

Progress update 1/10/2015 by Fauzy Bin Che Yayah

This document is generated for the explanation on how to do the data aquisition from the original datasoure inside the Enterprise Data WareHouse (EDWH)

Data Exploration

- Acquiring dataset for 100 records, for each zone , randomize , selective year ; ie . 2015

Below is the dataset column name :-

```
assign("last.warning", NULL, envir = baseenv())
a <- read.csv("table_struct.csv")
names(a)

## [1] "tt_row_id"          "tt_num"
## [3] "tt_type"           "tt_sub_type"
## [5] "status"            "severity"
## [7] "important_message" "appointment_flag"
## [9] "nova_account_name" "nova_subscriber_num"
## [11] "nova_account_num"  "package_row_id"
## [13] "created_by"        "category"
## [15] "symptom_error_code" "priority"
## [17] "product"           "sub_product"
## [19] "package_name"      "network_tt_id"
## [21] "swap_order_num"    "cause_category"
## [23] "cause_code"        "resolution_code"
## [25] "closure_category"  "resolution_team"
## [27] "service_affected"  "service_order_num"
## [29] "btu_type"          "owner"
## [31] "owner_name"        "group_owner"
## [33] "owner_position"    "btu_platform"
## [35] "dp_location"       "created_date"
## [37] "pending_verify_date" "closed_by"
## [39] "closed_date"       "source"
## [41] "installed_date"    "description"
## [43] "repeat_ticket_count" "follow_up_ticket_count"
## [45] "fdp_device_name"   "fdp_site_name"
## [47] "olt_site_name"     "exchange"
## [49] "timestamp"         "contact_id"
## [51] "contact_name"      "contact_office_phone"
## [53] "contact_mobile_phone" "contact_home_phone"
## [55] "contact_email_addr" "due_date"
## [57] "part_num"          "network_layer"
## [59] "network_row_id"    "asset_id"
## [61] "ptt"               "zone"
## [63] "service_point_id"
```

Total Zone available : 53

Air Itam,Bangi,Bangsar,Banting,Batu,Batu Pahat,Bayan Baru,Bintulu,Bukit Anggerik,Bukit Mertajam,
 Bukit Raja,Butterworth,Cyberjaya,Gombak,Ipoh,Kajang,Kepong,Keramat,Kinrara,Kl Central,Klang,Kota Kinaba
 Selatan,Kota Kinabalu Utara,Kuching,Kulim,Langkawi,Maluri,Melaka Utara,Miri,N. Sembilan Utara,Pandan,
 Pelangi,Perlis,Petaling Jaya,Puchong,Seberang Jaya,Senai,Sg Petani,Shah Alam,Sibu,Skudai
 Pontian,Stampin,Subang Jaya,Taman Petaling,Tampoi,Tar,Tasek,Tasik Ampang,Tdi,Teluk Intan,Terengganu
 Selatan,Teruntum

Rules for acquiring dataset

```
* status = 'Closed' # dataset must be closed for complete information
* network_tt_id is NULL # not related to NTT
* trouble ticket type = 'PASSIVE'
* cause_category , package_name , product , sub_product is NOT NULL
* installed_date , created_date , closed_date is NOT NULL
* created_date and closed_date is NOT NULL
* length description > 10 # enough details of messages
```

Sample SQL acquiring dataset from Impala

- From Impala , loop the code , generate the SQL and replace the [**ZONE**] with the value from the zone List
- 'PASSIVE' elements - <http://www.excitingip.net/53/an-overview-of-active-and-passive-components-used-to-create-an-ip>

```
select tt_row_id , tt_num , status, installed_date , created_date,closed_date,tt_sub_type,category,
symptom_error_code,product,package_name,sub_product,
cause_category,a.cause_code,resolution_code,closure_category,btu_platform, btu_type,
dp_location,c.zone_name,a.exchange , description
from nova_trouble_ticket a join active_code b on (trim(a.cause_code) = trim(b.cause_code)) join
exchange_zone c ON (trim(a.exchange)=trim(c.building_id)) and (b.code <> 'PASSIVE' )
where c.zone_name like '%[ ZONE ]%' and a.status like '%Closed%' and length(a.cause_category) > 1
and length(a.created_date) > 6 and length(a.closed_date) > 6 and length(a.installed_date) > 6
and a.package_name not like '%null%' and a.product not like '%null%' and a.sub_product not like '%null%'
order by rand() limit 100
```

