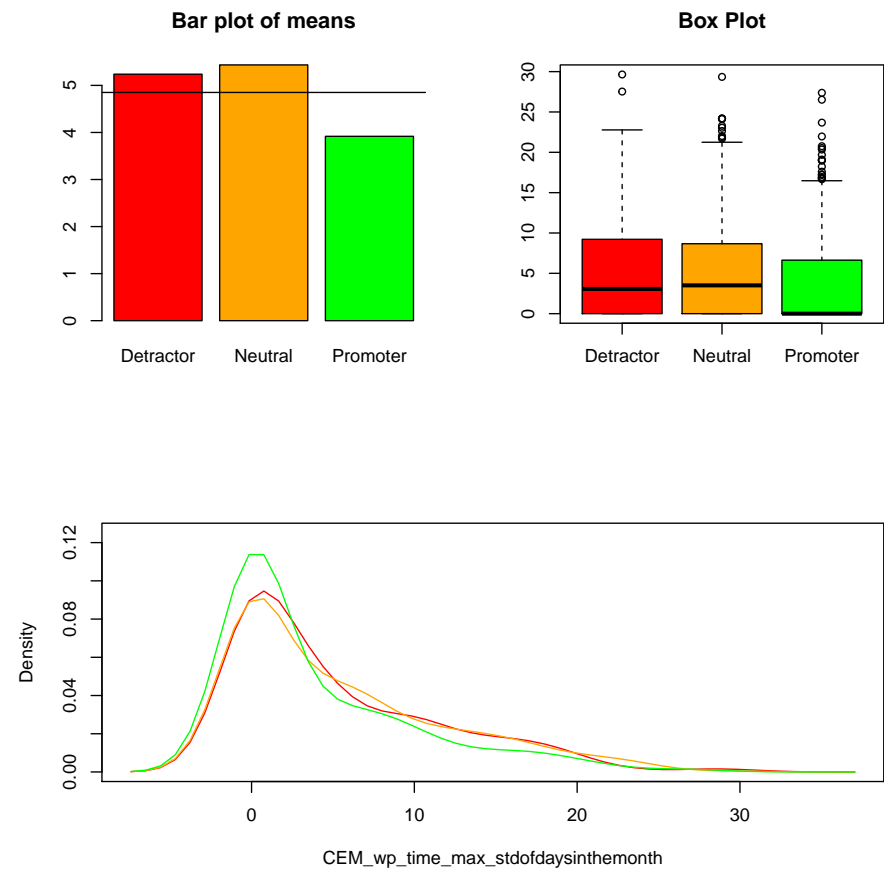
2.3.5 CEM\_wp\_time\_max\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.01	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	3.06	5.24	9.19	29.64
Neutral	0.00	0.00	3.51	5.43	8.64	29.35
Promoter	0.00	0.00	0.00	3.92	6.61	27.38



### 2.3.6 CEM\_email\_count\_minimumofdaysinthemoth

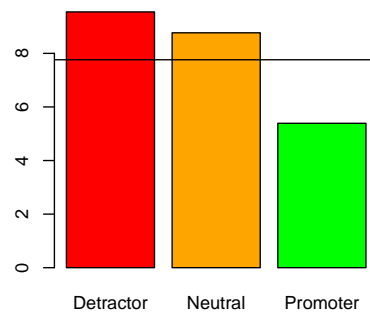
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.03	0.00	0.00

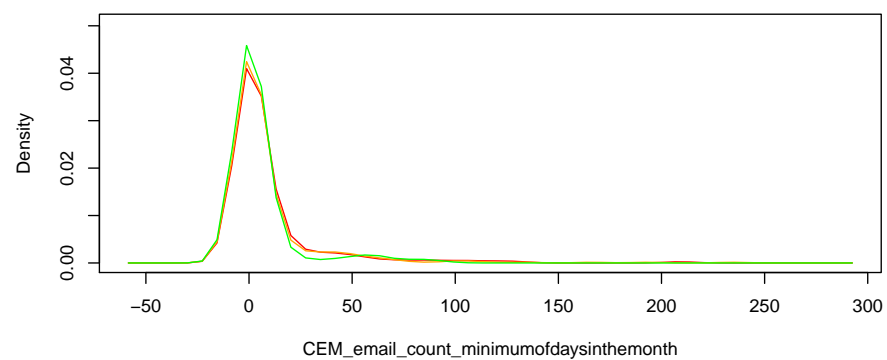
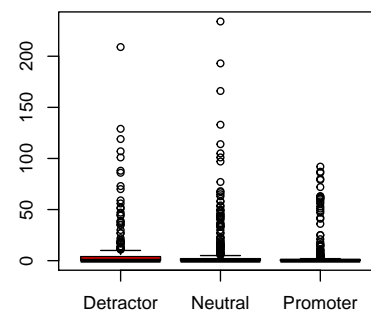
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	9.55	4.00	209.00
Neutral	0.00	0.00	0.00	8.77	2.00	234.00
Promoter	0.00	0.00	0.00	5.39	1.00	92.00

Bar plot of means



Box Plot



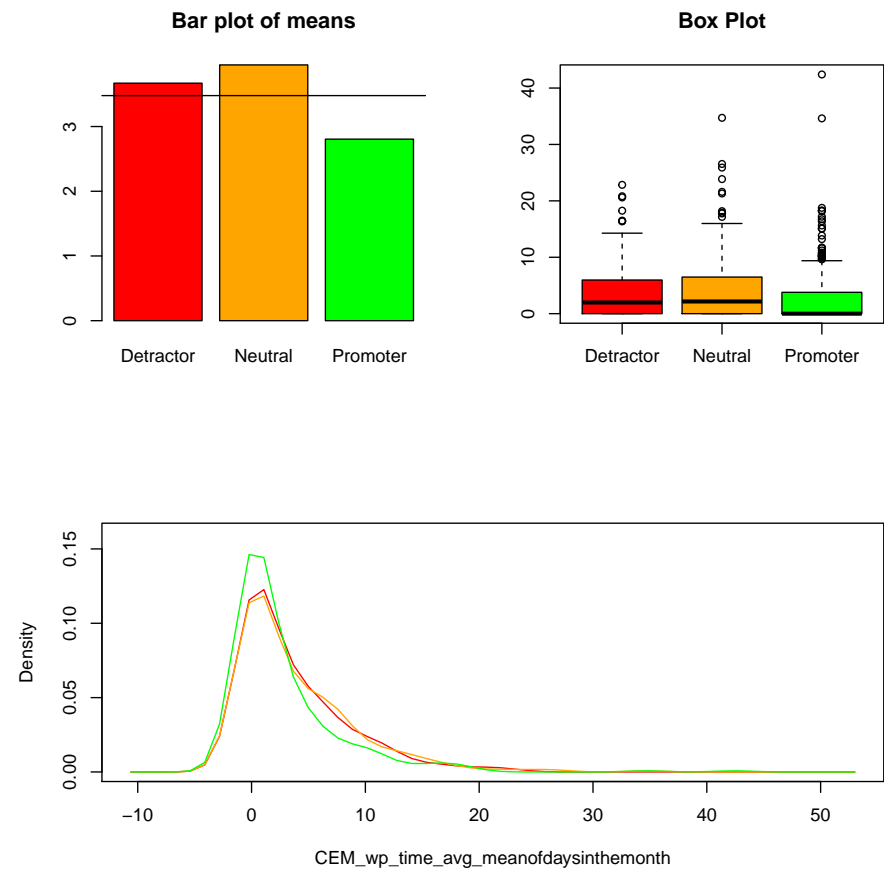
2.3.7 CEM\_wp\_time\_avg\_meanofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.05	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1.98	3.67	5.94	22.84
Neutral	0.00	0.00	2.16	3.95	6.47	34.72
Promoter	0.00	0.00	0.00	2.81	3.75	42.40



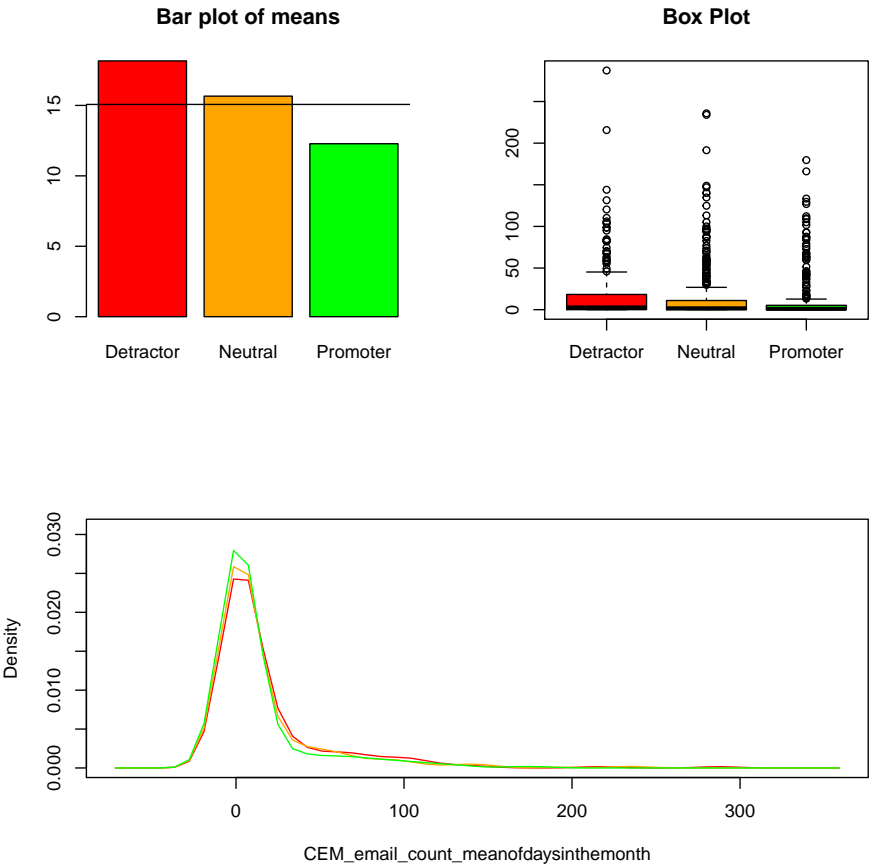
2.3.8 CEM\_email\_count\_meanofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.05	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	2.65	18.16	18.09	287.20
Neutral	0.00	0.00	1.63	15.66	10.91	235.80
Promoter	0.00	0.00	1.00	12.28	5.23	179.60



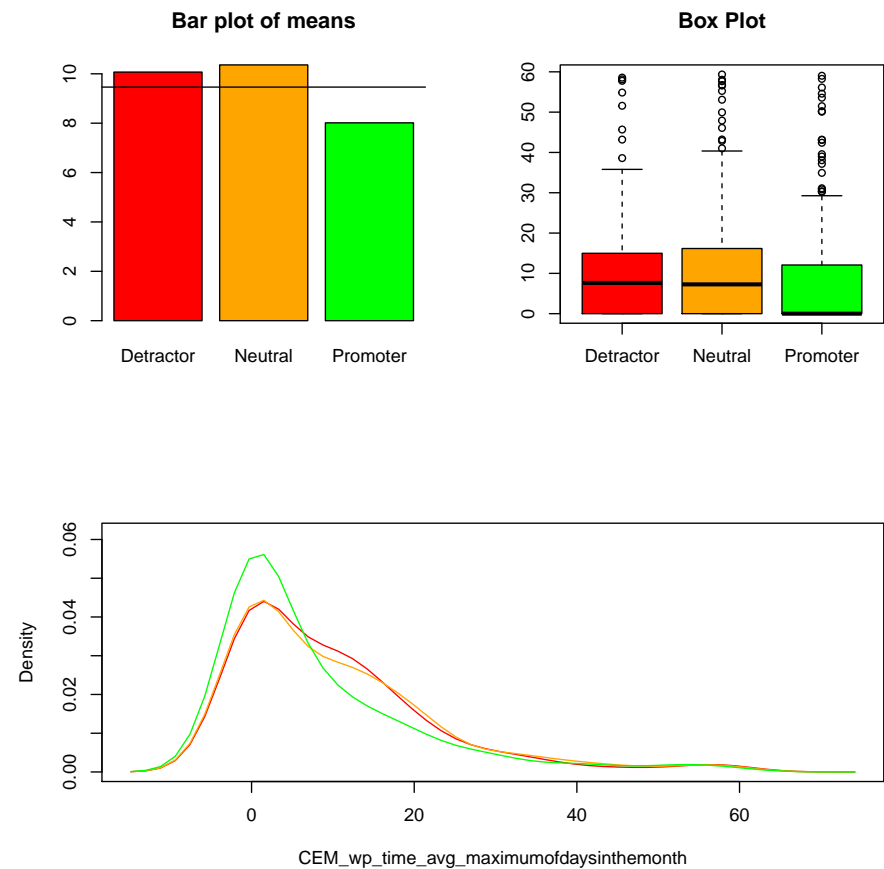
2.3.9 CEM\_wp\_time\_avg\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.06	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	7.62	10.07	14.94	58.56
Neutral	0.00	0.00	7.27	10.36	16.05	59.34
Promoter	0.00	0.00	0.00	8.01	11.93	59.02



### 2.3.10 CEM\_wp\_time\_avg\_stdofdaysinthemonth

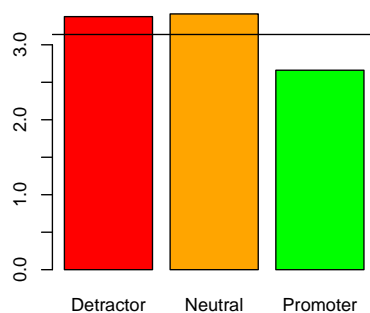
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.06	0.00	0.00

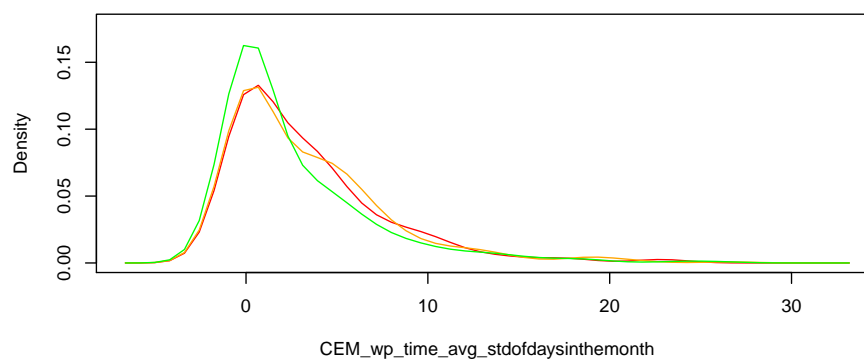
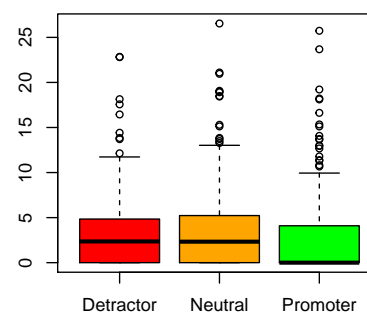
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	2.36	3.38	4.82	22.84
Neutral	0.00	0.00	2.33	3.41	5.23	26.54
Promoter	0.00	0.00	0.00	2.66	4.09	25.73

Bar plot of means



Box Plot





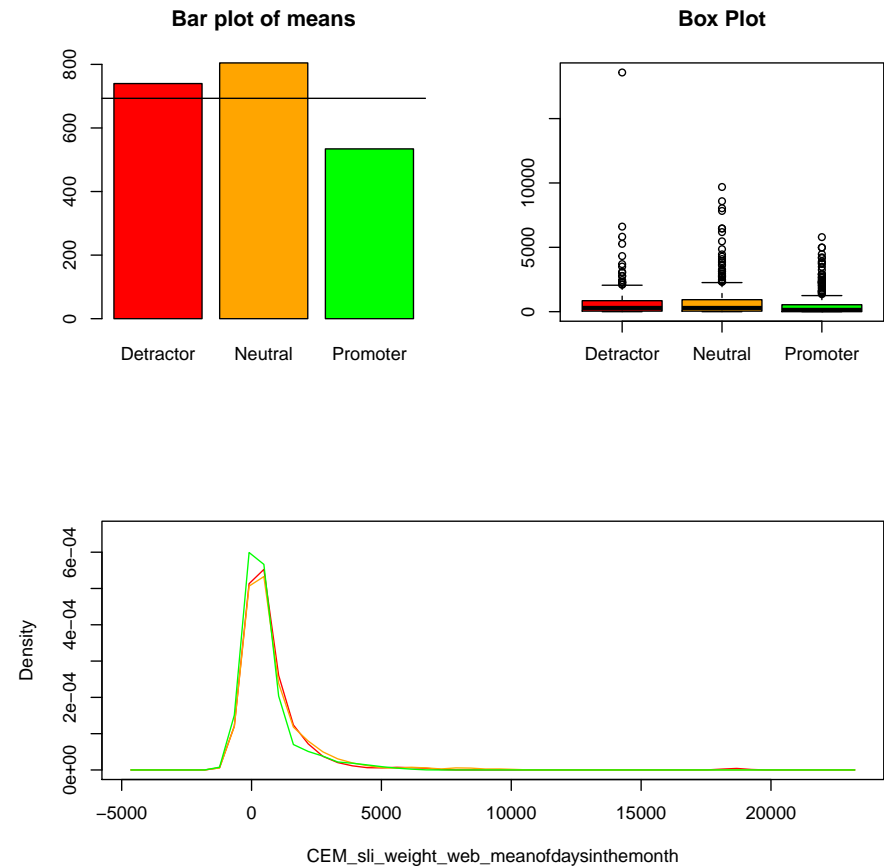
2.3.11 CEM\_sli\_weight\_web\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.09	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	42.73	293.30	739.70	840.20	18580.00
Neutral	0.00	40.00	291.60	804.60	925.80	9688.00
Promoter	0.00	0.00	141.90	534.20	539.00	5792.00



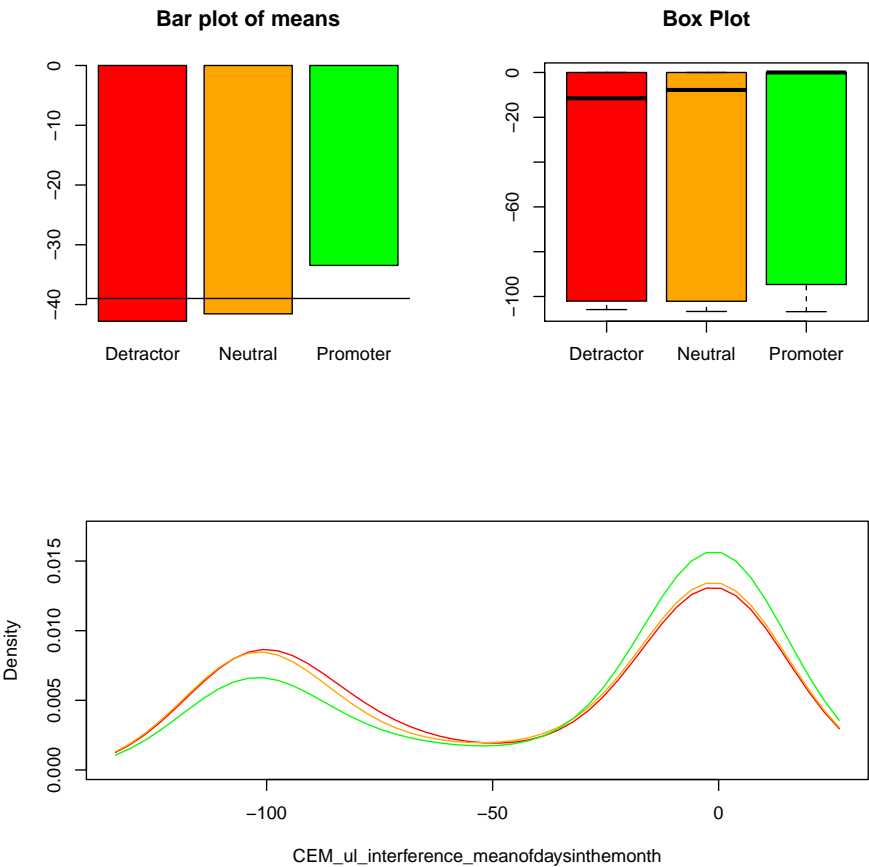
2.3.12 CEM\_ul\_interference\_meanofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.02	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-105.80	-102.00	-11.51	-42.79	0.00	0.00
Neutral	-106.70	-102.10	-7.80	-41.55	0.00	0.00
Promoter	-106.80	-93.50	0.00	-33.45	0.00	0.00



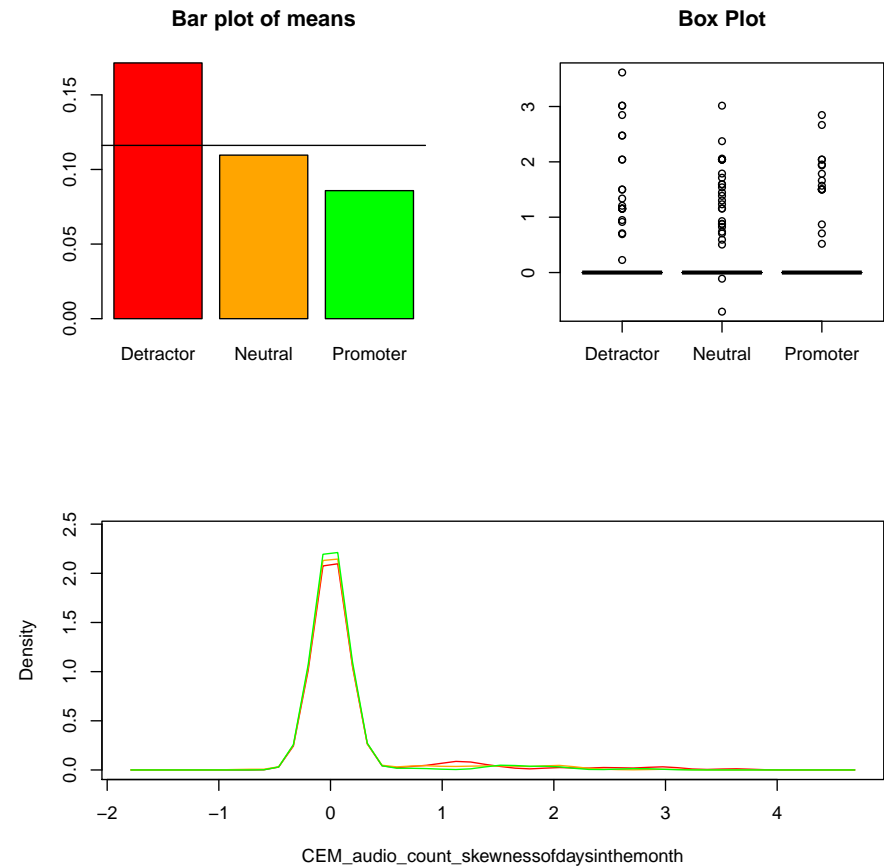
2.3.13 CEM\_audio\_count\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.06	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.17	0.00	3.62
Neutral	-0.71	0.00	0.00	0.11	0.00	3.02
Promoter	0.00	0.00	0.00	0.09	0.00	2.85



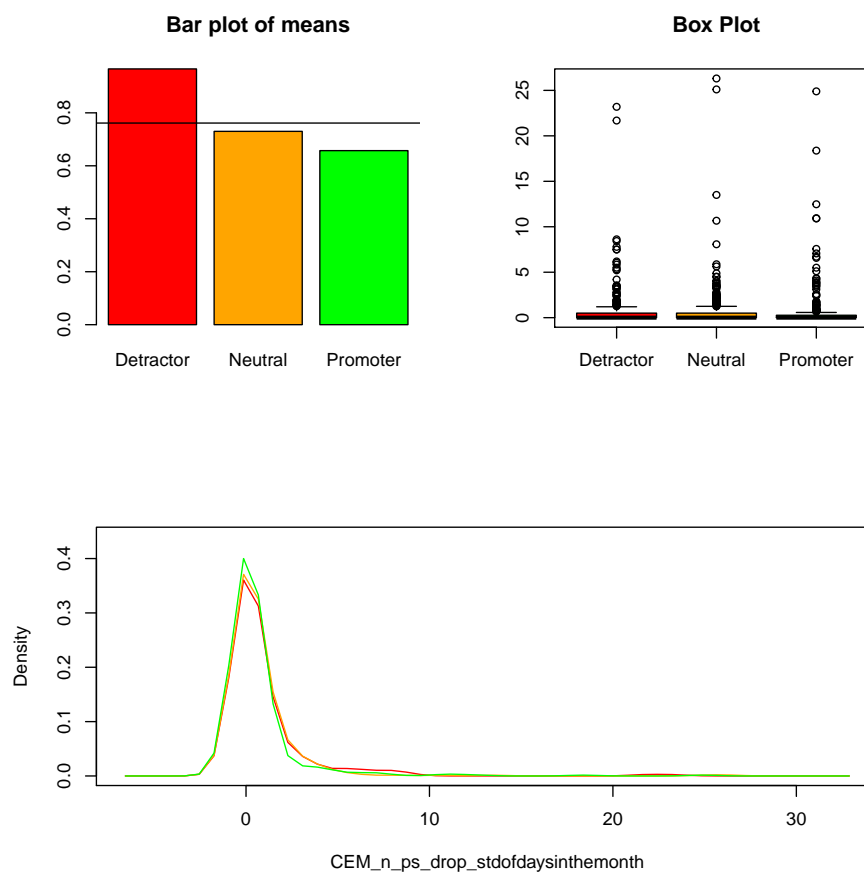
### 2.3.14 CEM\_n\_ps\_drop\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.16	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.97	0.50	23.19
Neutral	0.00	0.00	0.00	0.73	0.50	26.31
Promoter	0.00	0.00	0.00	0.66	0.26	24.89



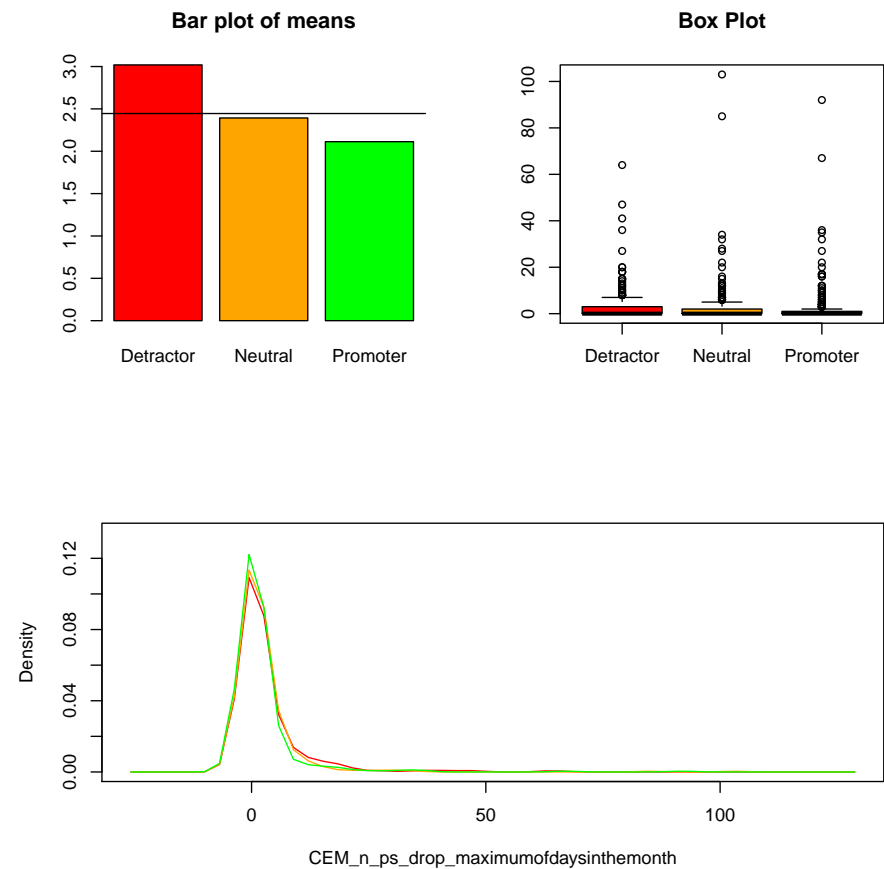
2.3.15 CEM\_n\_ps\_drop\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.20	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	3.02	3.00	64.00
Neutral	0.00	0.00	0.00	2.39	2.00	103.00
Promoter	0.00	0.00	0.00	2.11	1.00	92.00



### 2.3.16 CEM\_n\_ps\_drop\_meanofdaysinthemoth

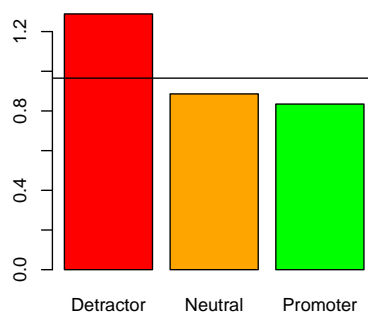
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.21	0.01	0.01

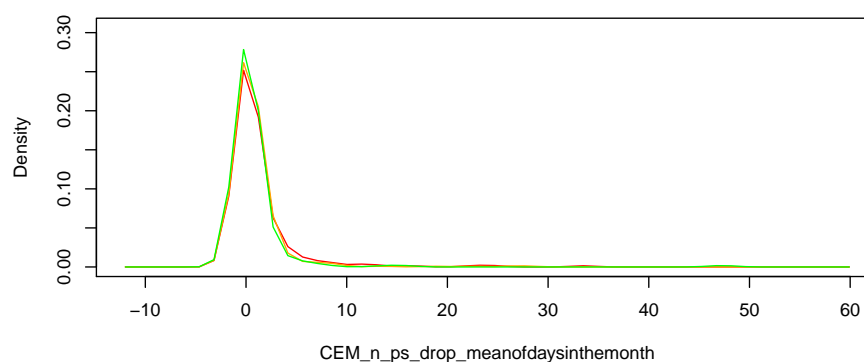
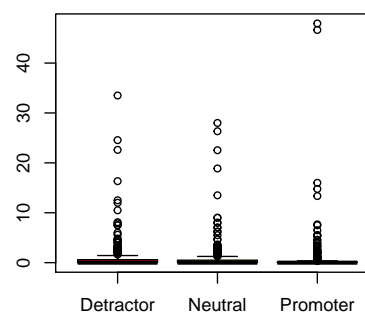
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	1.29	0.58	33.50
Neutral	0.00	0.00	0.00	0.89	0.50	28.00
Promoter	0.00	0.00	0.00	0.83	0.15	47.93

Bar plot of means



Box Plot



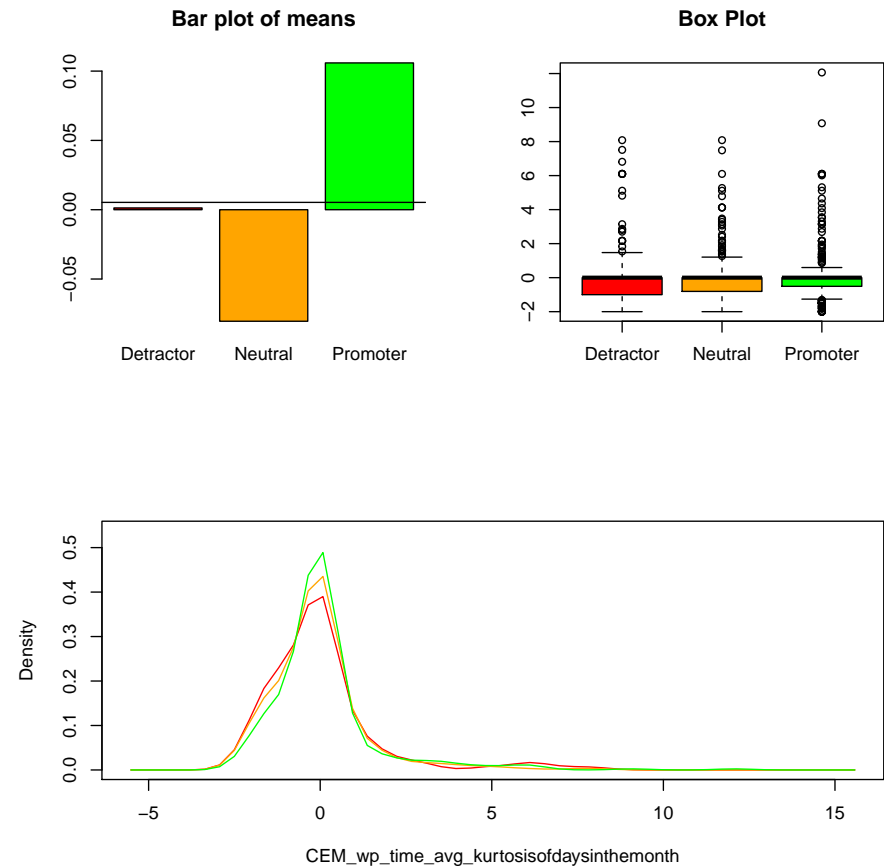
2.3.17 CEM\_wp\_time\_avg\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.47	0.11	0.11

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.00	0.00	0.00	0.00	8.08
Neutral	-2.00	-0.81	0.00	-0.08	0.00	8.08
Promoter	-2.00	-0.50	0.00	0.11	0.00	12.06



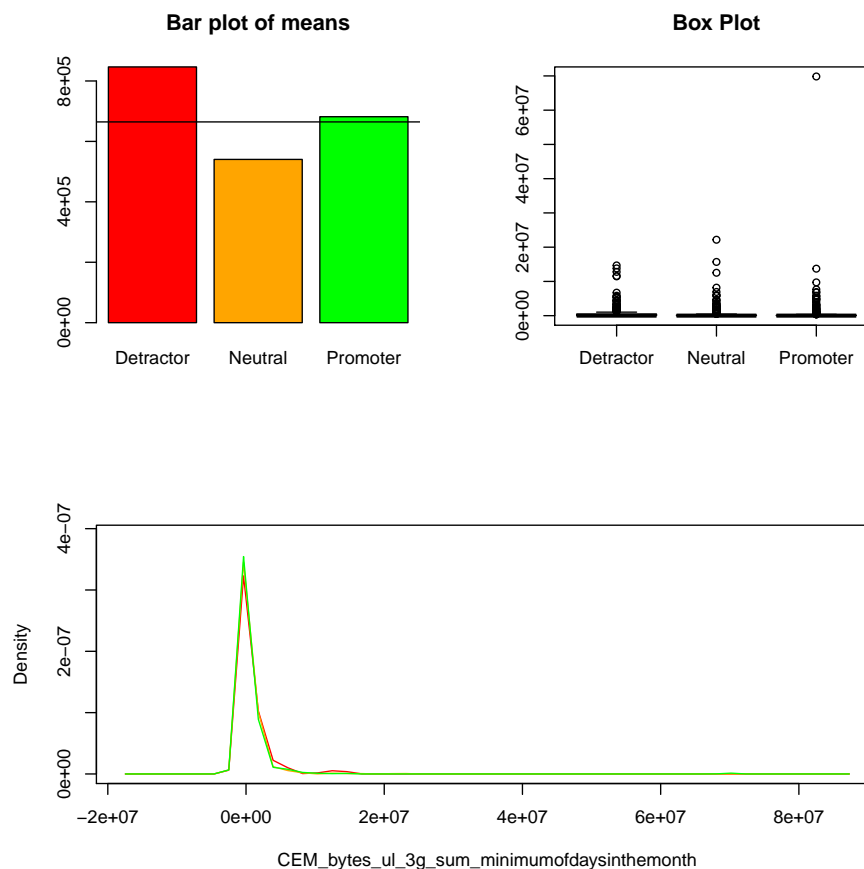
### 2.3.18 CEM\_bytes\_ul\_3g\_sum\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.56	0.38	0.38

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	12400.00	846500.00	449800.00	14670000.00
Neutral	0.00	0.00	10820.00	540400.00	193600.00	22170000.00
Promoter	0.00	0.00	13260.00	681700.00	157500.00	69830000.00





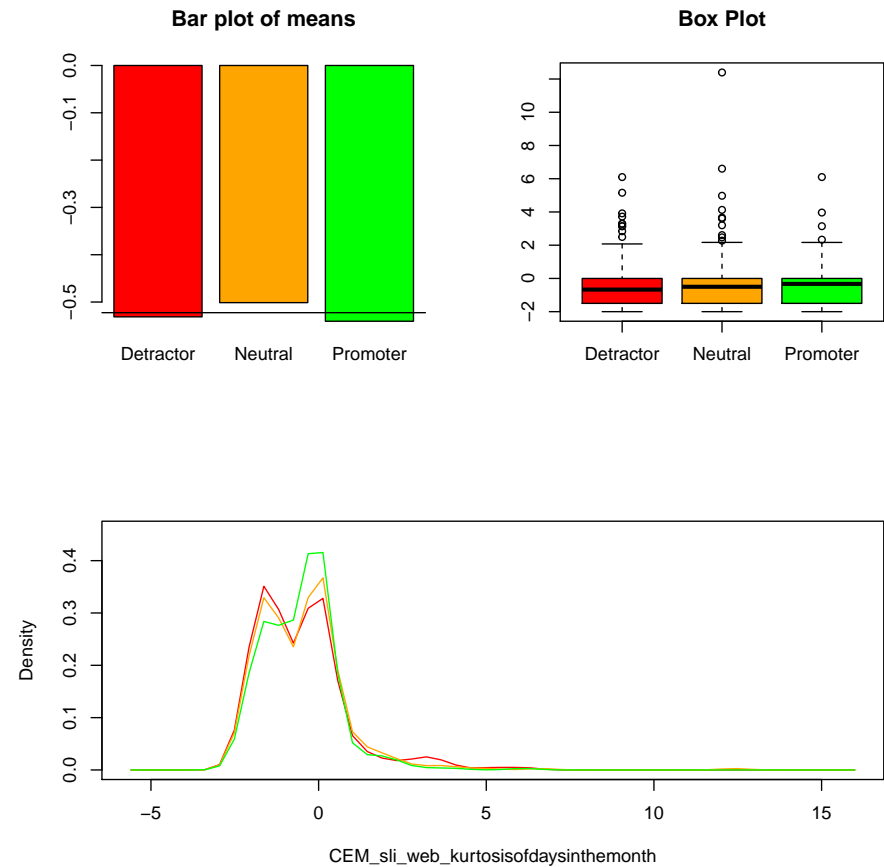
2.3.19 CEM\_sli\_web\_kurtosisofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.00	0.93	0.41	0.41

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.50	-0.67	-0.53	0.00	6.10
Neutral	-2.00	-1.50	-0.50	-0.50	0.00	12.39
Promoter	-2.00	-1.50	-0.33	-0.54	0.00	6.10



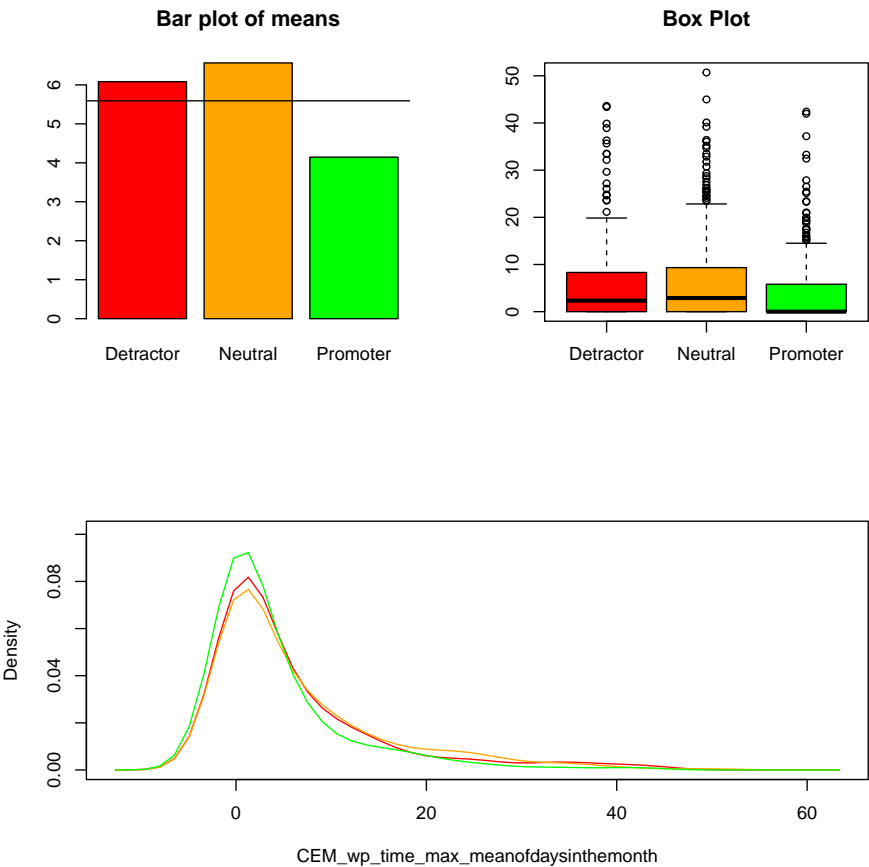
2.3.20 CEM\_wp\_time\_max\_meanofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.01	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	2.34	6.08	8.26	43.62
Neutral	0.00	0.00	2.90	6.56	9.33	50.70
Promoter	0.00	0.00	0.00	4.14	5.81	42.40



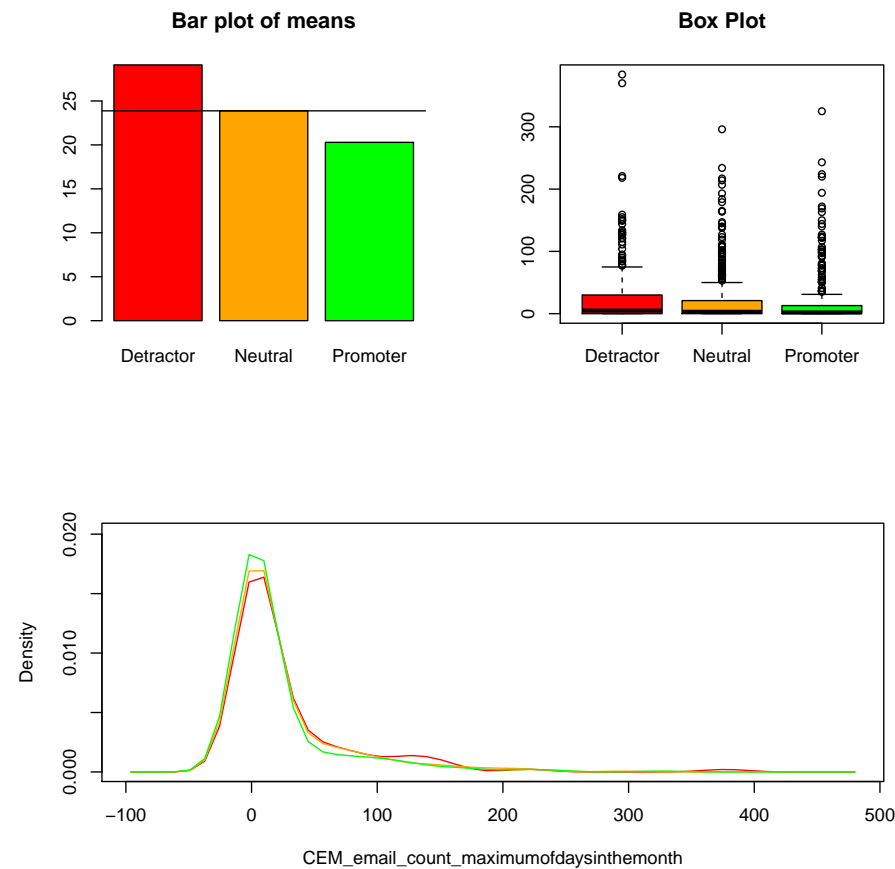
2.3.21 CEM\_email\_count\_maximumofdaysthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.05	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	5.00	29.10	29.50	384.00
Neutral	0.00	0.00	3.00	23.88	21.00	296.00
Promoter	0.00	0.00	2.00	20.29	13.00	325.00



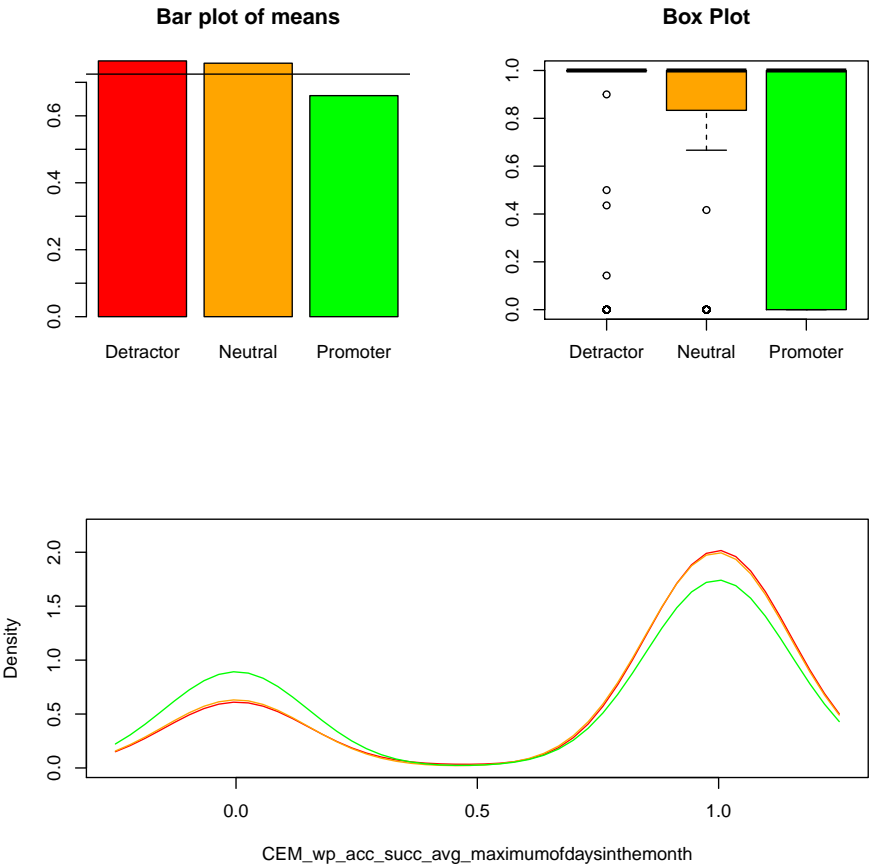
2.3.22 CEM\_wp\_acc\_succ\_avg\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.01	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	1.00	1.00	0.76	1.00	1.00
Neutral	0.00	0.85	1.00	0.76	1.00	1.00
Promoter	0.00	0.00	1.00	0.66	1.00	1.00



