

No partner

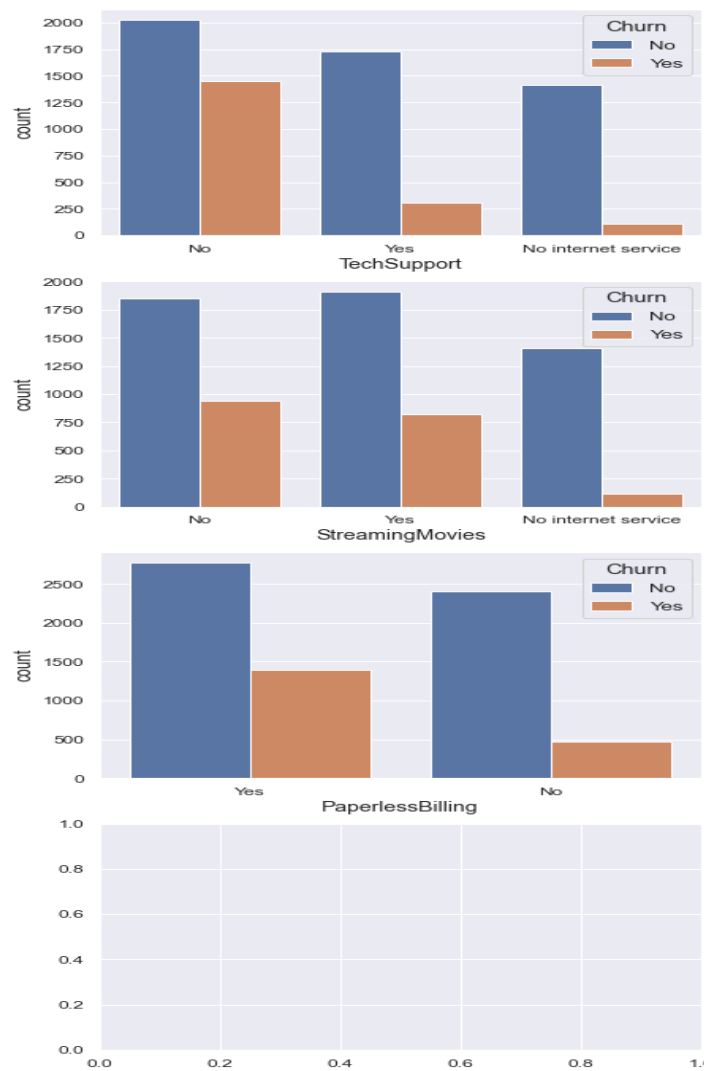
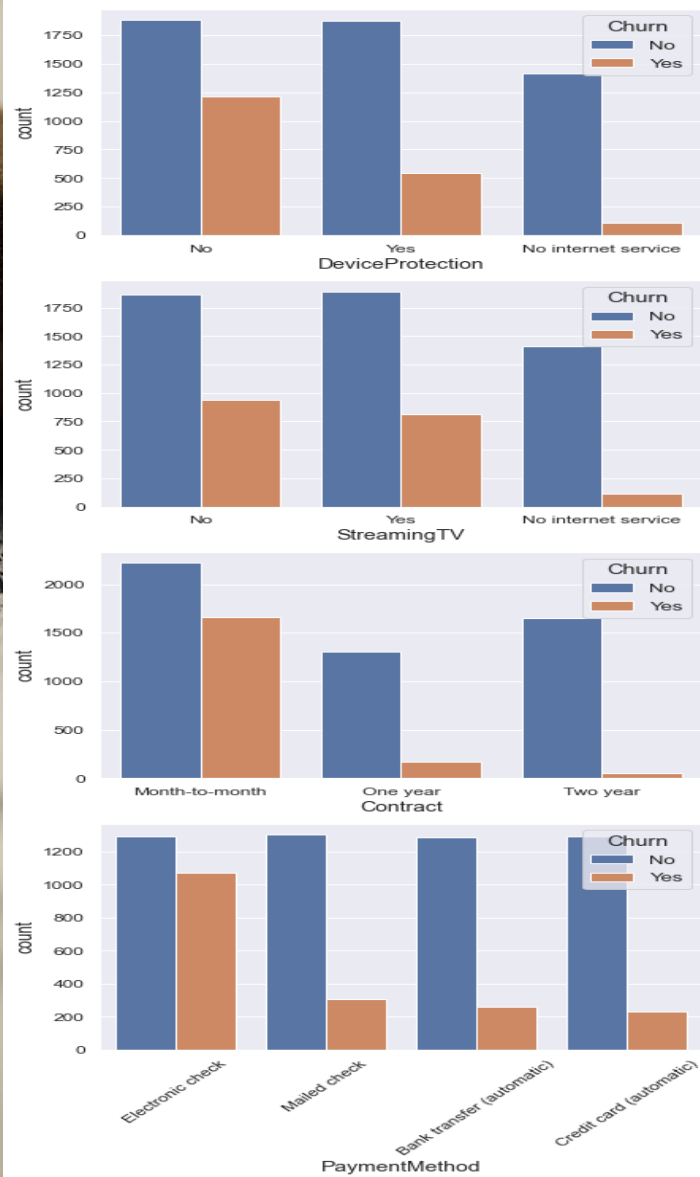
No dependents