Encoding

- Re-encoding the dataset

```
suppressWarnings(library(caret))
```

```
## Loading required package: lattice
```

```
## Loading required package: ggplot2
```

```
## Note: the specification for S3 class "family" in package 'MatrixModels' seems equivalent to one from
```

```
suppressWarnings(library(mlbench))
```

```
suppressWarnings(library(caret))
```

```
ctt <- read.csv("c://ctt2014.csv")
```

```
ctt$`tt_row_id` <- NULL
```

```

ctt$`tt_num` <- NULL
ctt$`created_date` <- NULL
ctt$`closed_date` <- NULL
ctt$`installed_date` <- NULL
num <- as.numeric(ctt$status)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "status1"
num <- as.numeric(ctt$tt_sub_type)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "tt_sub_type1"
num <- as.numeric(ctt$category)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "category1"
num <- as.numeric(ctt$symptom_error_code)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "symptom_error_code1"
num <- as.numeric(ctt$product)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "product1"
num <- as.numeric(ctt$package_name)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "package_name1"
num <- as.numeric(ctt$sub_product)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "sub_product1"
num <- as.numeric(ctt$cause_category)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "cause_category1"
num <- as.numeric(ctt$cause_code)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "cause_code1"
num <- as.numeric(ctt$resolution_code)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "resolution_code1"
num <- as.numeric(ctt$closure_category)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "closure_category1"
num <- as.numeric(ctt$btu_platform)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "btu_platform1"
num <- as.numeric(ctt$btu_type)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "btu_type1"
num <- as.numeric(ctt$dp_location)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "dp_location1"
num <- as.numeric(ctt$zone_name)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "zone_name1"
num <- as.numeric(ctt$exchange)-1
ctt <- cbind(ctt,num)
names(ctt)[names(ctt)=="num"] <- "exchange1"
ctt <- ctt[,c(18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33)]

```

```

set.seed(825)

#70 30

inTraining <- createDataPartition(ctt$resolution_code1, p = .7, list = FALSE)
training <- ctt[ inTraining,]
testing  <- ctt[-inTraining,]

#Repeated k-fold Cross Validation 10-fold cross validation number=10 ## 10-fold CV  ## repeated ten times
fitControl <- trainControl(method="repeatedcv", number=10, repeats=1)

# model = train(am ~ ., method = 'rpart', data = mtcars)
# http://topepo.github.io/caret/modelList.html
# This tells us that gbm supports both regression and classification. As this is a binary classification

training$resolution_code1 <- as.factor(training$resolution_code1)
suppressWarnings(model <- train(training$resolution_code1 ~ ., data=training, method="gbm", trControl=fitControl))

## Loading required package: gbm
## Loading required package: survival
##
## Attaching package: 'survival'
##
## The following object is masked from 'package:caret':
##
##   cluster
##
## Loading required package: splines
## Loading required package: parallel
## Loaded gbm 2.1.1
## Loading required package: plyr

importance <- varImp(model, scale=TRUE)
model

## Stochastic Gradient Boosting
##
## 71 samples
## 15 predictors
## 35 classes: '0', '2', '3', '4', '5', '7', '8', '9', '10', '11', '12', '13', '14', '15', '16', '17',
##
## No pre-processing
## Resampling: Cross-Validated (10 fold, repeated 1 times)
## Summary of sample sizes: 62, 64, 64, 60, 68, 66, ...
## Resampling results across tuning parameters:
##
##   interaction.depth  n.trees  Accuracy  Kappa      Accuracy SD  Kappa SD
##   1                   50      0.4677489  0.3596101  0.1332879    0.0883963
##   1                   100     0.4586580  0.3507061  0.1501065    0.1067814
##   1                   150     0.4840548  0.3795808  0.1610596    0.1355206
##   2                    50      0.4466378  0.3562746  0.1834341    0.1574892
##   2                   100     0.4443723  0.3442284  0.1597745    0.1185993
##   2                   150     0.4740548  0.3744003  0.1697294    0.1446325

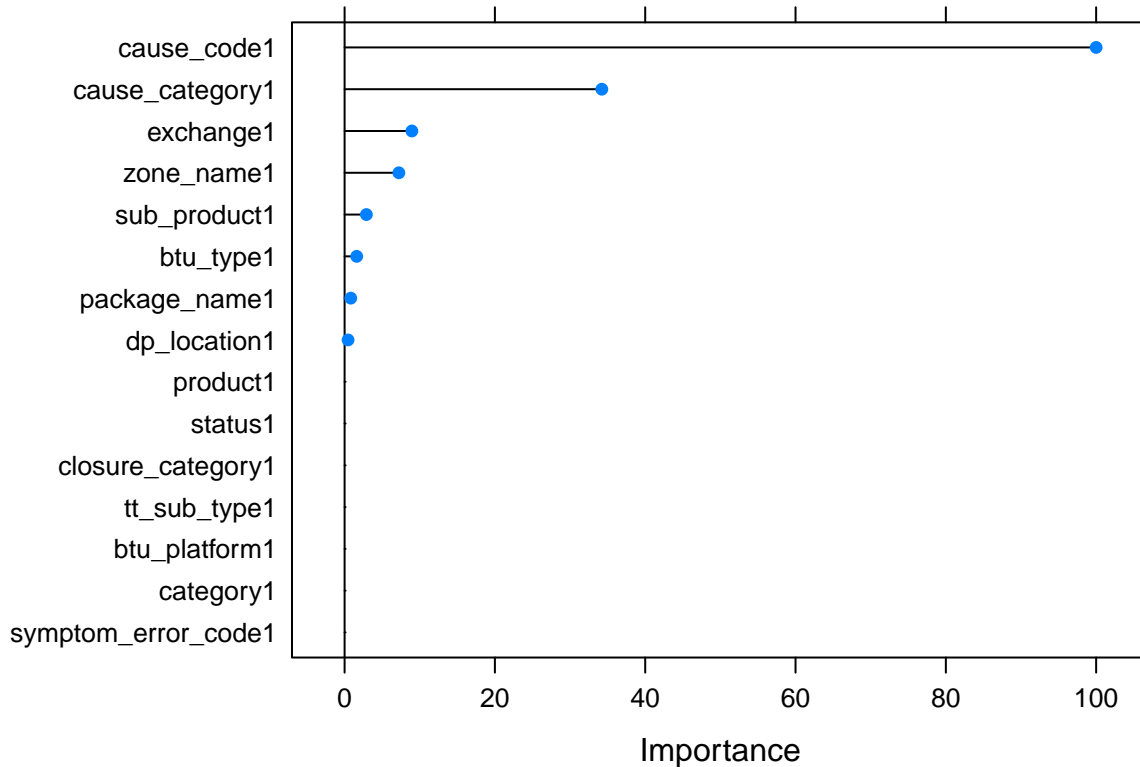
```

```
##      3          50      0.4419913  0.3361243  0.1542029   0.1140839
##      3          100     0.4562771  0.3523110  0.1729985   0.1468217
##      3          150     0.4673882  0.3711937  0.1677122   0.1458537
##
## Tuning parameter 'shrinkage' was held constant at a value of 0.1
##
## Tuning parameter 'n.minobsinnode' was held constant at a value of 10
## Accuracy was used to select the optimal model using the largest value.
## The final values used for the model were n.trees = 150,
## interaction.depth = 1, shrinkage = 0.1 and n.minobsinnode = 10.
```

```
print(importance)
```

```
## gbm variable importance
##
##               Overall
## cause_code1      100.0000
## cause_category1  34.2270
## exchange1        8.9514
## zone_name1       7.2203
## sub_product1     2.9005
## btu_type1        1.6127
## package_name1    0.8211
## dp_location1     0.4616
## status1          0.0000
## category1        0.0000
## tt_sub_type1     0.0000
## btu_platform1    0.0000
## symptom_error_code1 0.0000
## product1         0.0000
## closure_category1 0.0000
```

```
plot(importance)
```



```
predict(model,head(testing), type = "raw")
```

```
## [1] 39 8 0 39 0 39
```

```
## 35 Levels: 0 2 3 4 5 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 23 ... 41
```