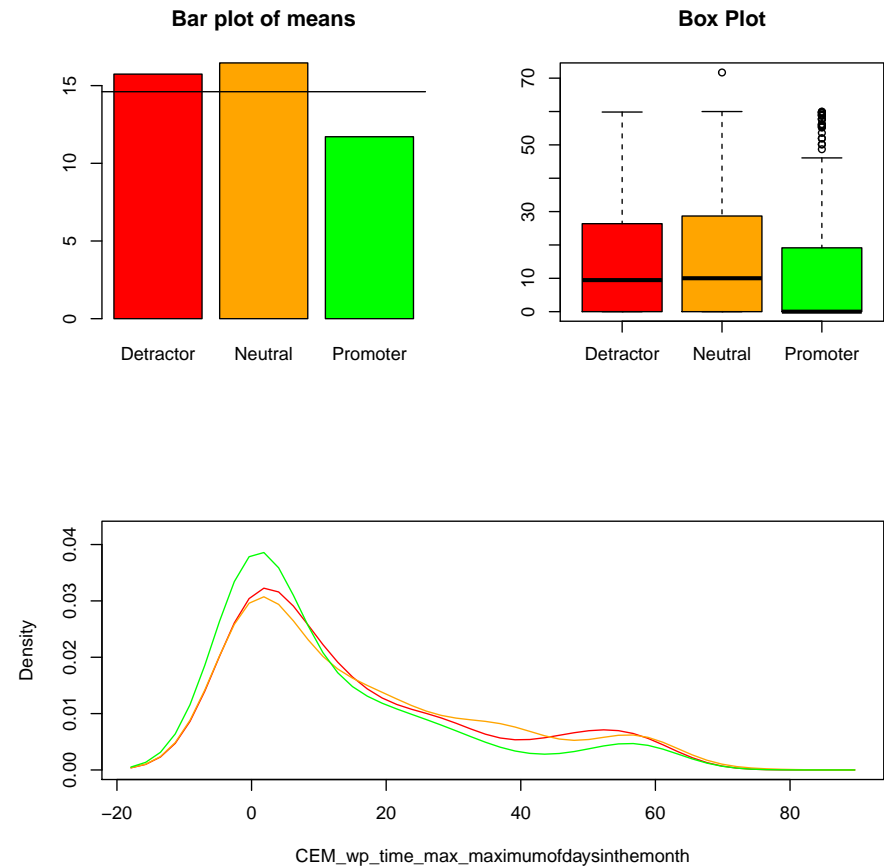
2.3.23 CEM\_wp\_time\_max\_maximumofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.01	0.00	0.00

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	9.47	15.74	26.30	59.84
Neutral	0.00	0.00	10.02	16.46	28.43	71.70
Promoter	0.00	0.00	0.00	11.71	19.12	59.97



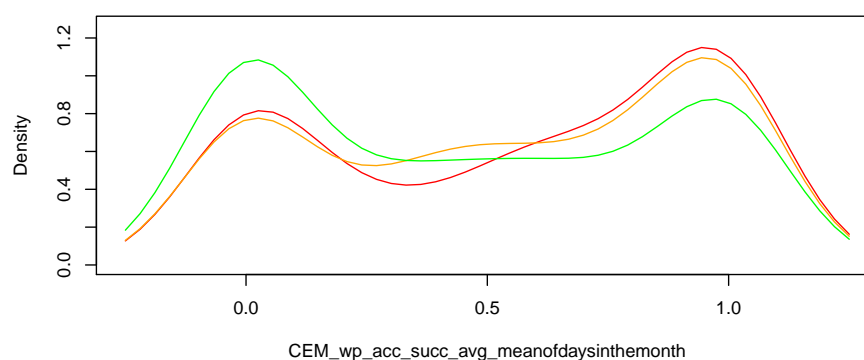
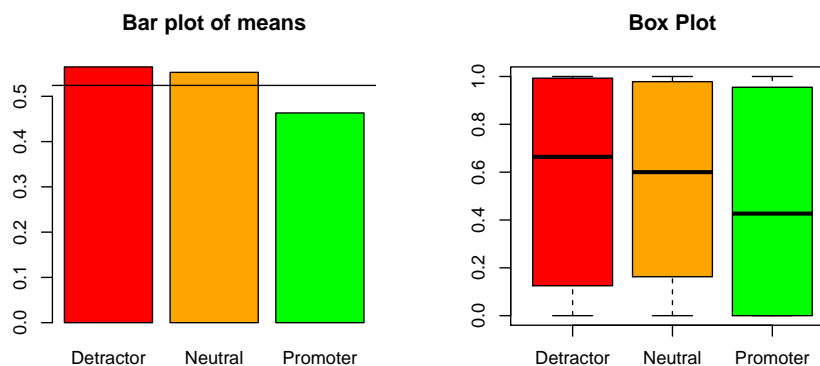
### 2.3.24 CEM\_wp\_acc\_succ\_avg\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.00	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.12	0.66	0.56	0.99	1.00
Neutral	0.00	0.16	0.60	0.55	0.98	1.00
Promoter	0.00	0.00	0.43	0.46	0.95	1.00



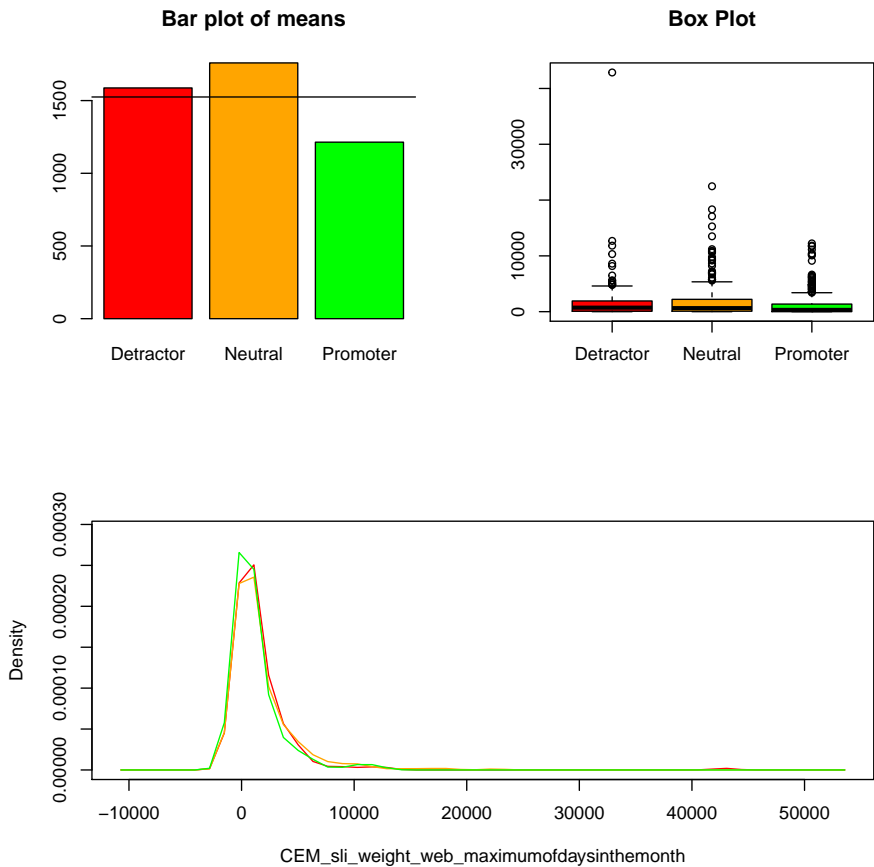
2.3.25 CEM\_sli\_weight\_web\_maximumofdaysthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.16	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	80.00	720.00	1587.00	1920.00	42860.00
Neutral	0.00	80.00	640.00	1759.00	2208.00	22470.00
Promoter	0.00	0.00	320.00	1214.00	1340.00	12230.00



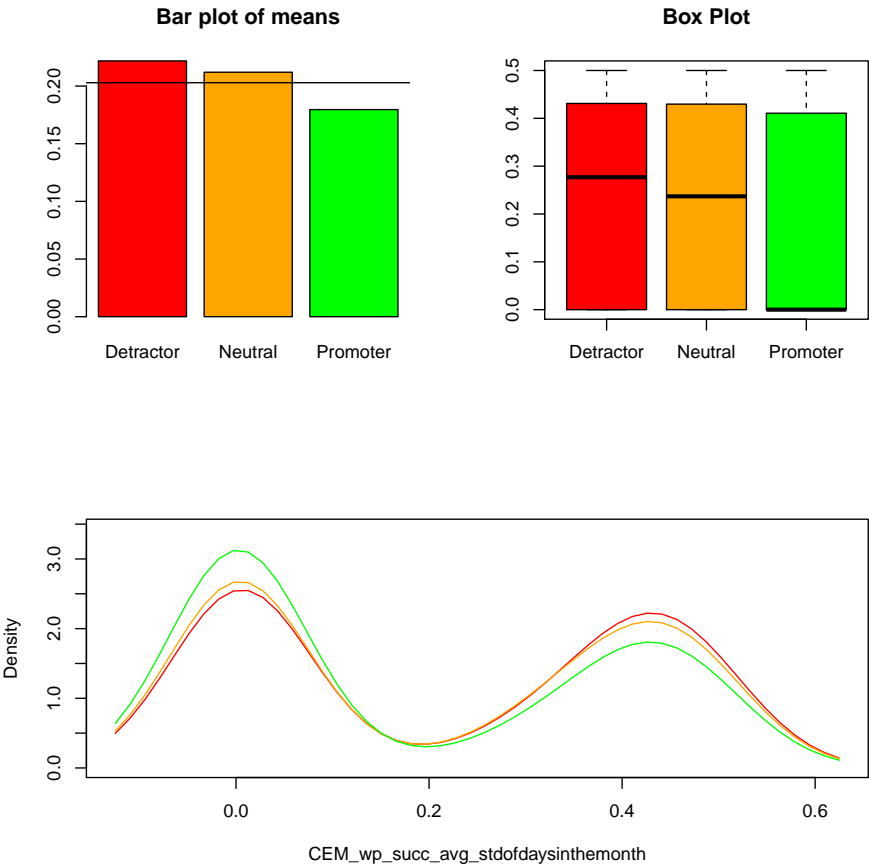
2.3.26 CEM\_wp\_succ\_avg\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.05	0.02	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.28	0.22	0.43	0.50
Neutral	0.00	0.00	0.24	0.21	0.43	0.50
Promoter	0.00	0.00	0.00	0.18	0.41	0.50





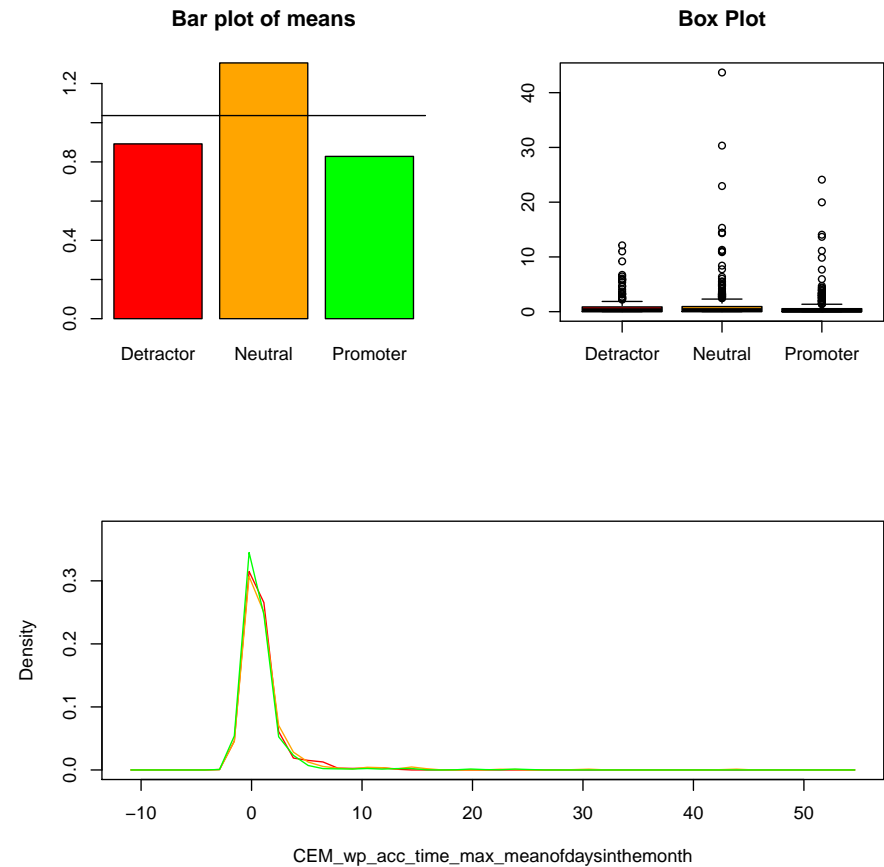
2.3.27 CEM\_wp\_acc\_time\_max\_meanofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.73	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.01	0.27	0.89	0.87	12.11
Neutral	0.00	0.01	0.28	1.30	0.94	43.69
Promoter	0.00	0.00	0.16	0.83	0.55	24.11



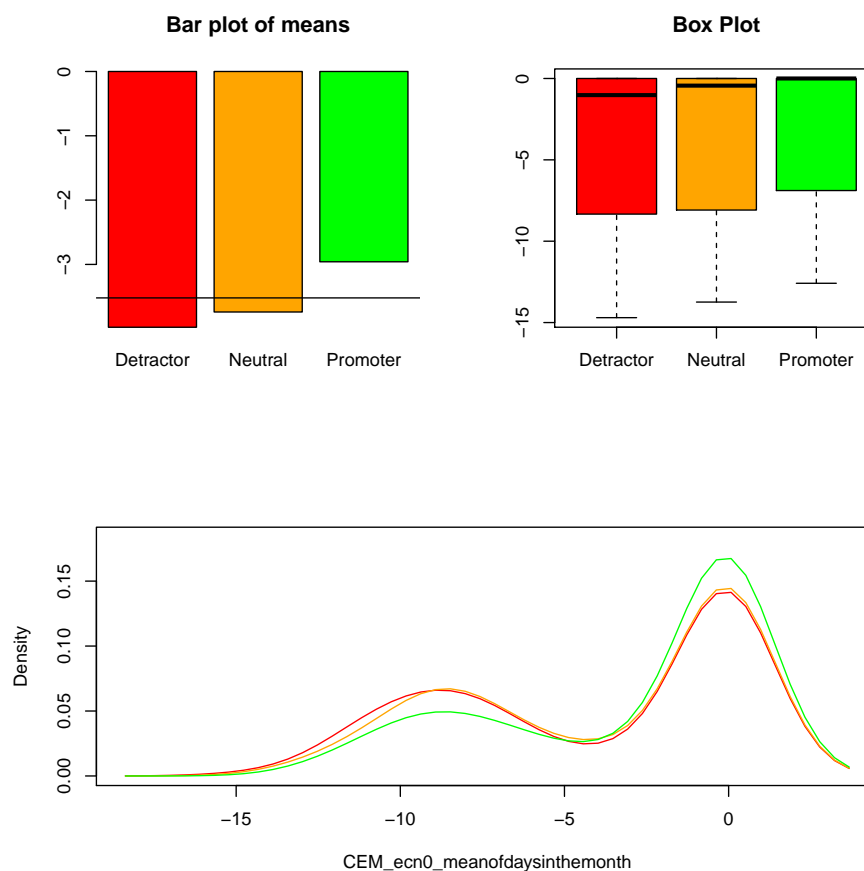
### 2.3.28 CEM\_ecn0\_meanofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.01	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-14.70	-8.32	-1.02	-3.98	0.00	0.00
Neutral	-13.74	-8.07	-0.44	-3.74	0.00	0.00
Promoter	-12.59	-6.83	0.00	-2.96	0.00	0.00



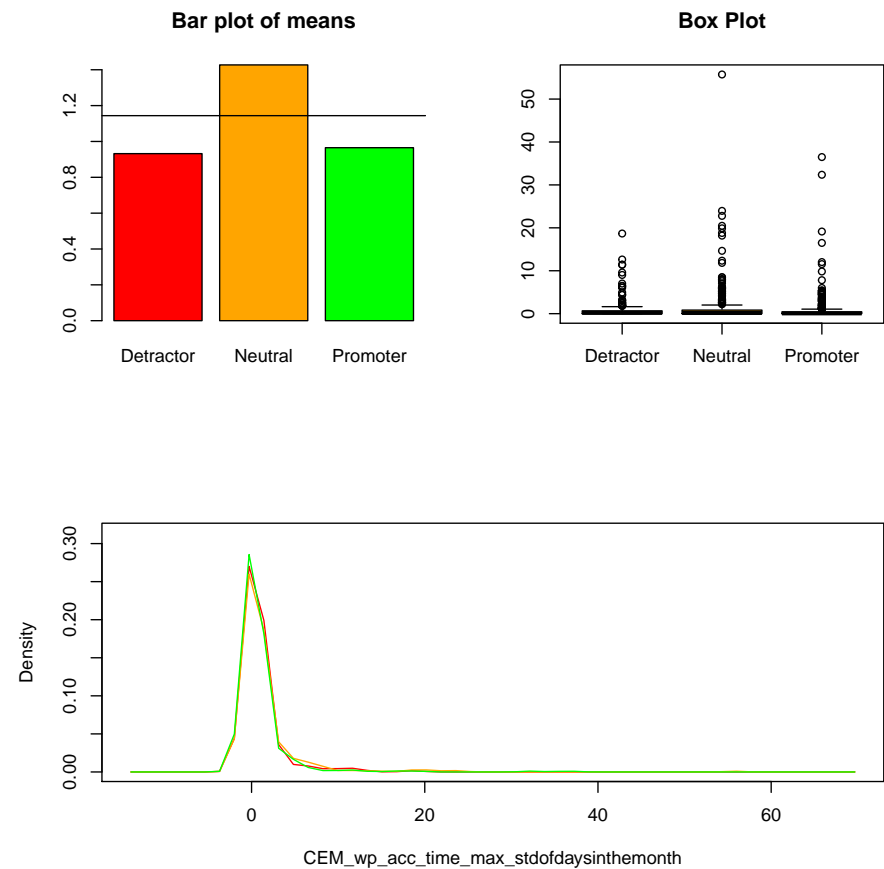
2.3.29 CEM\_wp\_acc\_time\_max\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.89	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.19	0.93	0.66	18.67
Neutral	0.00	0.00	0.17	1.43	0.83	55.73
Promoter	0.00	0.00	0.08	0.97	0.42	36.49



### 2.3.30 CEM\_ul\_interference\_skewnessofdaysinthemoth

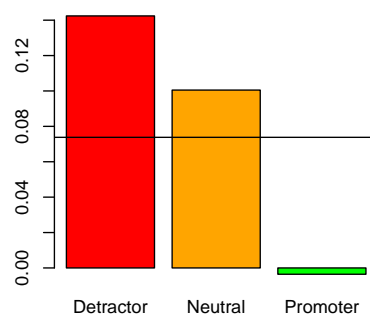
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.05	0.05	0.01	0.01

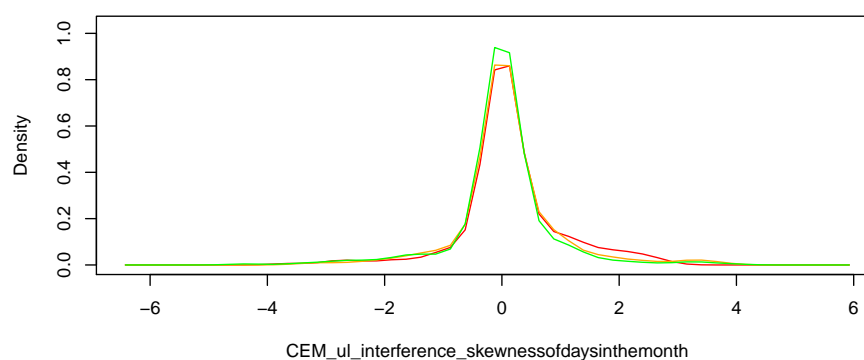
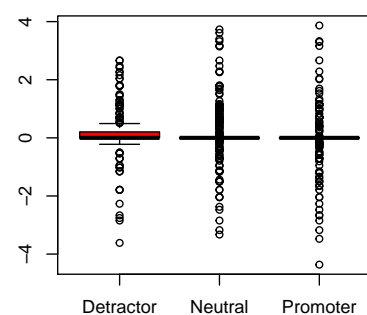
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-3.62	0.00	0.00	0.14	0.18	2.66
Neutral	-3.33	0.00	0.00	0.10	0.00	3.73
Promoter	-4.36	0.00	0.00	-0.00	0.00	3.87

Bar plot of means



Box Plot



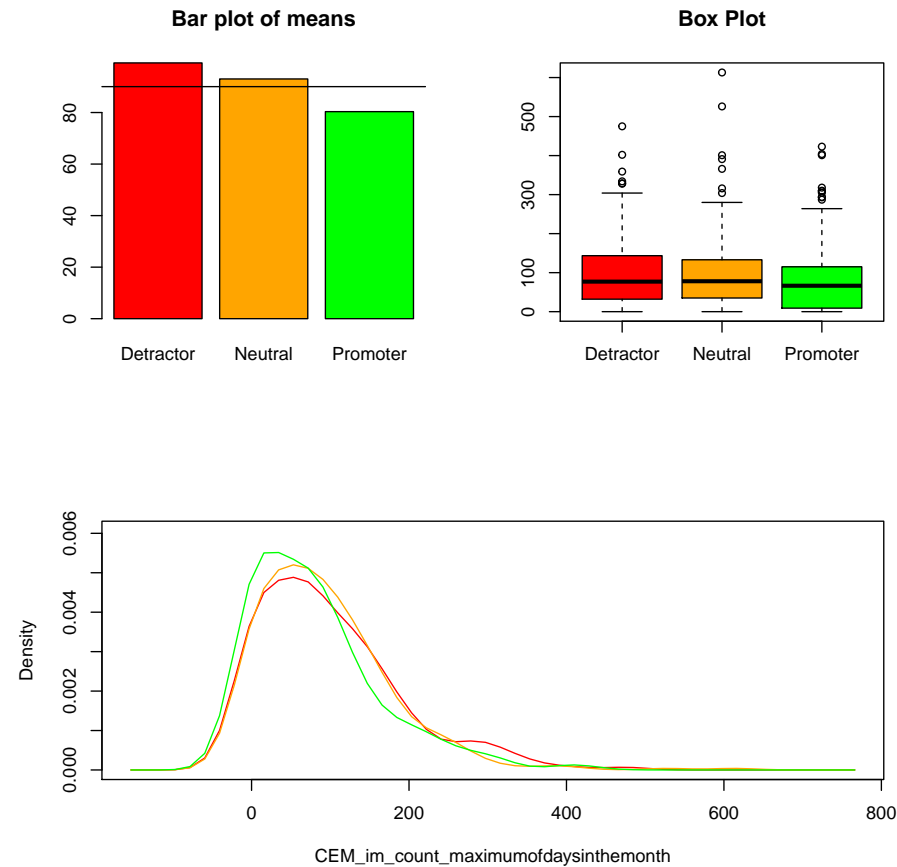
2.3.31 CEM\_im\_count\_maximumofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.06	0.01	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	32.00	77.00	99.25	142.80	475.00
Neutral	0.00	35.00	78.00	93.03	132.50	613.00
Promoter	0.00	9.50	66.50	80.35	114.80	423.00



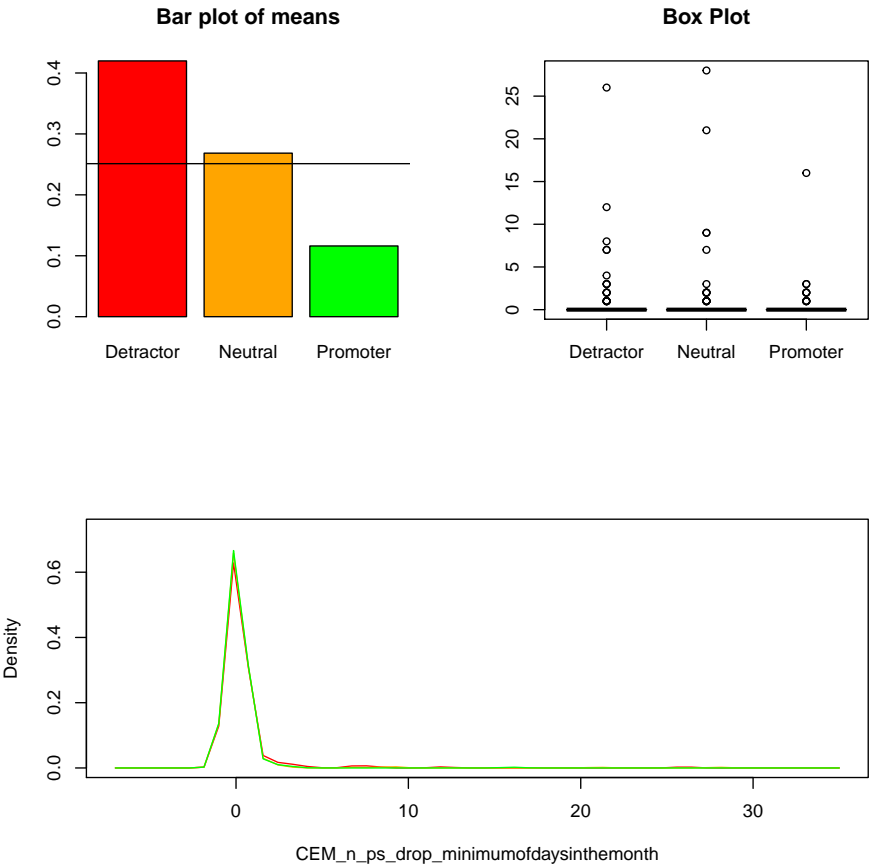
2.3.32 CEM\_n\_ps\_drop\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.06	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.42	0.00	26.00
Neutral	0.00	0.00	0.00	0.27	0.00	28.00
Promoter	0.00	0.00	0.00	0.12	0.00	16.00



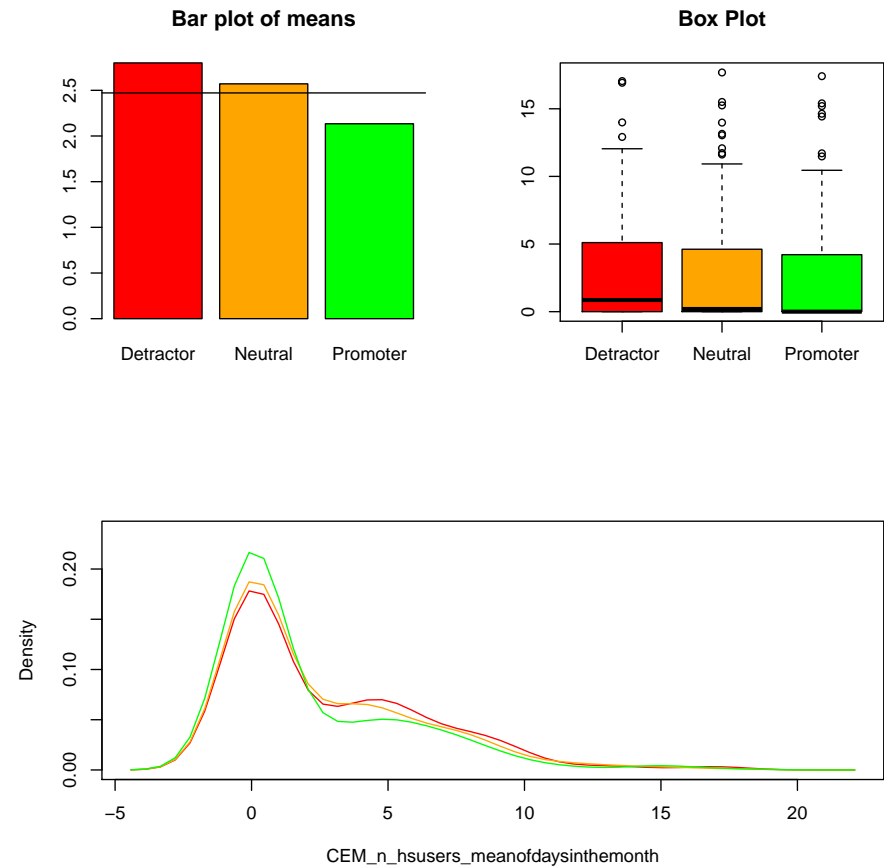
2.3.33 CEM\_n\_hsusers\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.03	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.86	2.80	5.08	17.05
Neutral	0.00	0.00	0.20	2.57	4.61	17.68
Promoter	0.00	0.00	0.00	2.13	4.18	17.41



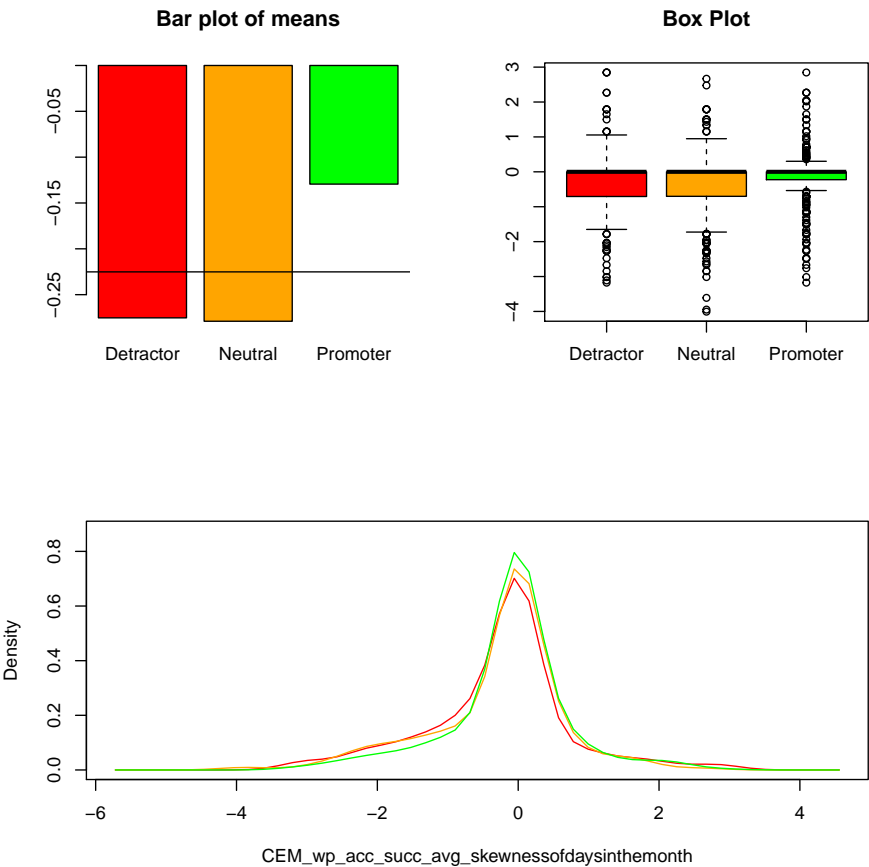
2.3.34 CEM\_wp\_acc\_succ\_avg\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.08	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-3.17	-0.71	0.00	-0.28	0.00	2.85
Neutral	-4.01	-0.70	0.00	-0.28	0.00	2.67
Promoter	-3.17	-0.22	0.00	-0.13	0.00	2.85





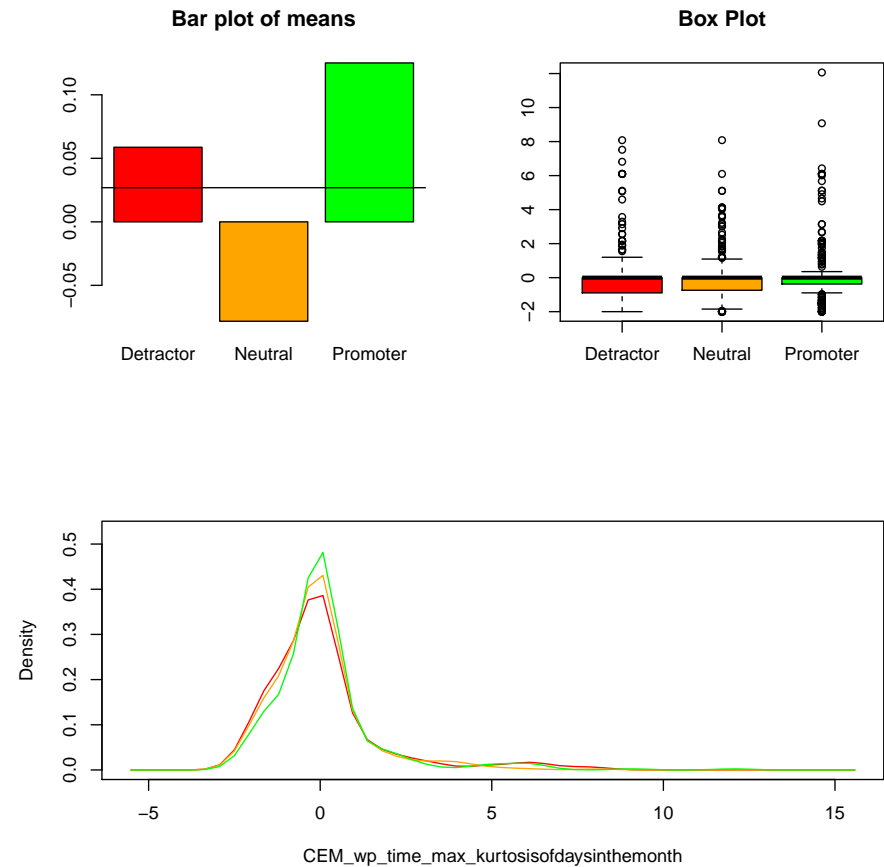
2.3.35 CEM\_wp\_time\_max\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.65	0.09	0.09

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-0.89	0.00	0.06	0.00	8.08
Neutral	-2.00	-0.74	0.00	-0.08	0.00	8.08
Promoter	-2.00	-0.37	0.00	0.13	0.00	12.06



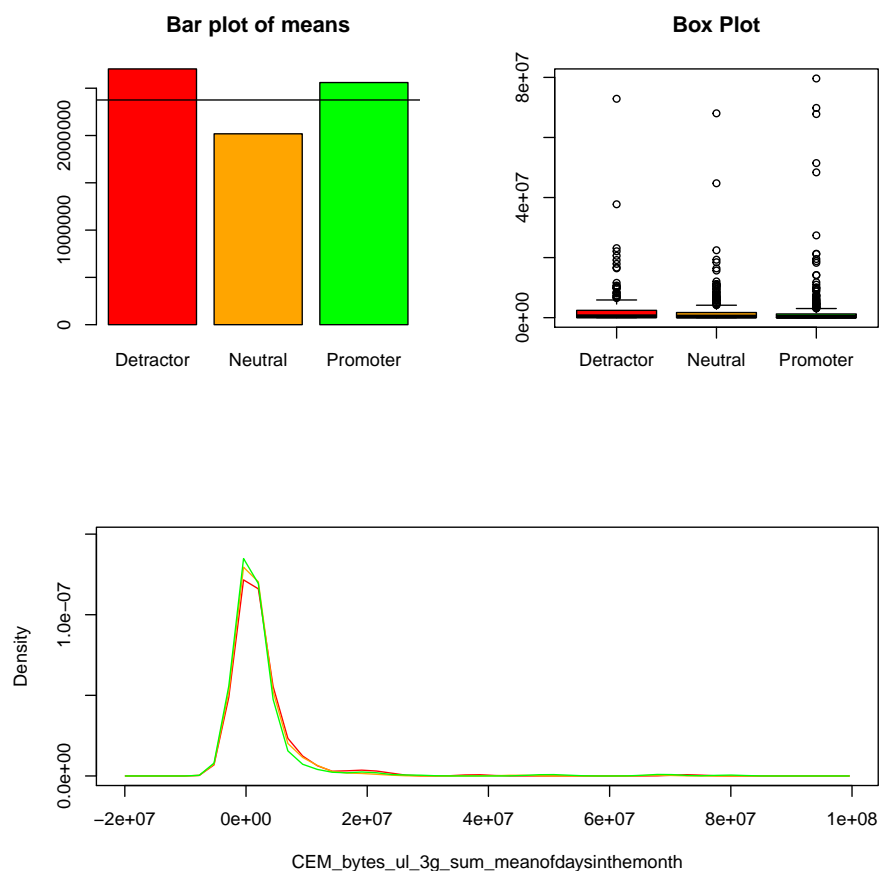
### 2.3.36 CEM\_bytes\_ul\_3g\_sum\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.83	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	55670.00	436500.00	2704000.00	2427000.00	72880000.00
Neutral	0.00	57570.00	347400.00	2018000.00	1709000.00	68040000.00
Promoter	0.00	6864.00	254900.00	2560000.00	1233000.00	79640000.00



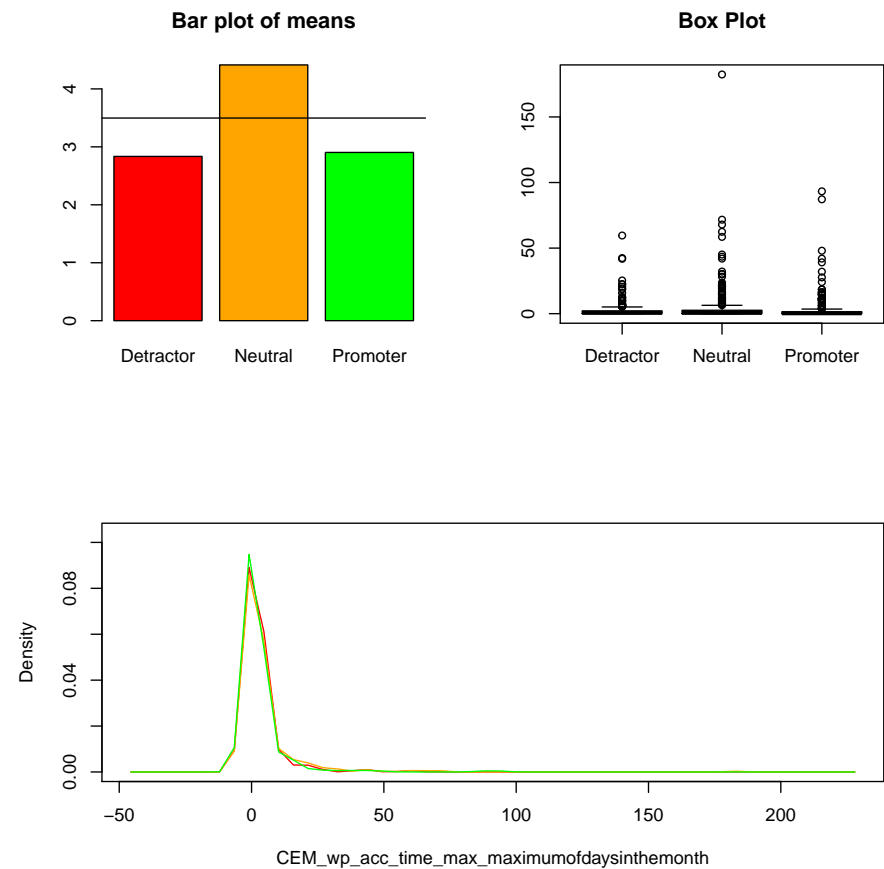
2.3.37 CEM\_wp\_acc\_time\_max\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.92	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.07	0.66	2.83	2.13	59.58
Neutral	0.00	0.02	0.68	4.41	2.58	182.40
Promoter	0.00	0.00	0.33	2.90	1.44	93.28



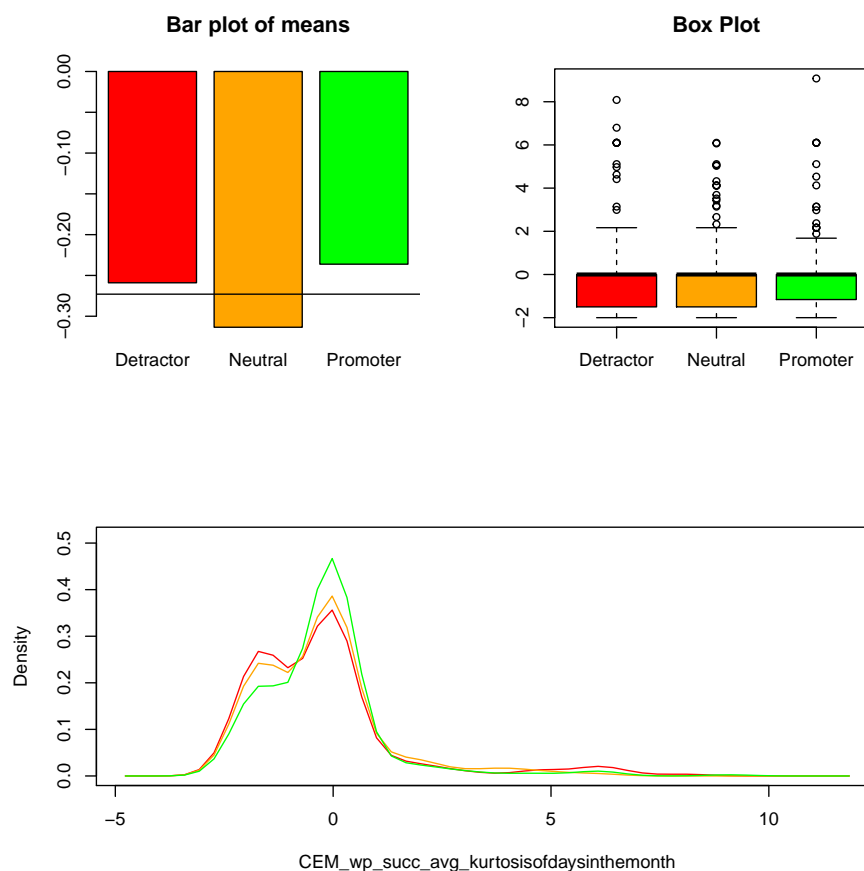
### 2.3.38 CEM\_wp\_succ\_avg\_kurtosisofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.88	0.12	0.12

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.50	0.00	-0.26	0.00	8.08
Neutral	-2.00	-1.50	0.00	-0.31	0.00	6.10
Promoter	-2.00	-1.15	0.00	-0.24	0.00	9.08



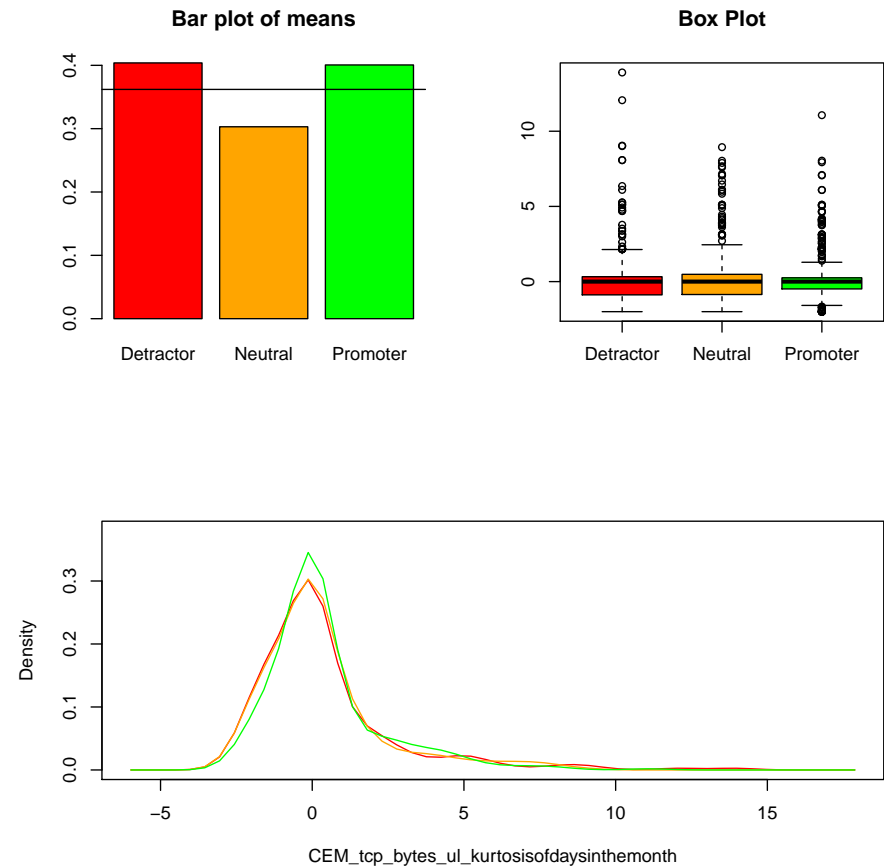
2.3.39 CEM\_tcp\_bytes\_ul\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.99	0.11	0.11

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-0.86	0.00	0.40	0.29	13.91
Neutral	-2.00	-0.85	0.00	0.30	0.48	8.94
Promoter	-2.00	-0.48	0.00	0.40	0.25	11.07



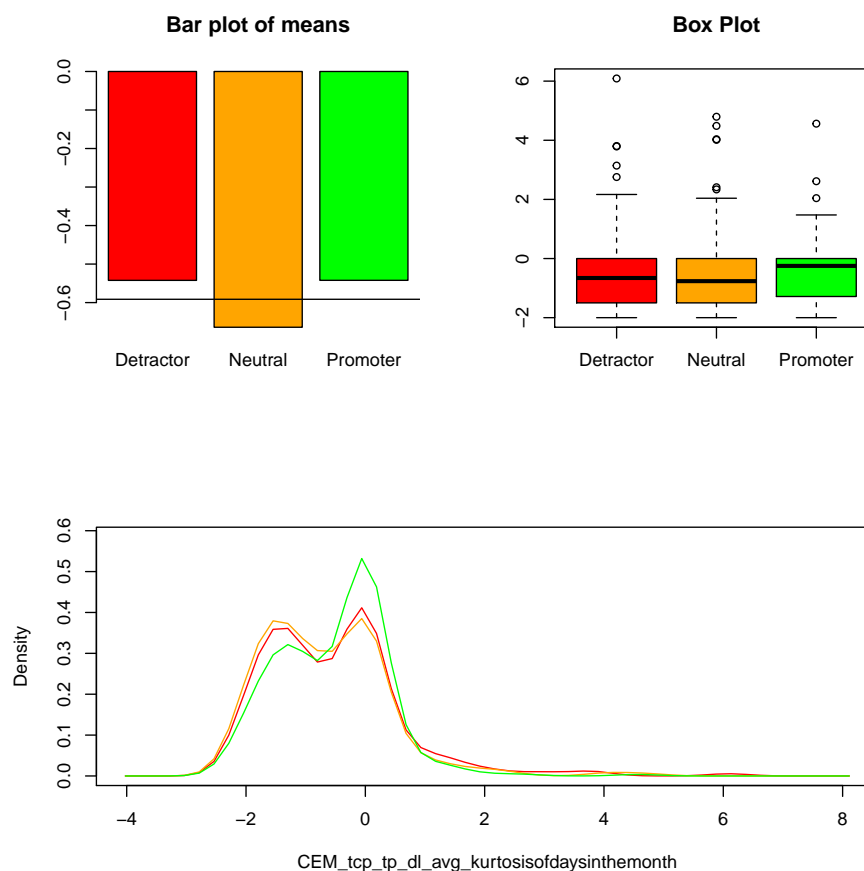
### 2.3.40 CEM\_tcp\_tp\_dl\_avg\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	1.00	0.22	0.22

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.50	-0.66	-0.54	0.00	6.09
Neutral	-2.00	-1.50	-0.76	-0.66	0.00	4.79
Promoter	-2.00	-1.28	-0.25	-0.54	0.00	4.56



