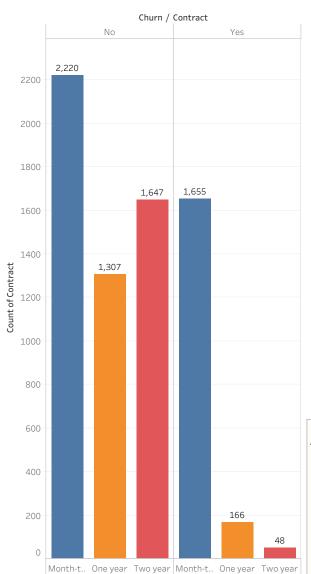
INSIGHT1





Contract

Month-to-month
One year
Two year

As seen in this Chart, month to month contract plan attributes to 75% of the total contract Churn rate. It is imperative, that the month to month contract plan be critically reviewed by carrying out a survey, to reveal the lapses and challenges of customers.

Adjustments should be made for a more flexible and effective plan.