CTT Description Analysis

- Building dictionary Vector as presented in Proposal Defense

```
suppressWarnings(library(corrplot))
suppressWarnings(library(readxl))
suppressWarnings(library(tools))
suppressWarnings(library(Rgraphviz))
```

```
## Loading required package: graph
##
## Attaching package: 'graph'
##
## The following object is masked from 'package:plyr':
##
##     join
##
## Loading required package: grid
```

```

suppressWarnings(library(SnowballC))
suppressWarnings(library(caret))
suppressWarnings(require(tm))

## Loading required package: tm
## Loading required package: NLP
##
## Attaching package: 'NLP'
##
## The following object is masked from 'package:ggplot2':
##
##      annotate

ctt <- read.csv("c://ctt2014.csv")
df <- data.frame(ctt$description , stringsAsFactors = FALSE)
mycorpus <- Corpus(DataframeSource(df))
tdm <- TermDocumentMatrix(mycorpus, control = list(weight = weightTfIdf ,
removePunctuation = TRUE, stopwords = TRUE , removeNumbers = TRUE , stemming = TRUE))
# tdm <- TermDocumentMatrix(mycorpus, control = list( weight = weightTfIdf , removePunctuation = TRUE,
tdm <- removeSparseTerms(tdm, sparse= 0.8)
c <- inspect(tdm)

## <<TermDocumentMatrix (terms: 144, documents: 99)>>
## Non-/sparse entries: 7132/7124
## Sparsity          : 50%
## Maximal term length: 19
## Weighting          : term frequency (tf)
##
##
##              Docs
## Terms          1 2 3 4  5 6 7  8 9 10 11 12 13 14 15 16 17 18 19 20
## account        3 2 3 3  2 2 0  5 2  2 3  3 2  2  3 2  1  4  2  0
## acct           0 0 1 2  0 1 0  0 0  0 0  1 0  0  0 1  1  1  0  1
## activ          1 1 1 1  1 1 1  1 2  2 1  1 1  1  1 1  1  2  2  0
## address        4 2 4 4  1 3 3  2 3  2 1  1 4  2  2 3  4  7  4  2
## advic          1 0 0 1  1 2 1  2 2  1 1  0 1  0  0 1  1  1  2  0
## advis          2 3 2 3  2 2 5  0 0  7 2  5 1  4  0 4  3  0  1  1
## ago            2 0 0 0  0 0 0  0 0  0 1  0 2  0  0 0  0  0  0  0
## already        1 1 0 0  4 0 0  0 0  0 0  0 0  0  1 1  0  0  0  0
## also           1 1 0 1  0 0 0  0 0  0 0  0 0  1  1 1  0  0  0  1
## assign         1 1 2 2  0 1 1  1 1  1 1  2 1  1  1 1  1  2  1  0
## avail          0 0 0 1  0 1 0  0 0  0 0  0 0  0  0 1  0  1  0  0
## bhd            0 0 0 0  0 0 0  1 0  0 1  0 2  2  0 2  0  0  0  0
## biz            0 0 0 0  1 1 0  0 0  0 1  0 1  0  0 1  0  0  1  0
## bizm           0 2 0 0  0 1 0  1 0  0 0  2 1  2  0 1  0  0  2  0
## blok           1 0 0 0  0 0 0  0 0  1 0  0 0  0  1 0  0  0  0  0
## bras           1 0 1 1  0 1 0  0 0  1 0  1 1  1  0 1  1  2  0  1
## btu            6 2 0 2  1 1 1  3 1  1 1  1 2  2  1 1  0  4  2  0
## cabl           1 3 1 1  3 1 1  3 6  3 2  5 3  1  3 1  1  1  4  1
## call           2 4 1 2  3 1 2  0 2  1 0  2 1  2  2 2  1  2  2  3
## caller         1 1 0 1  1 2 1  1 1  1 1  1 1  1  1 1  1  1  1  0
## check          2 4 1 2  6 4 1  5 3  2 0  2 3  4  0 4  3  5  3  2
## connect        2 2 1 3  4 3 1  1 1  0 1  1 2  2  0 3  4  2  2  1
## contact        1 1 2 1  1 1 1  1 1  1 1  1 1  1  1 1  1  1  1  1