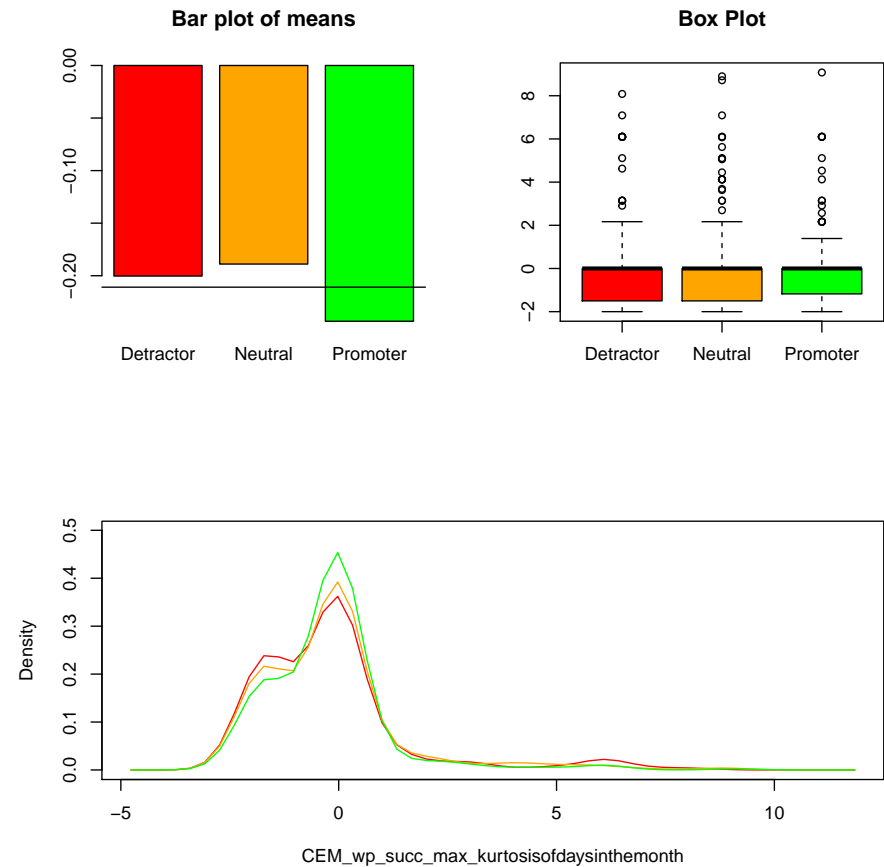
2.3.41 CEM\_wp\_succ\_max\_kurtosisofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.77	0.41	0.41

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.50	0.00	-0.20	0.00	8.08
Neutral	-2.00	-1.50	0.00	-0.19	0.00	8.90
Promoter	-2.00	-1.17	0.00	-0.24	0.00	9.08



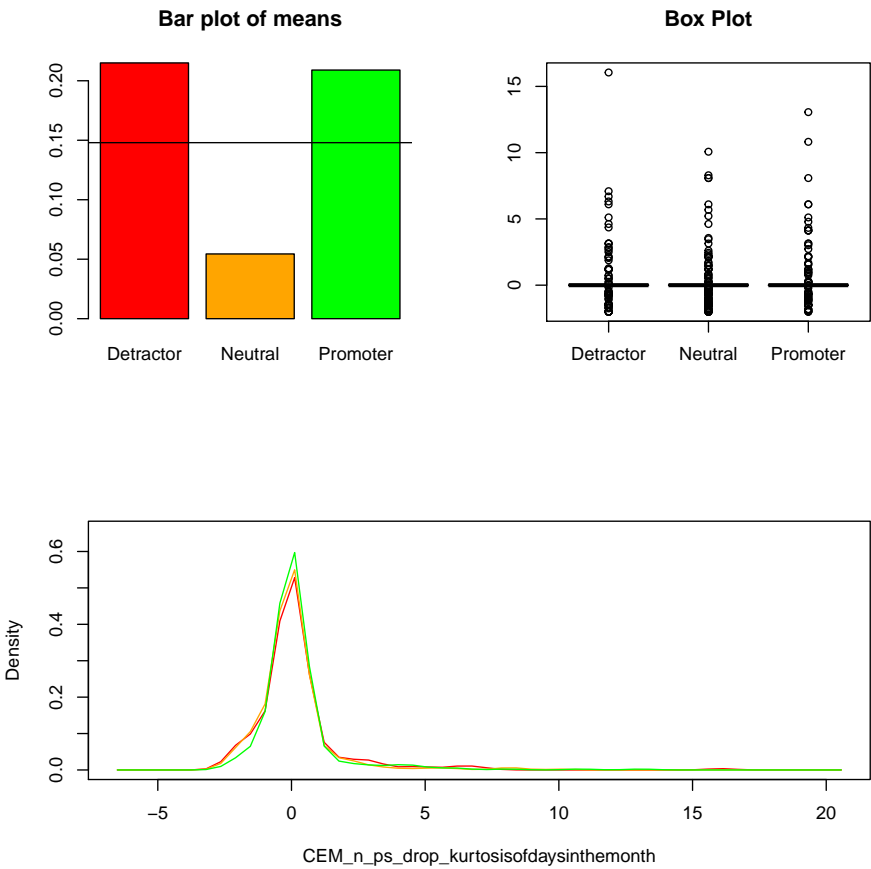
2.3.42 CEM\_n\_ps\_drop\_kurtosisofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.97	0.72	0.72

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	0.00	0.00	0.21	0.00	16.05
Neutral	-2.00	0.00	0.00	0.05	0.00	10.07
Promoter	-2.00	0.00	0.00	0.21	0.00	13.06





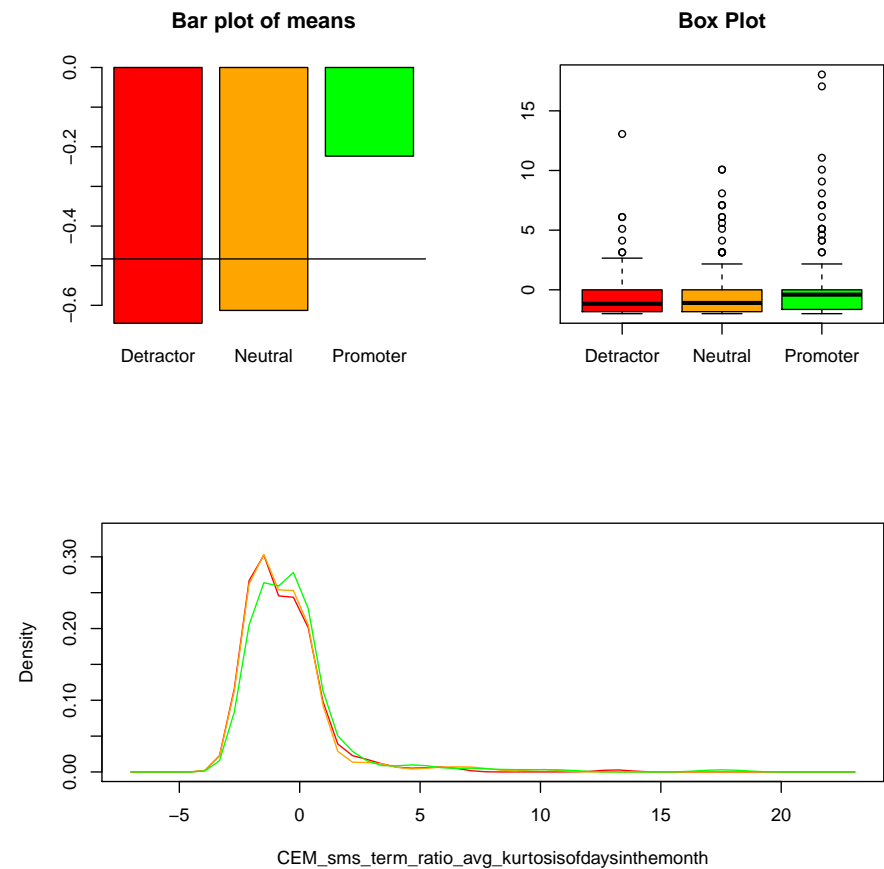
2.3.43 CEM\_sms\_term\_ratio\_avg\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.05	0.02	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.83	-1.17	-0.65	0.00	13.06
Neutral	-2.00	-1.83	-1.10	-0.61	0.00	10.07
Promoter	-2.00	-1.61	-0.40	-0.22	0.00	18.05



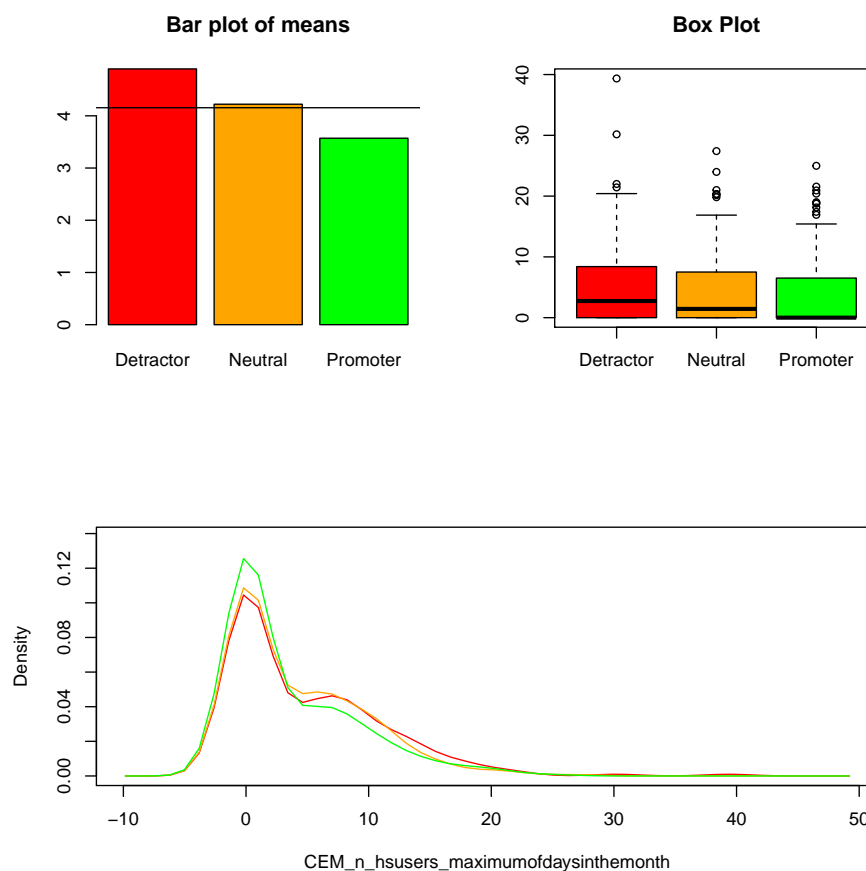
### 2.3.44 CEM\_n\_hsusers\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.01	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	2.74	4.90	8.31	39.35
Neutral	0.00	0.00	1.44	4.22	7.51	27.41
Promoter	0.00	0.00	0.00	3.57	6.51	24.99



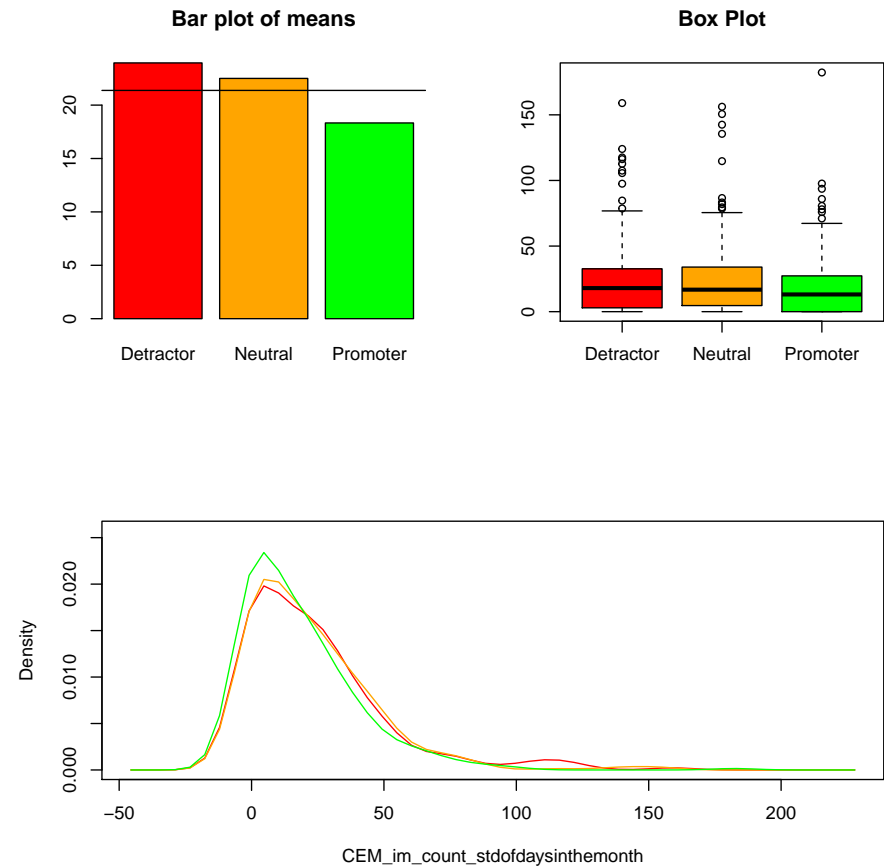
2.3.45 CEM\_im\_count\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.01	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	2.97	17.96	23.95	32.50	159.00
Neutral	0.00	4.68	16.77	22.50	33.83	156.20
Promoter	0.00	0.00	13.14	18.33	27.24	182.30



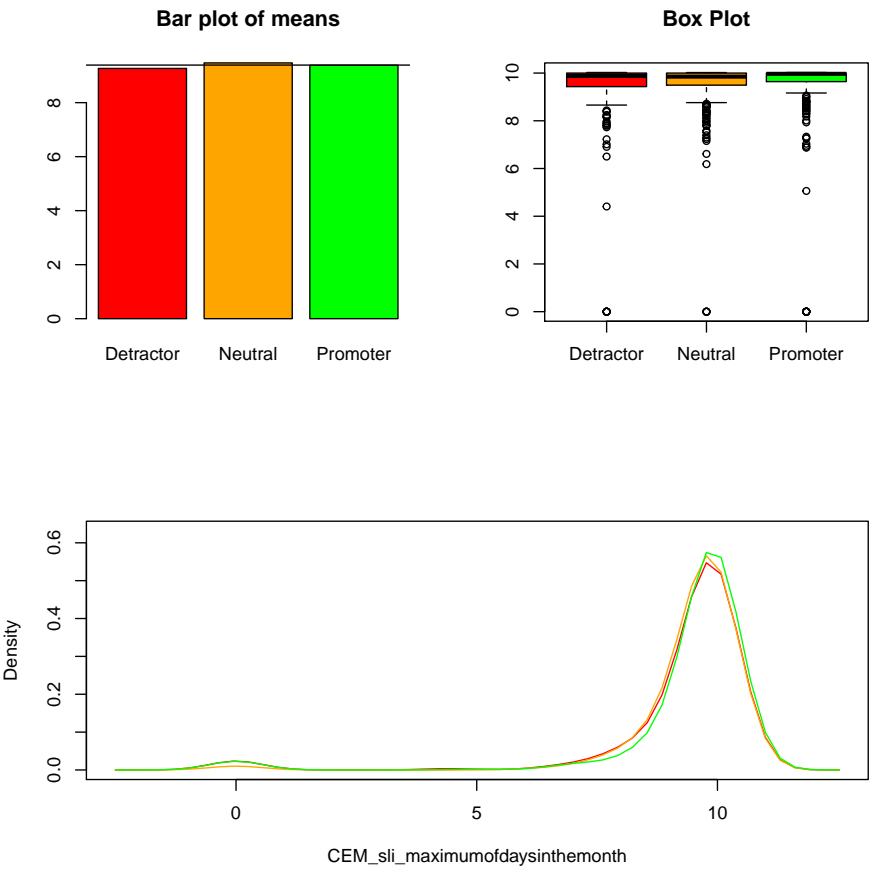
2.3.46 CEM\_sli\_maximumofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.10	0.47	0.01	0.01

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	9.44	9.88	9.27	10.00	10.02
Neutral	0.00	9.50	9.85	9.47	10.00	10.02
Promoter	0.00	9.64	9.97	9.38	10.00	10.02



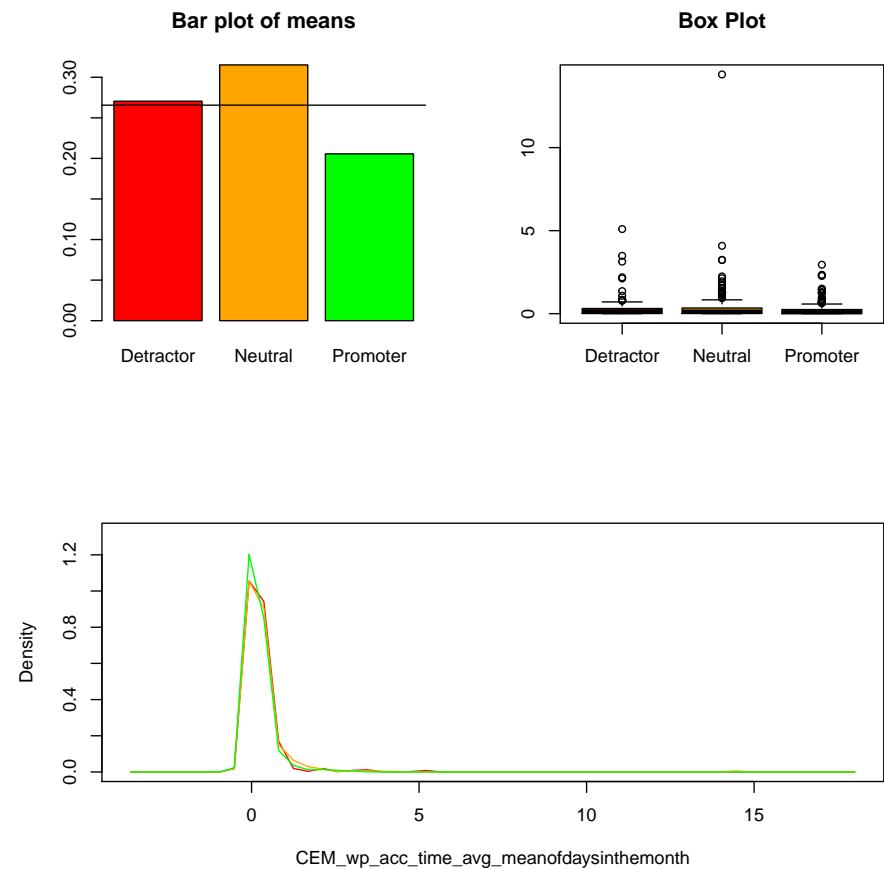
2.3.47 CEM\_wp\_acc\_time\_avg\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.12	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.01	0.15	0.27	0.31	5.09
Neutral	0.00	0.01	0.13	0.32	0.34	14.40
Promoter	0.00	0.00	0.09	0.21	0.25	2.95



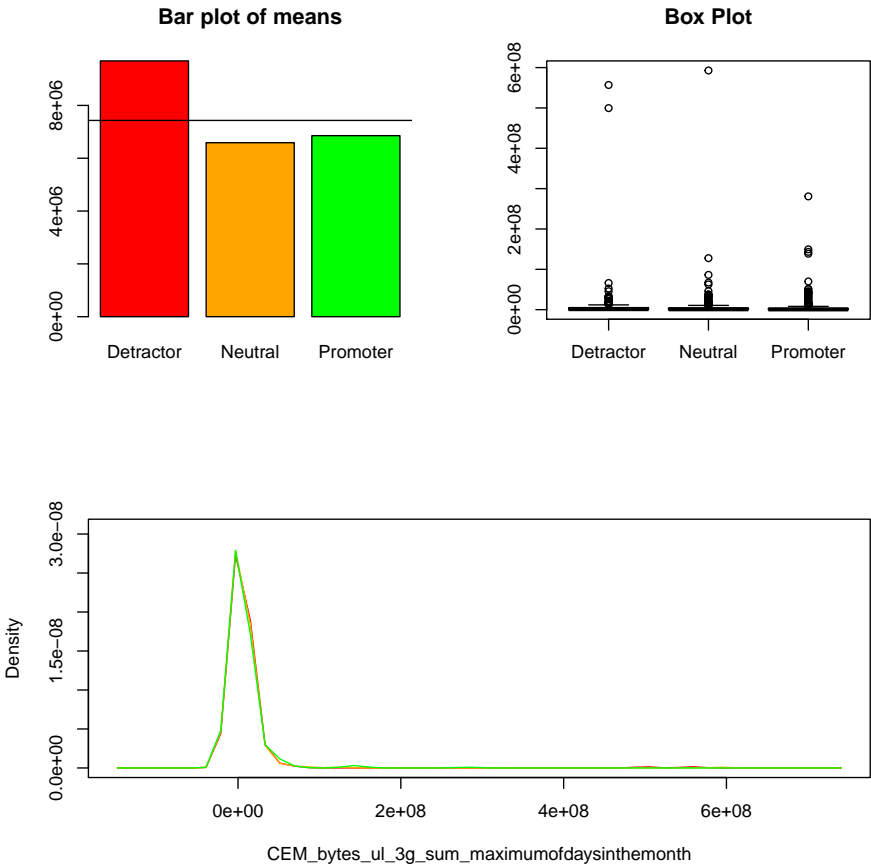
2.3.48 CEM\_bytes\_ul\_3g\_sum\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.08	0.45	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	107400.00	1342000.00	9685000.00	5105000.00	557000000.00
Neutral	0.00	107200.00	943500.00	6588000.00	4273000.00	592800000.00
Promoter	0.00	13120.00	692800.00	6855000.00	3256000.00	280800000.00



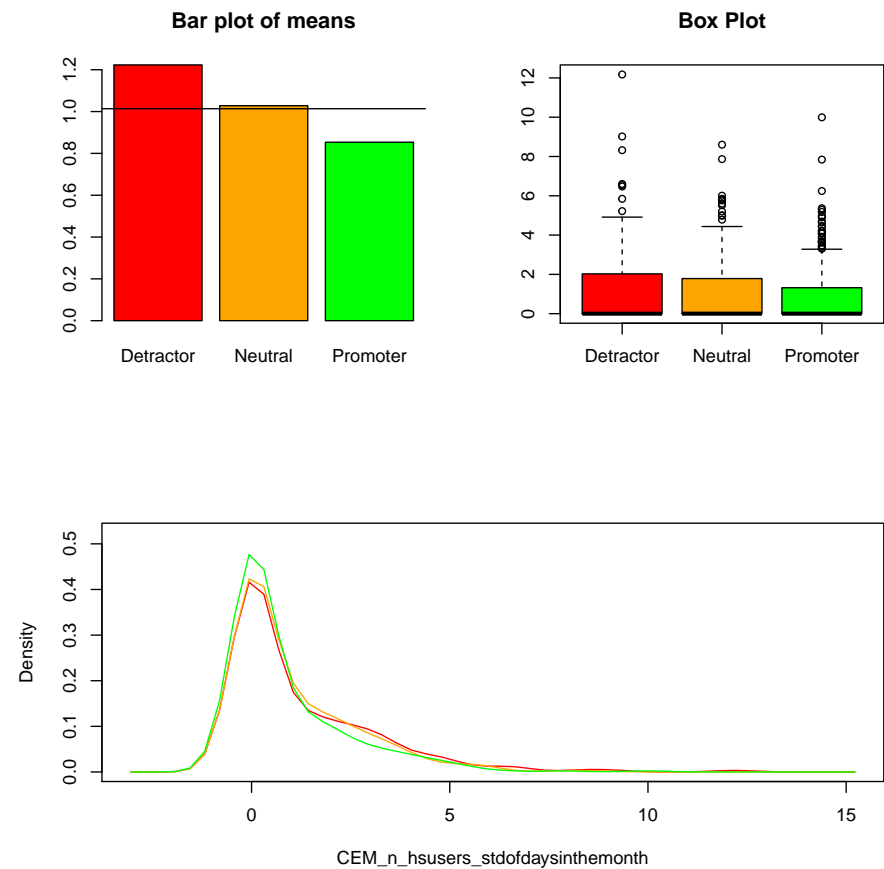
2.3.49 CEM\_n\_hsusers\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.02	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	1.22	2.02	12.17
Neutral	0.00	0.00	0.00	1.03	1.78	8.60
Promoter	0.00	0.00	0.00	0.85	1.32	9.99



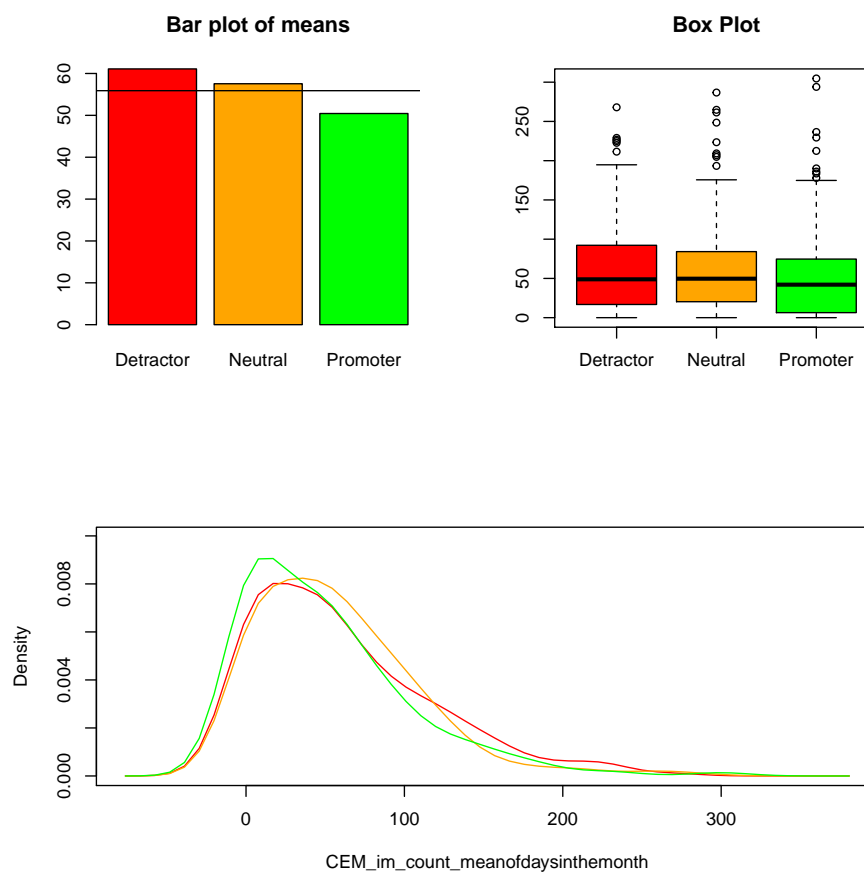
### 2.3.50 CEM\_im\_count\_meanofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.11	0.03	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	16.90	48.88	61.09	92.21	268.00
Neutral	0.00	20.42	49.66	57.55	83.96	286.80
Promoter	0.00	6.50	42.05	50.44	74.14	304.70





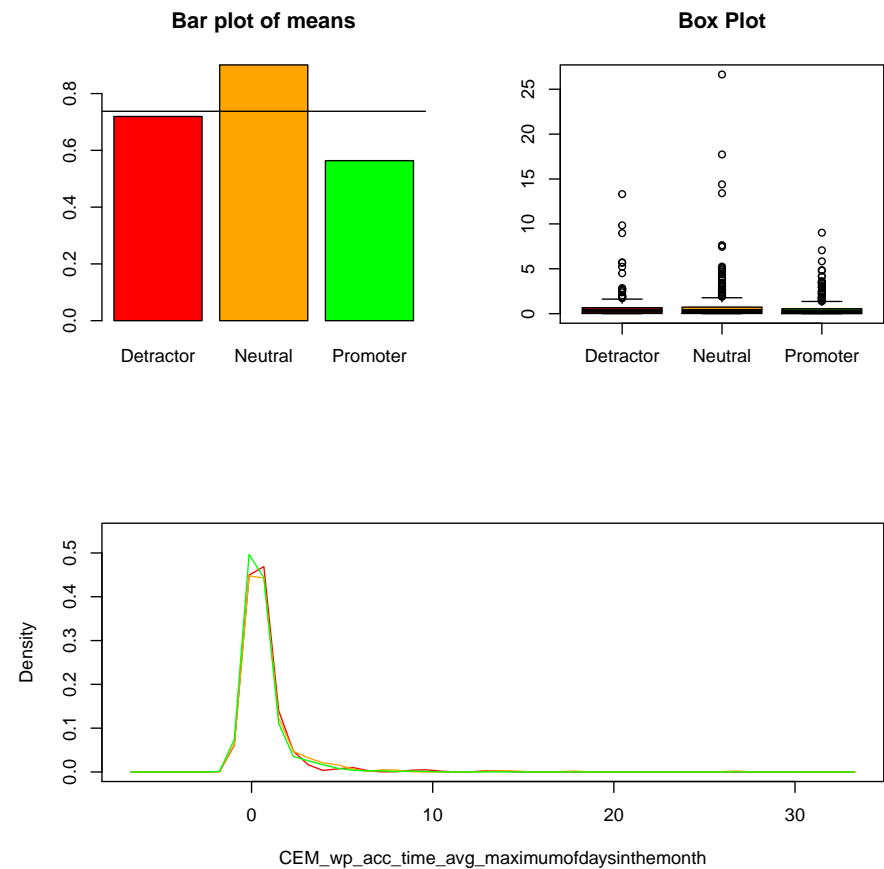
2.3.51 CEM\_wp\_acc\_time\_avg\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.20	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.03	0.33	0.72	0.67	13.32
Neutral	0.00	0.02	0.30	0.90	0.73	26.64
Promoter	0.00	0.00	0.24	0.56	0.55	9.02



### 2.3.52 CEM\_email\_count\_stdofdaysinthemonth

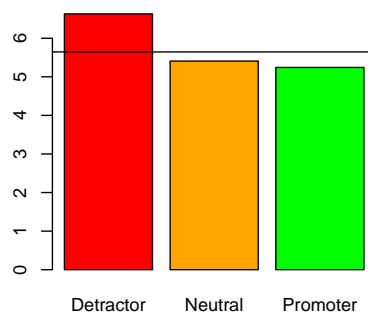
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.14	0.23	0.02	0.02

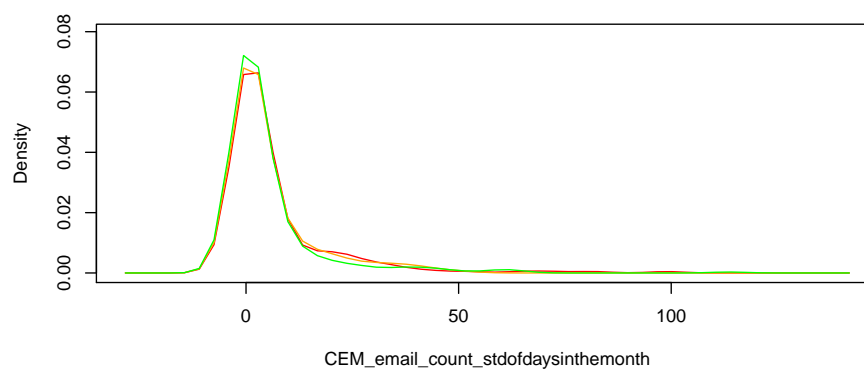
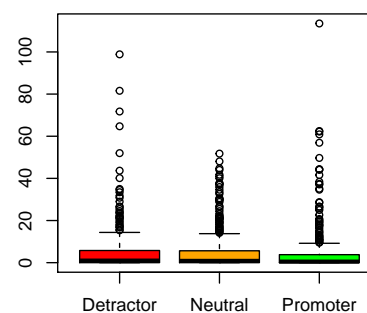
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1.00	6.63	5.69	98.86
Neutral	0.00	0.00	0.87	5.41	5.60	51.75
Promoter	0.00	0.00	0.50	5.24	3.77	113.50

Bar plot of means



Box Plot



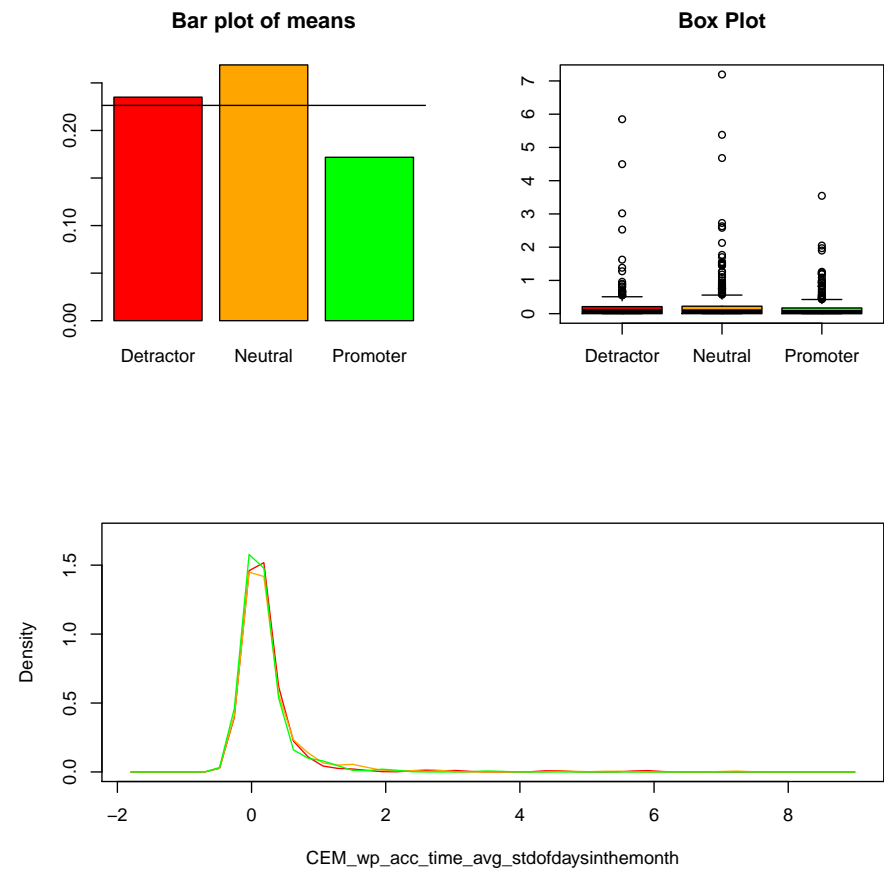
2.3.53 CEM\_wp\_acc\_time\_avg\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.17	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.08	0.23	0.21	5.85
Neutral	0.00	0.00	0.07	0.27	0.22	7.19
Promoter	0.00	0.00	0.05	0.17	0.17	3.54



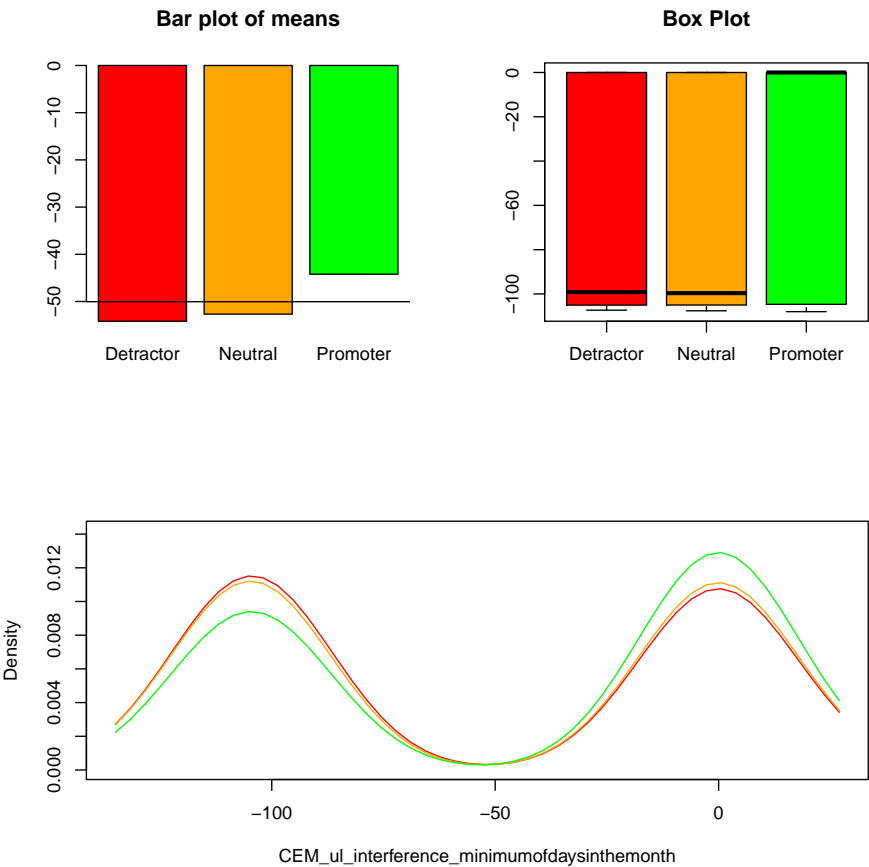
2.3.54 CEM\_ul\_interference\_minimumofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.03	0.05	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-107.30	-105.00	-99.18	-54.18	0.00	0.00
Neutral	-107.60	-105.00	-99.63	-52.67	0.00	0.00
Promoter	-108.00	-104.70	0.00	-44.21	0.00	0.00



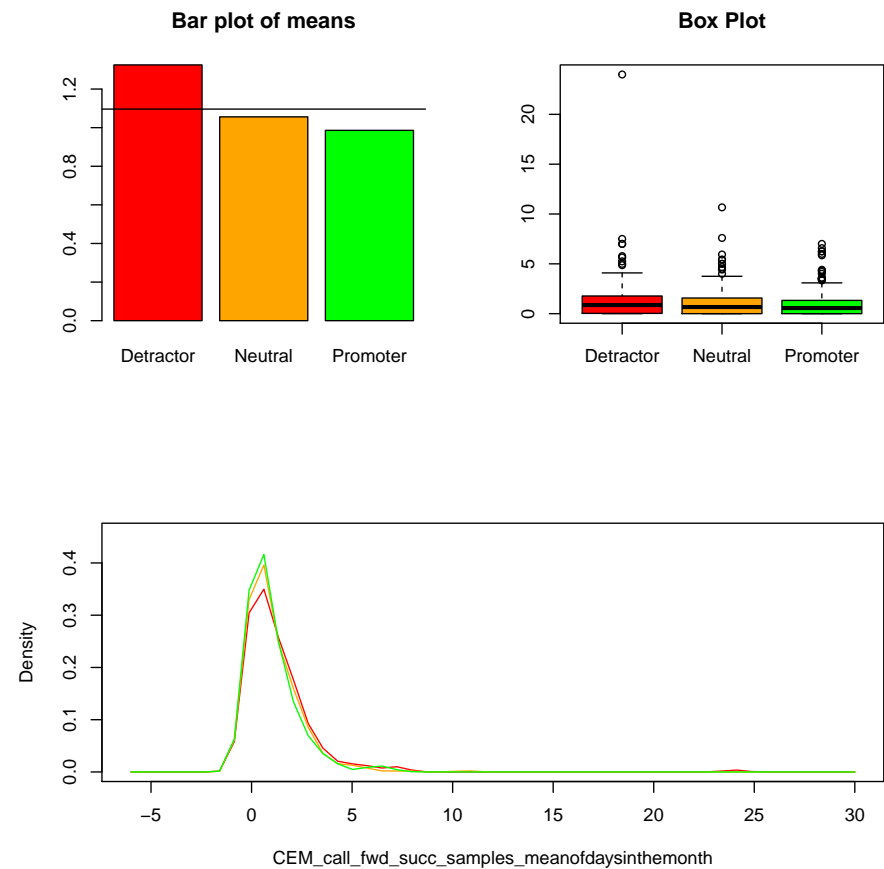
2.3.55 CEM\_call\_fwd\_succ\_samples\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.03	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.04	0.87	1.32	1.76	24.00
Neutral	0.00	0.00	0.67	1.06	1.57	10.67
Promoter	0.00	0.00	0.56	0.99	1.33	7.00



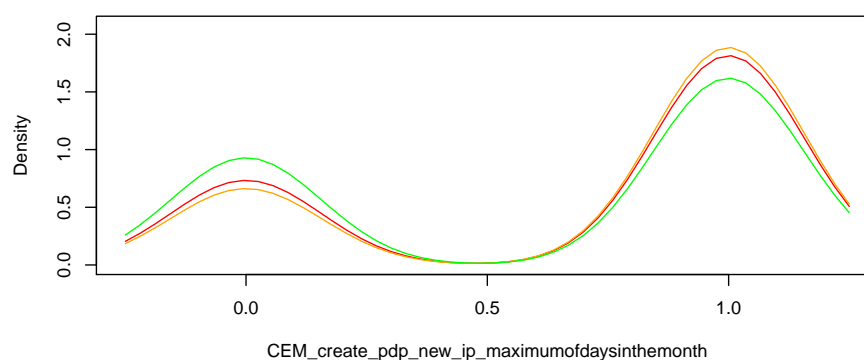
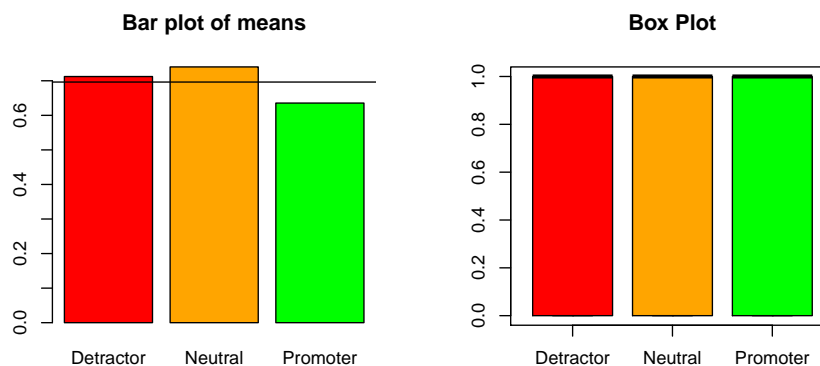
### 2.3.56 CEM\_create\_pdp\_new\_ip\_maximumofdaysthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.07	0.07	0.07

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1.00	0.71	1.00	1.00
Neutral	0.00	0.00	1.00	0.74	1.00	1.00
Promoter	0.00	0.00	1.00	0.64	1.00	1.00



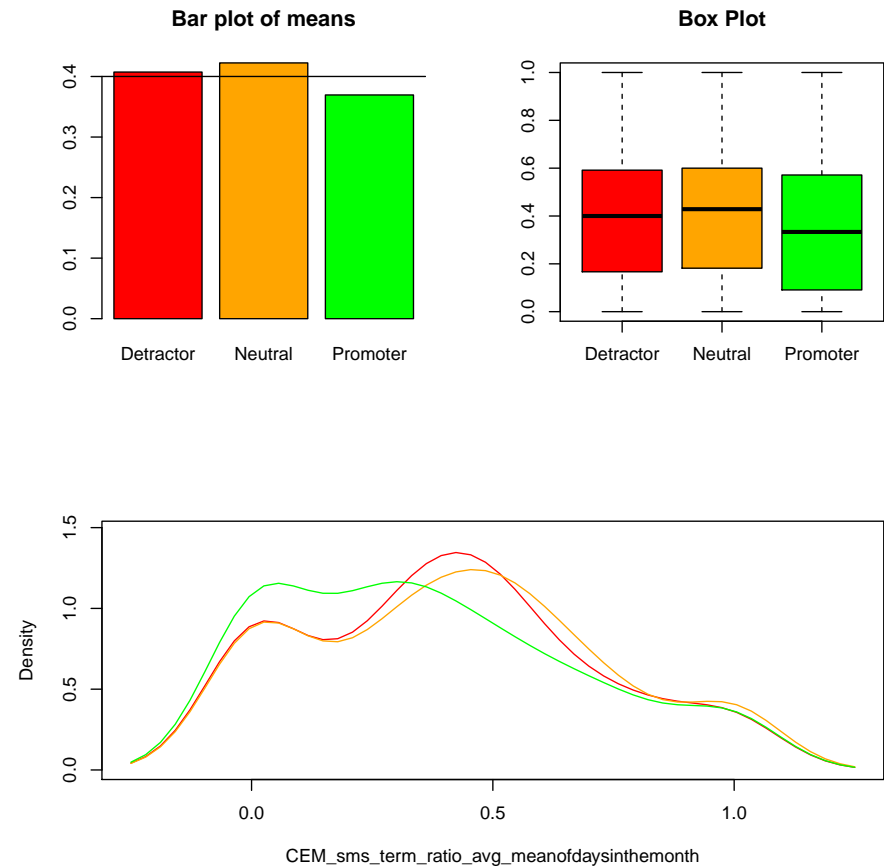
2.3.57 CEM\_sms\_term\_ratio\_avg\_meanofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.16	0.10	0.10

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.17	0.40	0.41	0.59	1.00
Neutral	0.00	0.18	0.43	0.42	0.60	1.00
Promoter	0.00	0.09	0.33	0.37	0.57	1.00



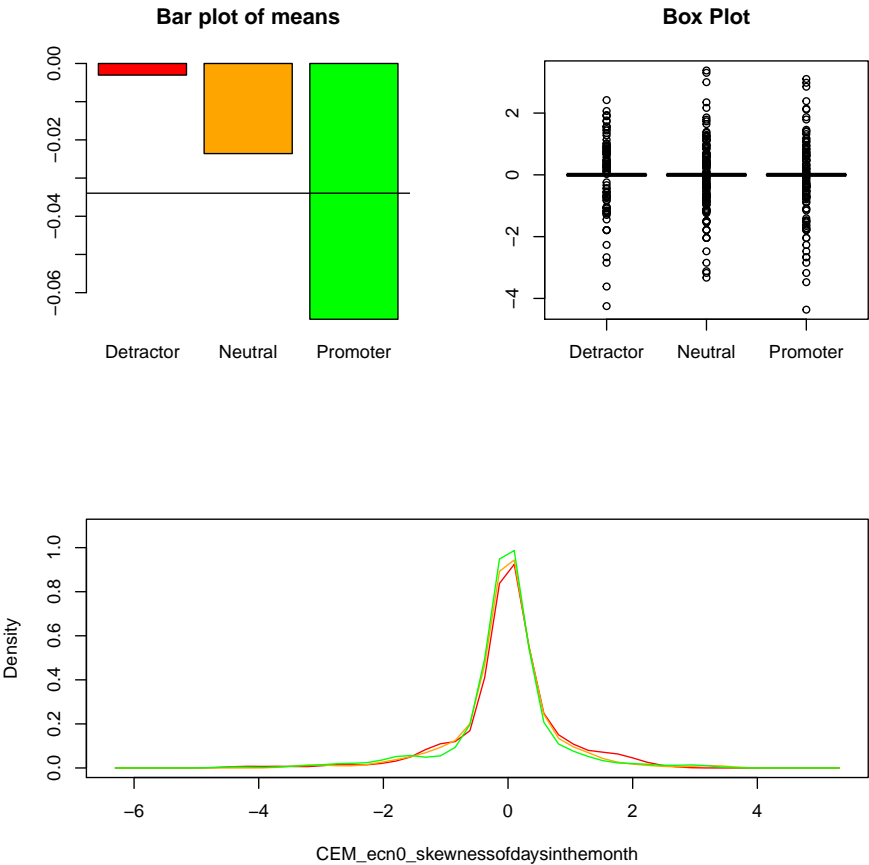
2.3.58 CEM\_ecn0\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.38	0.07	0.07