Has Phone Service

Has Fiber Optic

No Online Security

FINDINGS PART 1



No Device Protection

No Tech Support

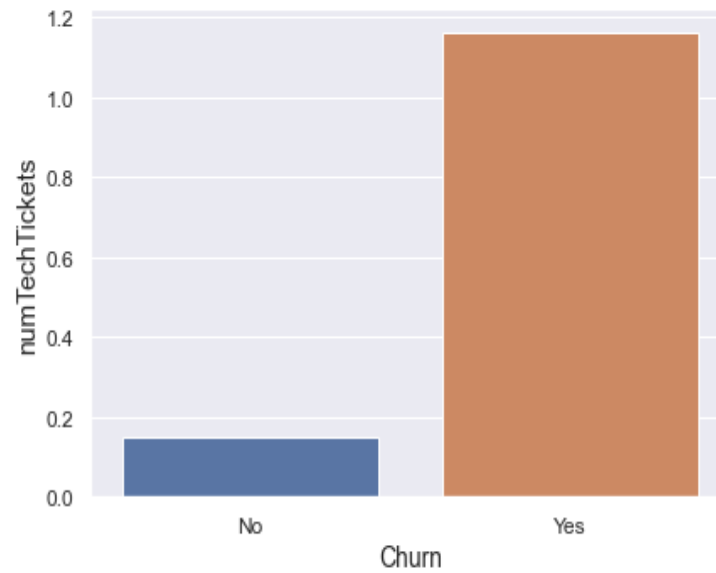
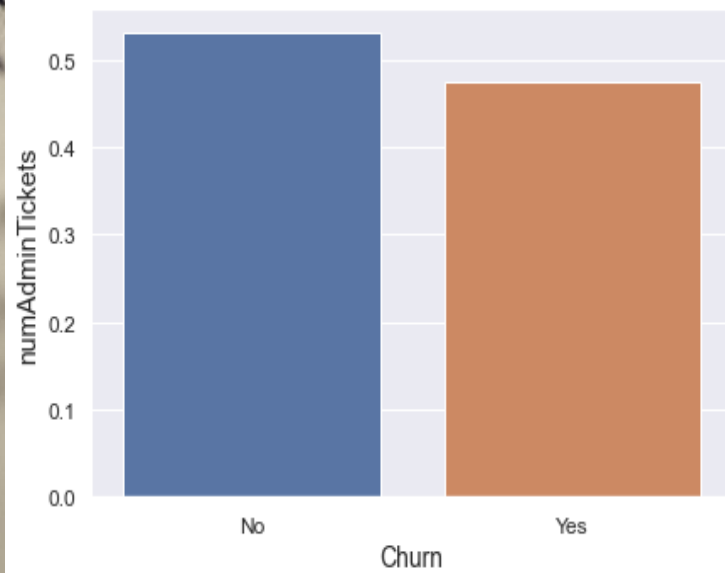
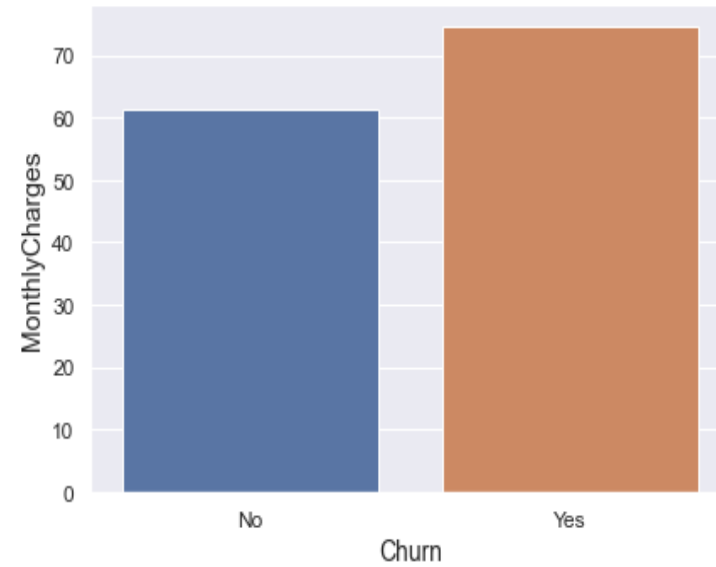
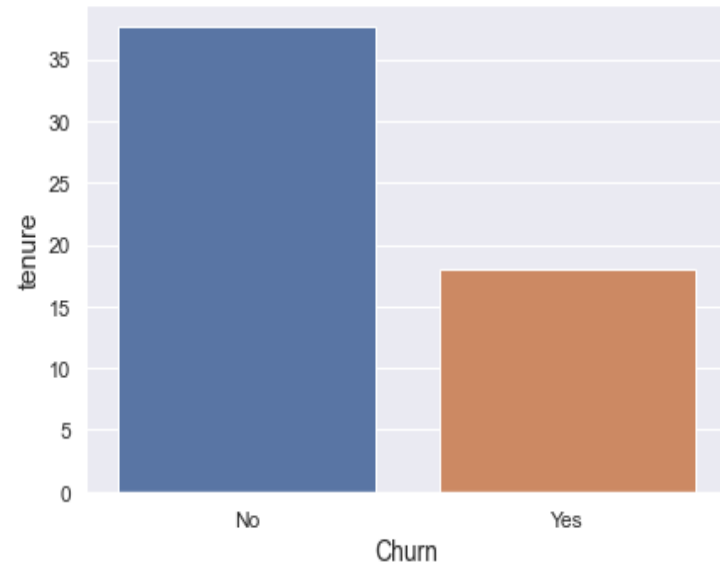
Monthly Contracts

Has Paperless Billing

Use electronic checks

FINDINGS PART 2

Numeric Data 1



Short Tenure
(18 months)

Monthly Charges
(More than \$70)

High number of
Technical Support tickets

FINDINGS PART 3

Recommendations

SINGLES	BUNDLES	SUPPORT	PRICING
Revise plans	Revisit charges for phone service and optic fiber	Technical support needs improvment	Offer attractive tenures
	Ease of payment introduced	Offer extra security device and software support	Offer competitive prices