```

##	cpe	0	1	1	0	0	1	0	2	1	1	1	0	0	1	0	1	0
##	creat	2	1	1	2	0	2	1	1	1	1	1	2	1	1	0	0	0
##	creation	1	1	0	0	1	0	0	0	1	1	0	1	0	0	1	0	0
##	ctt	1	1	1	2	1	1	1	1	2	2	2	1	1	0	1	1	1
##	current	1	1	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0
##	cust	0	3	0	0	0	2	2	2	0	2	2	1	1	0	0	0	3
##	custom	6	5	6	5	19	3	4	2	1	6	3	8	1	5	7	9	7
##	date	2	3	2	3	1	2	1	3	3	2	1	0	2	3	3	2	1
##	day	2	0	1	2	0	0	0	0	0	0	1	0	2	0	0	0	0
##	dect	0	0	0	0	0	0	0	0	1	0	0	2	0	0	1	0	0
##	depend	0	0	1	0	0	1	1	0	0	0	0	1	0	0	0	0	0
##	detail	1	0	1	1	1	1	0	0	2	1	0	1	1	0	1	2	2
##	devic	1	2	0	1	0	1	1	0	0	1	1	1	2	2	0	1	0
##	didn	1	1	0	1	1	0	0	0	0	0	0	0	0	1	0	1	0
##	dlink	2	1	0	1	0	0	0	1	1	0	1	1	0	1	1	1	0
##	done	0	0	1	1	0	2	0	0	1	0	1	0	0	0	3	0	1
##	download	0	0	1	1	0	1	0	1	0	0	1	0	0	1	1	3	1
##	dsl	0	0	0	0	0	1	0	1	0	0	1	0	1	0	2	0	0
##	dynam	1	1	1	1	0	2	0	0	1	1	1	1	1	1	1	1	2
##	equip	0	0	2	0	3	1	0	0	1	0	1	0	1	0	0	1	1
##	eth	2	0	0	2	0	0	0	0	0	1	0	0	2	1	0	0	0
##	exchang	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
##	expir	0	1	0	0	1	0	1	0	1	1	0	1	1	0	0	0	1
##	frame	0	0	1	1	0	1	0	0	0	0	0	0	0	0	1	1	1
##	get	1	1	0	1	1	1	0	0	0	0	0	0	1	0	1	0	0
##	histor	1	1	0	0	0	0	0	0	1	1	0	0	0	1	1	0	0
##	hour	0	0	1	0	1	2	1	0	0	0	0	1	0	0	0	0	0
##	hsi	0	1	0	0	1	1	0	2	1	1	0	0	2	1	0	1	3
##	huawei	0	0	0	0	0	0	0	1	1	0	1	0	1	0	0	0	2
##	huaweiqosprofilenam	0	0	1	1	0	1	0	1	0	0	1	0	0	1	1	1	1
##	huaweiuserclass	0	0	1	1	0	1	0	1	0	0	1	0	0	1	1	1	1
##	inform	1	3	1	1	6	1	2	2	1	0	0	1	0	1	3	1	2
##	instal	0	1	1	1	1	1	2	2	0	0	2	0	1	1	1	0	0
##	internet	1	2	1	2	1	2	0	3	2	0	2	1	1	2	4	2	1
##	iptv	1	1	0	1	0	1	0	1	2	2	1	1	0	1	1	2	1
##	issu	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0
##	jalan	2	1	1	1	1	1	1	1	0	1	1	0	2	1	1	0	1
##	jaya	1	0	1	0	0	0	1	1	0	1	0	0	2	0	0	0	1
##	kuala	0	0	0	1	1	1	0	0	0	0	0	0	0	1	1	0	0
##	lan	0	6	1	0	0	5	0	10	7	1	9	7	1	5	7	8	5
##	languag	1	1	1	1	0	1	0	0	0	0	0	0	0	1	0	0	0
##	last	1	1	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0
##	leav	1	2	0	1	0	0	1	0	0	1	1	1	1	2	0	1	0
##	light	0	2	0	0	1	0	0	1	1	0	1	0	1	2	2	0	1
##	line	0	0	0	0	0	1	0	0	2	0	0	3	0	0	3	0	0
##	live	0	0	0	0	0	0	2	0	2	1	0	0	1	0	0	0	2
##	login	1	1	0	1	3	1	1	1	1	1	1	0	1	1	1	0	1
##	lumpur	0	0	0	1	1	1	0	0	0	0	0	0	1	1	0	0	0
##	mac	2	0	1	1	0	1	1	0	1	0	0	0	2	0	0	1	3
##	make	0	0	0	0	2	0	0	0	1	0	0	1	0	0	1	0	0
##	modem	0	0	1	0	0	0	2	1	1	0	1	1	1	1	4	1	0
##	modifi	1	1	1	1	0	1	0	1	1	1	0	0	1	1	1	1	0
##	mse	3	2	0	0	0	0	0	0	0	3	0	0	3	3	0	0	0
##	name	3	2	2	3	3	3	2	2	2	2	1	2	2	2	2	3	3