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-4.25	0.00	0.00	-0.00	0.00	2.42
Neutral	-3.33	0.00	0.00	-0.02	0.00	3.38
Promoter	-4.36	0.00	0.00	-0.07	0.00	3.10





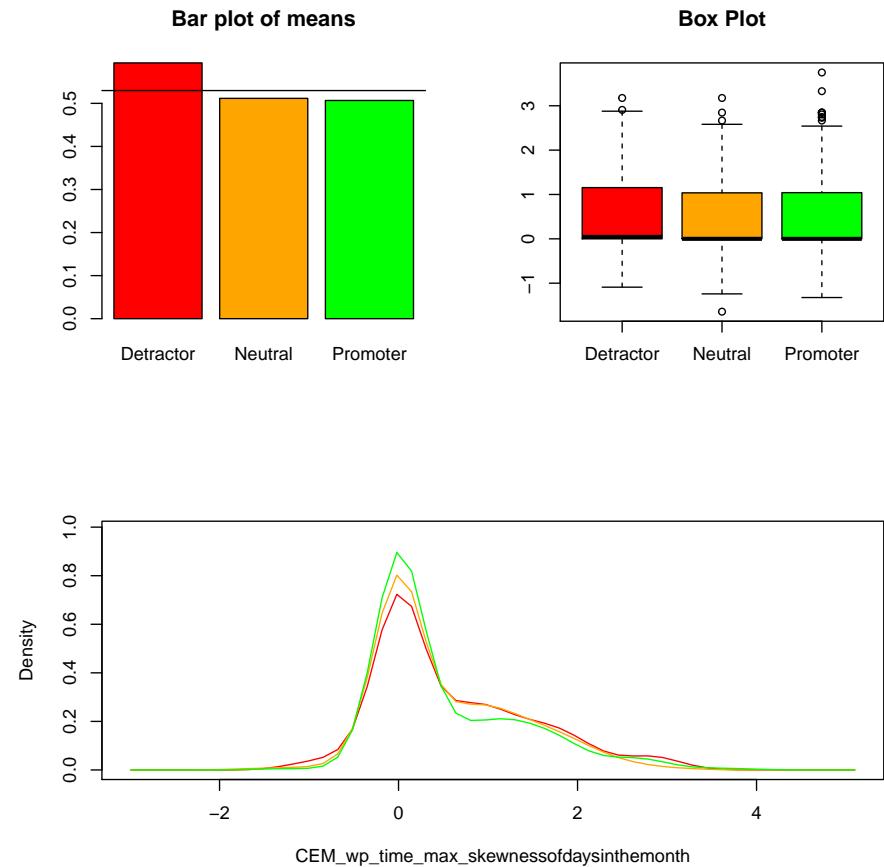
2.3.59 CEM\_wp\_time\_max\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.24	0.14	0.14

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-1.09	0.00	0.04	0.59	1.16	3.17
Neutral	-1.64	0.00	0.00	0.51	1.03	3.17
Promoter	-1.32	0.00	0.00	0.51	1.04	3.75



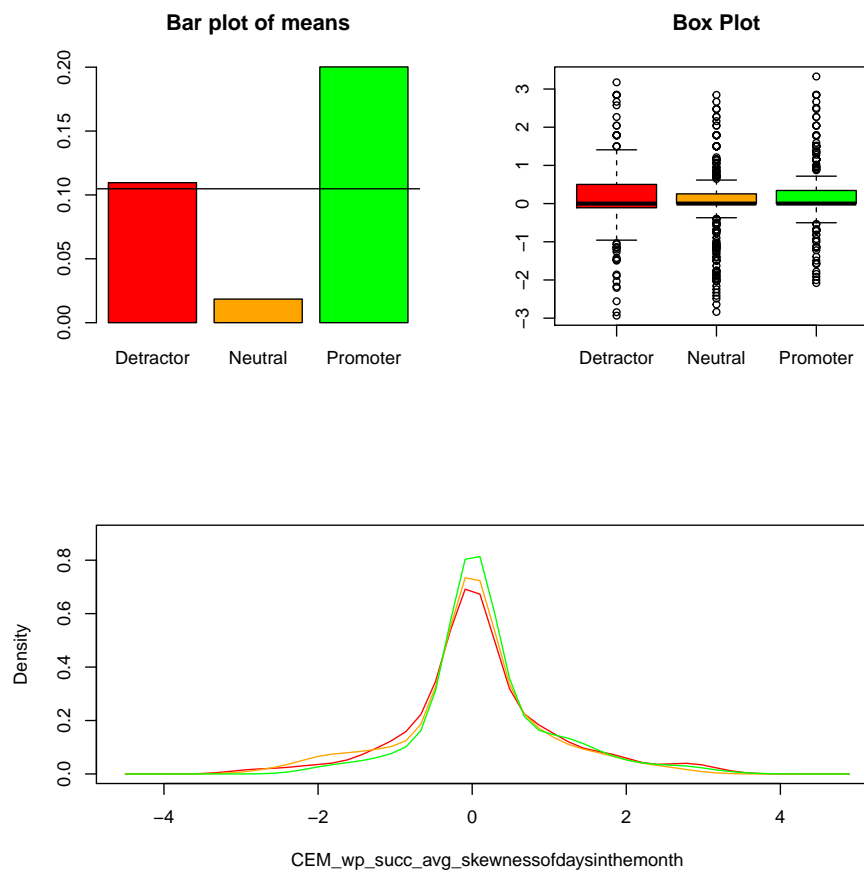
### 2.3.60 CEM\_wp\_succ\_avg\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.26	0.14	0.14

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.94	-0.09	0.00	0.11	0.49	3.17
Neutral	-2.84	0.00	0.00	0.02	0.23	2.85
Promoter	-2.08	0.00	0.00	0.20	0.34	3.33



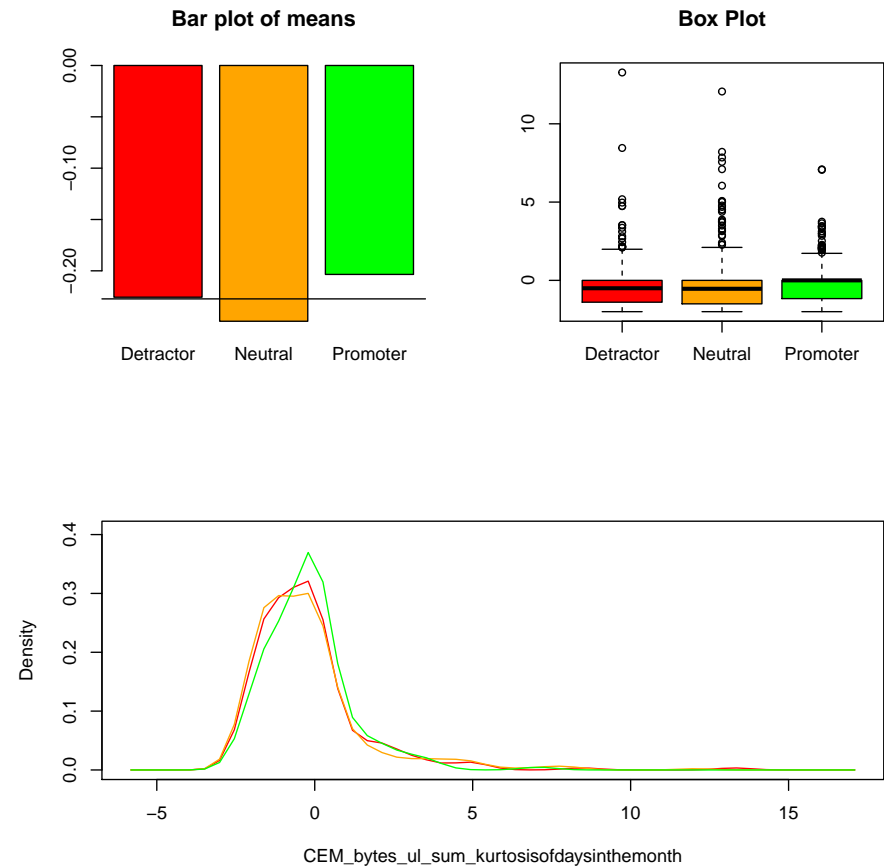
2.3.61 CEM\_bytes\_ul\_sum\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.88	0.09	0.09

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.39	-0.50	-0.23	0.00	13.28
Neutral	-2.00	-1.50	-0.54	-0.25	0.00	12.06
Promoter	-2.00	-1.16	0.00	-0.20	0.00	7.09



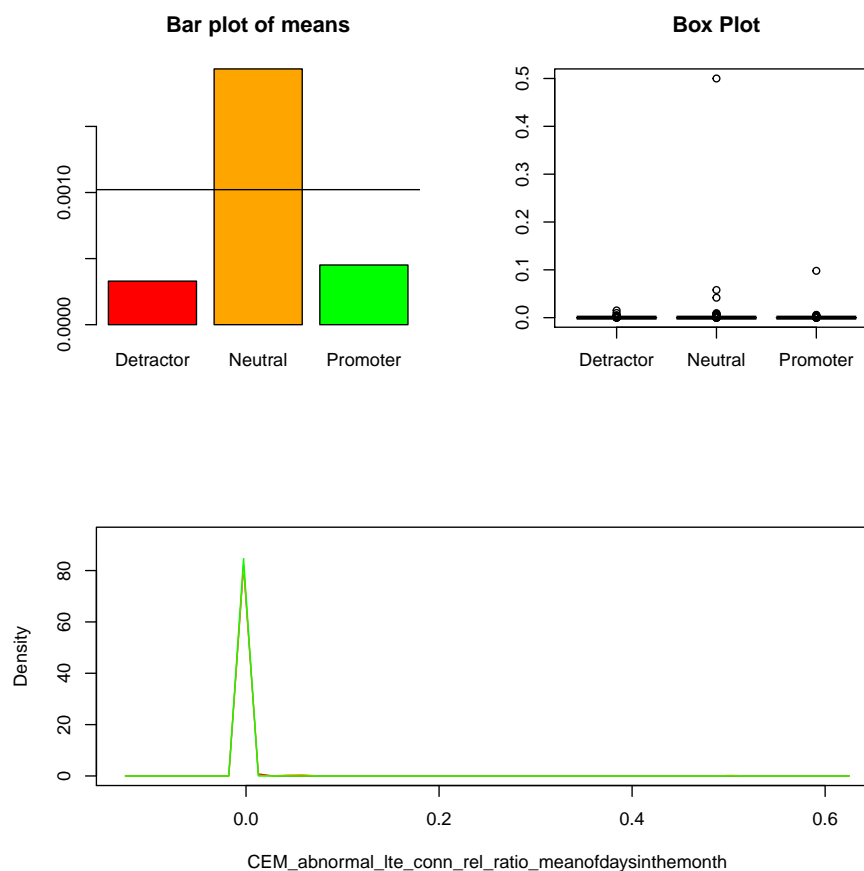
### 2.3.62 CEM\_abnormal\_lte\_conn\_rel\_ratio\_meanofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.71	0.24	0.24

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.02
Neutral	0.00	0.00	0.00	0.00	0.00	0.50
Promoter	0.00	0.00	0.00	0.00	0.00	0.10



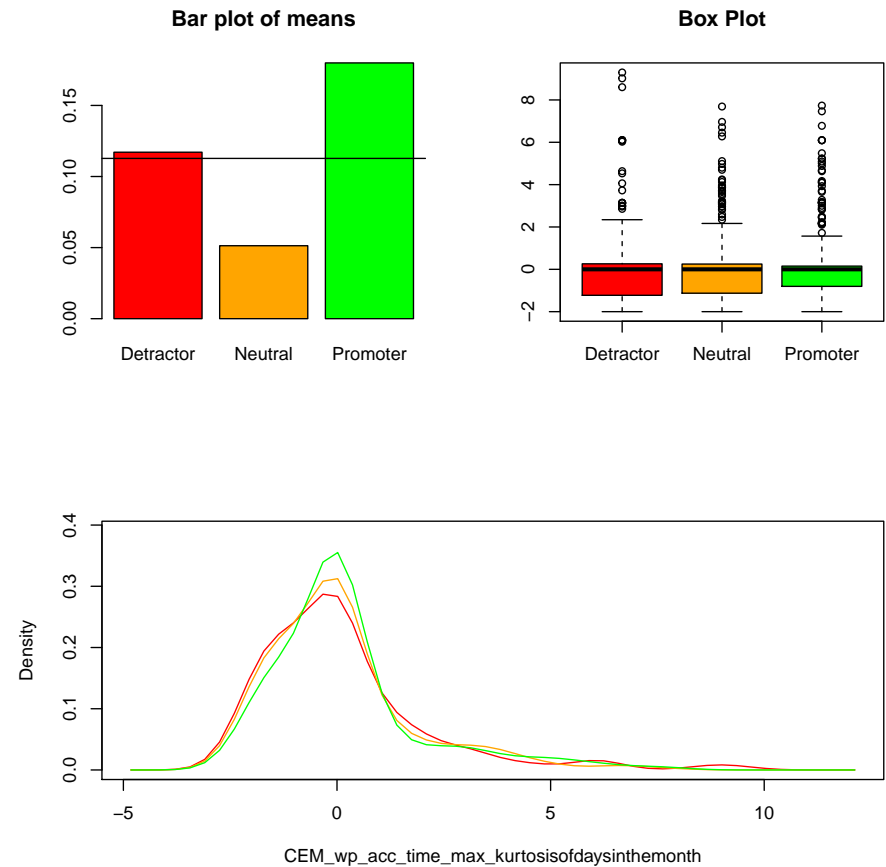
2.3.63 CEM\_wp\_acc\_time\_max\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.70	0.26	0.26

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.21	0.00	0.12	0.26	9.30
Neutral	-2.00	-1.12	0.00	0.05	0.25	7.69
Promoter	-2.00	-0.80	0.00	0.18	0.15	7.73



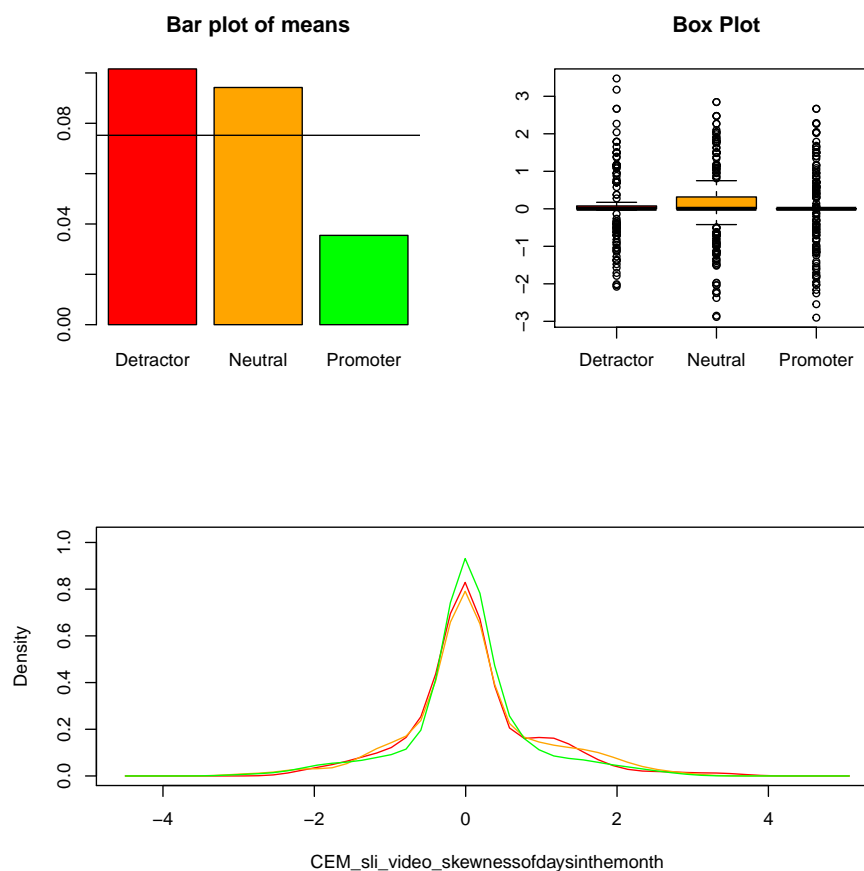
### 2.3.64 CEM\_sli\_video\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.35	0.80	0.80

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.08	0.00	0.00	0.10	0.07	3.47
Neutral	-2.88	0.00	0.00	0.09	0.31	2.85
Promoter	-2.90	0.00	0.00	0.04	0.00	2.67



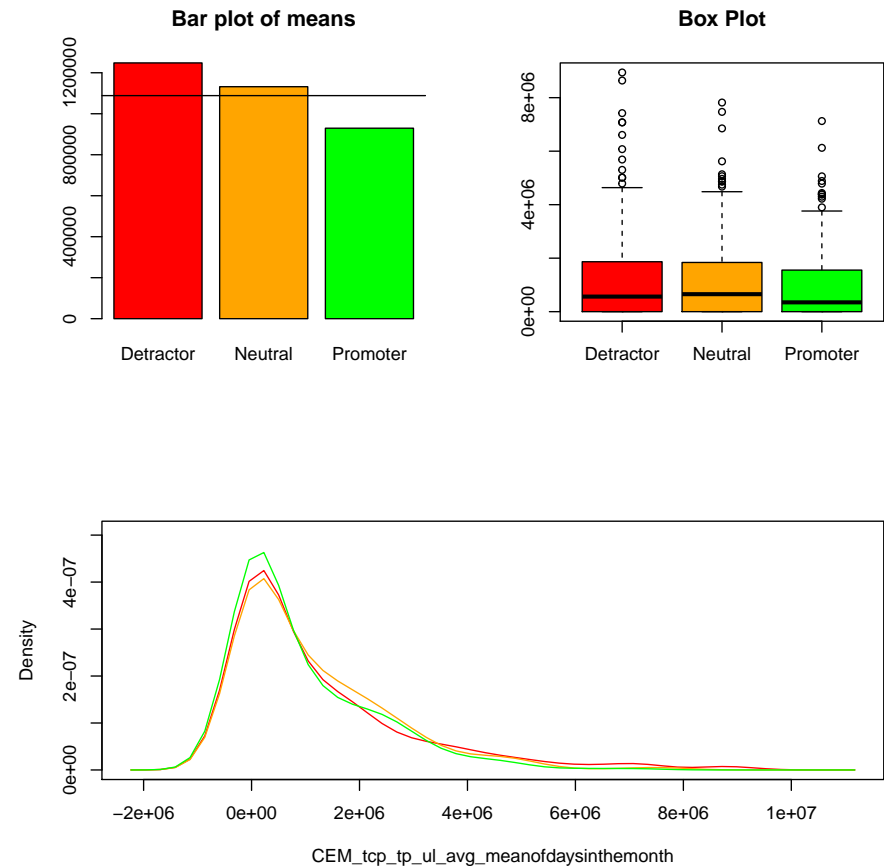
2.3.65 CEM\_tcp\_tp\_ul\_avg\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.30	0.02	0.12	0.12

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	563600.00	1248000.00	1866000.00	8941000.00
Neutral	0.00	0.00	654100.00	1132000.00	1839000.00	7818000.00
Promoter	0.00	0.00	348100.00	929500.00	1547000.00	7125000.00



### 2.3.66 CEM\_create\_session\_same\_ip\_kurtosisofdaysinthemonth

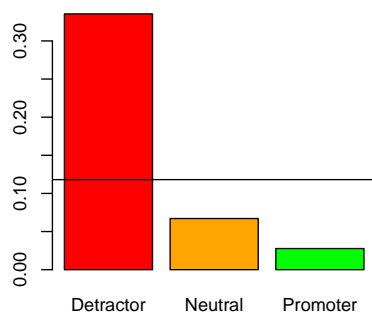
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.24	0.02	0.29	0.29

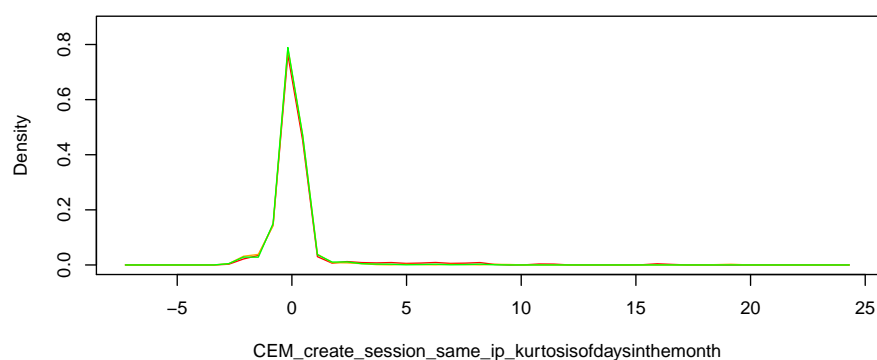
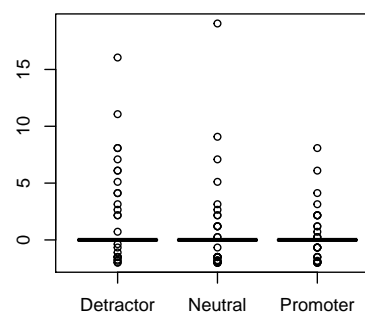
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	0.00	0.00	0.34	0.00	16.05
Neutral	-2.00	0.00	0.00	0.07	0.00	19.04
Promoter	-2.00	0.00	0.00	0.03	0.00	8.08

Bar plot of means



Box Plot





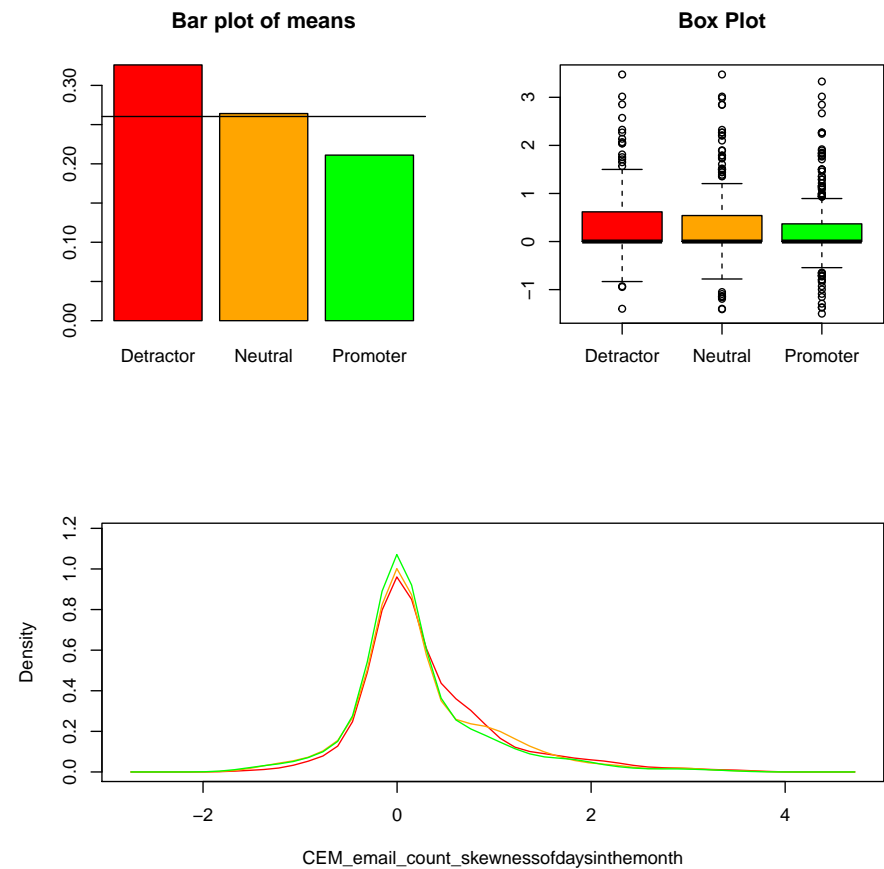
2.3.67 CEM\_email\_count\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.09	0.06	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-1.40	0.00	0.00	0.33	0.62	3.47
Neutral	-1.41	0.00	0.00	0.26	0.54	3.47
Promoter	-1.50	0.00	0.00	0.21	0.37	3.33



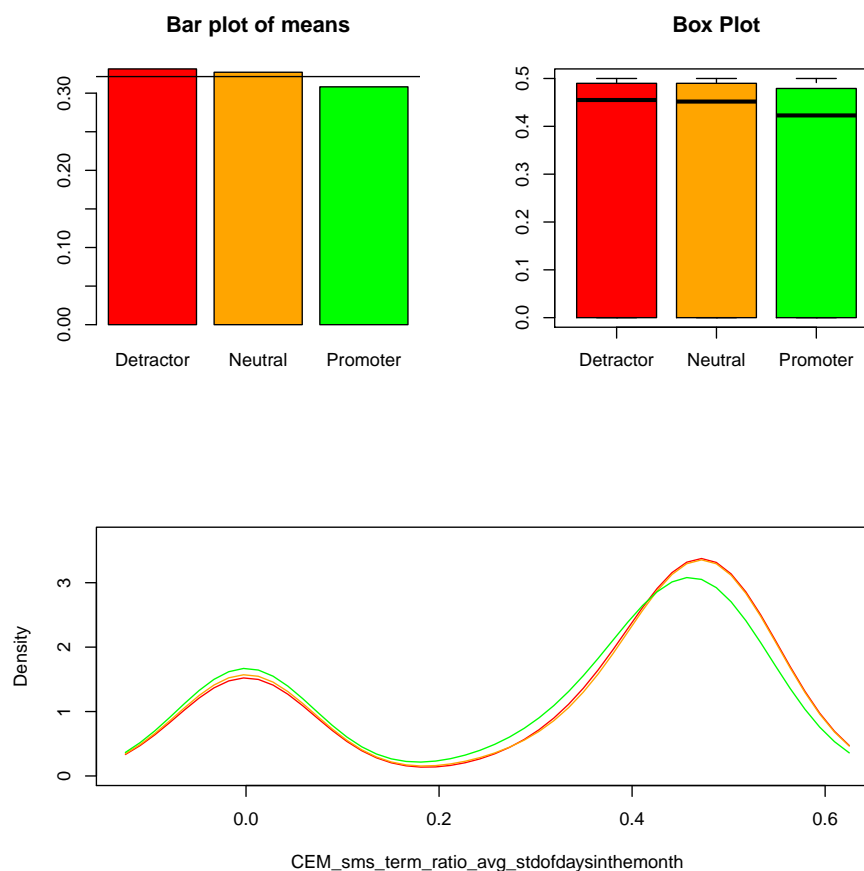
### 2.3.68 CEM\_sms\_term\_ratio\_avg\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.15	0.21	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.46	0.33	0.49	0.50
Neutral	0.00	0.00	0.45	0.33	0.49	0.50
Promoter	0.00	0.00	0.42	0.31	0.48	0.50



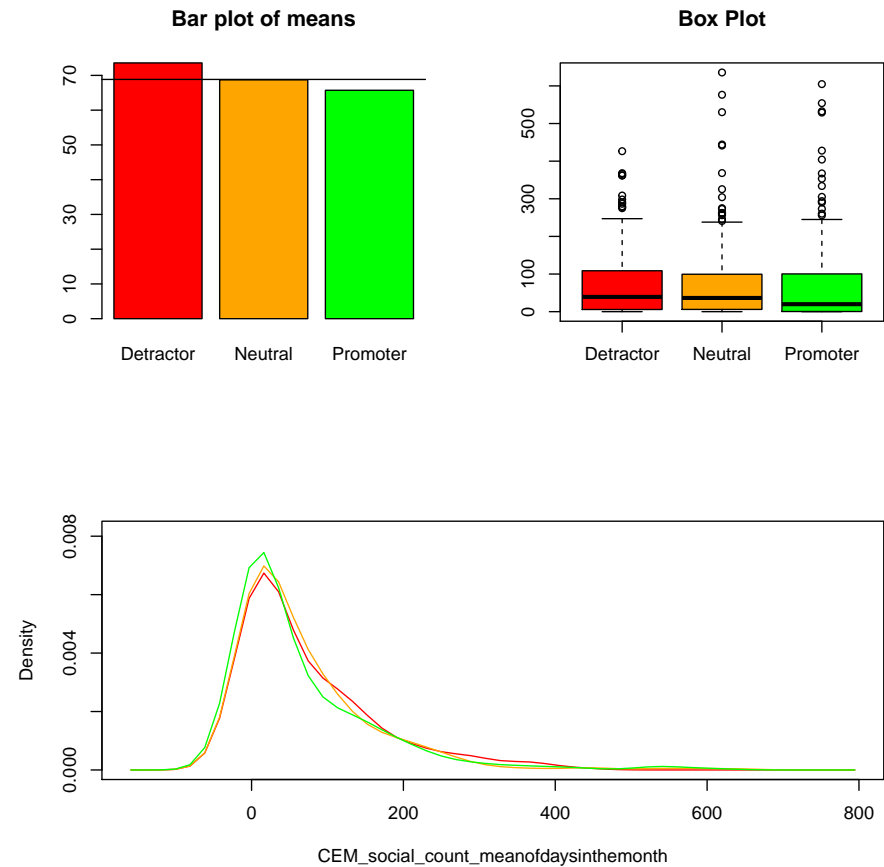
2.3.69 CEM\_social\_count\_meanofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.35	0.02	0.02

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	5.80	39.25	73.59	108.70	426.50
Neutral	0.00	6.00	36.44	68.73	98.71	635.60
Promoter	0.00	0.44	19.91	65.72	100.30	604.80



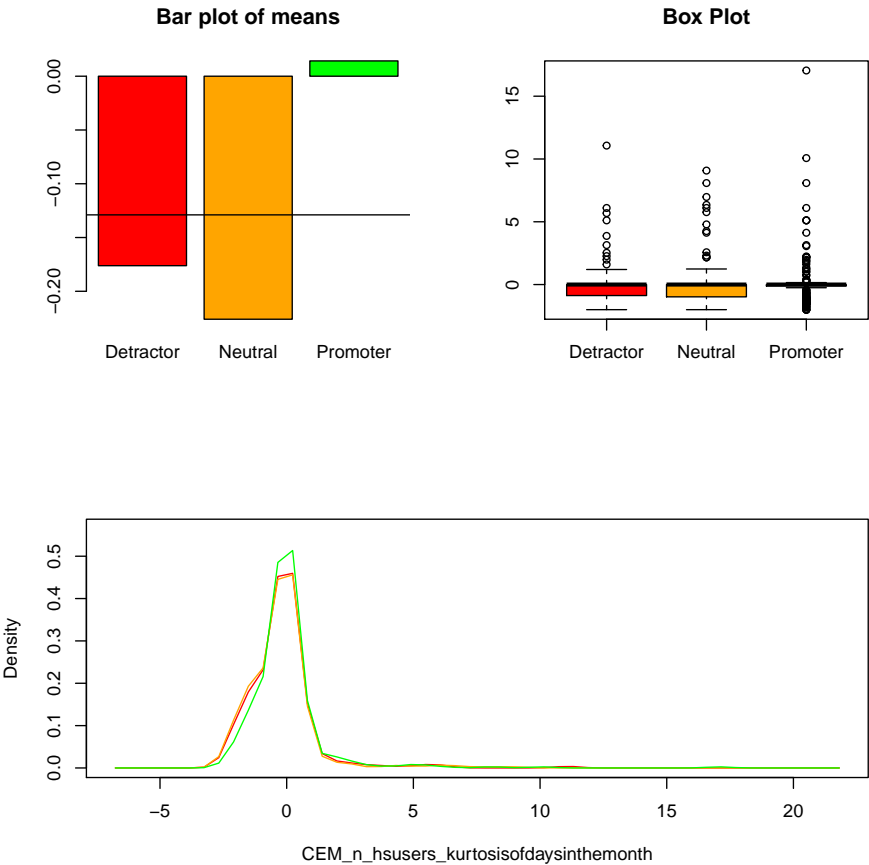
2.3.70 CEM\_n\_hsusers\_kurtosisofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.08	0.16	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-0.86	0.00	-0.18	0.00	11.07
Neutral	-2.00	-0.96	0.00	-0.23	0.00	9.08
Promoter	-2.00	-0.11	0.00	0.01	0.00	17.05



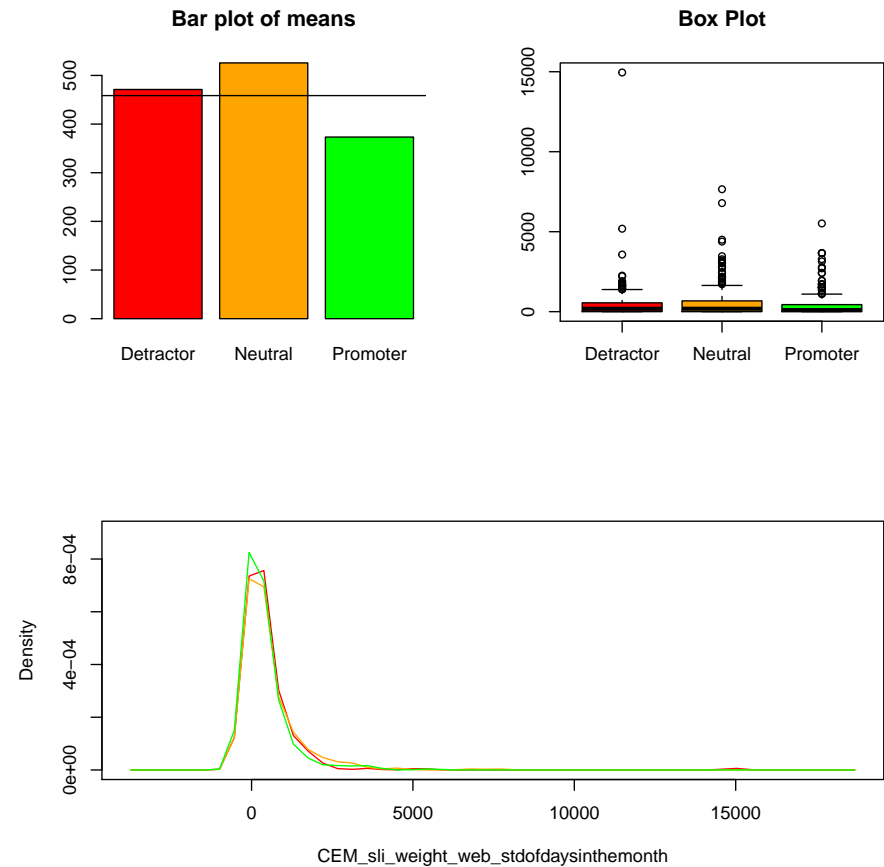
2.3.71 CEM\_sli\_weight\_web\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.09	0.28	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	183.60	471.10	553.50	14950.00
Neutral	0.00	0.00	184.10	525.70	668.20	7654.00
Promoter	0.00	0.00	102.10	373.30	440.30	5516.00



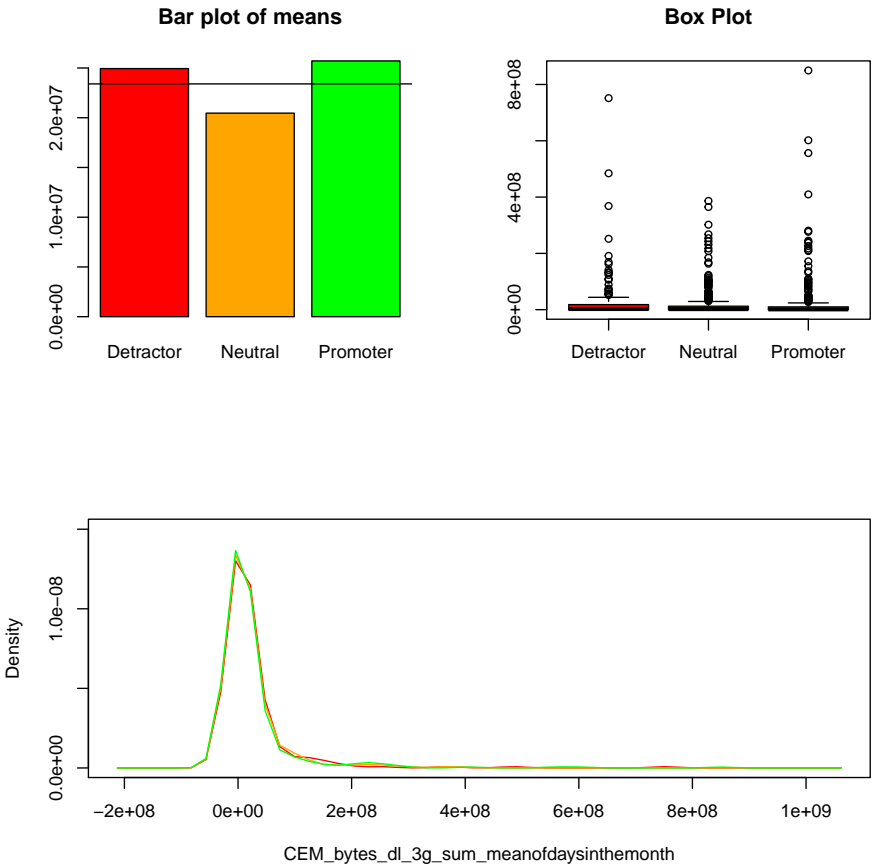
2.3.72 CEM\_bytes\_dl\_3g\_sum\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.23	0.91	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	122900.00	2419000.00	24940000.00	17780000.00	751400000.00
Neutral	0.00	154200.00	2030000.00	20460000.00	12270000.00	386400000.00
Promoter	0.00	12350.00	1126000.00	25710000.00	9874000.00	849600000.00



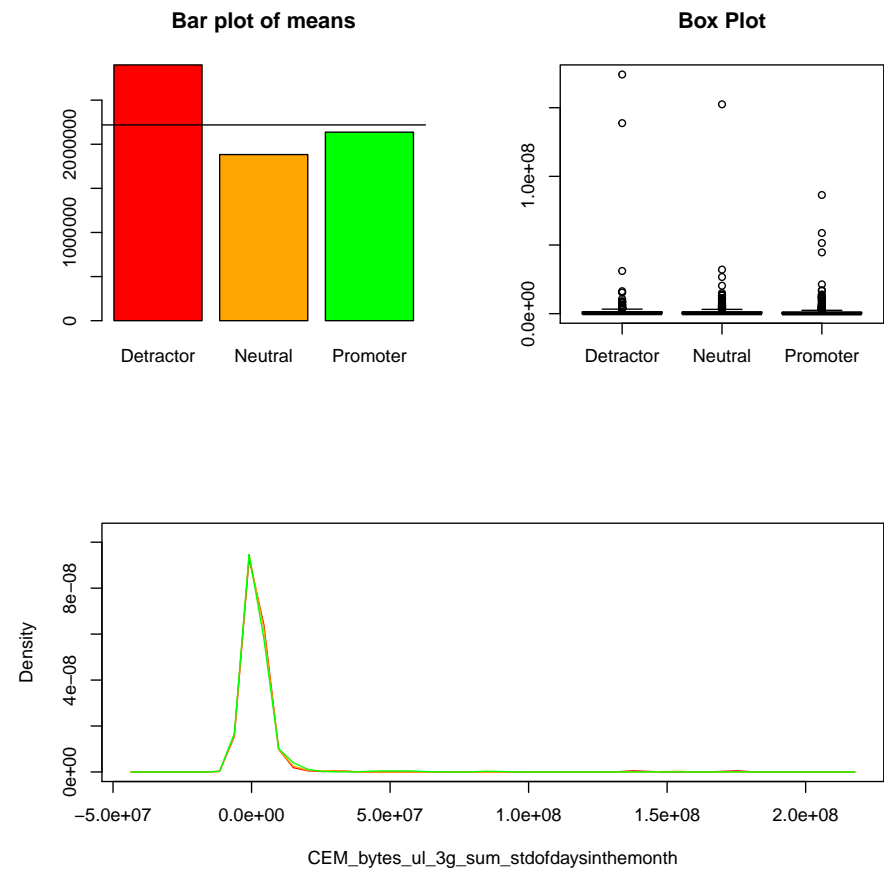
2.3.73 CEM\_bytes\_ul\_3g\_sum\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.16	0.51	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	5075.00	324800.00	2899000.00	1395000.00	174200000.00
Neutral	0.00	9345.00	285300.00	1883000.00	1293000.00	152500000.00
Promoter	0.00	0.00	157400.00	2137000.00	989100.00	86430000.00



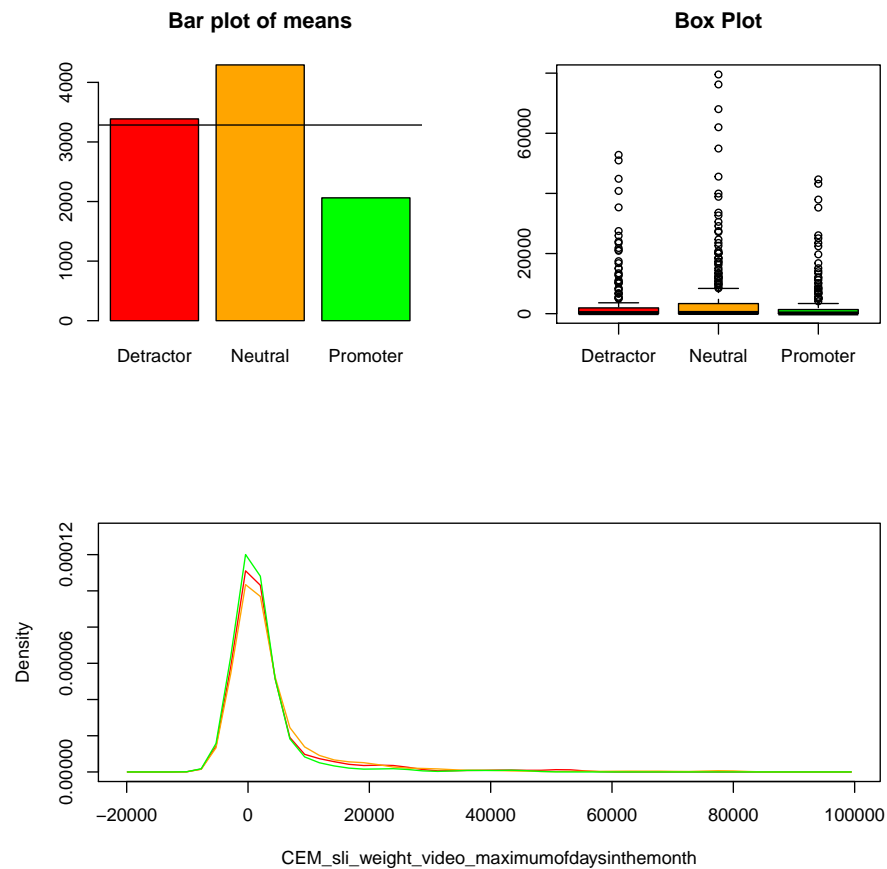
### 2.3.74 CEM\_sli\_weight\_video\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.05	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	188.20	3387.00	1923.00	52820.00
Neutral	0.00	0.00	240.00	4293.00	3360.00	79550.00
Promoter	0.00	0.00	80.00	2062.00	1371.00	44670.00





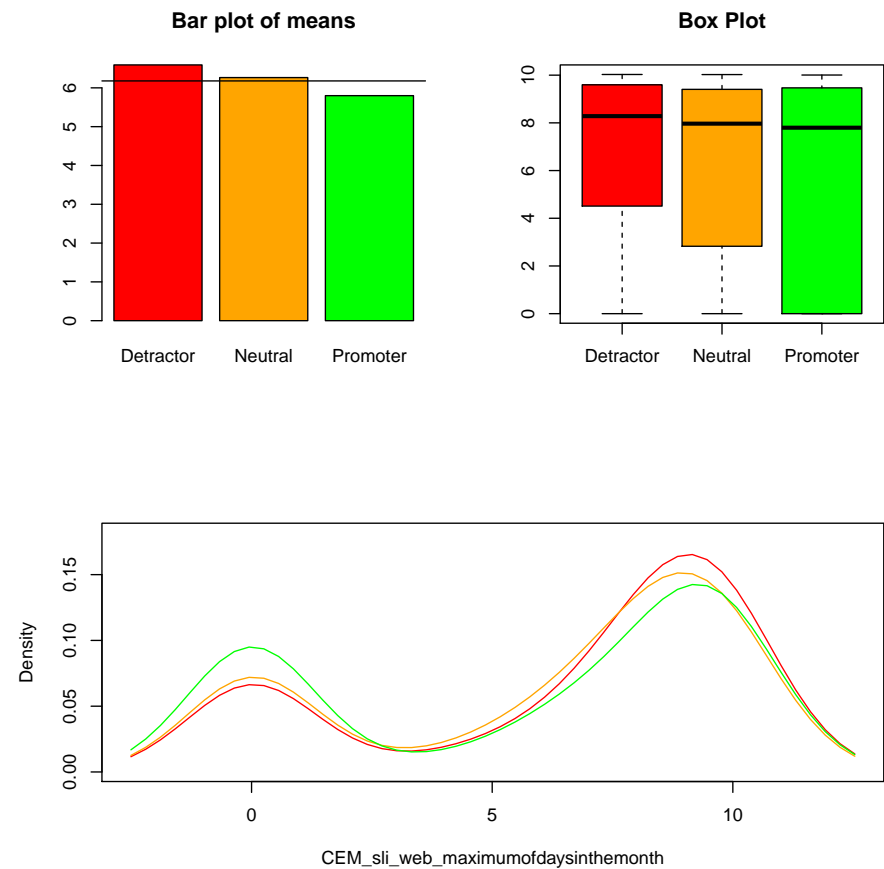
2.3.75 CEM\_sli\_web\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.03	0.12	0.12

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	4.56	8.28	6.59	9.59	10.03
Neutral	0.00	2.87	7.97	6.26	9.40	10.02
Promoter	0.00	0.00	7.80	5.80	9.47	10.00



