



Google Fiber Analysis of Customer Repeat Call Patterns

Total Number of Calls
Q1 2022

67,447

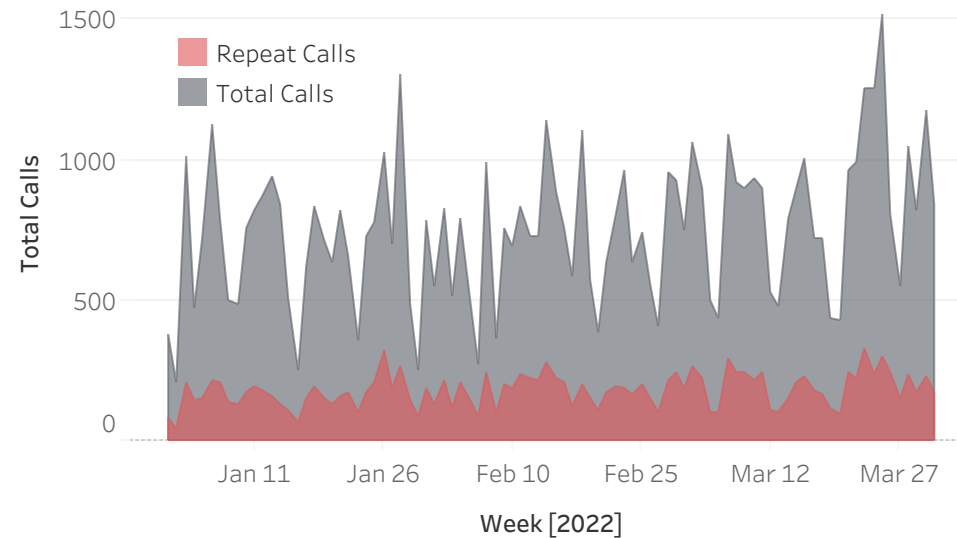
Resolved Calls on 1st
Attempt

16,087
72%

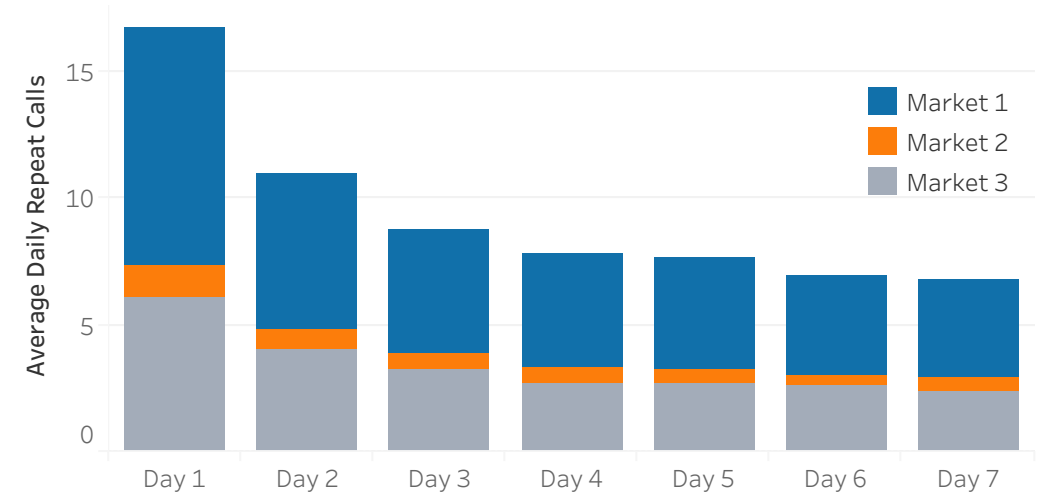
Repeat Call Attempts

11,511
23%

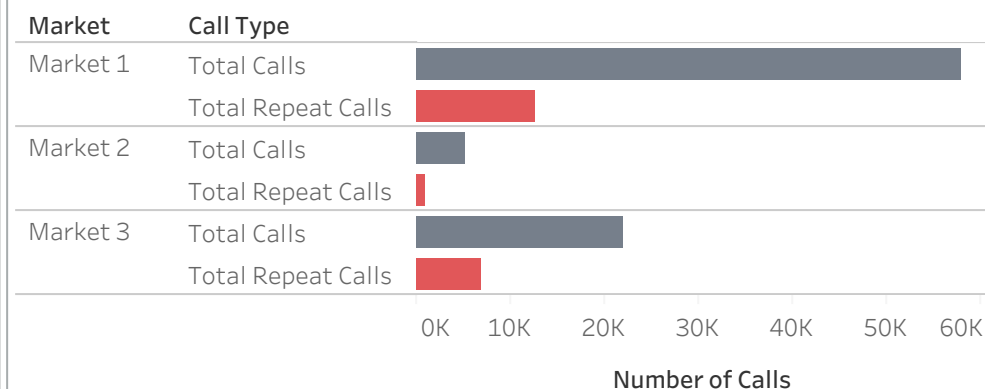
Number of calls and repeat calls with time



Average number of repeat calls per day since initial contact



Repeat calls by market



Customer issues leading to repeat calls in each market