##	npe	1	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	1	0	0	
##	number	3	4	0	1	2	1	2	2	2	3	3	1	1	4	2	0	1	2	2	1
##	onu	0	1	1	0	0	0	0	1	4	0	1	4	0	0	0	0	0	0	0	1
##	orang	0	2	0	0	0	1	0	2	0	0	2	0	0	2	0	0	0	0	2	0
##	order	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
##	otc	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0
##	outag	0	1	0	0	1	1	0	1	0	1	0	1	0	1	0	1	0	1	0	0
##	outcom	1	1	1	1	0	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0
##	owner	1	1	1	0	2	0	1	1	2	2	1	0	2	1	1	0	1	1	2	1
##	packag	2	2	1	1	1	1	1	0	3	3	1	1	3	2	1	1	1	2	3	1
##	persist	1	2	1	1	0	1	1	0	1	1	1	0	1	2	0	1	0	0	0	0
##	phone	0	0	0	0	0	2	1	1	4	0	1	7	1	0	3	3	0	1	2	0
##	ping	0	0	1	1	0	1	2	0	0	0	0	0	0	0	0	1	1	1	0	1
##	pool	0	0	0	1	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	0
##	port	1	0	0	0	1	1	0	5	5	0	3	5	4	1	6	0	0	2	4	0
##	power	1	2	1	1	0	3	0	2	1	3	3	3	0	1	3	2	2	0	0	1
##	pppoe	1	1	1	1	1	1	1	0	2	1	1	1	2	1	1	1	1	1	2	0
##	prefer	0	1	1	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
##	problem	3	3	2	2	0	3	3	2	3	2	2	3	2	3	1	2	2	1	2	1
##	proceed	0	0	0	1	1	0	1	0	0	0	1	1	0	0	0	2	0	0	0	0
##	profil	0	0	1	1	0	1	0	1	0	0	0	1	0	0	1	1	1	1	0	0
##	queri	0	0	1	0	0	2	0	0	0	0	0	1	0	0	1	1	1	2	0	0
##	rad	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
##	radus	0	0	1	1	0	1	0	1	0	0	0	0	0	0	1	1	1	1	0	0
##	reboot	1	3	0	1	3	4	1	2	2	1	4	2	1	3	3	2	2	1	0	1
##	report	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
##	restor	0	0	1	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0
##	result	0	0	1	1	0	3	0	0	0	0	0	1	0	0	0	2	1	3	0	0
##	scheme	0	0	1	1	0	1	0	1	0	0	0	1	0	0	1	1	1	1	0	0
##	sdn	0	0	0	0	0	0	0	1	0	0	1	0	2	2	0	2	0	0	0	0
##	selangor	2	1	1	0	0	0	1	1	0	0	0	0	1	0	0	0	1	0	0	0
##	servic	2	0	0	2	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0
##	session	1	0	3	3	0	3	6	1	5	0	0	3	1	0	2	3	4	4	5	4
##	sinc	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0
##	socket	0	0	0	0	0	0	0	1	0	0	1	0	1	0	1	0	0	0	1	0
##	speed	2	2	2	1	0	1	0	1	2	2	0	1	2	2	1	1	5	3	2	0
##	station	1	1	1	1	0	1	0	0	1	1	0	0	1	1	0	1	1	2	2	1
##	status	1	3	2	3	1	2	0	4	2	2	2	1	3	3	2	1	2	3	1	1
##	stb	0	0	0	0	0	0	0	0	2	3	1	2	0	0	2	0	1	0	0	2
##	still	1	0	1	0	1	2	0	0	0	0	0	0	0	0	1	0	0	0	2	0
##	streamyx	0	0	1	0	0	2	0	0	0	0	0	1	0	0	1	1	1	2	0	0
##	system	1	1	0	1	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1
##	taman	0	1	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
##	tech	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
##	time	2	1	2	2	1	3	6	1	2	1	0	0	1	1	2	2	2	3	2	2
##	tmuc	0	0	1	1	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	0
##	total	0	0	1	1	0	1	1	0	1	0	0	0	0	0	0	1	1	1	1	1
##	troubleshoot	0	0	1	1	0	0	0	1	0	0	1	0	1	0	0	1	1	1	0	0
##	unabl	1	1	0	1	1	0	0	0	0	1	0	1	0	1	0	1	0	0	0	0
##	updat	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0
##	upload	0	0	1	1	0	1	0	1	0	0	0	1	0	0	1	1	3	1	0	0
##	usag	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
##	use	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	2	2	0	0
##	user	1	0	0	0	0	1	0	0	2	0	0	1	1	0	1	1	1	1	13	0