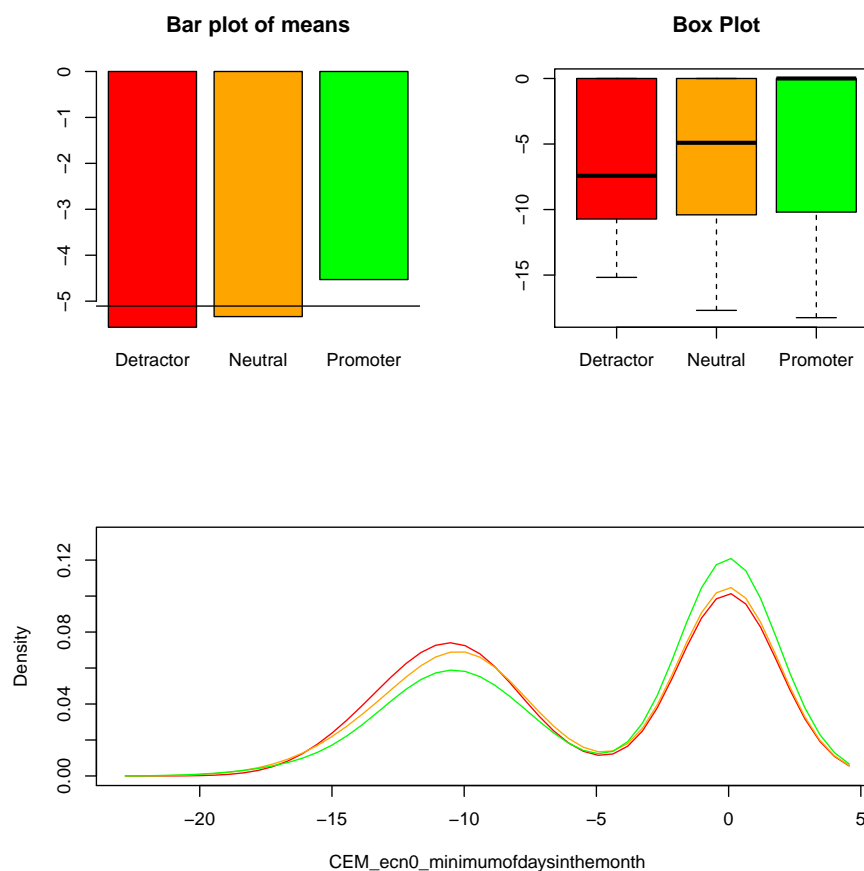
### 2.3.76 CEM\_ecn0\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.04	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-15.18	-10.72	-7.42	-5.57	0.00	0.00
Neutral	-17.69	-10.38	-4.91	-5.34	0.00	0.00
Promoter	-18.25	-10.18	0.00	-4.53	0.00	0.00



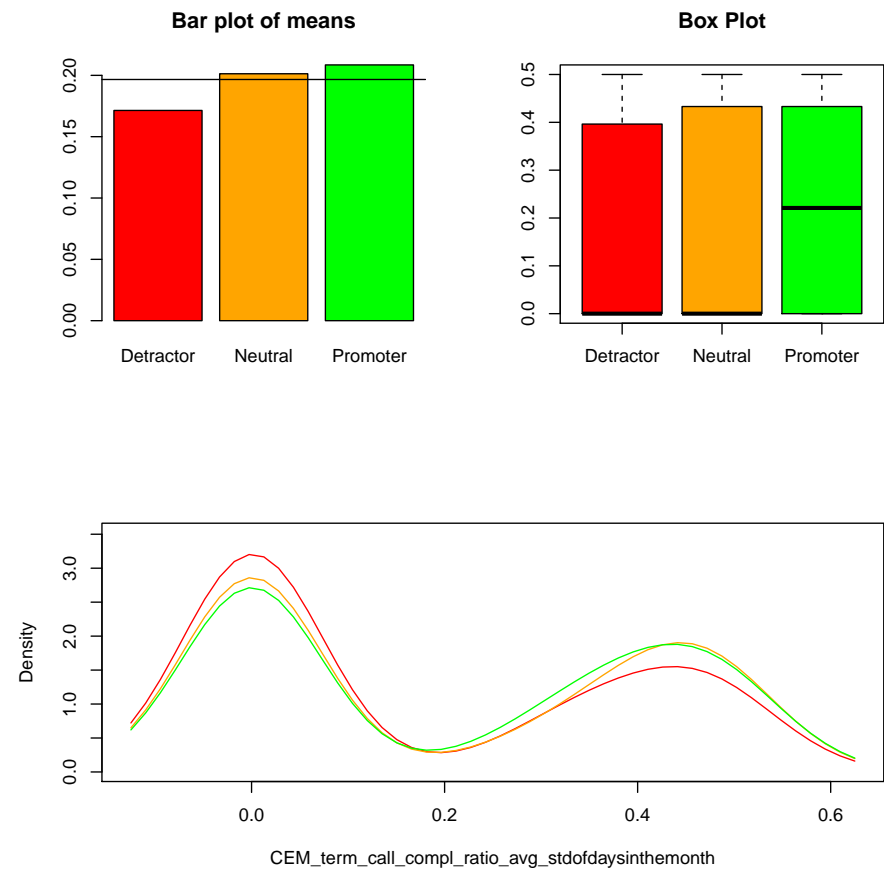
2.3.77 CEM\_term\_call\_compl\_ratio\_avg\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.05	0.07	0.07

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.17	0.39	0.50
Neutral	0.00	0.00	0.00	0.20	0.43	0.50
Promoter	0.00	0.00	0.22	0.21	0.43	0.50



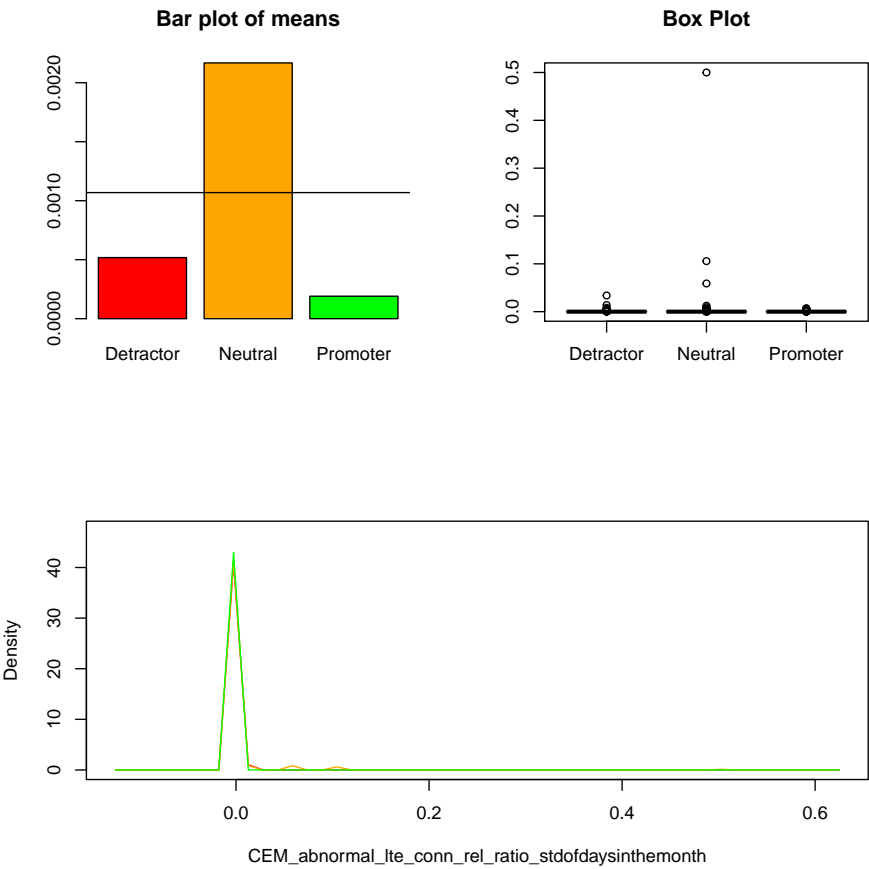
2.3.78 CEM\_abnormal\_lte\_conn\_rel\_ratio\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.08	0.15	0.15

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.03
Neutral	0.00	0.00	0.00	0.00	0.00	0.50
Promoter	0.00	0.00	0.00	0.00	0.00	0.01



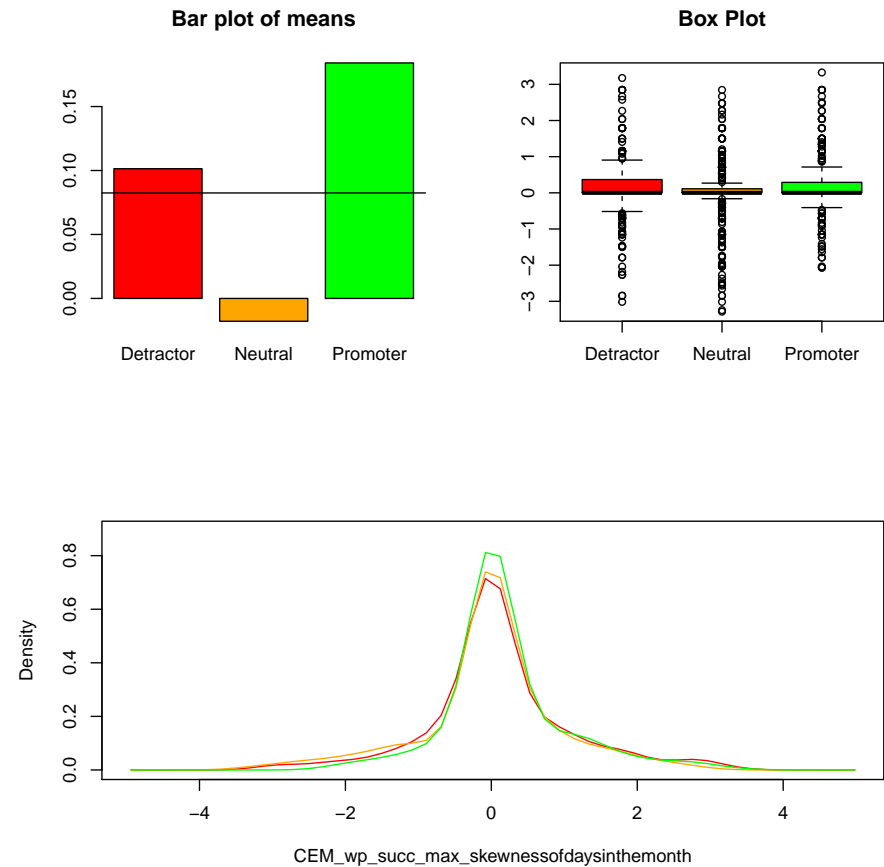
2.3.79 CEM\_wp\_succ\_max\_skewnessofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.31	0.22	0.22

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-3.02	0.00	0.00	0.10	0.35	3.17
Neutral	-3.29	0.00	0.00	-0.02	0.11	2.85
Promoter	-2.07	0.00	0.00	0.18	0.29	3.33



### 2.3.80 CEM\_audio\_count\_kurtosisofdaysinthemonth

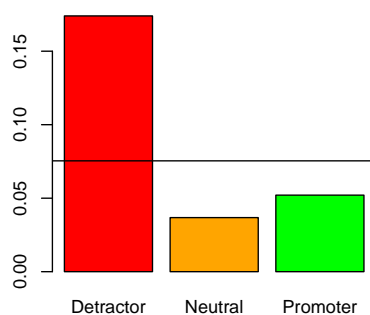
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.17	0.79	0.79

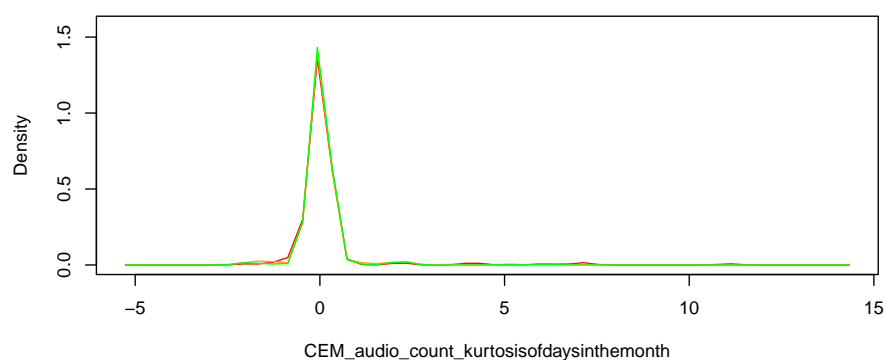
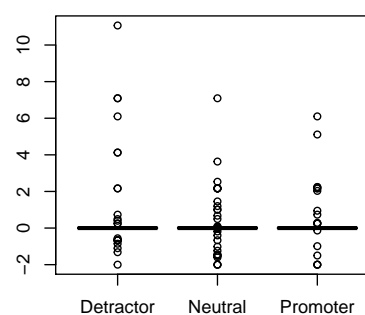
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	0.00	0.00	0.17	0.00	11.07
Neutral	-2.00	0.00	0.00	0.04	0.00	7.09
Promoter	-2.00	0.00	0.00	0.05	0.00	6.10

Bar plot of means



Box Plot



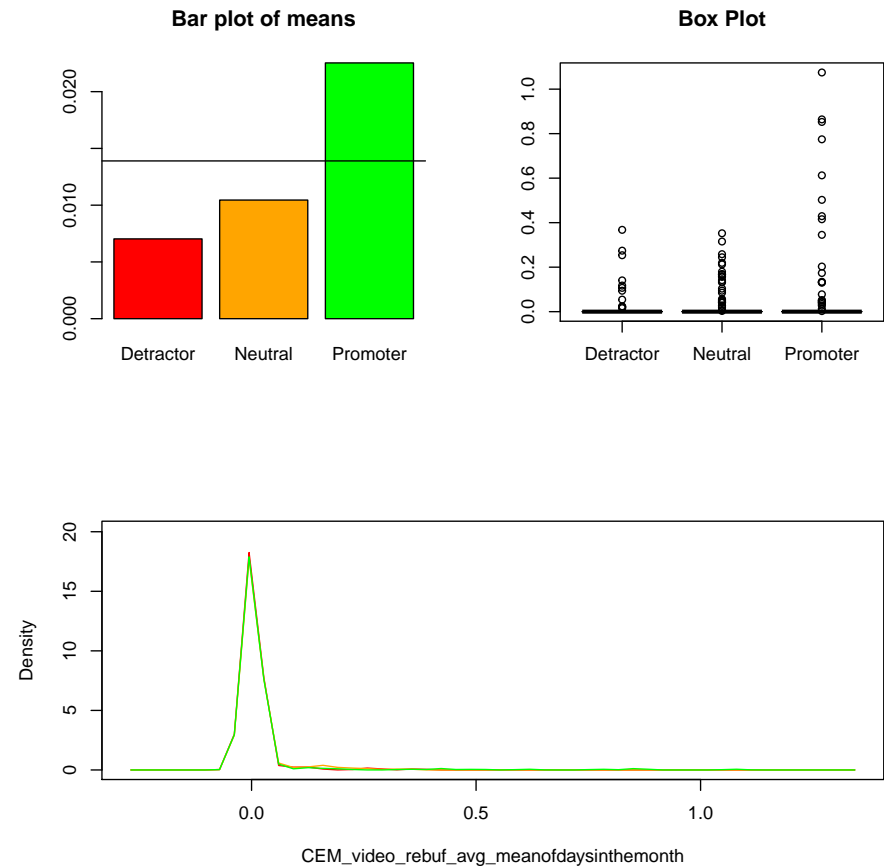
2.3.81 CEM\_video\_rebuf\_avg\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.45	0.03	0.40	0.40

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.01	0.00	0.37
Neutral	0.00	0.00	0.00	0.01	0.00	0.35
Promoter	0.00	0.00	0.00	0.02	0.00	1.07



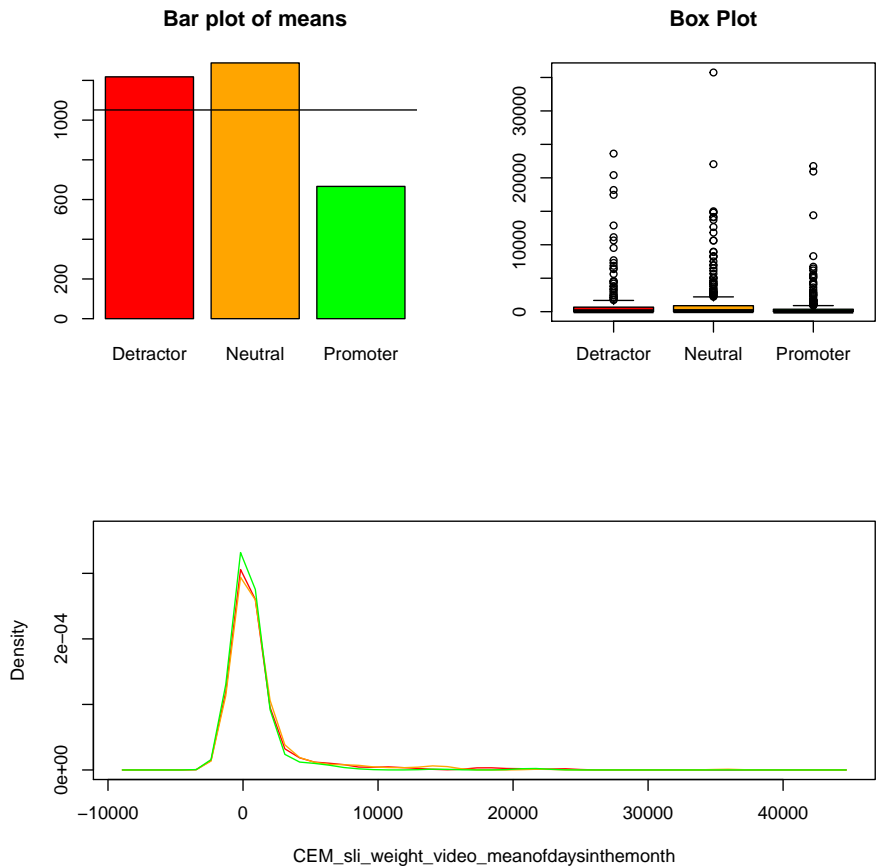
2.3.82 CEM\_sli\_weight\_video\_meanofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.03	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	60.91	1218.00	675.40	23620.00
Neutral	0.00	0.00	80.00	1288.00	880.50	35740.00
Promoter	0.00	0.00	15.17	666.20	367.50	21760.00





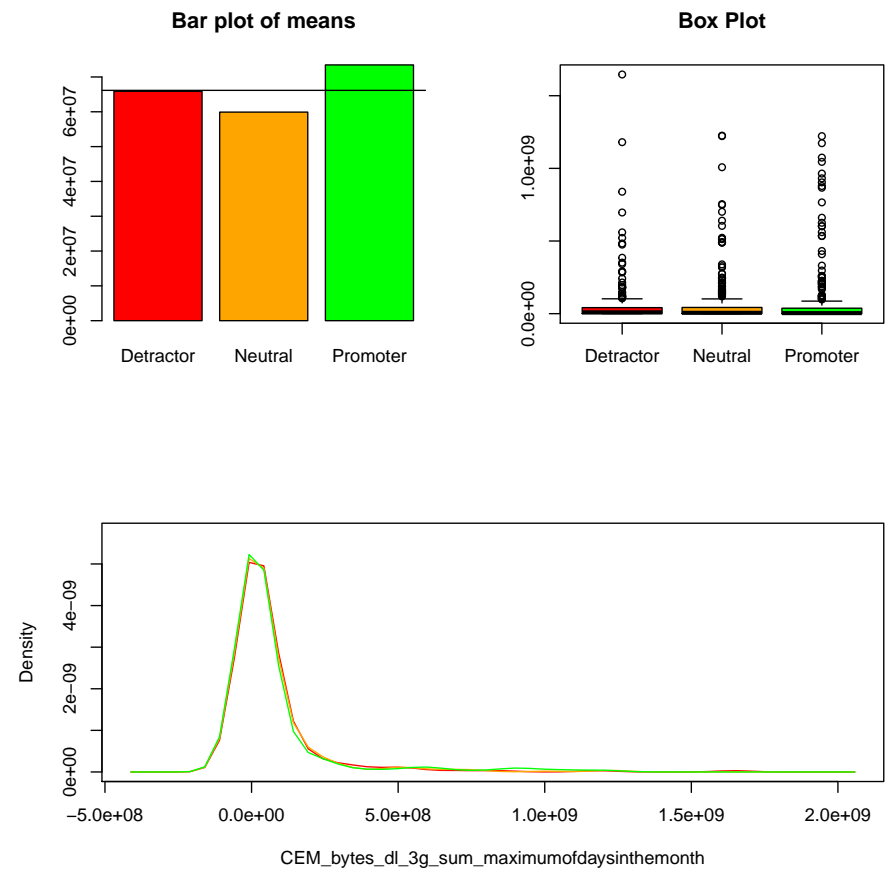
2.3.83 CEM\_bytes\_dl\_3g\_sum\_maximumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.12	0.65	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	350100.00	9263000.00	65890000.00	41430000.00	1646000000.00
Neutral	0.00	335100.00	6120000.00	59910000.00	42240000.00	1225000000.00
Promoter	0.00	22160.00	3766000.00	73460000.00	37660000.00	1222000000.00



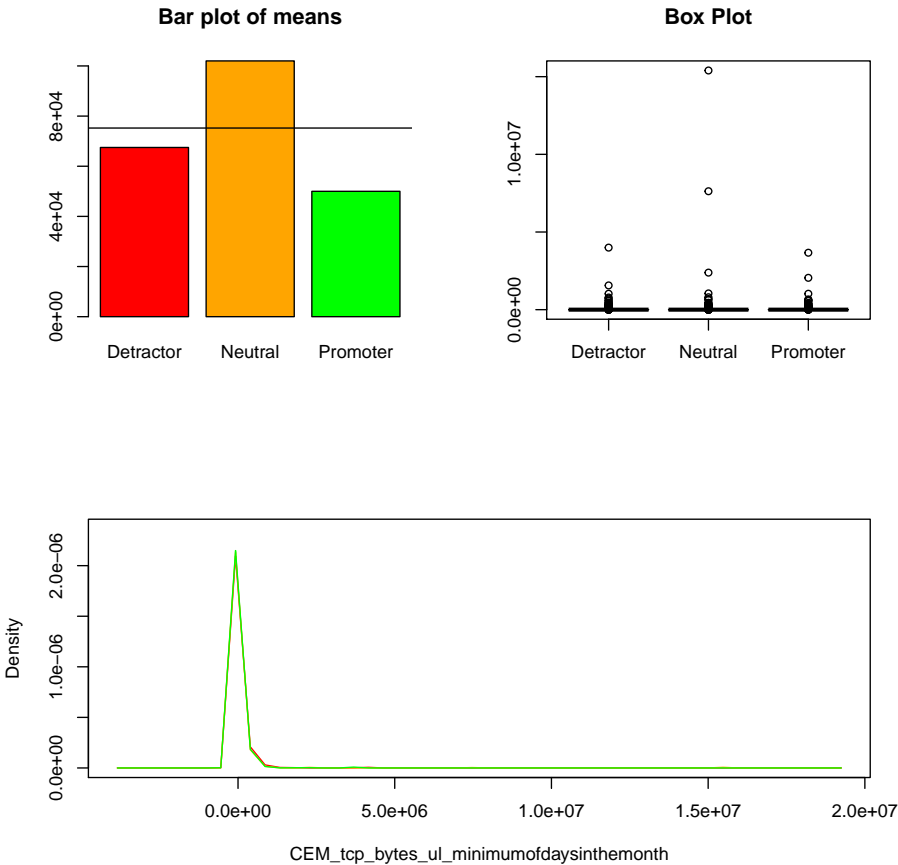
2.3.84 CEM\_tcp\_bytes\_ul\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.67	0.51	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	67490.00	0.00	3995000.00
Neutral	0.00	0.00	0.00	102000.00	0.00	15400000.00
Promoter	0.00	0.00	0.00	50000.00	0.00	3666000.00



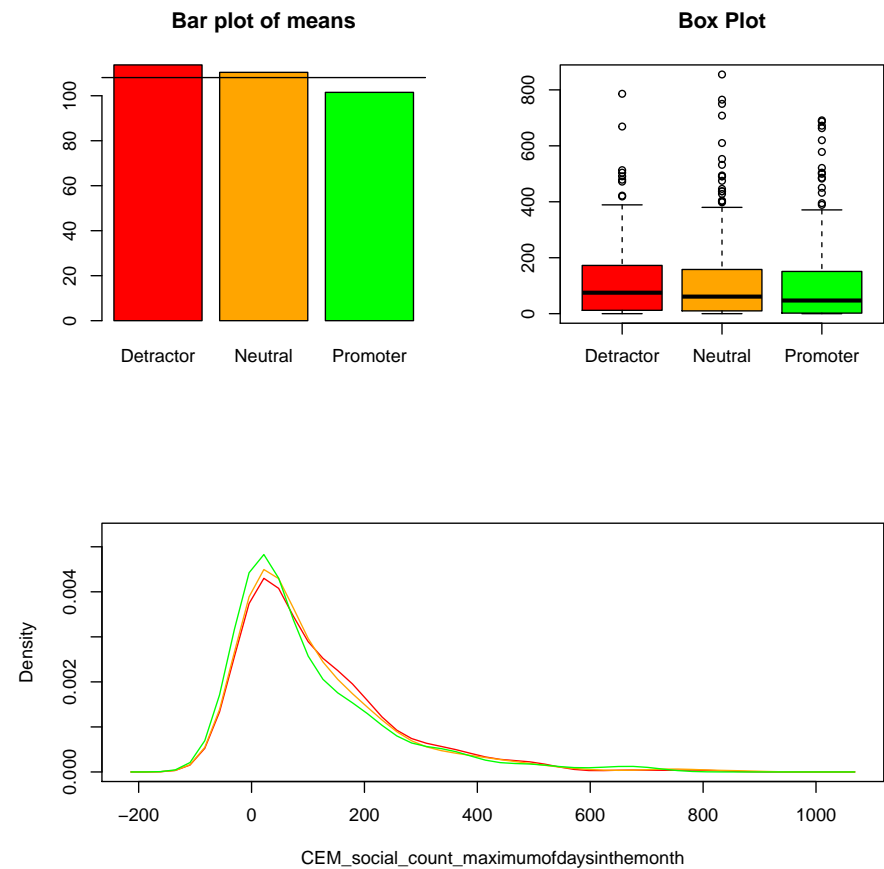
2.3.85 CEM\_social\_count\_maximumofdaysthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.32	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	12.00	75.00	113.70	172.20	786.00
Neutral	0.00	10.25	61.00	110.40	157.20	855.00
Promoter	0.00	2.00	47.00	101.50	150.20	691.00



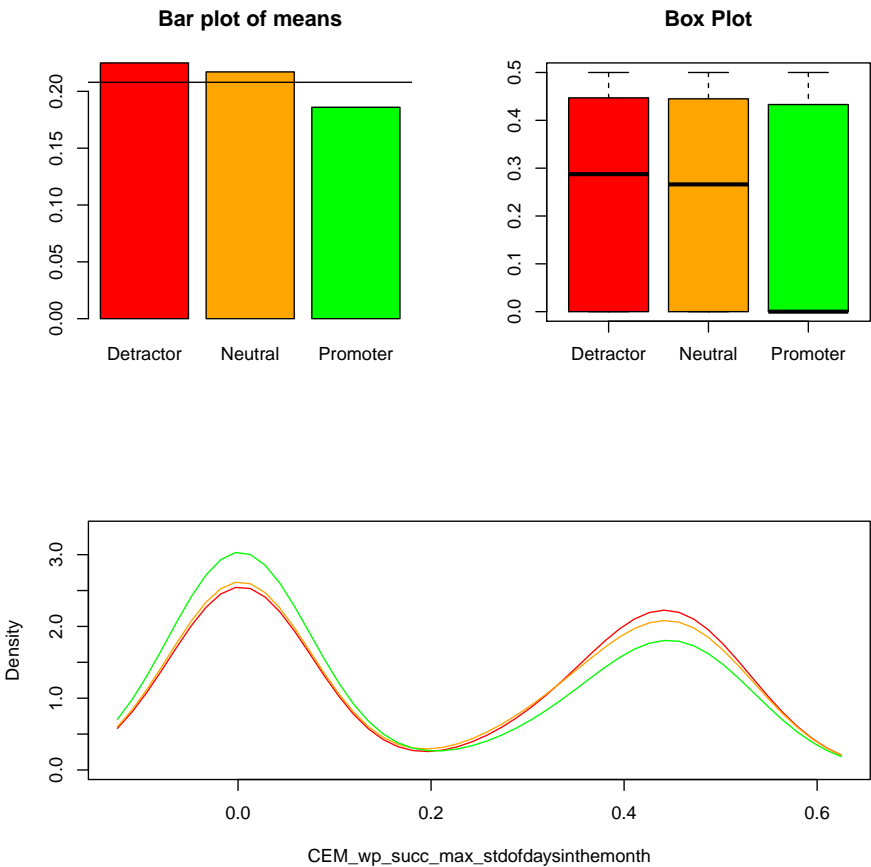
2.3.86 CEM\_wp\_succ\_max\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.05	0.04	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.29	0.23	0.45	0.50
Neutral	0.00	0.00	0.27	0.22	0.44	0.50
Promoter	0.00	0.00	0.00	0.19	0.43	0.50



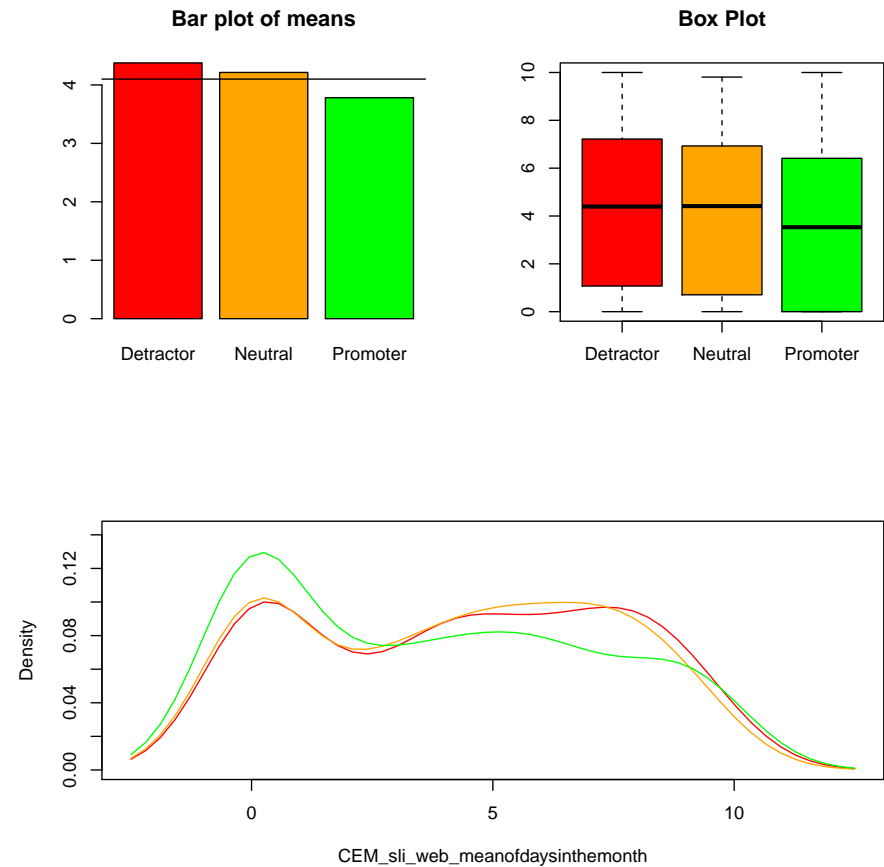
2.3.87 CEM\_sli\_web\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.05	0.04	0.03	0.03

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	1.08	4.39	4.38	7.19	10.00
Neutral	0.00	0.71	4.41	4.21	6.93	9.81
Promoter	0.00	0.00	3.53	3.78	6.41	10.00



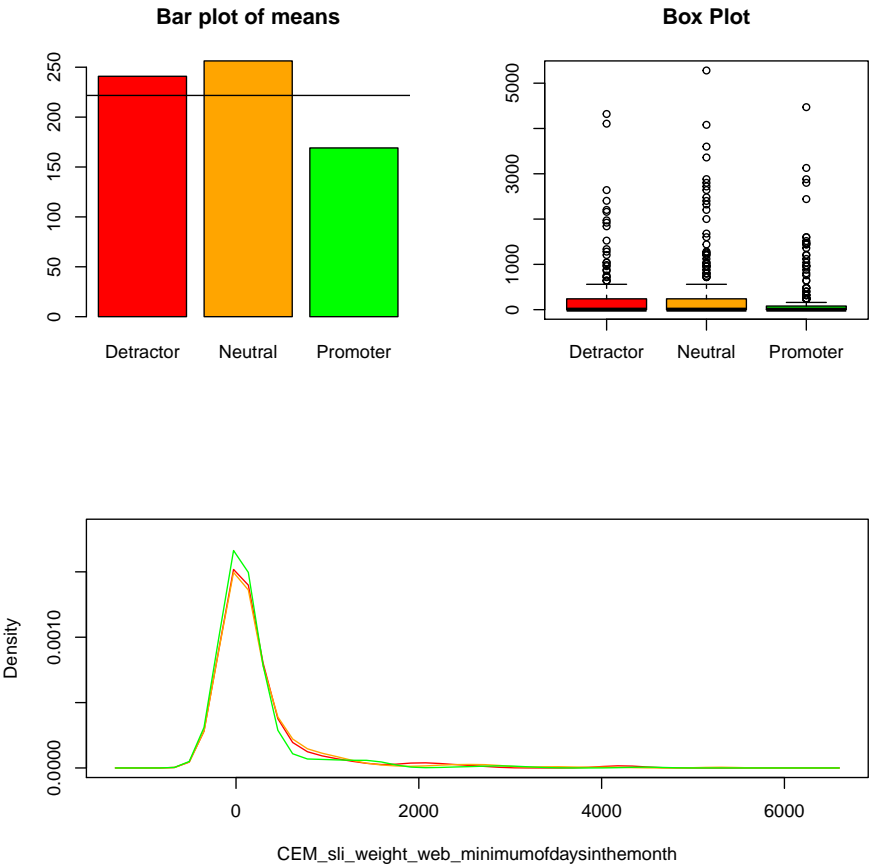
2.3.88 CEM\_sli\_weight\_web\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.15	0.06	0.06

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	240.90	240.00	4320.00
Neutral	0.00	0.00	0.00	256.30	240.00	5280.00
Promoter	0.00	0.00	0.00	169.10	80.00	4470.00



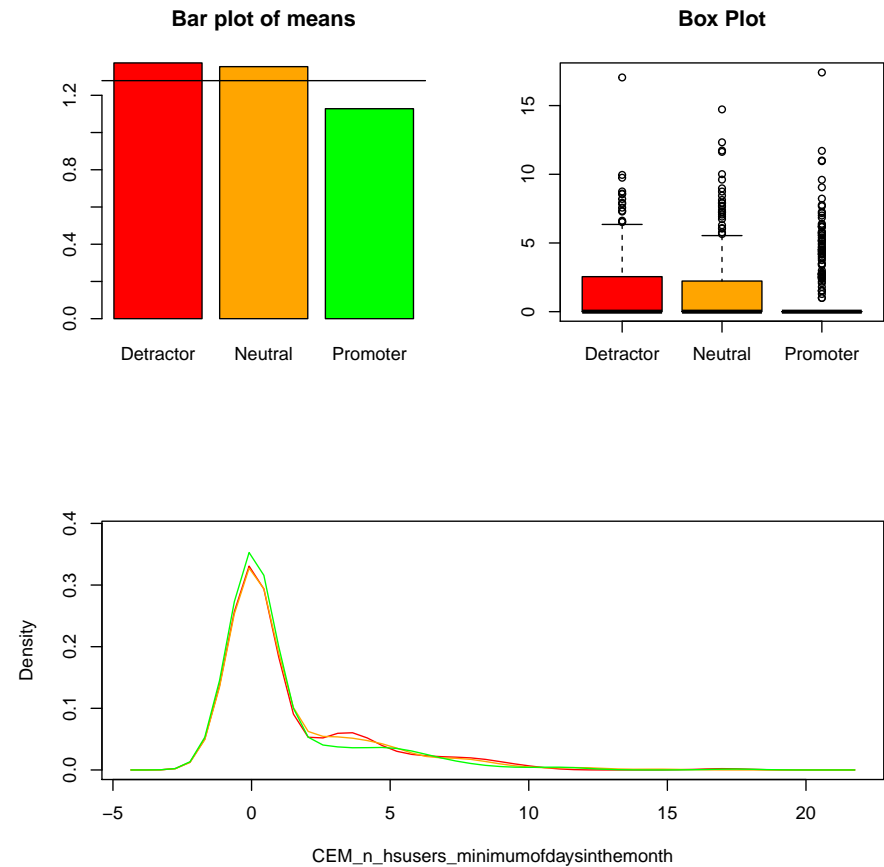
2.3.89 CEM\_n\_hsusers\_minimumofdaysinthemoth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.28	0.25	0.25

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	1.37	2.52	17.05
Neutral	0.00	0.00	0.00	1.35	2.22	14.72
Promoter	0.00	0.00	0.00	1.13	0.00	17.41



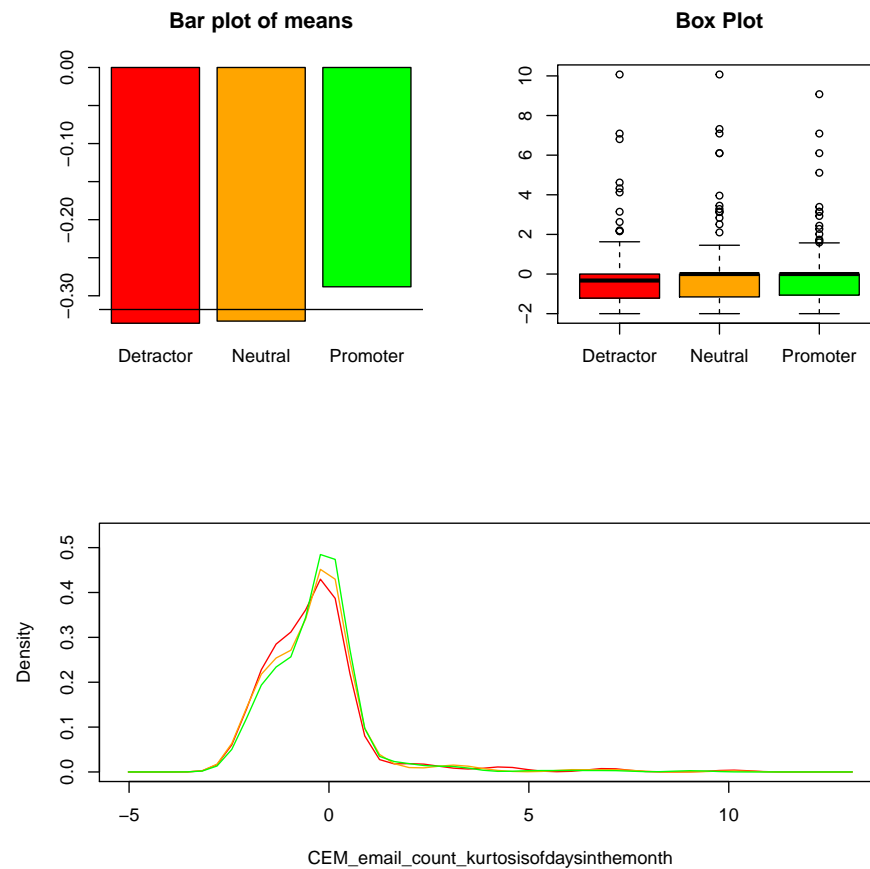
### 2.3.90 CEM\_email\_count\_kurtosisofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.04	0.69	0.08	0.08

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-2.00	-1.21	-0.33	-0.34	0.00	10.07
Neutral	-2.00	-1.15	0.00	-0.33	0.00	10.07
Promoter	-2.00	-1.06	0.00	-0.29	0.00	9.08





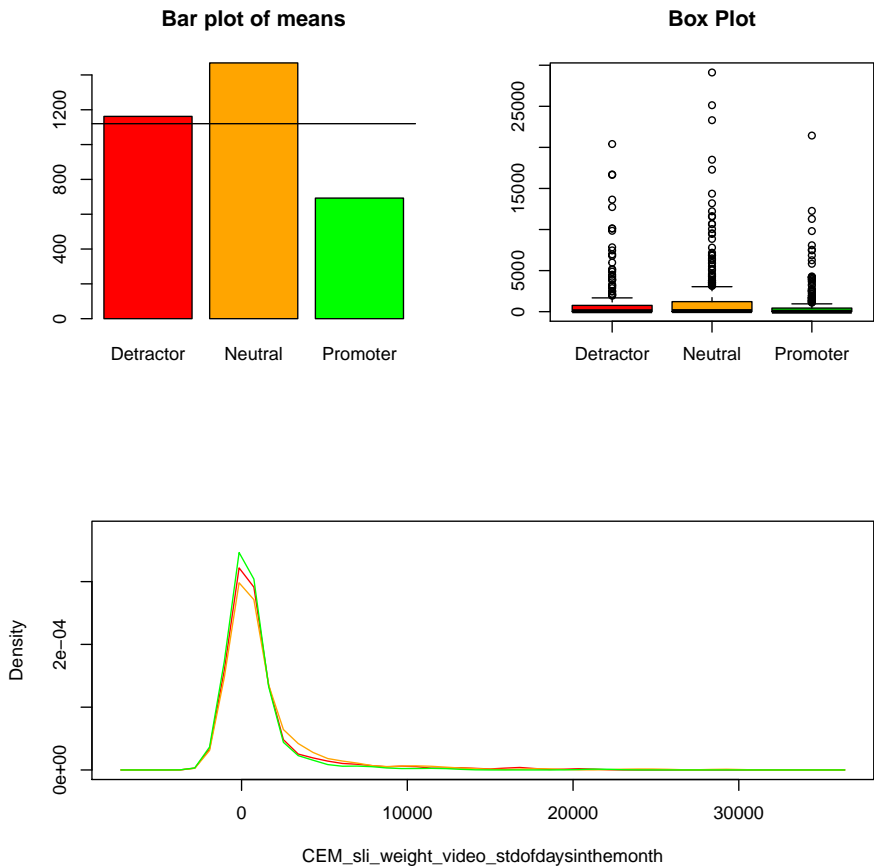
2.3.91 CEM\_sli\_weight\_video\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.15	0.04	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	53.87	1162.00	750.10	20410.00
Neutral	0.00	0.00	70.34	1469.00	1212.00	29120.00
Promoter	0.00	0.00	0.00	692.60	436.20	21440.00



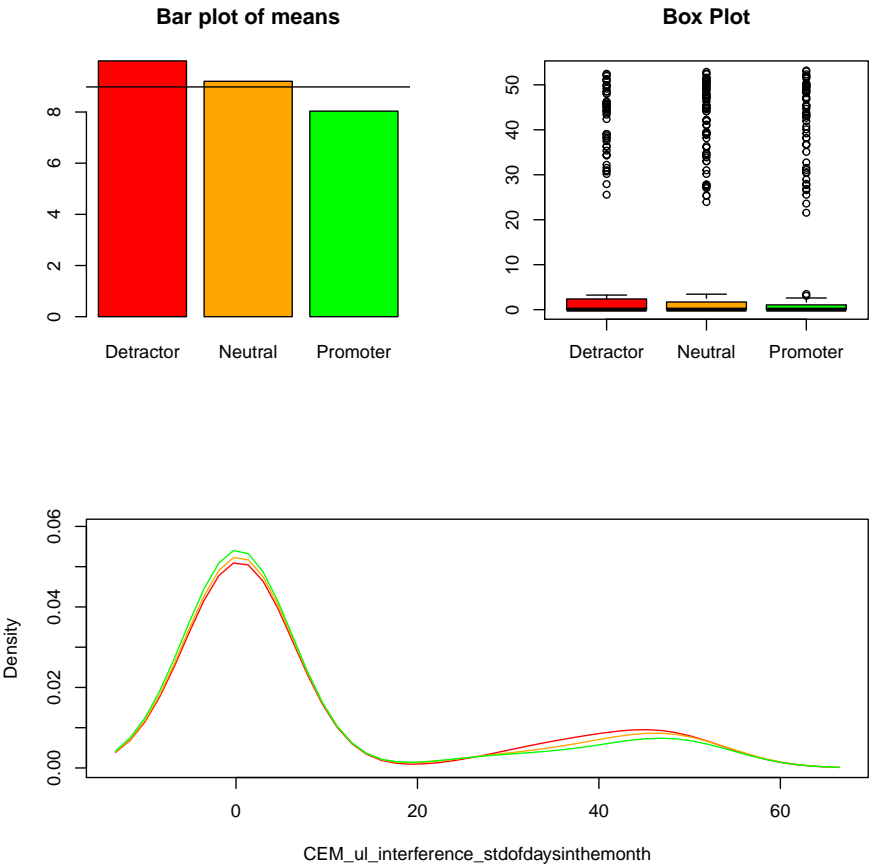
2.3.92 CEM\_ul\_interference\_stdofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.12	0.20	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	10.00	2.36	52.46
Neutral	0.00	0.00	0.00	9.20	1.70	52.88
Promoter	0.00	0.00	0.00	8.03	1.06	53.19



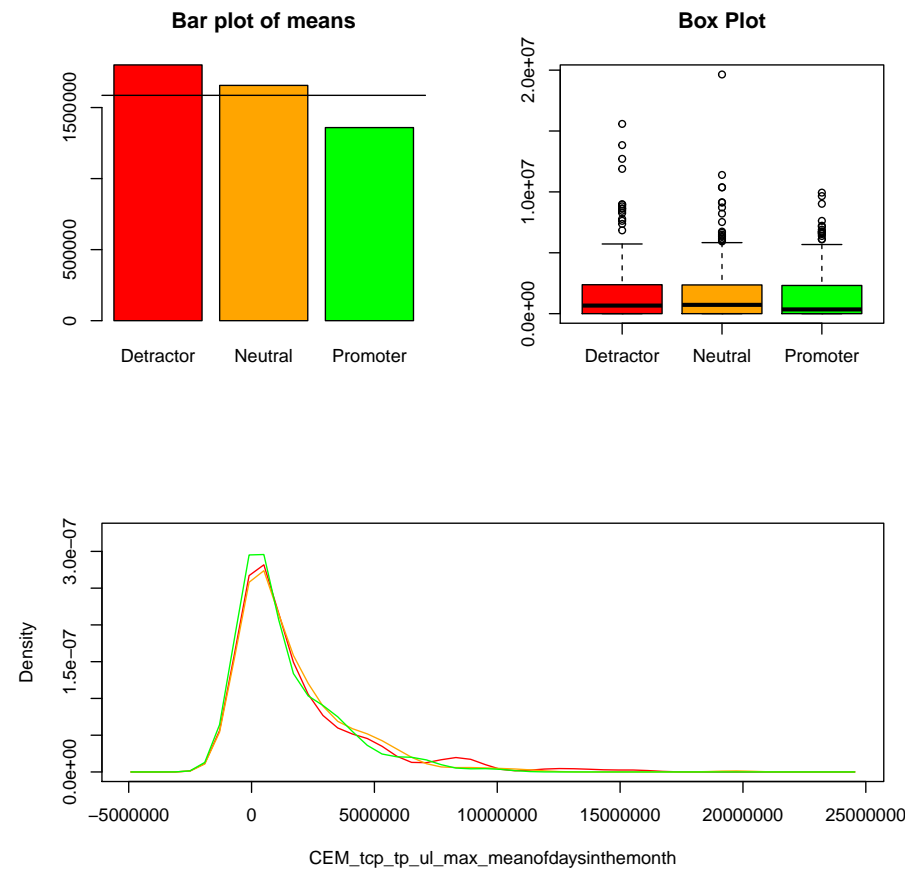
2.3.93 CEM\_tcp\_tp\_ul\_max\_meanofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.24	0.04	0.15	0.15

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	665500.00	1800000.00	2347000.00	15580000.00
Neutral	0.00	0.00	722800.00	1656000.00	2350000.00	19640000.00
Promoter	0.00	0.00	349800.00	1359000.00	2317000.00	9941000.00



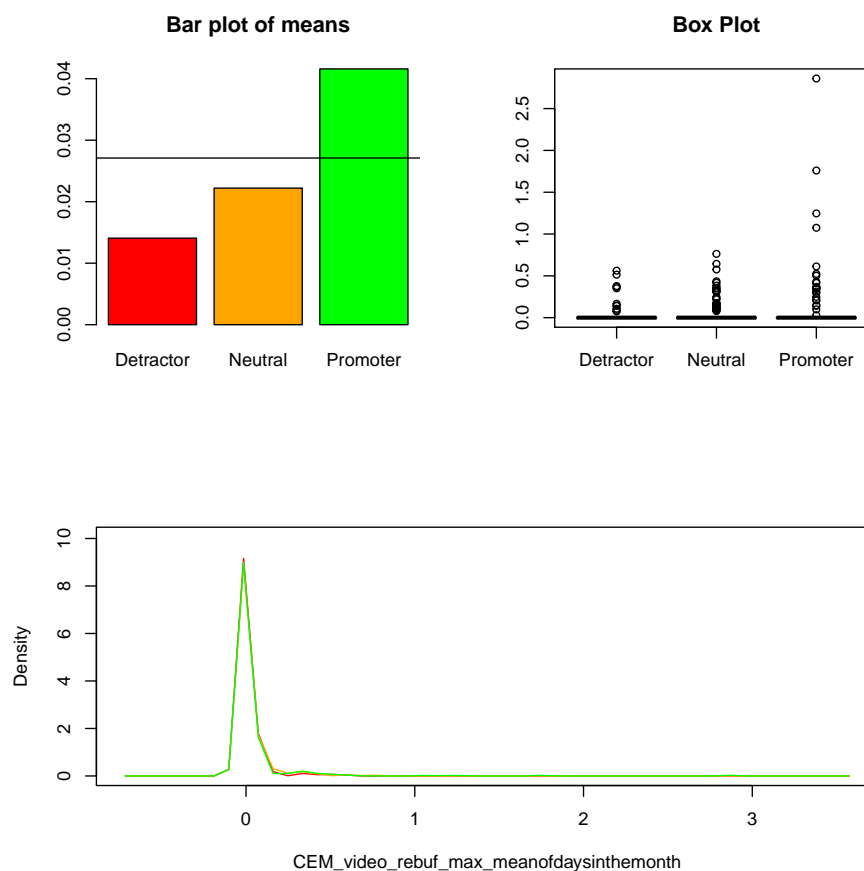
### 2.3.94 CEM\_video\_rebuf\_max\_meanofdaysinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.29	0.05	0.39	0.39

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.01	0.00	0.56
Neutral	0.00	0.00	0.00	0.02	0.00	0.76
Promoter	0.00	0.00	0.00	0.04	0.00	2.86



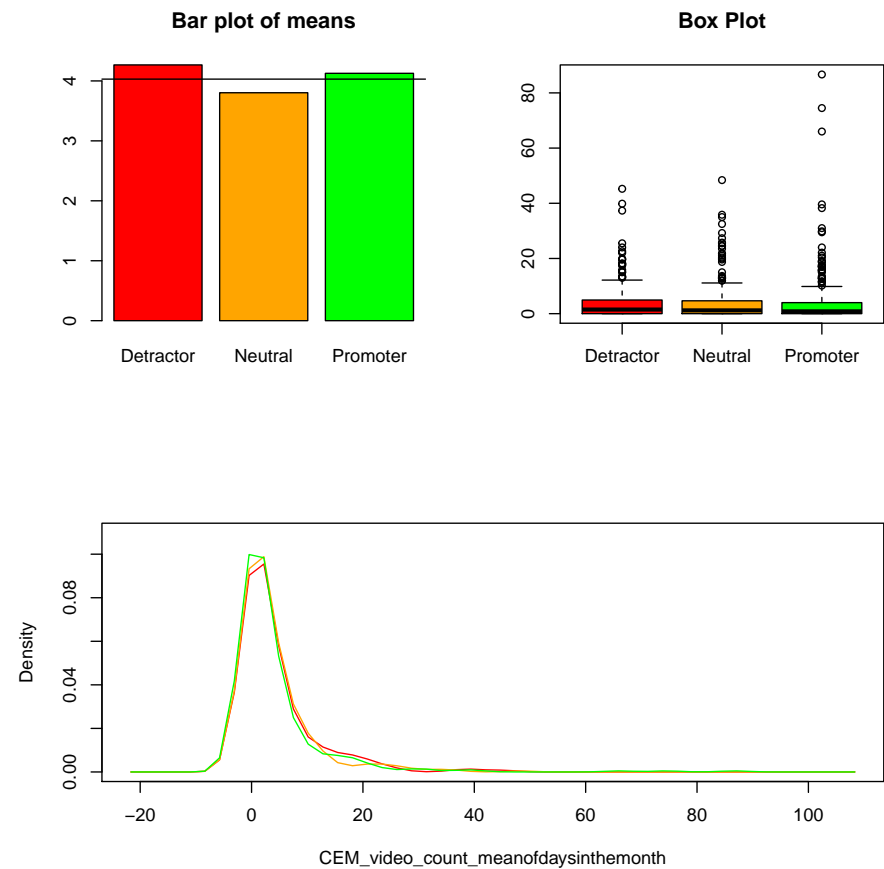
2.3.95 CEM\_video\_count\_meanofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.10	0.85	0.05	0.05

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1.50	4.27	4.93	45.25
Neutral	0.00	0.00	1.20	3.80	4.65	48.40
Promoter	0.00	0.00	0.85	4.13	4.00	86.67



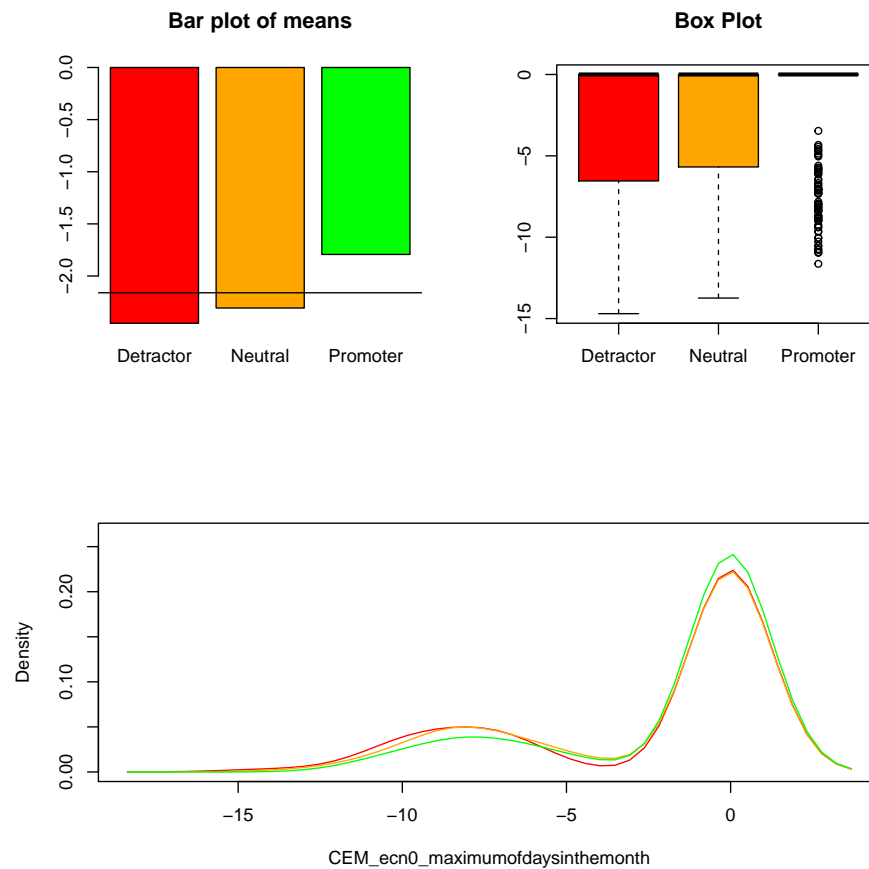
### 2.3.96 CEM\_ecn0\_maximumofdayinthemonth

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.14	0.05	0.08	0.08

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	-14.70	-6.51	0.00	-2.45	0.00	0.00
Neutral	-13.74	-5.63	0.00	-2.31	0.00	0.00
Promoter	-11.64	0.00	0.00	-1.79	0.00	0.00



## Chapter 3

# Interactions

## 3.1 Convergente + Standalone

### 3.1.1 Fatura

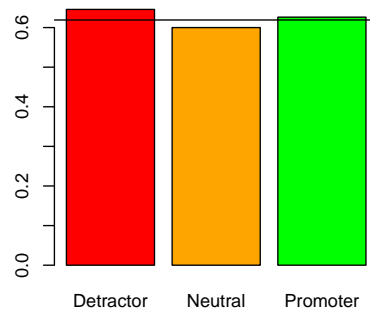
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.01	0.86	0.12	0.12

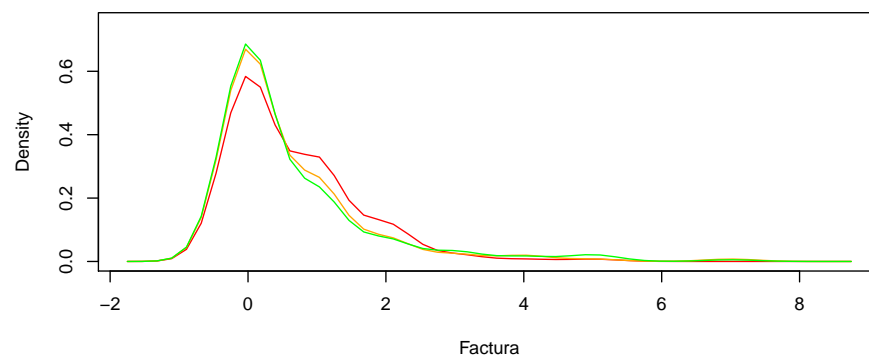
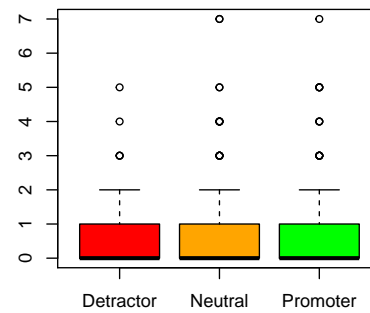
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.65	1.00	5.00
Neutral	0.00	0.00	0.00	0.60	1.00	7.00
Promoter	0.00	0.00	0.00	0.63	1.00	7.00

Bar plot of means



Box Plot





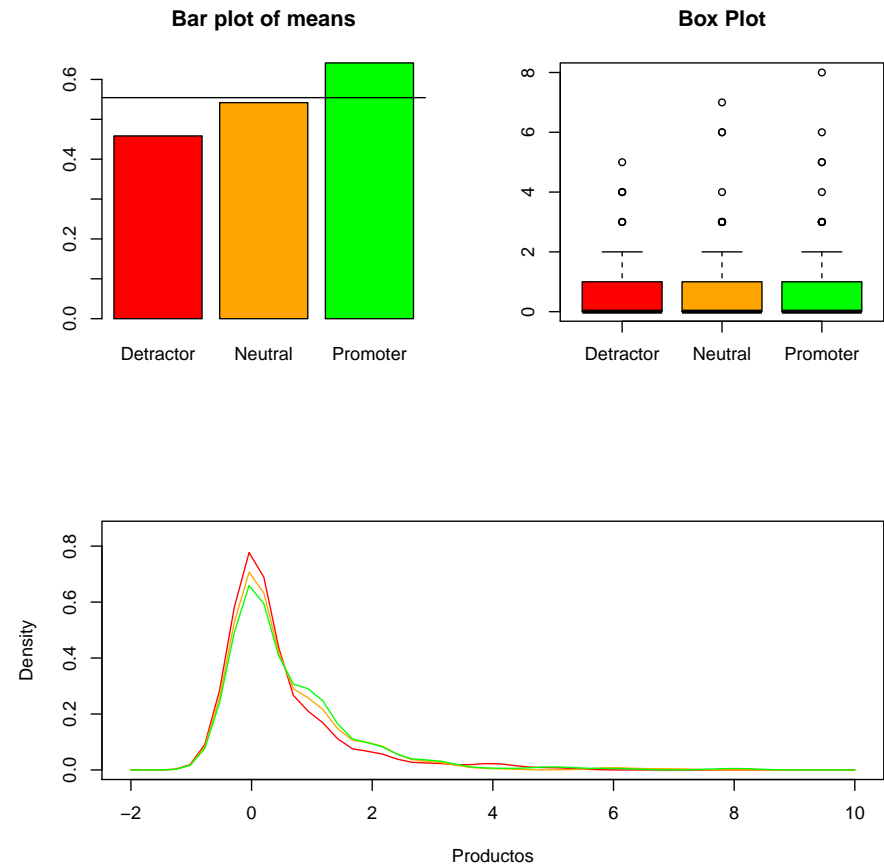
3.1.2 Productos

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.11	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.46	1.00	5.00
Neutral	0.00	0.00	0.00	0.54	1.00	7.00
Promoter	0.00	0.00	0.00	0.64	1.00	8.00



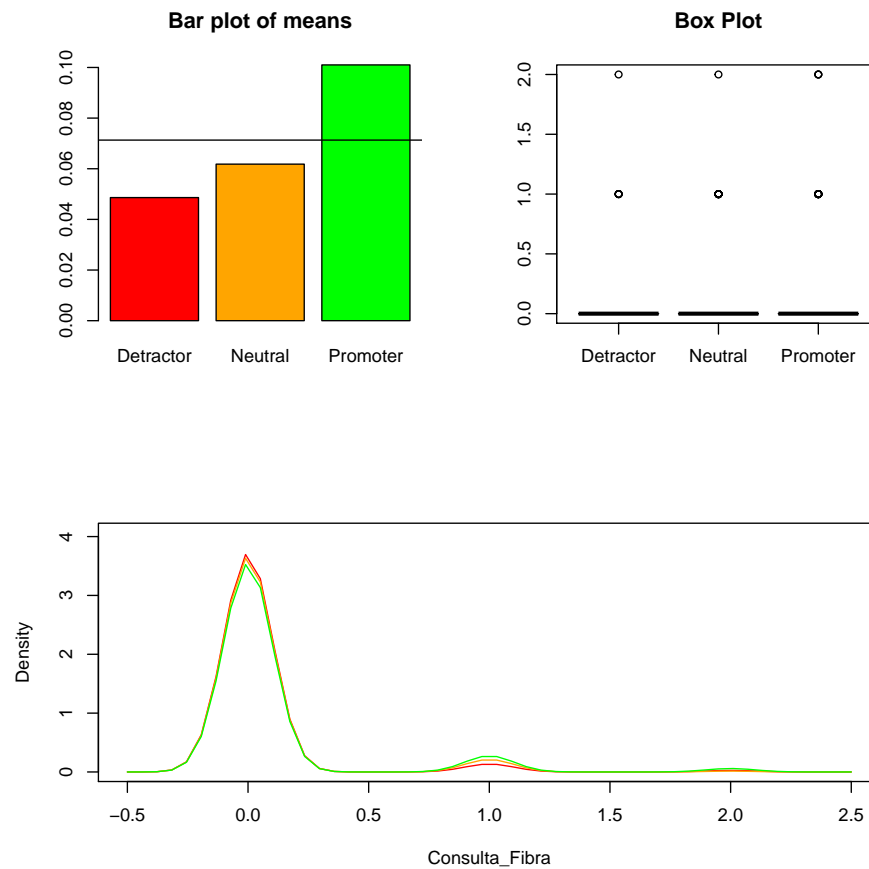
### 3.1.3 Consulta\_Fibra

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.07	0.10	0.11	0.11

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.05	0.00	2.00
Neutral	0.00	0.00	0.00	0.06	0.00	2.00
Promoter	0.00	0.00	0.00	0.10	0.00	2.00



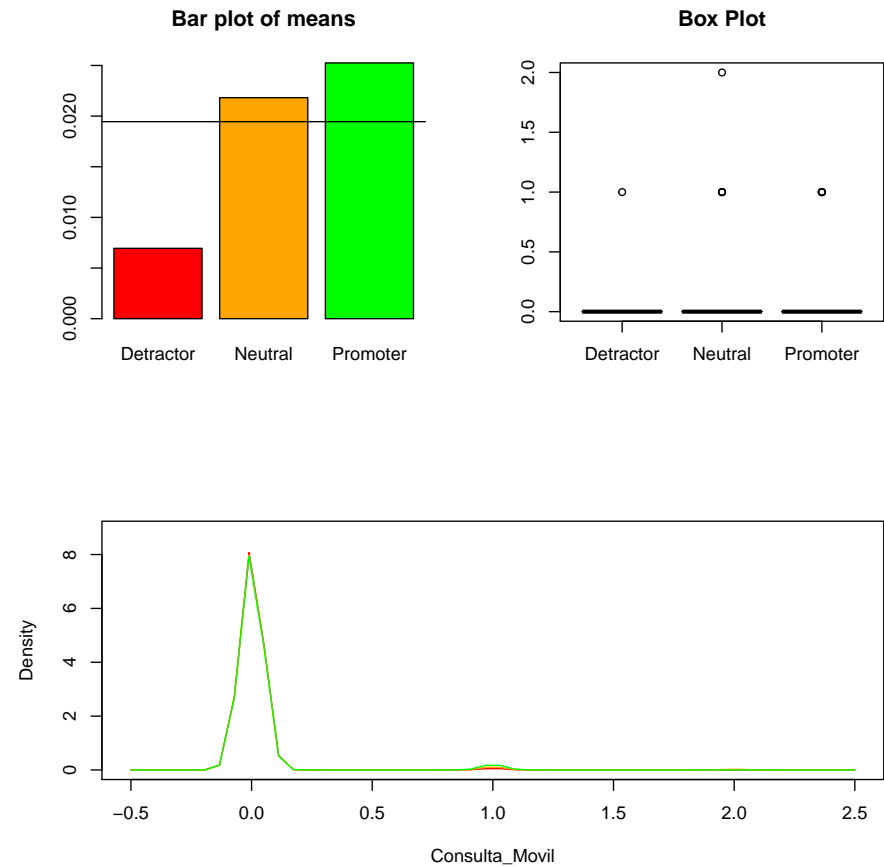
3.1.4 Consulta\_Movil

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.10	0.17	0.20	0.20

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.01	0.00	1.00
Neutral	0.00	0.00	0.00	0.02	0.00	2.00
Promoter	0.00	0.00	0.00	0.03	0.00	1.00



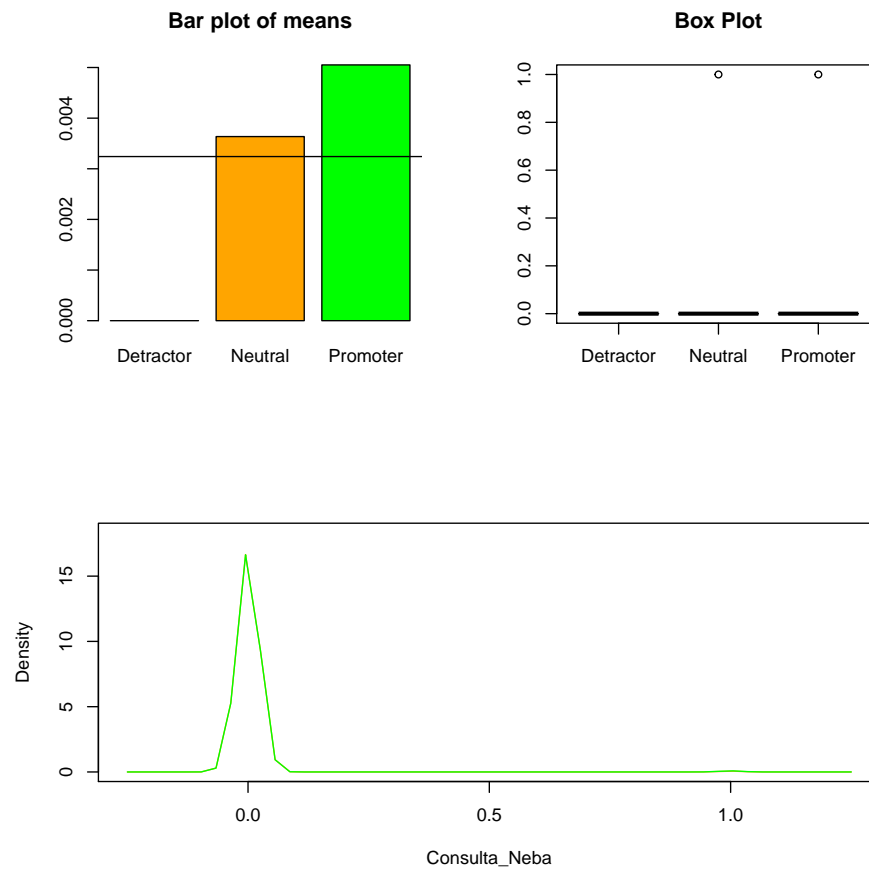
### 3.1.5 Consulta\_Neba

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.10	0.32	0.40	0.39

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.00
Neutral	0.00	0.00	0.00	0.00	0.00	1.00
Promoter	0.00	0.00	0.00	0.01	0.00	1.00



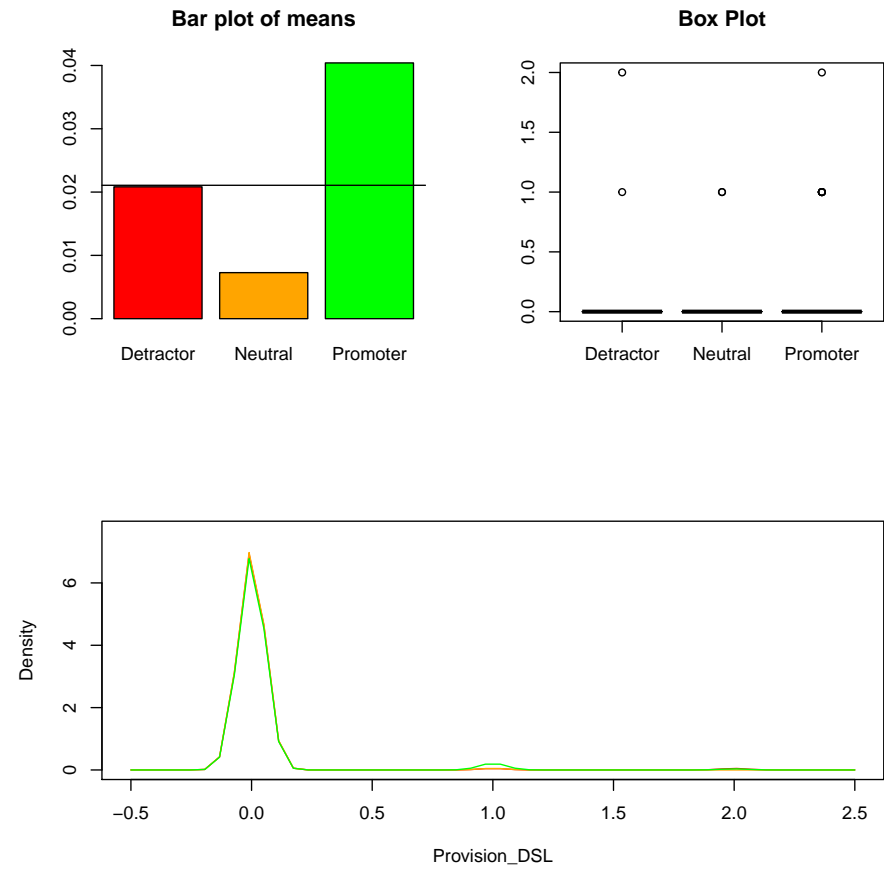
3.1.6 Provision\_DSL

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.17	0.39	0.23	0.23

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.02	0.00	2.00
Neutral	0.00	0.00	0.00	0.01	0.00	1.00
Promoter	0.00	0.00	0.00	0.04	0.00	2.00



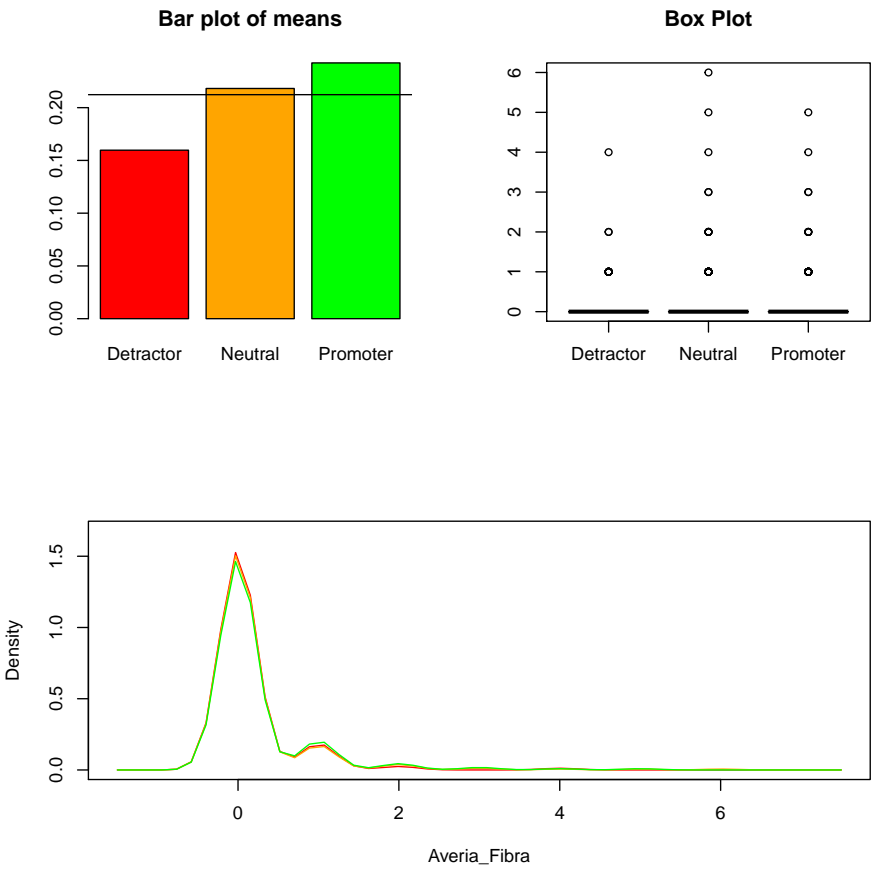
3.1.7 Averia\_Fibra

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.55	0.19	0.32	0.32

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.16	0.00	4.00
Neutral	0.00	0.00	0.00	0.22	0.00	6.00
Promoter	0.00	0.00	0.00	0.24	0.00	5.00



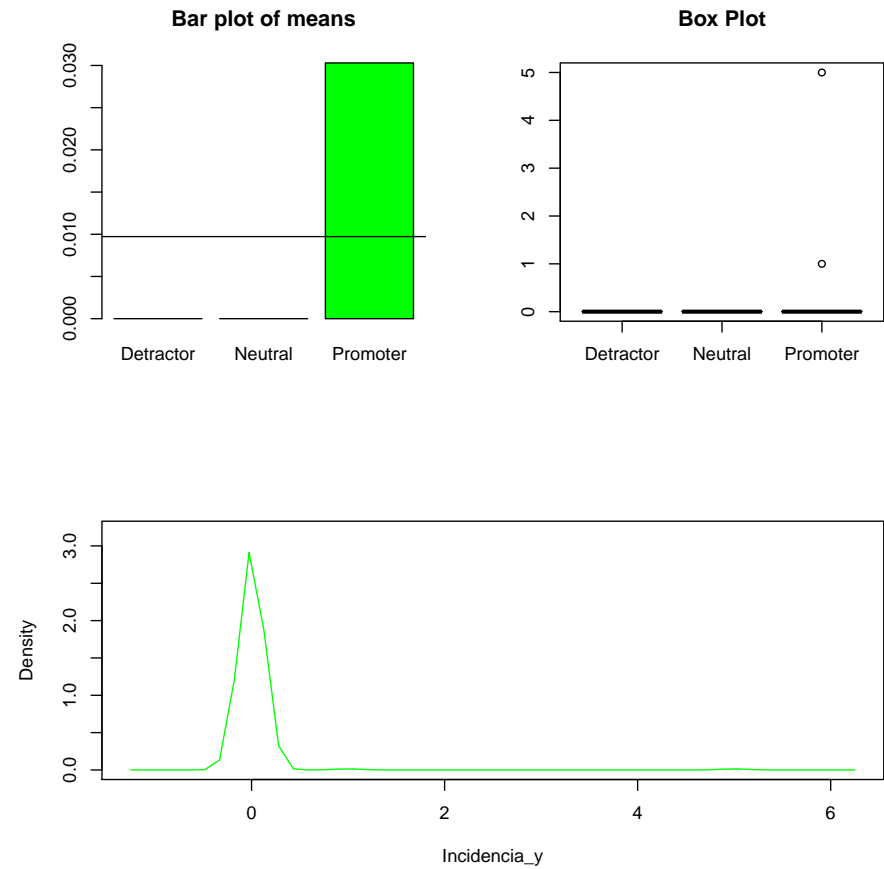
3.1.8 Incidencia\_y

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.21	0.24	0.23	0.23

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.00
Neutral	0.00	0.00	0.00	0.00	0.00	0.00
Promoter	0.00	0.00	0.00	0.03	0.00	5.00



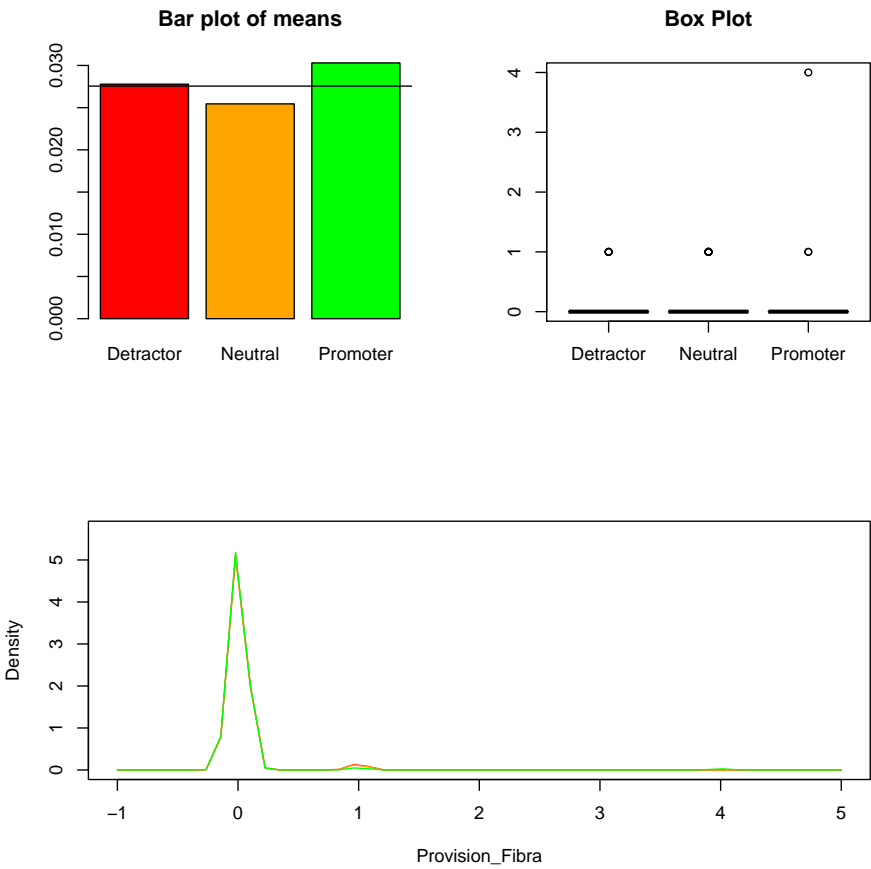
3.1.9 Provision\_Fibra

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.21	0.92	0.42	0.42

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.03	0.00	1.00
Neutral	0.00	0.00	0.00	0.03	0.00	1.00
Promoter	0.00	0.00	0.00	0.03	0.00	4.00





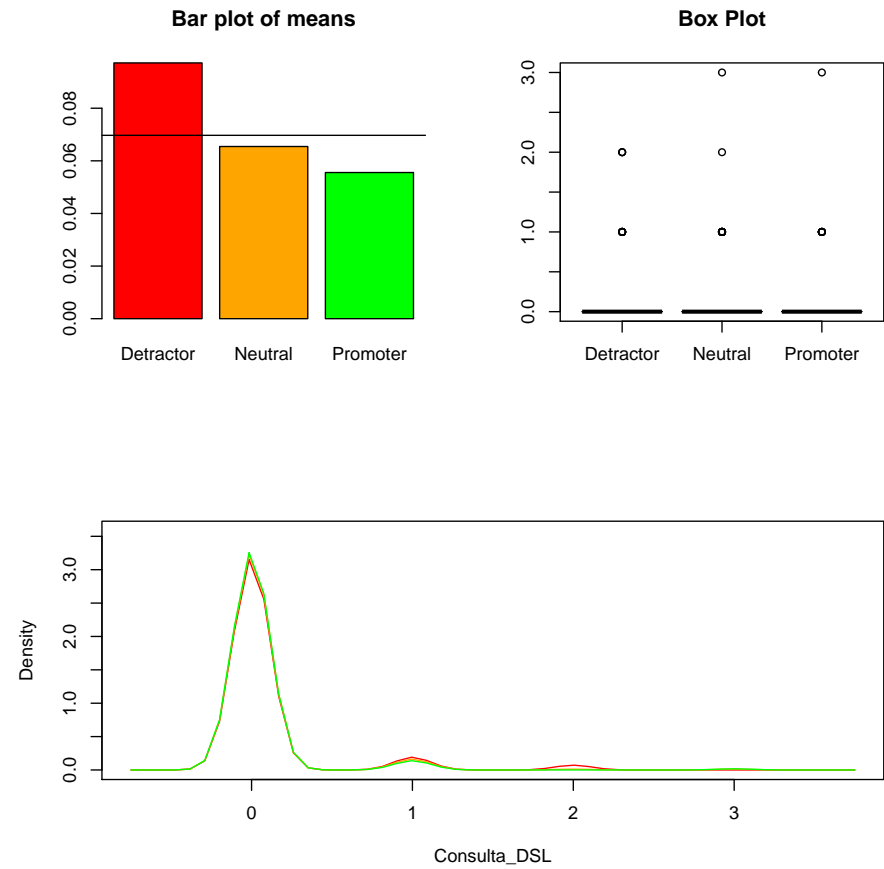
3.1.10 Consulta\_DSL

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.28	0.25	0.22	0.22

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.10	0.00	2.00
Neutral	0.00	0.00	0.00	0.07	0.00	3.00
Promoter	0.00	0.00	0.00	0.06	0.00	3.00



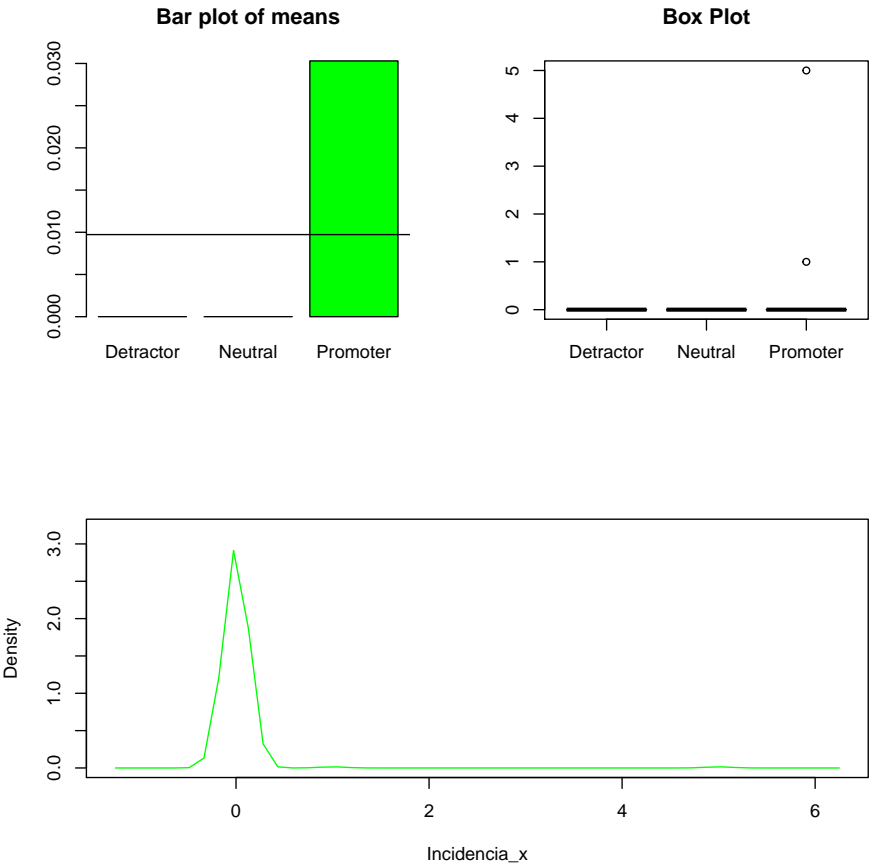
3.1.11 Incidencia\_x

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.58	0.24	0.23	0.23

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.00
Neutral	0.00	0.00	0.00	0.00	0.00	0.00
Promoter	0.00	0.00	0.00	0.03	0.00	5.00



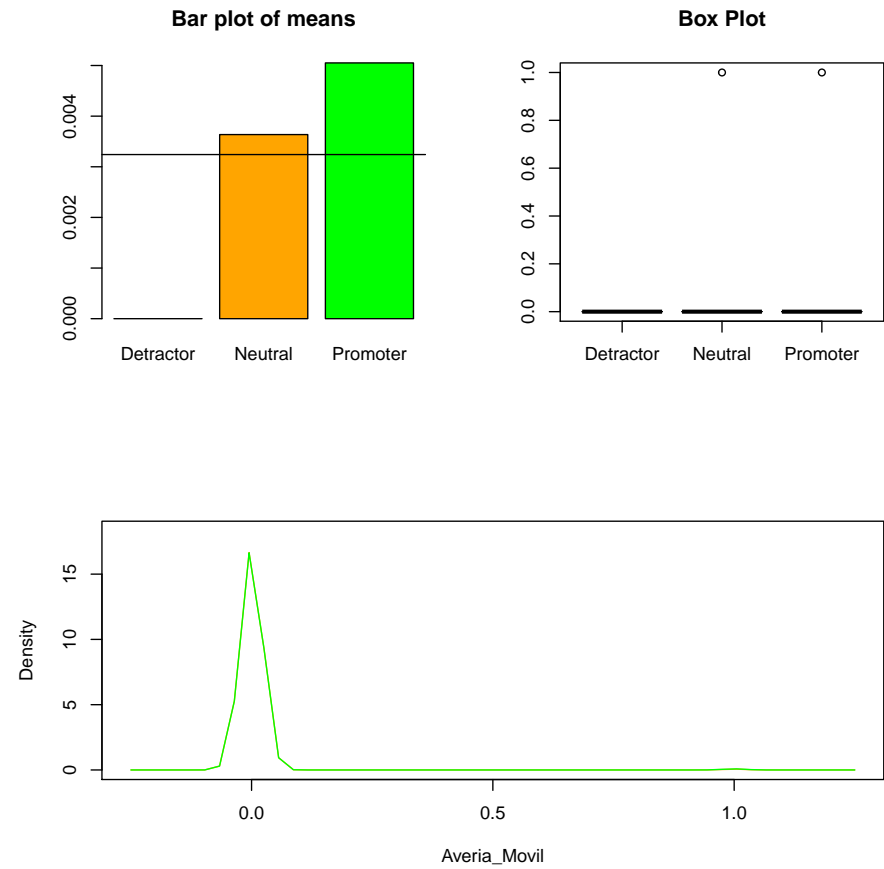
3.1.12 Averia\_Movil

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.55	0.32	0.40	0.39

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.00
Neutral	0.00	0.00	0.00	0.00	0.00	1.00
Promoter	0.00	0.00	0.00	0.01	0.00	1.00



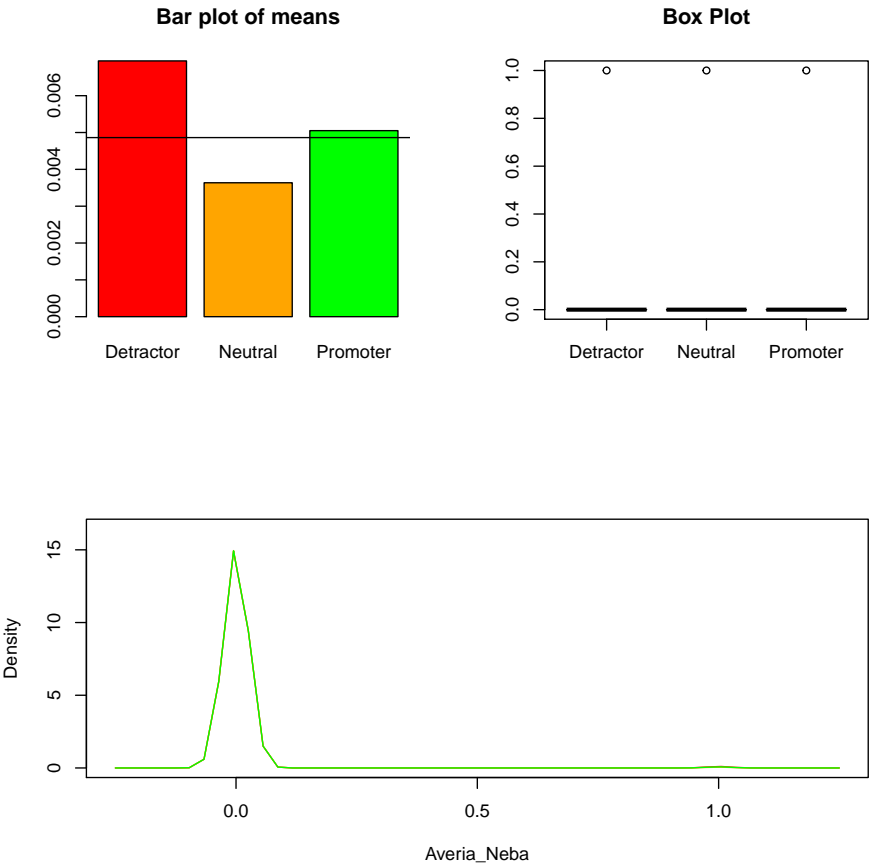
3.1.13 Averia\_Neba

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.43	0.82	0.82	0.82

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.01	0.00	1.00
Neutral	0.00	0.00	0.00	0.00	0.00	1.00
Promoter	0.00	0.00	0.00	0.01	0.00	1.00



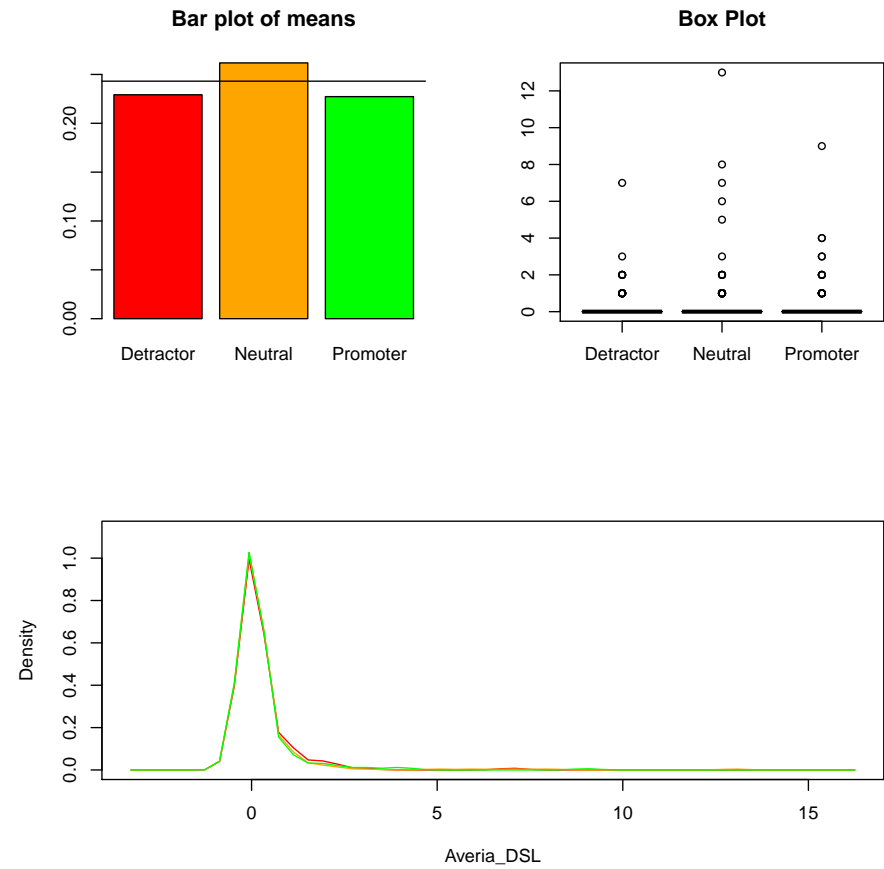
3.1.14 Averia\_DSL

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.51	0.98	0.48	0.48

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.23	0.00	7.00
Neutral	0.00	0.00	0.00	0.26	0.00	13.00
Promoter	0.00	0.00	0.00	0.23	0.00	9.00



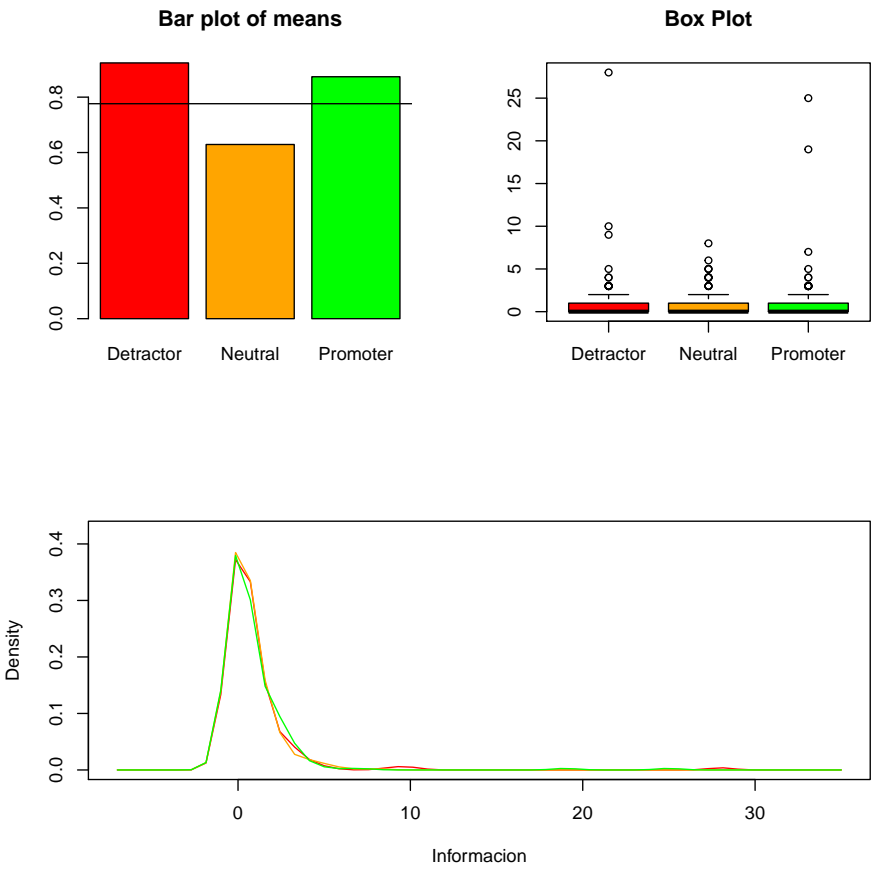
3.1.15 Informacion

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.58	0.86	0.70	0.70

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.92	1.00	28.00
Neutral	0.00	0.00	0.00	0.63	1.00	8.00
Promoter	0.00	0.00	0.00	0.87	1.00	25.00