##	usernam	1	1	1	1	2	1	1	2	1	0	2	1	1	1	3	2	1	2	1
##	vdsl	0	0	0	0	0	1	0	2	0	0	2	0	2	1	4	0	0	0	3
##	vip	0	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	0	1
##	vipm	1	0	1	1	0	0	0	0	1	2	0	0	0	0	1	0	2	3	0
##	vobb	2	3	2	1	2	2	1	2	2	2	1	2	3	3	1	2	1	2	3
##	voip	0	1	1	0	0	1	0	1	2	0	1	2	0	0	2	1	0	0	1
##	vvip	1	1	0	1	1	1	1	0	1	1	1	1	0	1	1	0	0	0	1
##	warranti	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	0	1
##	wider	0	0	1	1	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0
##	will	0	0	1	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	1
##	wireless	0	1	0	0	3	1	3	1	1	0	1	0	0	1	1	1	3	0	1
##	within	0	0	0	0	3	1	1	0	0	0	0	1	0	0	0	0	0	0	0
##	yellow	0	0	0	1	0	0	0	1	1	0	1	1	1	0	1	0	1	0	1
##		Docs																		
##	Terms	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37		
##	account	2	3	2	1	5	3	2	2	1	6	0	4	2	2	3	2	2		
##	acct	0	1	1	0	1	2	0	1	1	0	1	2	0	0	0	0	0		
##	activ	1	1	1	0	4	1	1	1	0	3	0	1	1	2	0	2	1		
##	address	4	4	3	1	3	4	4	4	5	4	2	4	4	3	1	4	4		
##	advic	0	0	2	3	0	1	0	2	1	1	0	1	1	1	1	2	0		
##	advis	3	5	2	2	1	3	4	2	1	1	2	4	1	1	3	0	2		
##	ago	2	0	0	0	0	0	0	0	0	2	0	0	2	0	0	2	0		
##	alreadi	0	0	1	4	0	0	0	1	1	0	1	0	0	1	1	0	0		
##	also	0	1	0	0	0	1	0	1	0	3	0	0	0	0	2	0	0		
##	assign	1	2	1	1	1	2	1	1	1	2	1	0	1	1	1	2	1		
##	avail	0	1	1	0	0	1	0	1	0	0	1	1	0	0	0	0	0		
##	bhd	0	0	2	0	0	0	2	0	0	2	0	0	0	0	0	2	2		
##	biz	0	0	1	0	1	0	1	0	0	0	0	0	0	1	1	1	1		
##	bizm	0	0	1	0	1	0	2	0	0	2	0	0	0	2	0	2	1		
##	blok	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0		
##	bras	1	1	1	0	1	1	1	1	1	0	1	1	1	0	0	1	0		
##	btu	4	0	1	1	1	2	3	1	2	3	0	0	2	2	1	2	1		
##	cabl	4	1	2	2	1	1	1	1	1	2	1	2	3	5	1	1	1		
##	call	2	1	3	1	3	2	2	1	2	3	4	2	1	1	0	2	2		
##	caller	1	0	2	1	1	1	1	1	1	1	0	1	1	1	1	1	1		
##	check	2	1	5	5	7	2	3	2	1	2	4	6	3	3	4	3	2		
##	connect	3	1	4	4	3	3	2	2	2	2	2	5	2	2	3	3	3		
##	contact	1	2	1	2	1	1	1	1	1	1	1	1	1	1	1	1	2		
##	cpe	1	1	1	4	0	0	0	1	3	0	3	0	1	1	2	1	1		
##	creat	0	1	1	0	2	1	0	1	1	2	0	2	1	0	1	1	2		
##	creation	1	0	0	0	0	0	1	0	0	0	0	0	1	1	0	1	0		
##	ctt	1	1	1	1	2	1	1	0	2	2	1	2	1	1	2	2	2		
##	current	1	0	0	0	0	0	1	0	0	0	0	1	1	1	0	1	0		
##	cust	0	0	2	8	0	0	0	1	0	1	0	0	1	2	14	0	1		
##	custom	5	7	4	5	6	5	5	4	9	11	4	8	1	2	6	3	10		
##	date	4	2	0	2	2	3	2	2	2	3	0	1	2	3	2	4	2		
##	day	2	0	0	0	0	1	1	0	0	2	0	0	2	0	0	2	0		
##	dect	1	2	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0		
##	depend	0	1	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0		
##	detail	1	1	1	1	0	1	2	1	0	0	1	0	0	2	2	0	0		
##	devic	1	0	1	1	0	1	2	1	3	0	0	1	1	0	1	0	1		
##	didn	1	0	0	1	0	1	1	0	0	0	0	1	0	0	0	0	0		
##	dlink	0	0	0	0	0	0	3	1	0	0	0	0	2	1	0	2	2		
##	done	0	1	2	1	1	0	0	0	0	0	1	0	0	0	0	0	0		

##	download	0	1	0	0	1	1	0	1	0	1	0	0	0	0	0	1
##	dsl	1	0	1	0	1	0	1	0	0	0	0	0	1	0	0	0
##	dynam	1	1	1	0	2	1	1	1	0	0	0	0	1	1	0	2
##	equip	0	2	1	1	0	0	0	1	0	0	0	1	1	1	0	1
##	eth	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0
##	exchang	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0
##	expir	0	0	0	0	0	0	0	1	1	1	0	0	0	1	2	0
##	frame	0	1	1	0	1	1	0	1	1	0	1	1	0	0	0	0
##	get	1	0	1	1	0	1	1	0	0	0	0	1	0	0	0	0
##	histor	1	0	0	0	0	0	1	0	0	0	0	0	1	1	0	1
##	hour	0	1	2	2	0	0	0	0	1	0	0	1	0	0	1	0
##	hsi	0	1	2	2	0	0	2	1	1	0	2	1	0	2	2	1
##	huawei	0	0	0	0	0	0	1	1	0	0	0	0	2	0	0	3
##	huaweiqosprofilenam	0	1	1	0	1	1	0	1	0	1	0	0	0	0	0	1
##	huaweiuserclass	0	1	1	0	1	1	0	1	0	1	0	0	0	0	0	1
##	inform	1	1	1	4	1	1	1	1	5	6	2	1	0	1	0	2
##	instal	1	1	1	2	0	1	0	2	1	1	0	0	1	0	4	1
##	internet	2	1	1	1	1	1	4	1	0	2	0	1	1	3	0	1
##	iptv	0	1	0	2	0	1	0	2	1	0	0	1	0	0	0	0
##	issu	0	1	1	3	0	0	0	0	0	0	0	1	0	0	0	1
##	jalan	2	1	1	1	0	1	4	1	1	1	0	1	1	0	2	1
##	jaya	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
##	kuala	2	0	1	0	0	1	2	0	1	1	0	0	0	0	2	0
##	lan	1	1	5	0	0	0	2	8	0	0	0	0	1	5	1	0
##	languag	0	1	1	0	1	0	0	0	0	0	0	1	0	0	0	0
##	last	1	0	0	1	1	0	1	0	0	0	0	0	1	1	0	1
##	leav	1	0	0	1	0	1	1	1	1	0	0	1	1	0	1	0
##	light	0	0	0	0	0	0	0	1	1	0	0	0	1	1	4	0
##	line	0	1	1	0	2	0	0	0	0	0	0	2	0	0	0	2
##	live	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
##	login	1	0	1	1	1	1	0	1	1	1	0	1	1	2	0	1
##	lumpur	2	0	1	0	0	1	2	0	1	1	0	0	0	0	2	0
##	mac	2	1	1	0	1	1	2	1	1	1	1	1	2	1	0	2
##	make	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0
##	modem	1	0	0	0	0	0	0	0	0	0	0	2	1	1	1	0
##	modifi	1	1	0	0	1	1	1	0	0	1	0	0	1	1	0	1
##	mse	3	0	0	0	0	0	3	0	0	0	0	0	3	0	0	3
##	name	2	2	3	1	2	3	2	2	2	2	1	4	2	2	3	2
##	npe	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1
##	number	2	0	1	0	0	1	0	2	2	2	1	3	1	2	1	2
##	onu	0	0	0	0	0	0	0	1	0	0	2	0	0	1	0	0
##	orang	0	0	1	0	0	0	1	1	0	2	0	0	0	1	0	0
##	order	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	1
##	otc	0	0	1	2	0	0	0	0	1	0	0	0	0	0	1	0
##	outag	0	0	1	1	1	0	1	0	1	1	0	1	0	0	1	1
##	outcom	0	1	1	0	1	0	0	0	0	1	0	1	0	0	0	0
##	owner	2	1	0	1	1	0	0	0	1	1	1	0	2	2	0	2
##	packag	3	1	1	1	1	1	3	1	1	1	0	1	3	3	1	3
##	persist	1	1	1	1	1	1	1	0	2	1	0	1	1	1	2	1
##	phone	2	8	0	1	2	0	0	0	0	1	0	0	1	1	1	0
##	ping	0	1	1	0	1	1	0	1	1	0	1	1	0	0	0	0
##	pool	0	0	1	1	0	1	0	0	0	1	0	0	0	0	1	1
##	port	5	0	1	0	0	0	1	0	0	0	0	0	4	3	1	2
##	power	0	2	3	1	0	0	2	3	0	0	1	0	0	0	0	1