### 3.2 Fixed Operator

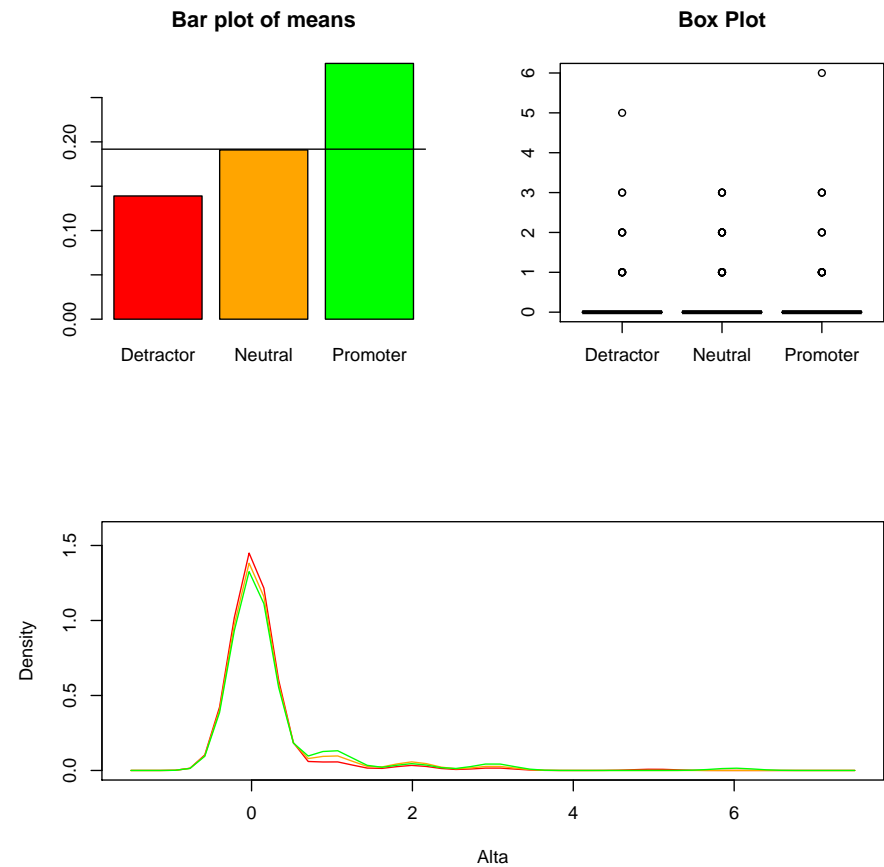
#### 3.2.1 Alta

p-values of different tests:

Permutation	Students.t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.02	0.11	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.14	0.00	5.00
Neutral	0.00	0.00	0.00	0.19	0.00	3.00
Promoter	0.00	0.00	0.00	0.29	0.00	6.00



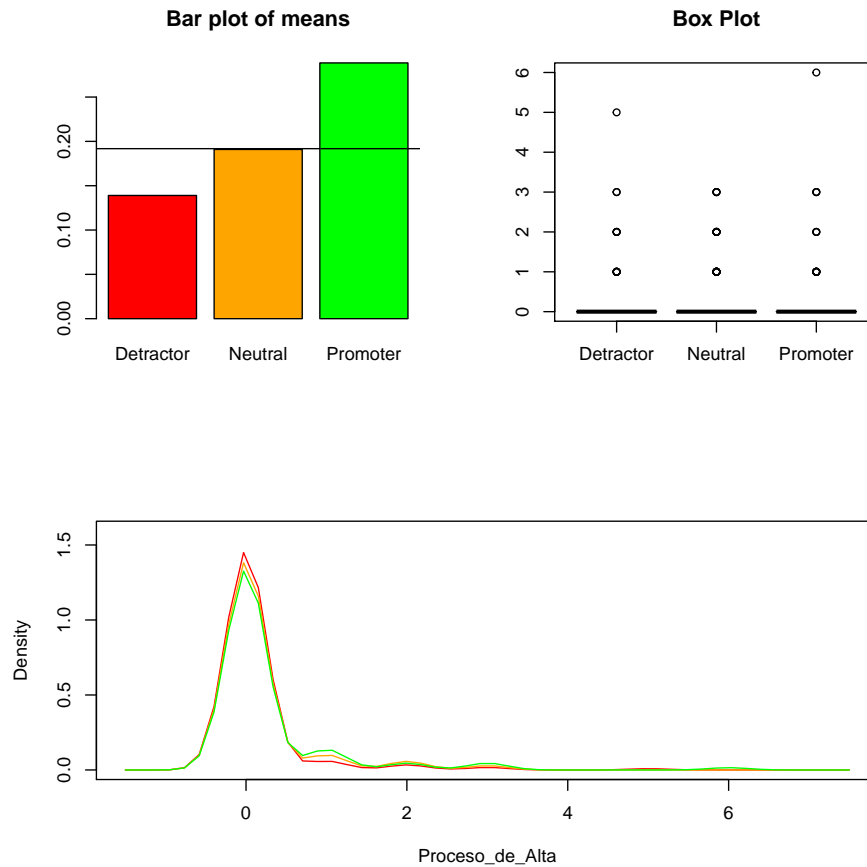
### 3.2.2 Proceso\_de\_Alta

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.03	0.11	0.04	0.04

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.14	0.00	5.00
Neutral	0.00	0.00	0.00	0.19	0.00	3.00
Promoter	0.00	0.00	0.00	0.29	0.00	6.00





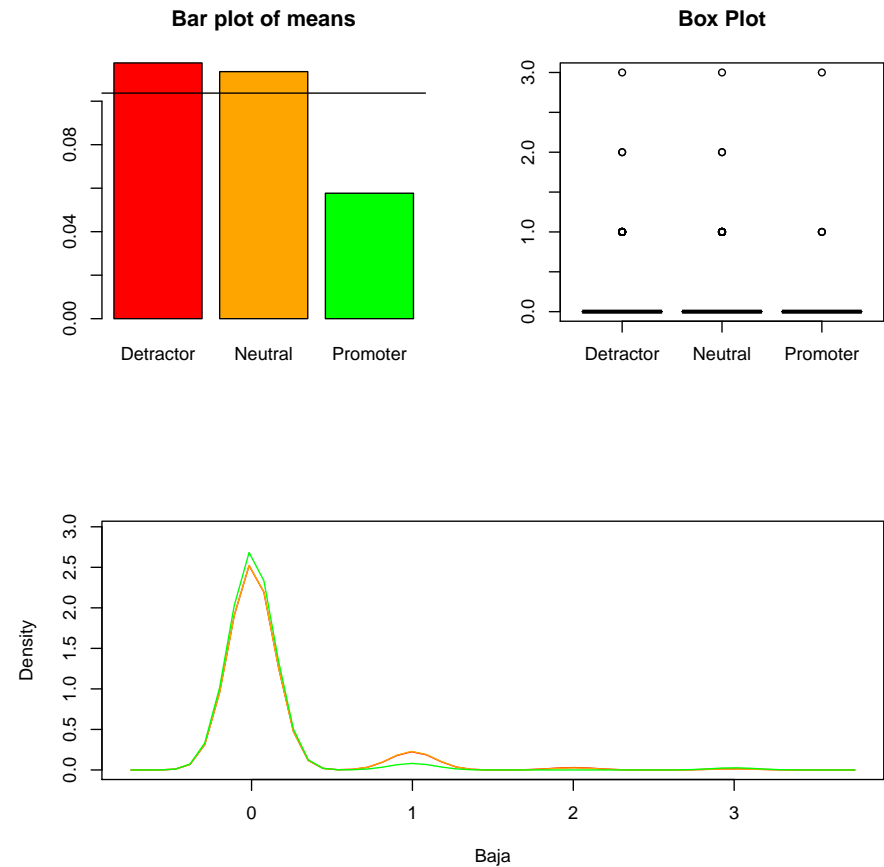
3.2.3 Baja

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.08	0.19	0.08	0.08

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.12	0.00	3.00
Neutral	0.00	0.00	0.00	0.11	0.00	3.00
Promoter	0.00	0.00	0.00	0.06	0.00	3.00



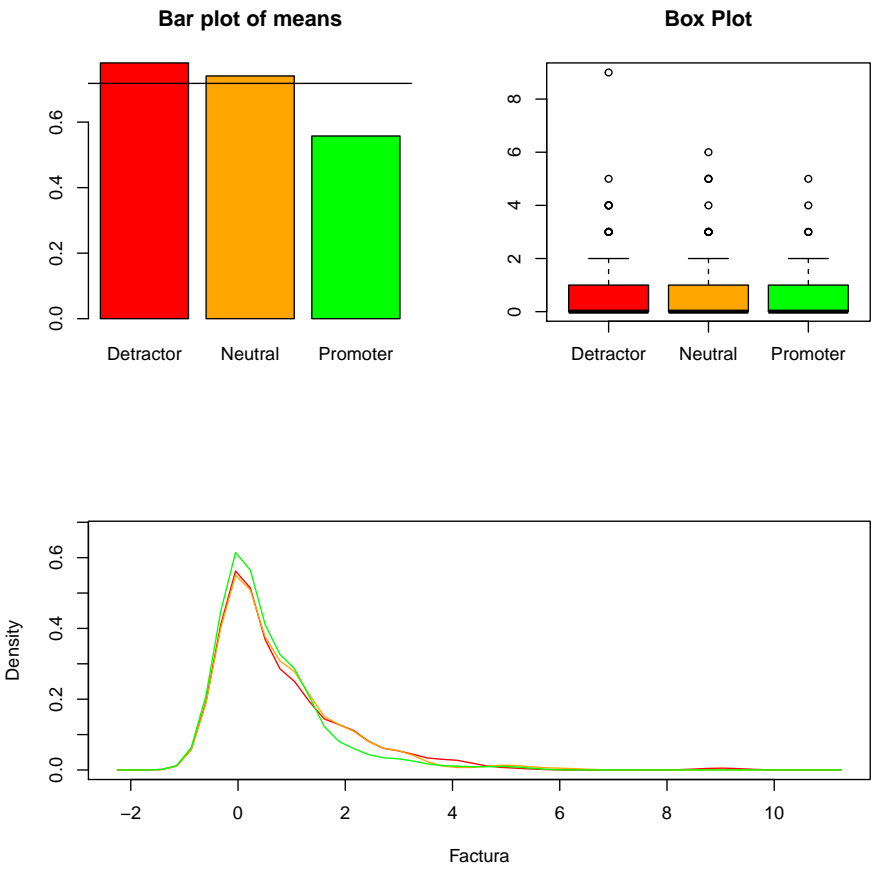
3.2.4 Factura

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.31	0.08	0.19	0.19

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.78	1.00	9.00
Neutral	0.00	0.00	0.00	0.74	1.00	6.00
Promoter	0.00	0.00	0.00	0.56	1.00	5.00



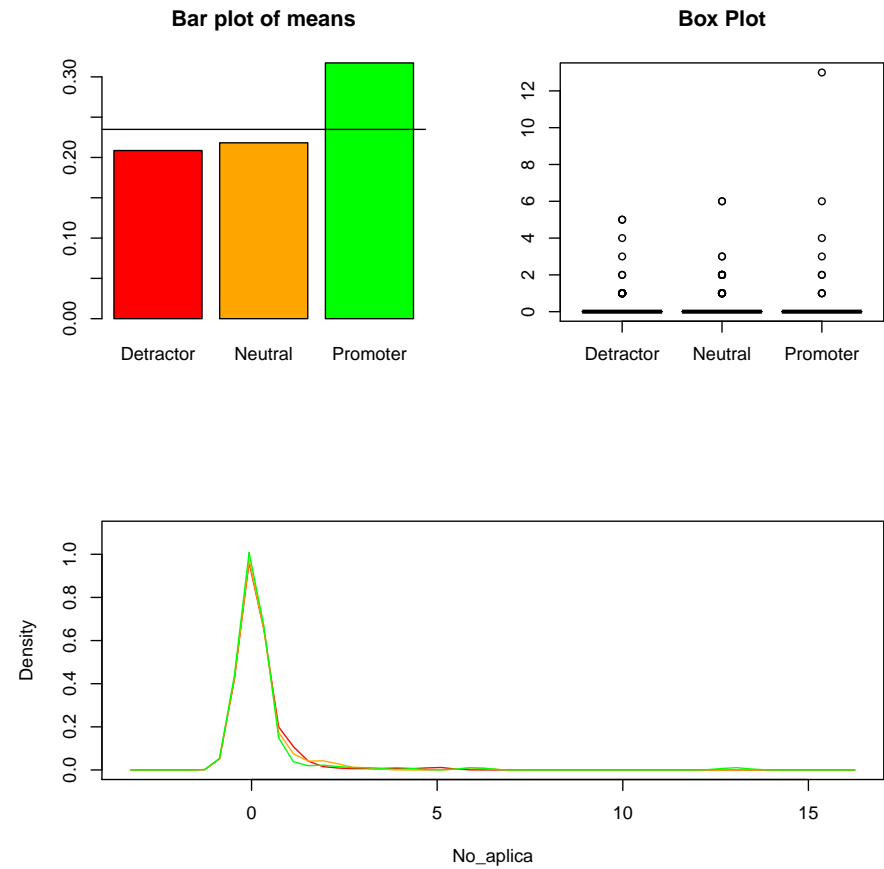
3.2.5 No\_aplica

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.10	0.49	0.34	0.34

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.21	0.00	5.00
Neutral	0.00	0.00	0.00	0.22	0.00	6.00
Promoter	0.00	0.00	0.00	0.32	0.00	13.00



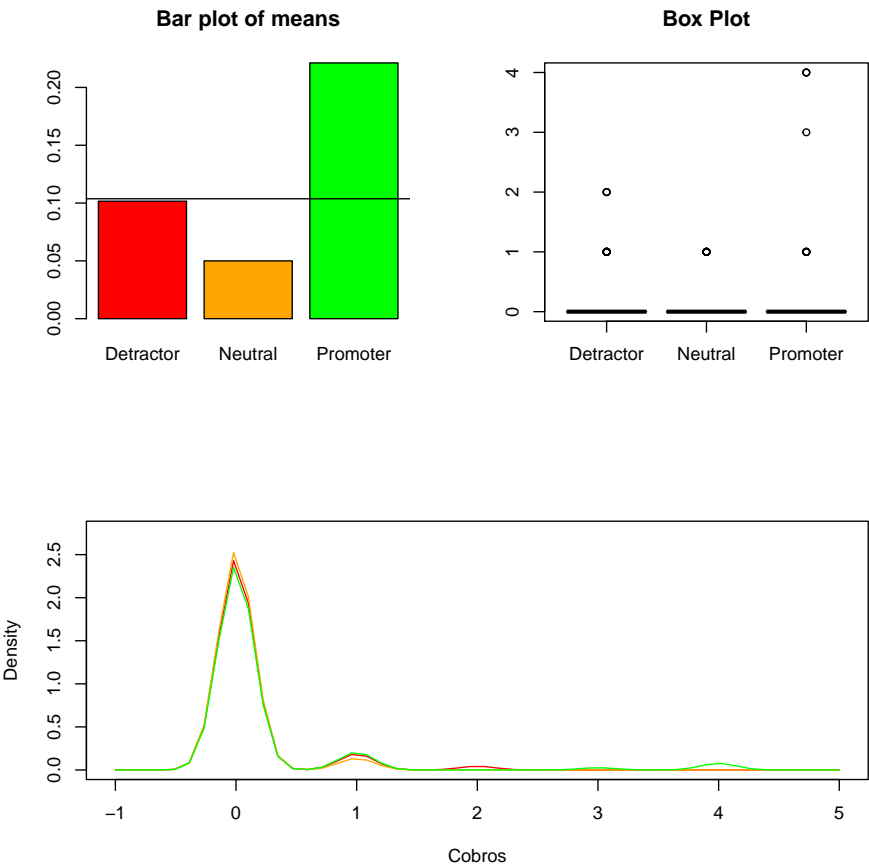
3.2.6 Cobros

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.37	0.13	0.38	0.38

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.10	0.00	2.00
Neutral	0.00	0.00	0.00	0.05	0.00	1.00
Promoter	0.00	0.00	0.00	0.22	0.00	4.00



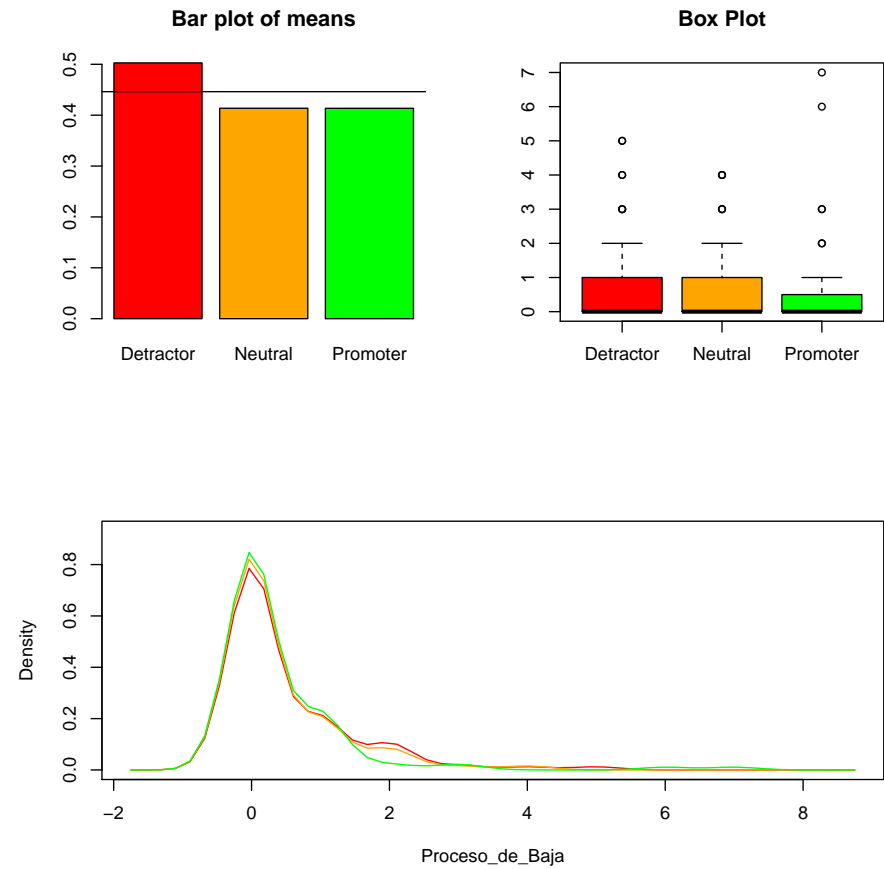
3.2.7 Proceso\_de\_Baja

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.16	0.46	0.24	0.24

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.50	1.00	5.00
Neutral	0.00	0.00	0.00	0.41	1.00	4.00
Promoter	0.00	0.00	0.00	0.41	0.25	7.00



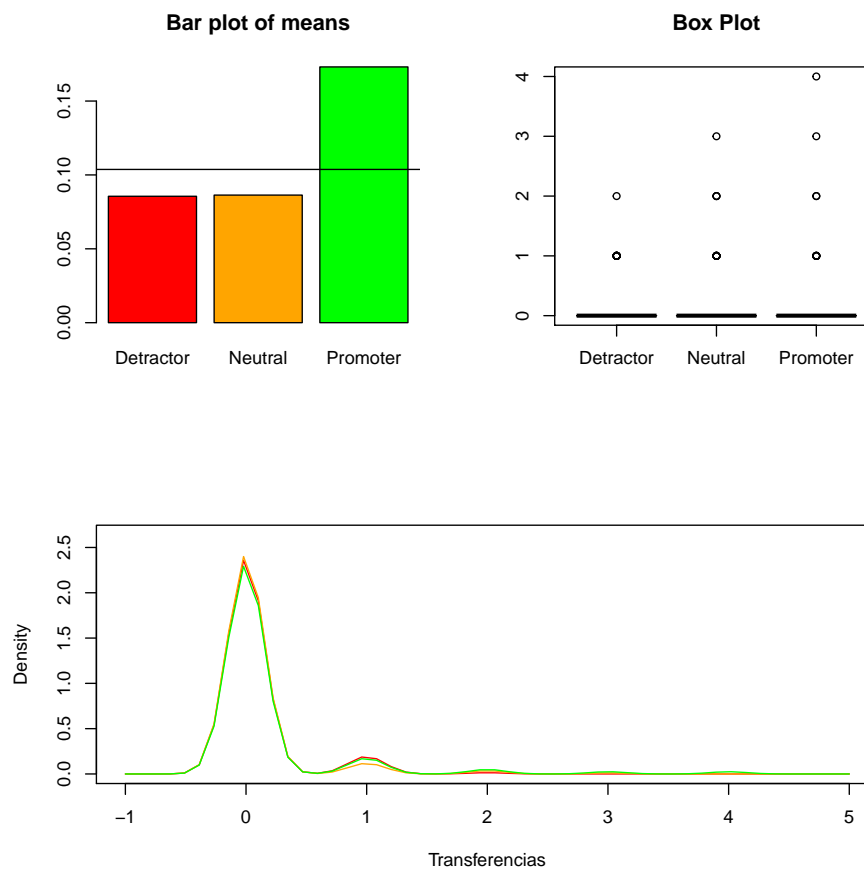
### 3.2.8 Transferencias

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.56	0.16	0.42	0.42

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.09	0.00	2.00
Neutral	0.00	0.00	0.00	0.09	0.00	3.00
Promoter	0.00	0.00	0.00	0.17	0.00	4.00



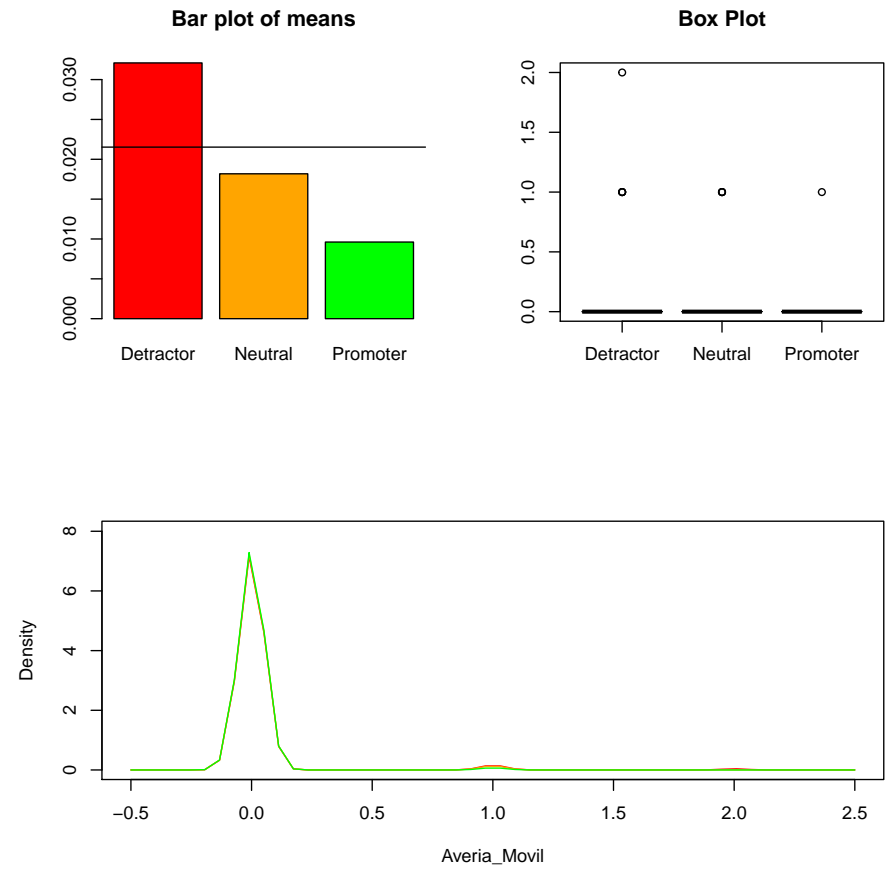
3.2.9 Averia\_Movil

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.33	0.21	0.33	0.32

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.03	0.00	2.00
Neutral	0.00	0.00	0.00	0.02	0.00	1.00
Promoter	0.00	0.00	0.00	0.01	0.00	1.00



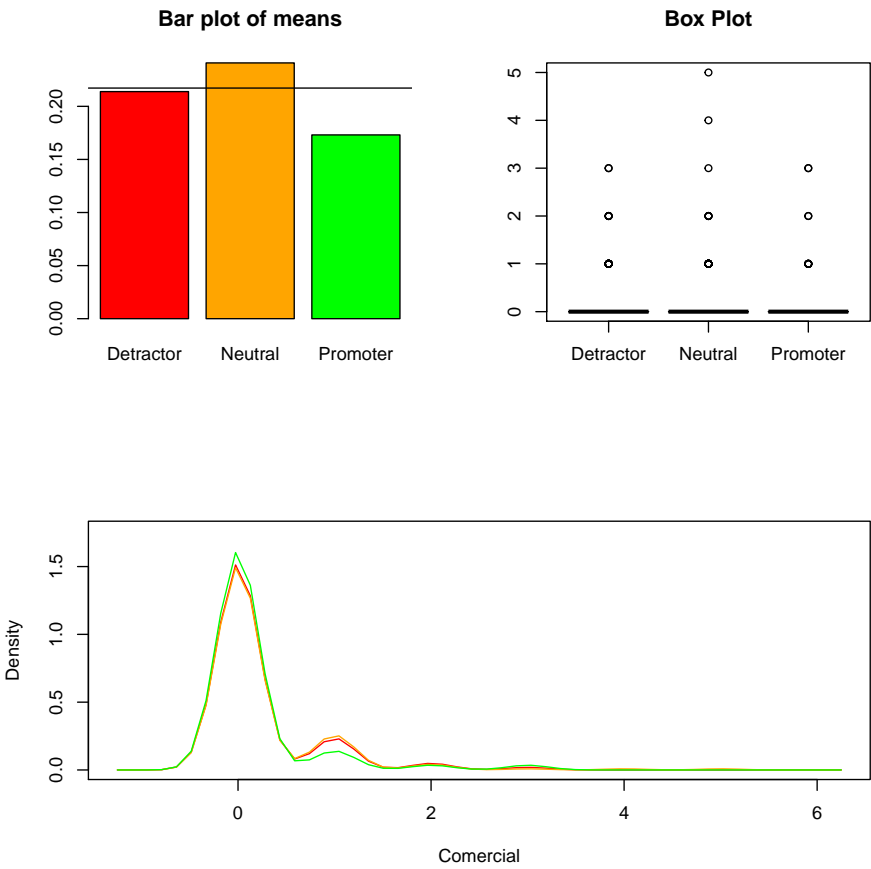
3.2.10 Comercial

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.27	0.54	0.27	0.27

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.21	0.00	3.00
Neutral	0.00	0.00	0.00	0.24	0.00	5.00
Promoter	0.00	0.00	0.00	0.17	0.00	3.00





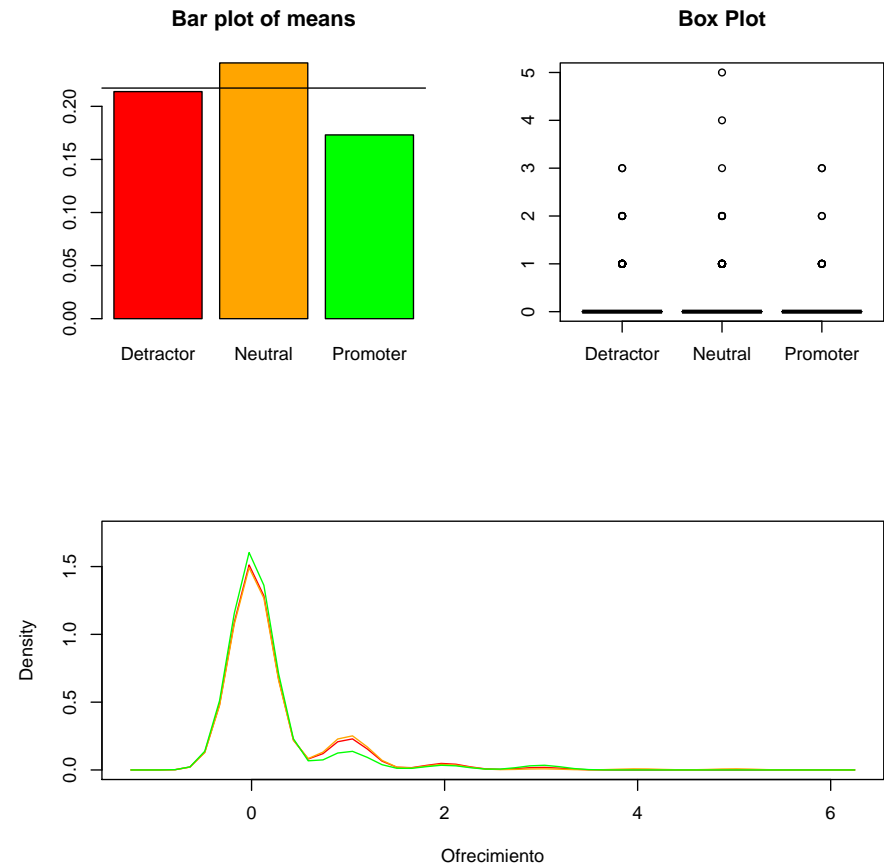
3.2.11 Ofrecimiento

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.27	0.54	0.27	0.27

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.21	0.00	3.00
Neutral	0.00	0.00	0.00	0.24	0.00	5.00
Promoter	0.00	0.00	0.00	0.17	0.00	3.00



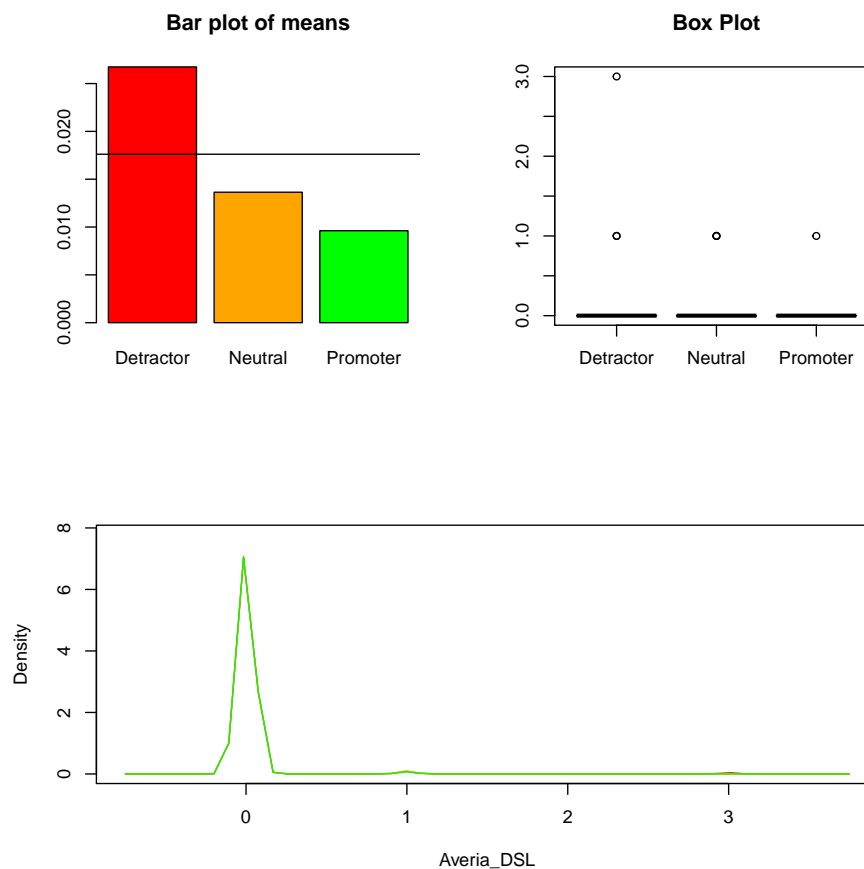
### 3.2.12 Averia\_DSL

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.64	0.40	0.65	0.65

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.03	0.00	3.00
Neutral	0.00	0.00	0.00	0.01	0.00	1.00
Promoter	0.00	0.00	0.00	0.01	0.00	1.00



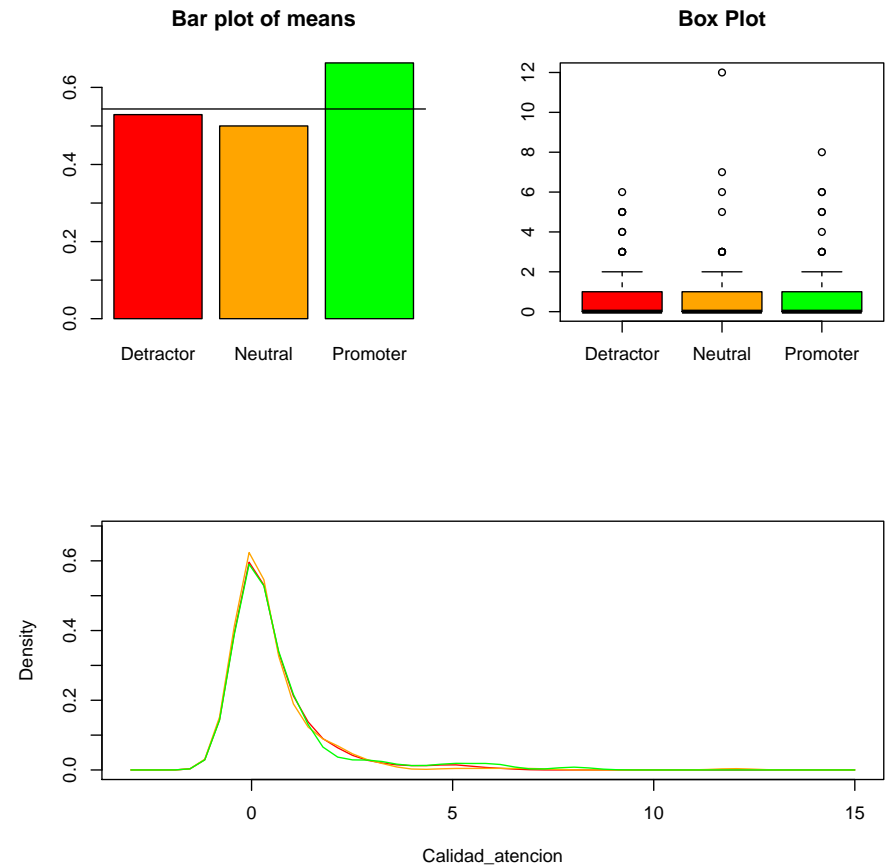
3.2.13 Calidad\_atencion

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.97	0.41	0.84	0.84

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.53	1.00	6.00
Neutral	0.00	0.00	0.00	0.50	1.00	12.00
Promoter	0.00	0.00	0.00	0.66	1.00	8.00



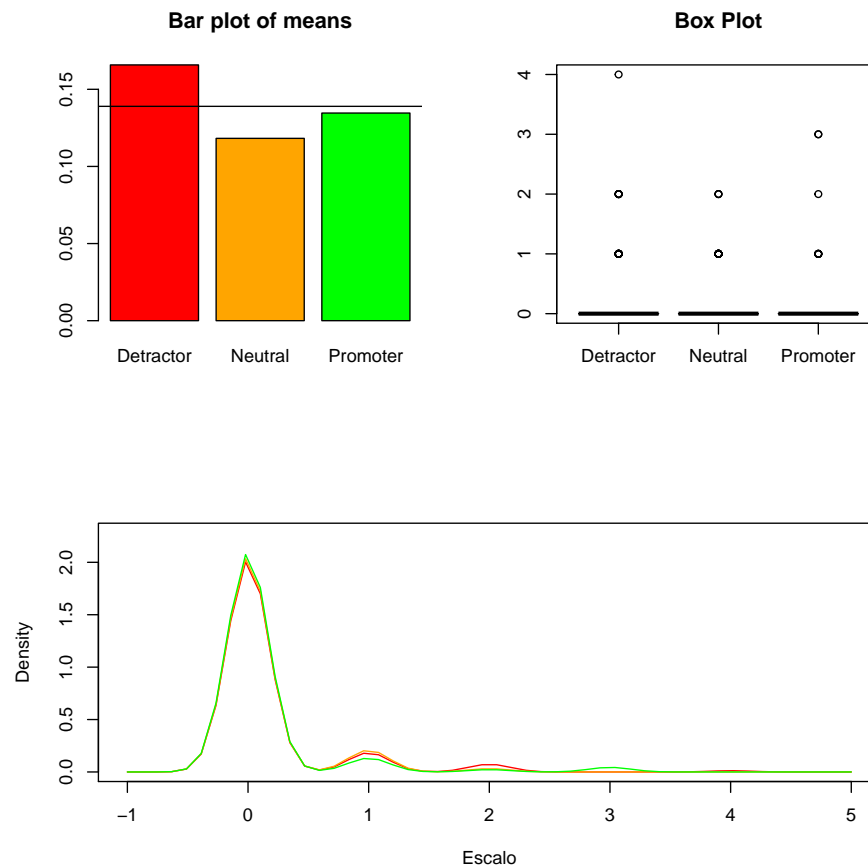
### 3.2.14 Escalo

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.48	0.62	0.42	0.42

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.17	0.00	4.00
Neutral	0.00	0.00	0.00	0.12	0.00	2.00
Promoter	0.00	0.00	0.00	0.13	0.00	3.00



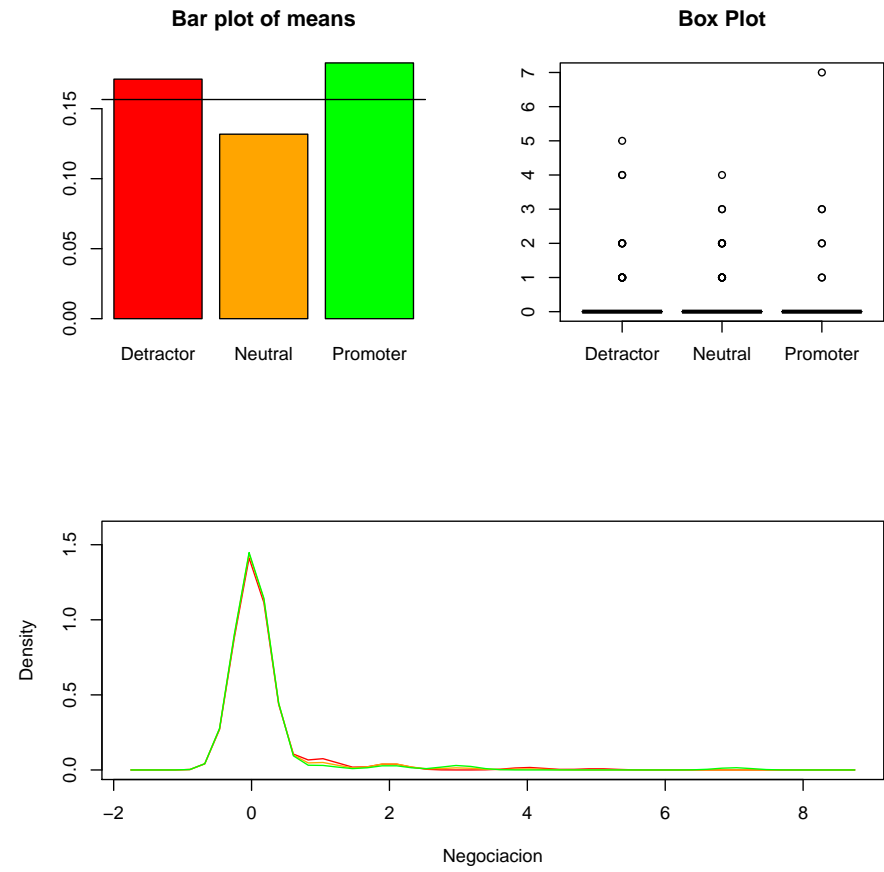
3.2.15 Negociacion

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.44	0.90	0.52	0.52

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.17	0.00	5.00
Neutral	0.00	0.00	0.00	0.13	0.00	4.00
Promoter	0.00	0.00	0.00	0.18	0.00	7.00



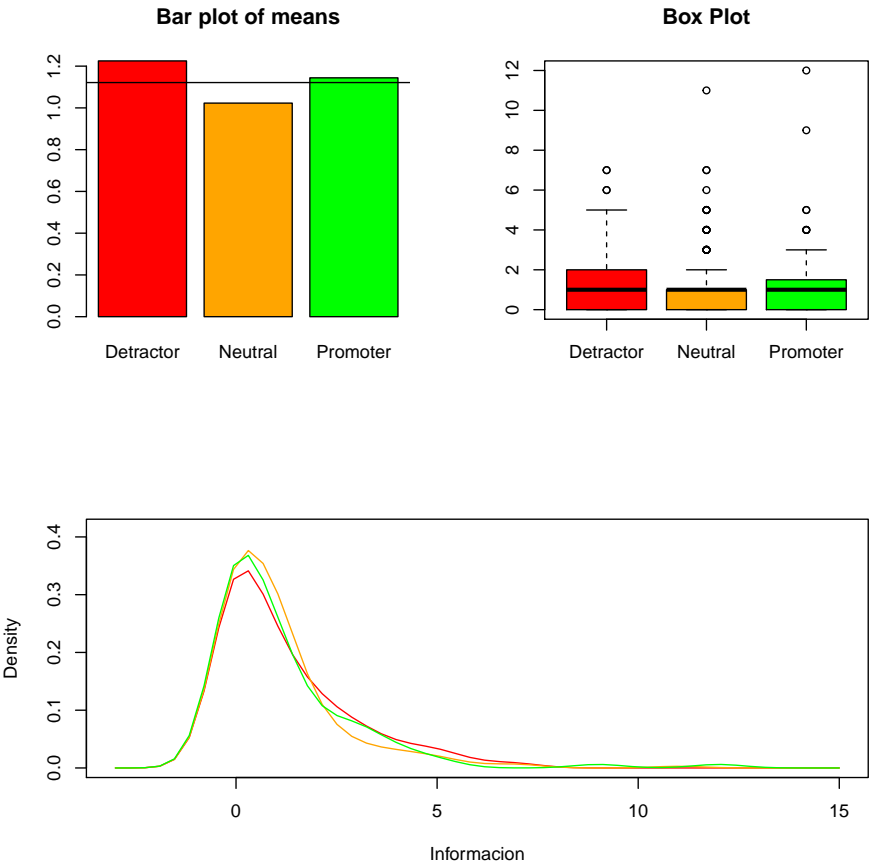
3.2.16 Informacion

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.65	0.70	0.44	0.44

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1.00	1.23	2.00	7.00
Neutral	0.00	0.00	1.00	1.02	1.00	11.00
Promoter	0.00	0.00	1.00	1.14	1.25	12.00



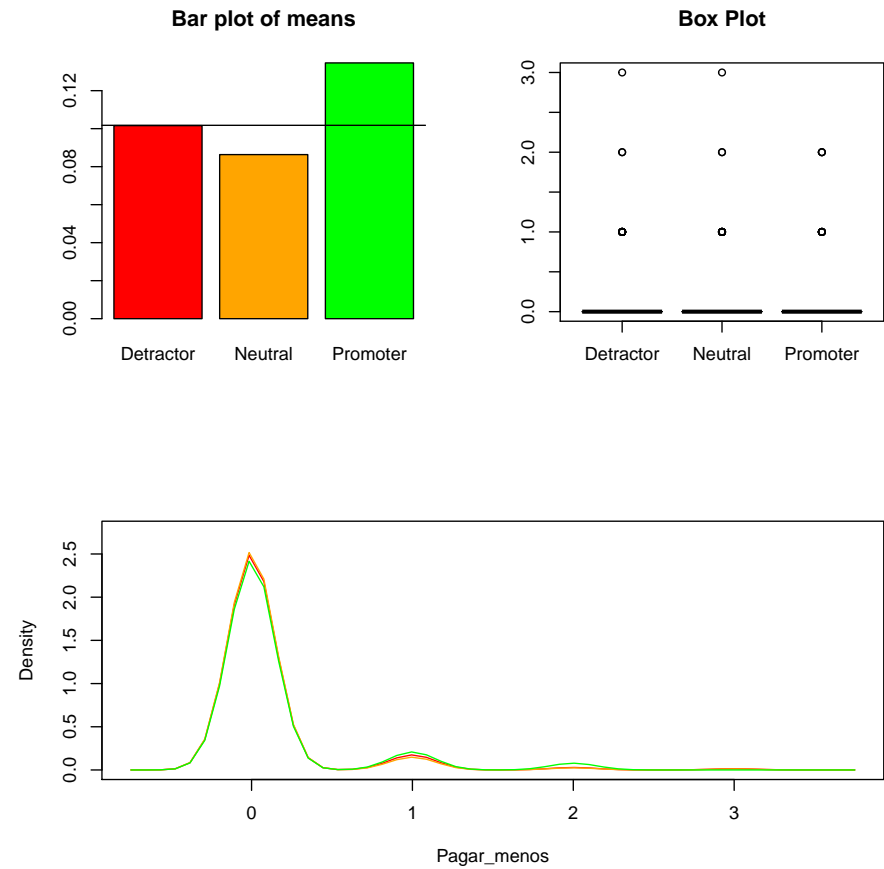
3.2.17 Pagar\_menos

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.54	0.50	0.46	0.46

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.10	0.00	3.00
Neutral	0.00	0.00	0.00	0.09	0.00	3.00
Promoter	0.00	0.00	0.00	0.13	0.00	2.00



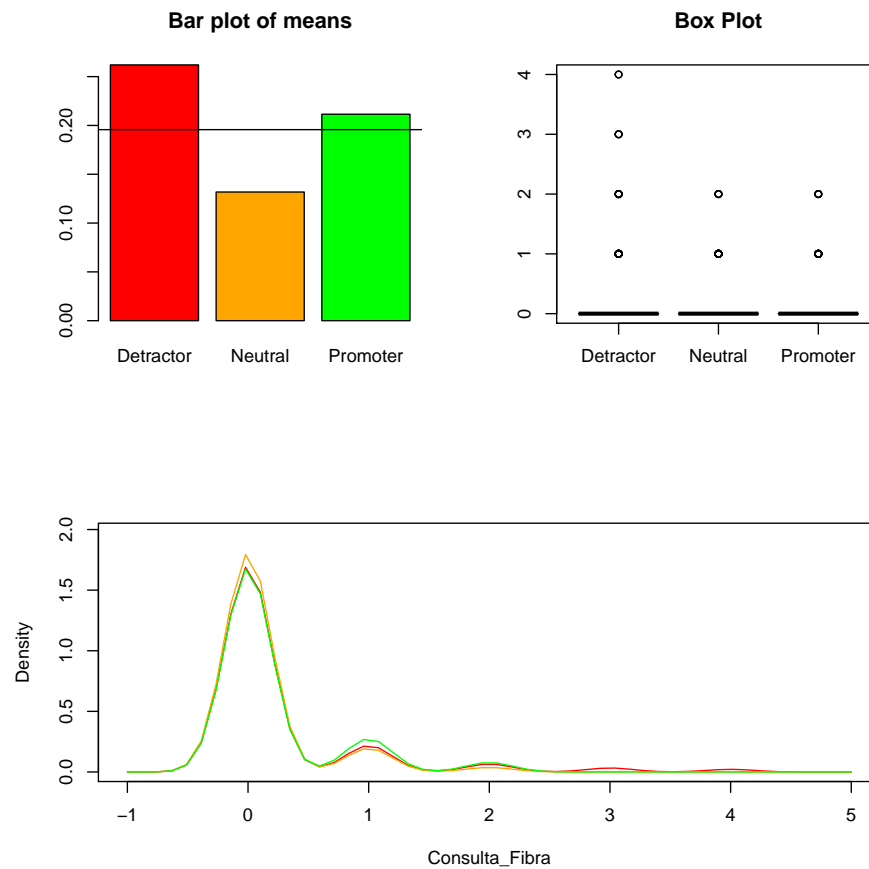
### 3.2.18 Consulta\_Fibra

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.80	0.47	0.96	0.96

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.26	0.00	4.00
Neutral	0.00	0.00	0.00	0.13	0.00	2.00
Promoter	0.00	0.00	0.00	0.21	0.00	2.00





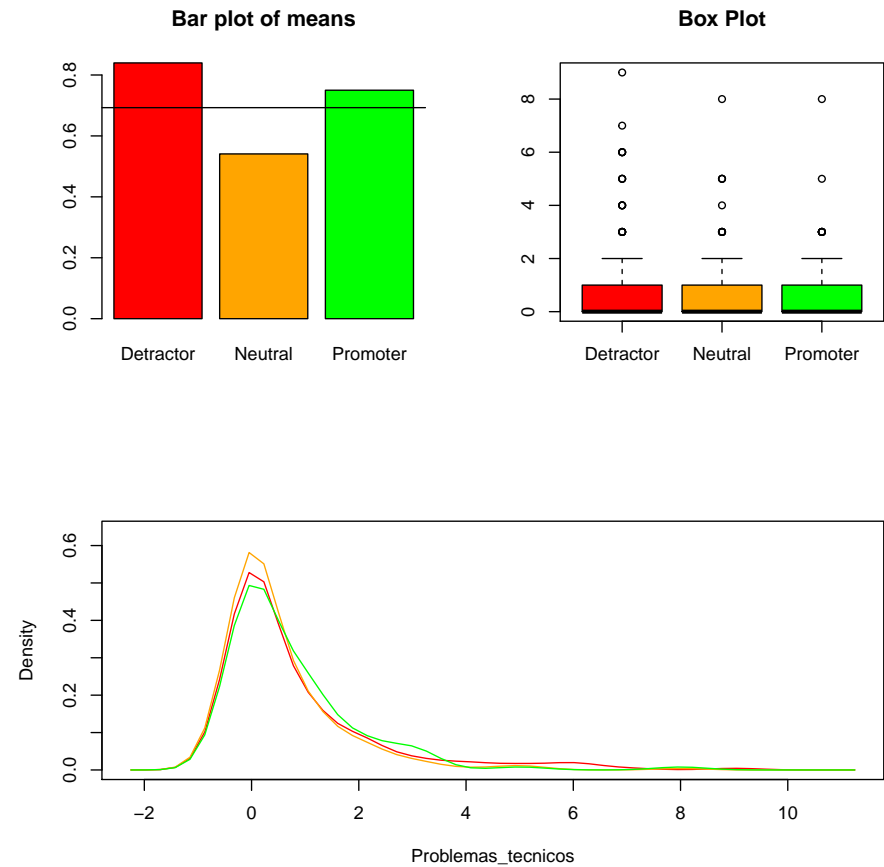
3.2.19 Problemas\_tecnicos

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.49	0.61	0.66	0.66

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.84	1.00	9.00
Neutral	0.00	0.00	0.00	0.54	1.00	8.00
Promoter	0.00	0.00	0.00	0.75	1.00	8.00



### 3.2.20 Solucionado

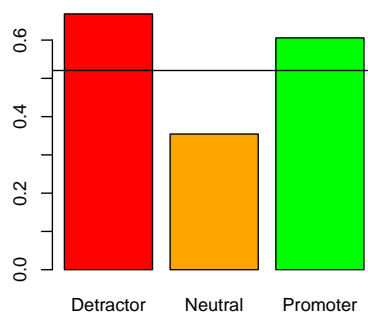
p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.49	0.71	0.92	0.92

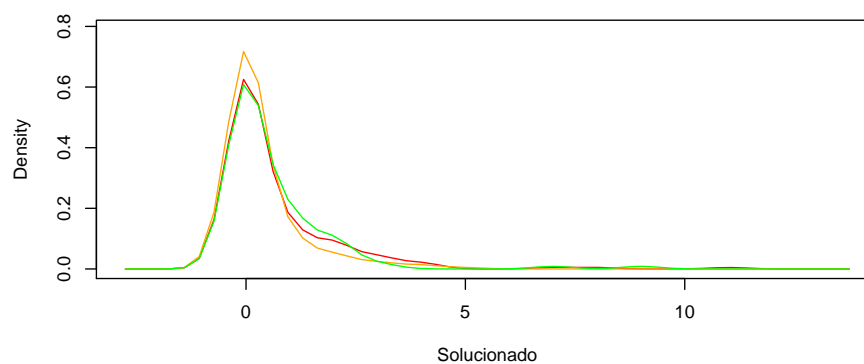
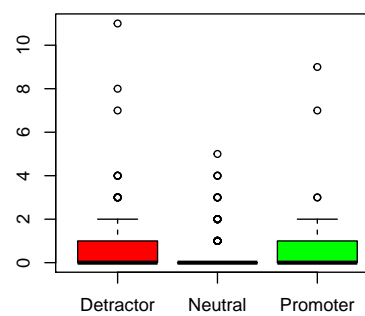
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.67	1.00	11.00
Neutral	0.00	0.00	0.00	0.35	0.00	5.00
Promoter	0.00	0.00	0.00	0.61	1.00	9.00

Bar plot of means



Box Plot



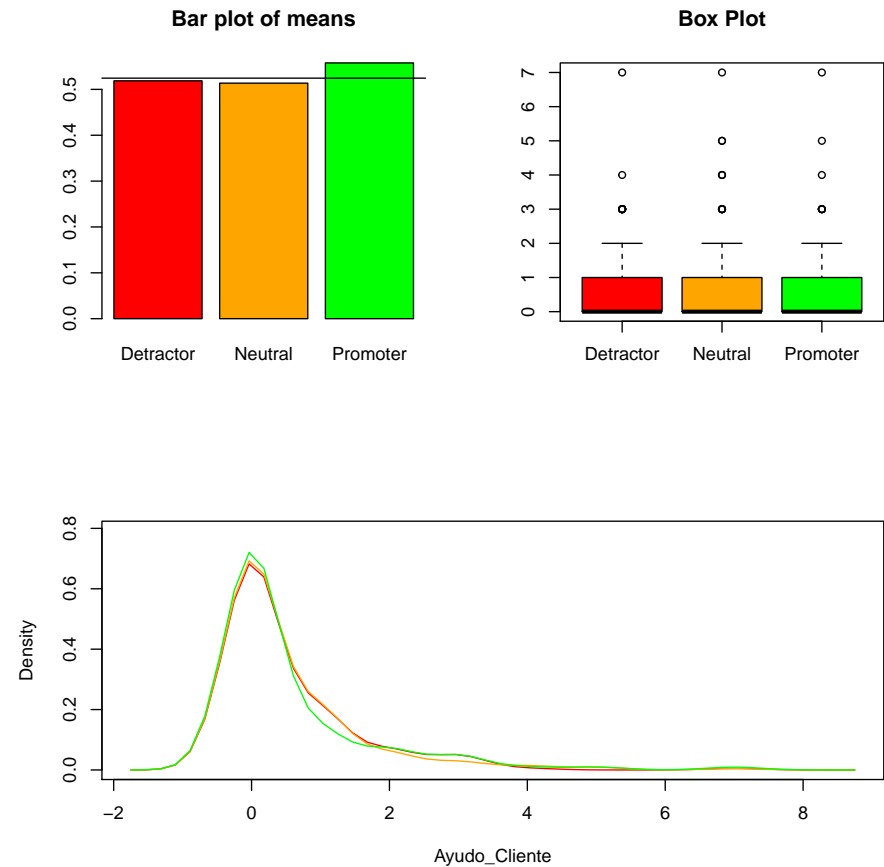
3.2.21 Ayudo\_Cliente

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.52	0.76	0.63	0.63

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.52	1.00	7.00
Neutral	0.00	0.00	0.00	0.51	1.00	7.00
Promoter	0.00	0.00	0.00	0.56	1.00	7.00



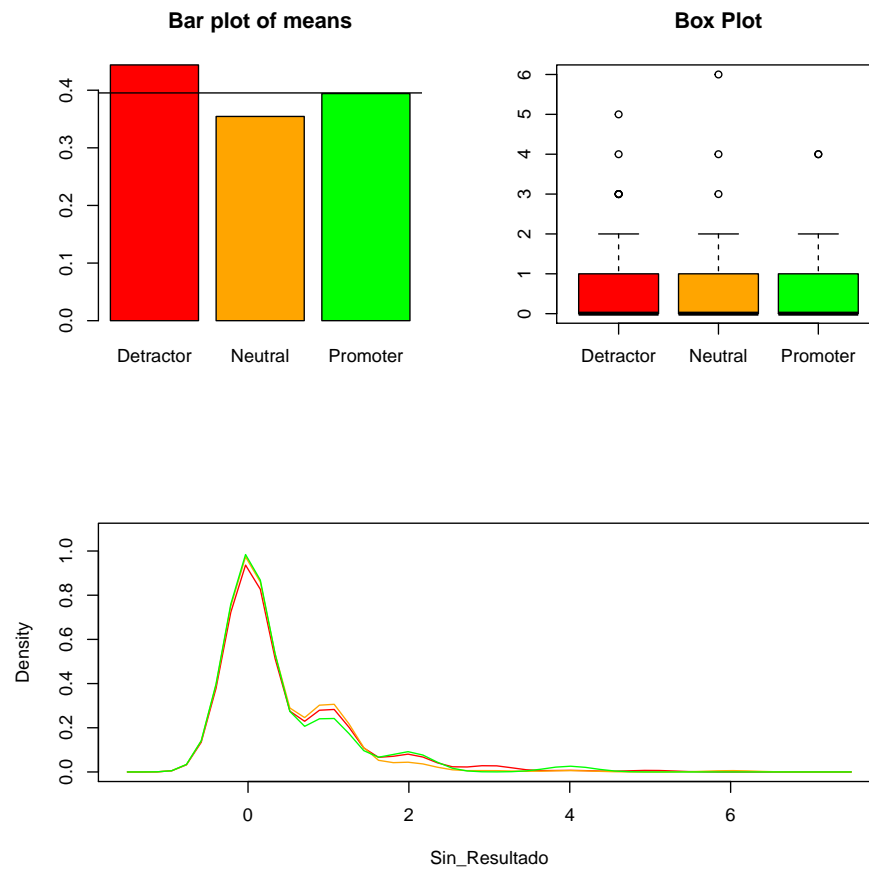
### 3.2.22 Sin\_Resultado

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.63	0.61	0.54	0.54

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.44	1.00	5.00
Neutral	0.00	0.00	0.00	0.35	1.00	6.00
Promoter	0.00	0.00	0.00	0.39	1.00	4.00



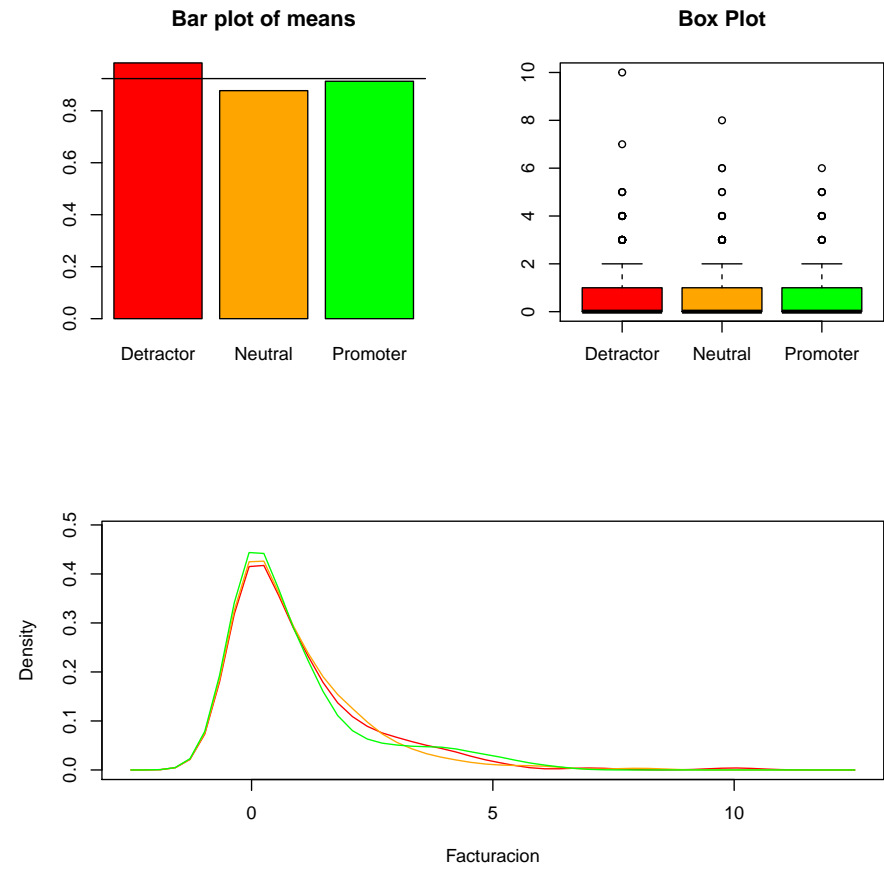
3.2.23 Facturacion

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.67	0.69	0.55	0.55

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.98	1.00	10.00
Neutral	0.00	0.00	0.00	0.88	1.00	8.00
Promoter	0.00	0.00	0.00	0.91	1.00	6.00



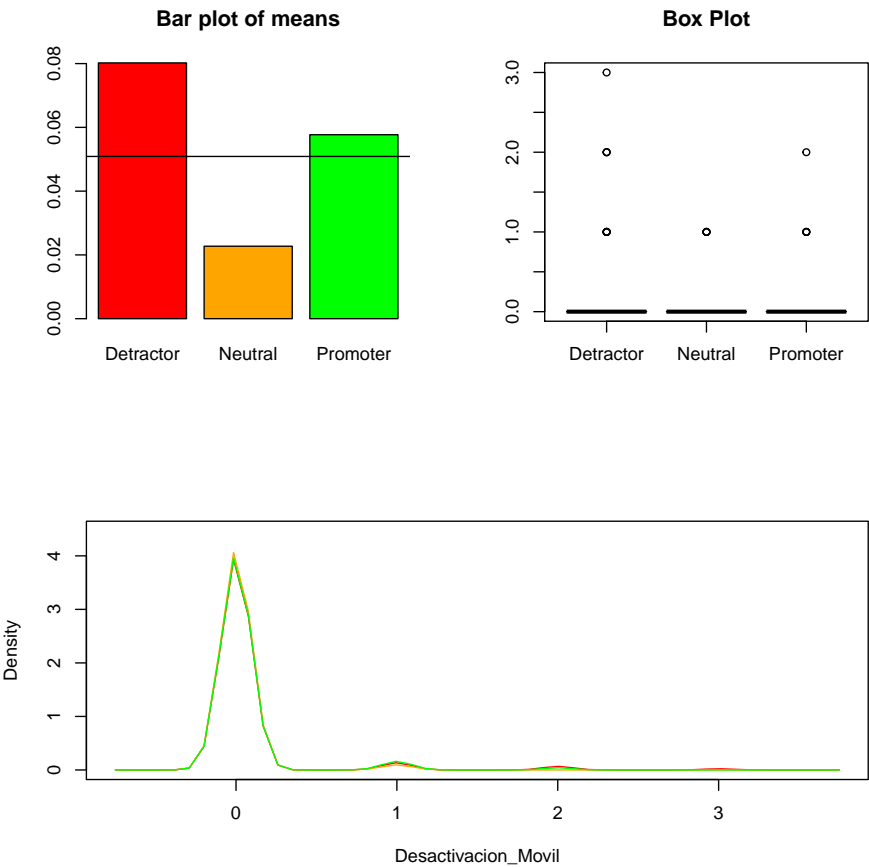
3.2.24 Desactivacion\_Movil

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.99	0.56	0.83	0.83

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.08	0.00	3.00
Neutral	0.00	0.00	0.00	0.02	0.00	1.00
Promoter	0.00	0.00	0.00	0.06	0.00	2.00



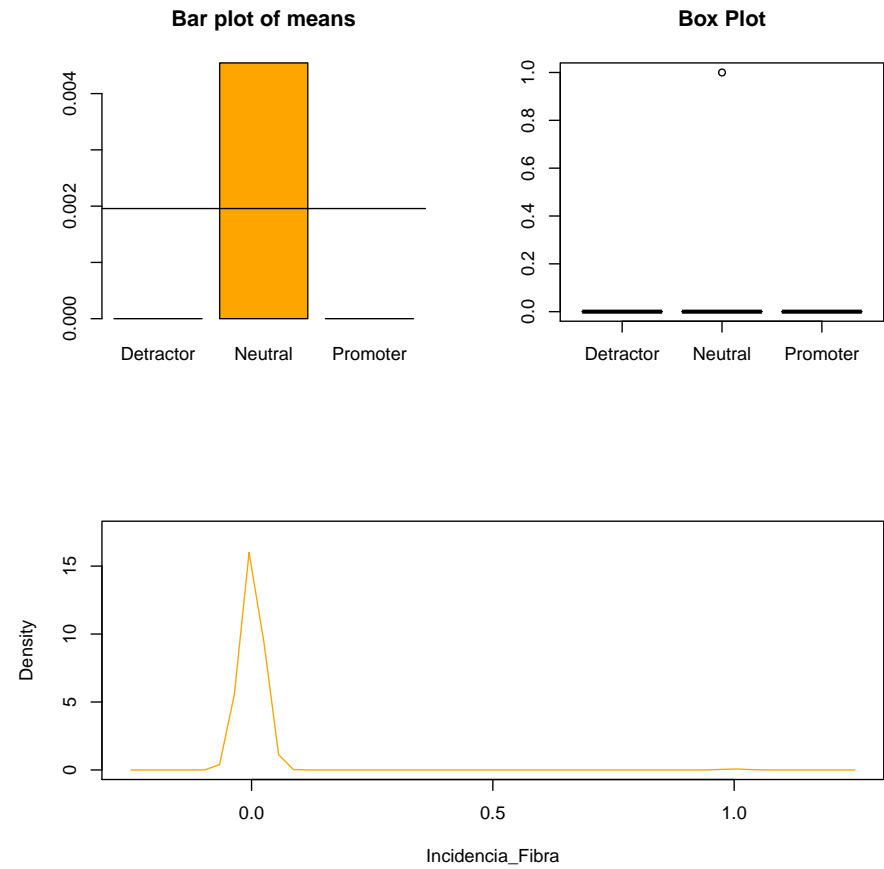
3.2.25 Incidencia\_Fibra

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.58			

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.00
Neutral	0.00	0.00	0.00	0.00	0.00	1.00
Promoter	0.00	0.00	0.00	0.00	0.00	0.00



### 3.3 Only Mobile

#### 3.3.1 Factura

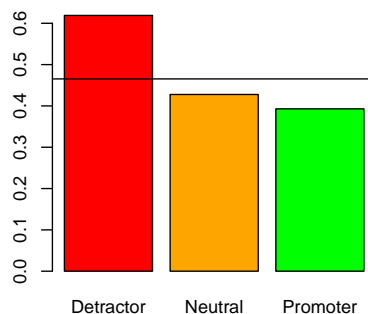
p-values of different tests:

Permutation	Students_t	Mann-Whitney-Wilcoxon	Kruskal-Wallis
0.12	0.10	0.08	0.08

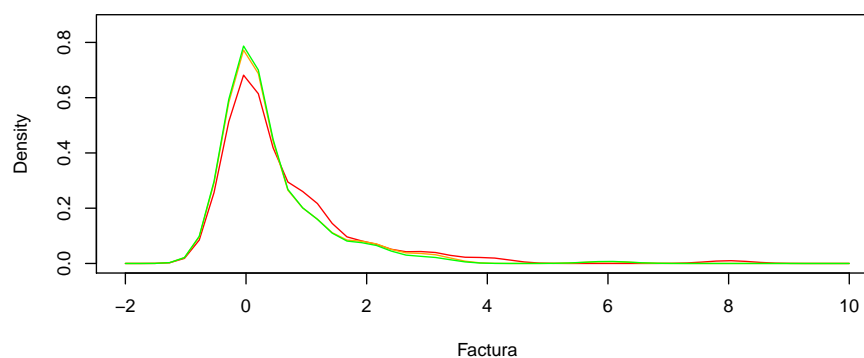
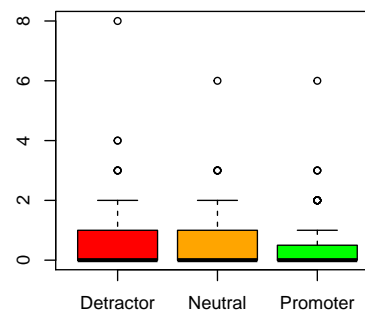
Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.62	1.00	8.00
Neutral	0.00	0.00	0.00	0.43	1.00	6.00
Promoter	0.00	0.00	0.00	0.39	0.25	6.00

**Bar plot of means**



**Box Plot**





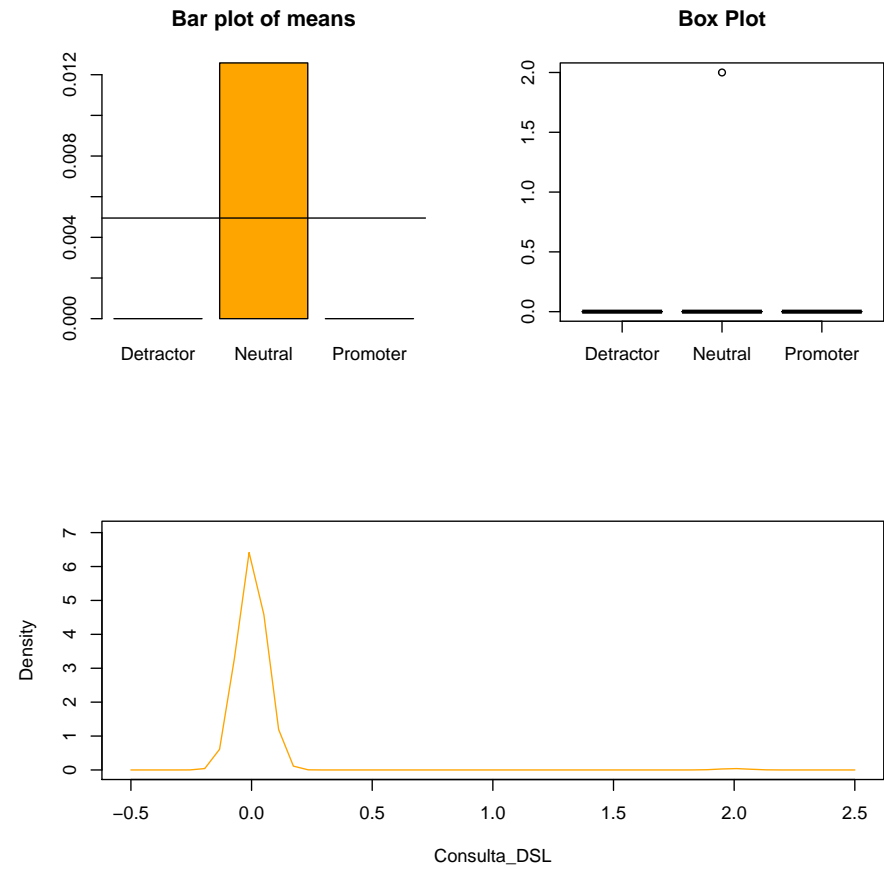
3.3.2 Consulta\_DSL

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.12			

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.00
Neutral	0.00	0.00	0.00	0.01	0.00	2.00
Promoter	0.00	0.00	0.00	0.00	0.00	0.00



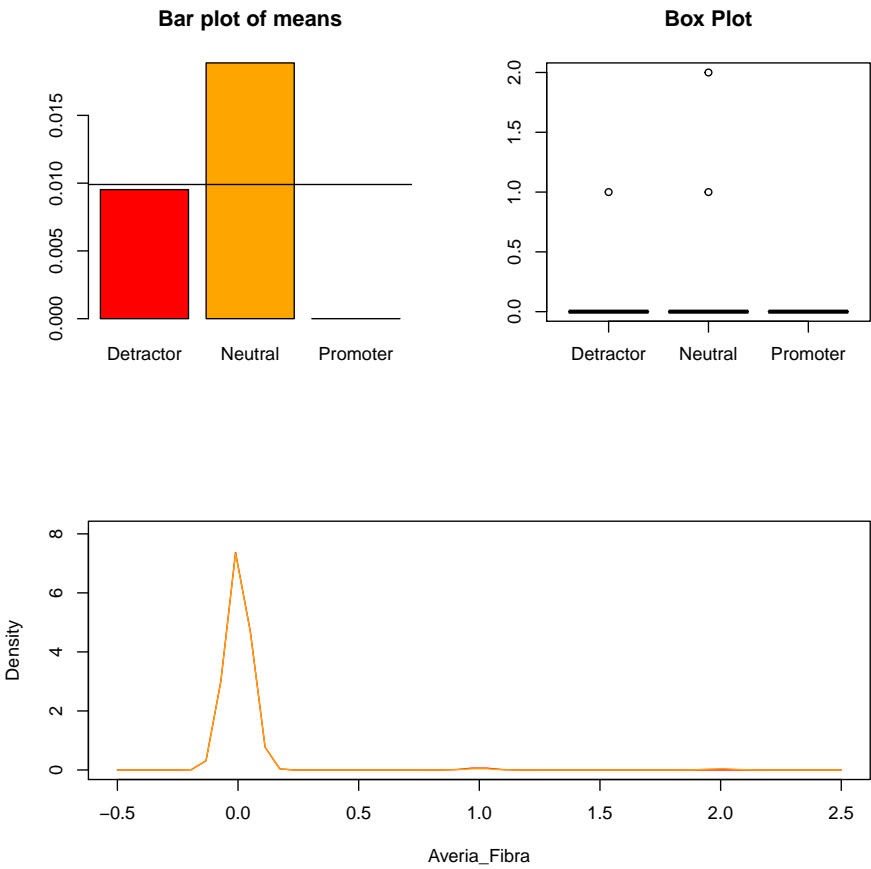
3.3.3 Averia\_Fibra

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.86	0.32	0.25	0.25

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.01	0.00	1.00
Neutral	0.00	0.00	0.00	0.02	0.00	2.00
Promoter	0.00	0.00	0.00	0.00	0.00	0.00



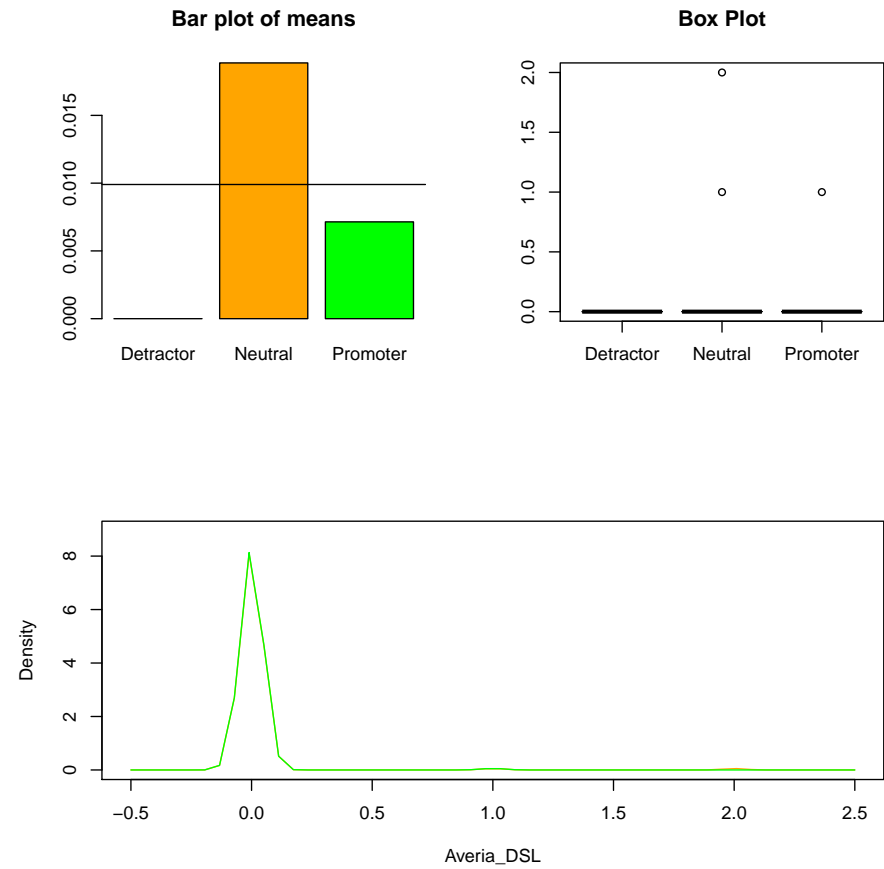
3.3.4 Averia\_DSL

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.86	0.32	0.39	0.39

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.00
Neutral	0.00	0.00	0.00	0.02	0.00	2.00
Promoter	0.00	0.00	0.00	0.01	0.00	1.00



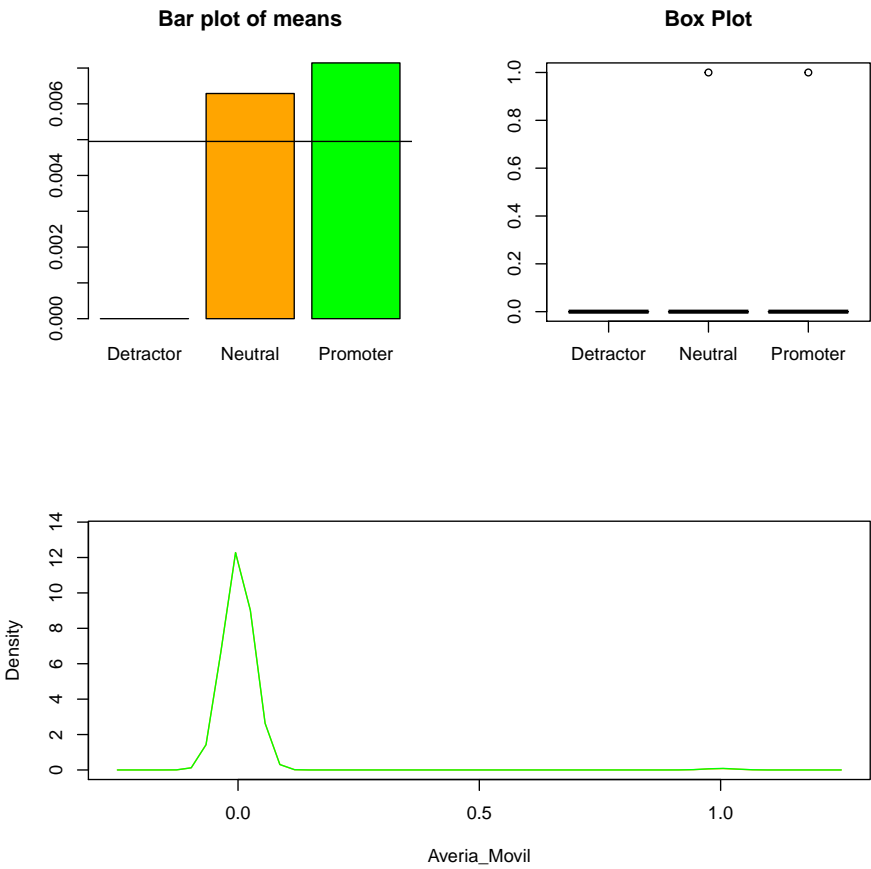
3.3.5 Averia\_Movil

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.86	0.32	0.39	0.39

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.00
Neutral	0.00	0.00	0.00	0.01	0.00	1.00
Promoter	0.00	0.00	0.00	0.01	0.00	1.00



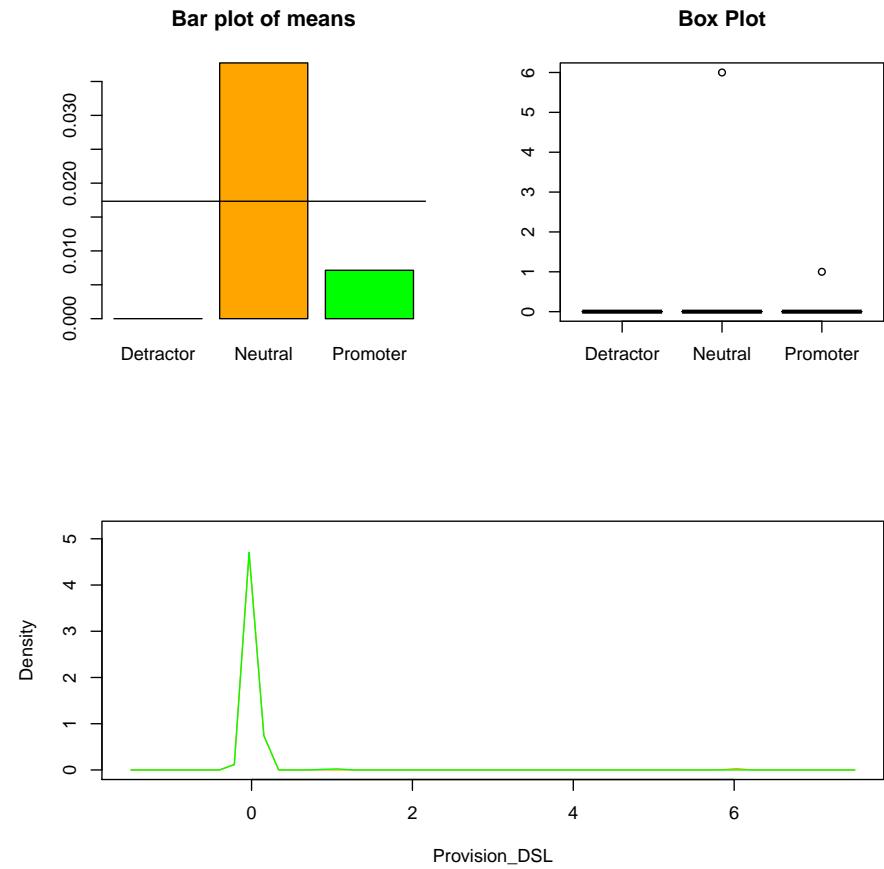
3.3.6 Provision\_DSL

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.86	0.32	0.39	0.39

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.00
Neutral	0.00	0.00	0.00	0.04	0.00	6.00
Promoter	0.00	0.00	0.00	0.01	0.00	1.00



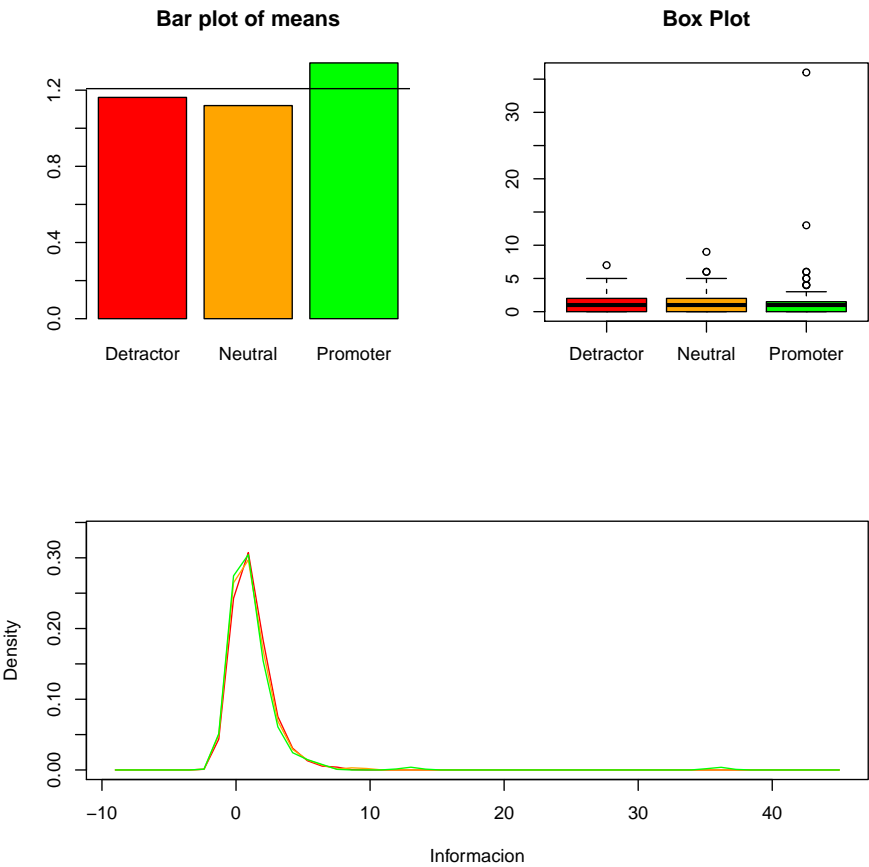
3.3.7 Informacion

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.48	0.56	0.33	0.33

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	1.00	1.16	2.00	7.00
Neutral	0.00	0.00	1.00	1.12	2.00	9.00
Promoter	0.00	0.00	1.00	1.34	1.25	36.00



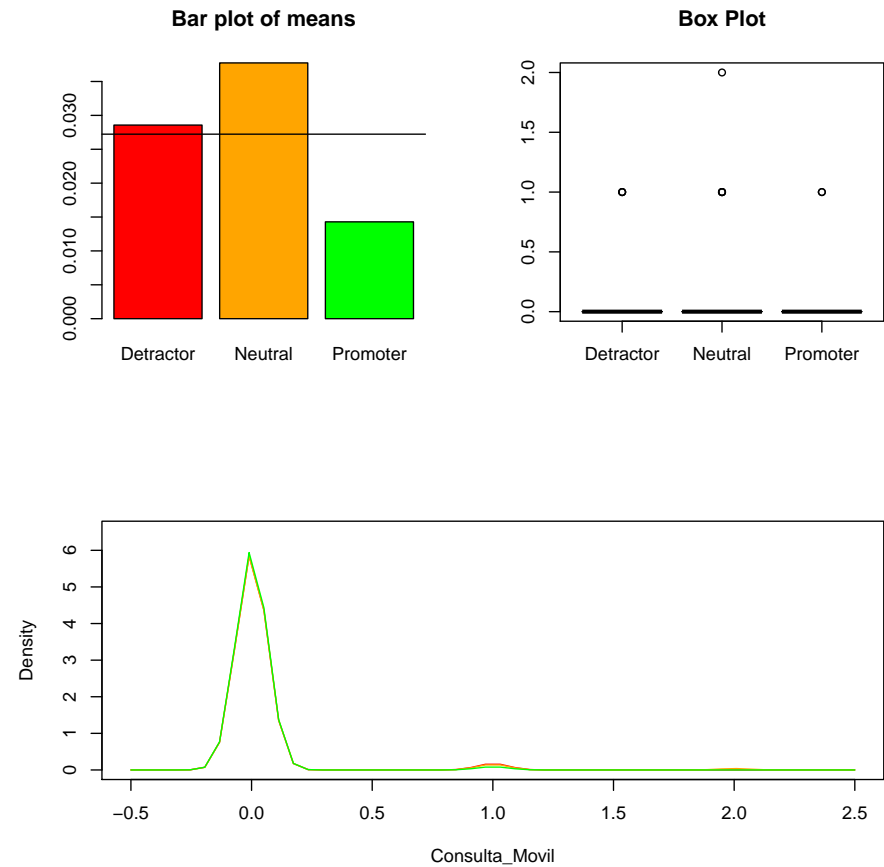
3.3.8 Consulta\_Movil

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.38	0.46	0.44	0.43

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.03	0.00	1.00
Neutral	0.00	0.00	0.00	0.04	0.00	2.00
Promoter	0.00	0.00	0.00	0.01	0.00	1.00



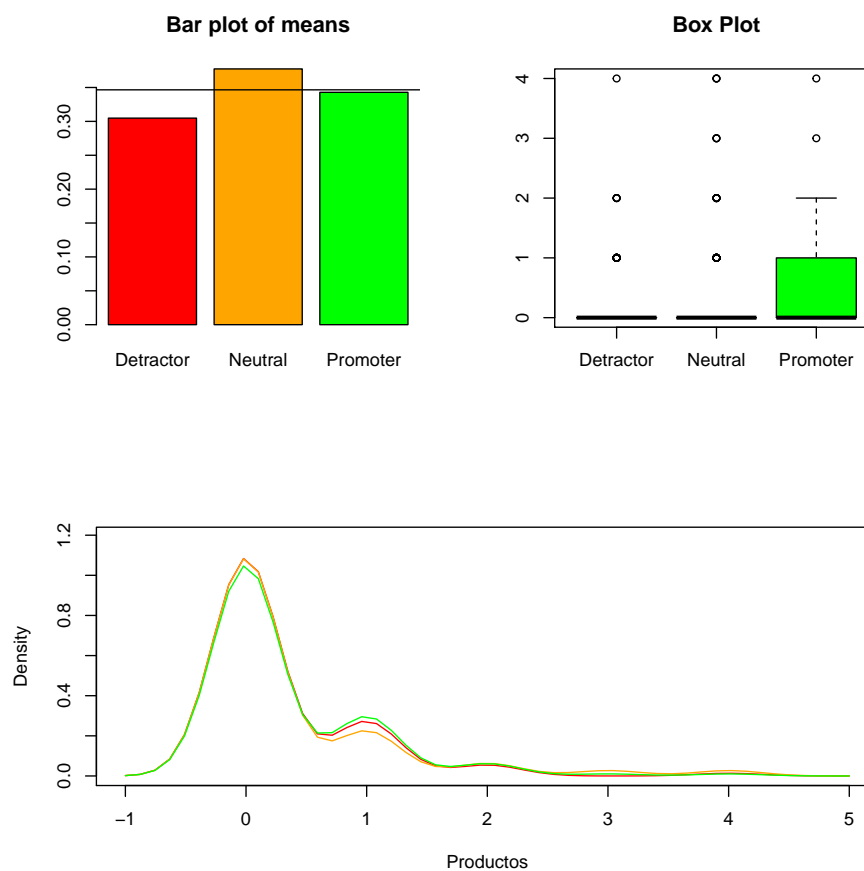
### 3.3.9 Productos

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.86	0.65	0.63	0.63

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.30	0.00	4.00
Neutral	0.00	0.00	0.00	0.38	0.00	4.00
Promoter	0.00	0.00	0.00	0.34	1.00	4.00





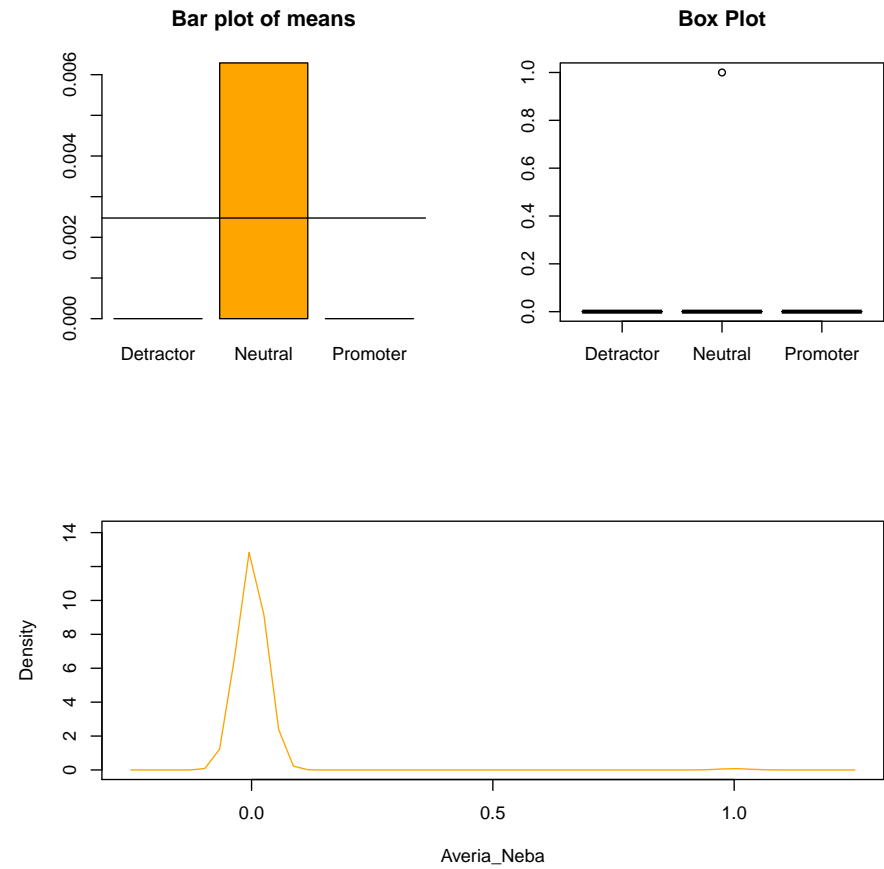
3.3.10 Averia\_Neba

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.86			

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.00
Neutral	0.00	0.00	0.00	0.01	0.00	1.00
Promoter	0.00	0.00	0.00	0.00	0.00	0.00



3.3.11 Provision\_Fibra

p-values of different tests:

Permutation	Students_t	Mann_Whitney_Wilcoxon	Kruskal_Wallis
0.86			

Summary:

	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
Detractor	0.00	0.00	0.00	0.00	0.00	0.00
Neutral	0.00	0.00	0.00	0.02	0.00	1.00
Promoter	0.00	0.00	0.00	0.00	0.00	0.00