##	pppoe	1	1	1	0	1	1	1	1	0	2	0	0	2	2	0	2	1
##	prefer	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
##	problem	2	2	3	3	1	2	3	1	4	2	1	3	2	3	5	1	
##	proceed	0	0	0	0	1	0	0	0	0	0	0	2	0	1	0	0	
##	profil	0	1	1	0	1	1	0	1	0	1	0	0	0	0	0	1	
##	queri	0	1	2	0	1	0	0	2	1	0	0	1	0	0	0	1	
##	rad	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	
##	radus	0	1	1	0	1	1	0	1	0	1	0	0	0	0	0	1	
##	reboot	1	1	4	1	0	1	1	4	2	2	1	1	1	1	3	1	
##	report	0	0	0	7	0	0	0	0	1	0	0	0	0	0	0	0	
##	restor	0	1	1	2	0	0	0	0	1	0	0	1	0	0	1	0	
##	result	0	2	3	0	1	1	0	3	2	0	1	2	0	0	0	1	
##	scheme	0	1	1	0	1	1	0	1	0	1	0	0	0	0	0	1	
##	sdn	0	0	2	0	0	0	2	0	0	2	0	0	0	0	0	2	
##	selangor	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	
##	servic	1	0	1	1	0	2	0	1	0	2	0	0	2	0	0	1	
##	session	1	3	3	0	6	3	1	3	4	6	4	3	1	6	0	1	
##	sinc	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	
##	socket	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	
##	speed	2	2	1	0	1	1	2	1	0	1	0	1	2	2	0	2	
##	station	1	1	1	0	1	1	1	1	1	0	1	1	1	1	0	1	
##	status	1	2	2	0	2	3	1	2	1	2	1	2	3	1	0	1	
##	stb	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	
##	still	0	1	2	1	1	0	0	1	1	1	0	0	0	4	3	0	
##	streamyx	0	1	2	0	1	0	0	2	1	0	0	1	0	0	0	1	
##	system	1	0	0	2	0	1	1	0	0	0	1	1	0	0	0	0	
##	taman	0	1	0	1	0	1	0	1	0	1	0	1	1	0	2	0	
##	tech	0	1	0	1	0	1	0	0	1	0	0	0	0	0	0	1	
##	time	1	2	5	1	3	2	1	3	3	2	2	2	1	2	1	1	
##	tmuc	0	1	1	1	0	1	0	0	1	1	0	0	0	0	1	1	
##	total	0	1	1	0	1	1	0	1	1	1	1	1	0	1	1	0	
##	troubleshoot	1	1	0	1	2	0	0	0	0	0	0	0	1	0	1	1	
##	unabl	1	0	0	1	2	1	1	0	1	0	0	1	0	0	1	0	
##	updat	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	1	
##	upload	0	1	1	0	1	1	0	1	0	1	0	0	0	0	0	1	
##	usag	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	
##	use	0	2	0	1	0	0	3	1	2	0	0	1	0	1	1	0	
##	user	2	0	1	0	0	0	1	1	0	1	0	0	1	3	0	1	
##	usernam	1	1	1	0	1	1	2	1	0	2	1	2	1	2	4	1	
##	vdsl	3	0	1	0	0	0	1	0	0	0	0	0	2	0	0	0	
##	vip	1	0	0	0	0	1	0	1	1	0	0	0	1	0	0	0	
##	vipm	2	1	0	1	0	1	0	1	0	0	0	1	2	0	0	0	
##	vobb	1	2	3	3	2	1	3	2	4	2	1	2	1	1	2	2	
##	voip	1	0	1	0	0	0	1	1	1	0	0	0	0	1	0	0	
##	vvip	0	0	1	1	1	1	1	1	1	1	0	1	0	1	1	1	
##	warranti	1	1	1	3	1	1	1	1	1	1	2	1	1	1	2	1	
##	wider	0	1	1	1	0	1	0	0	1	1	0	0	0	0	1	1	
##	will	0	1	2	4	0	0	0	0	5	0	1	1	0	0	2	0	
##	wireless	0	0	0	0	0	0	1	1	0	0	0	1	0	1	5	0	
##	within	0	0	1	1	0	0	0	0	1	0	0	1	0	0	0	1	
##	yellow	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	
##																		
##	Terms	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	
##	account	4	4	0	2	2	2	3	3	2	1	4	2	1	2	2	3	

##	acct	1	1	0	0	0	0	0	1	0	0	0	1	1	1	0	0	1
##	activ	2	2	0	1	1	2	2	1	1	0	1	1	1	1	1	2	1
##	address	4	8	1	4	4	5	4	4	1	1	2	3	4	3	4	4	4
##	advic	0	1	0	1	1	0	1	1	0	0	0	2	2	2	0	2	1
##	advis	0	0	0	1	4	4	3	0	1	0	0	3	1	4	2	1	0
##	ago	0	0	0	0	2	2	2	0	0	0	0	0	0	0	2	2	0
##	alreadi	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	3
##	also	2	0	0	0	1	1	0	0	0	0	1	1	0	1	0	0	0
##	assign	1	2	0	1	1	1	1	1	1	0	1	1	1	1	1	1	1
##	avail	1	1	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0
##	bhd	0	0	1	0	0	0	2	0	2	2	2	0	0	2	2	0	0
##	biz	0	0	0	0	0	1	1	0	0	1	1	0	0	0	1	0	0
##	bizm	0	0	0	0	0	1	1	0	3	0	1	0	0	1	1	0	0
##	blok	1	2	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0
##	bras	1	2	0	1	0	0	1	1	1	0	0	1	1	1	1	0	1
##	btu	1	4	0	1	4	2	2	1	0	0	2	3	0	2	3	1	0
##	cabl	1	1	0	0	1	1	1	2	4	0	2	5	1	1	5	2	1
##	call	6	2	0	2	4	3	3	1	1	0	0	2	5	2	1	3	3
##	caller	1	1	1	1	1	1	1	1	1	1	1	2	1	1	1	1	1
##	check	3	5	0	0	2	3	3	0	3	0	1	2	1	2	1	5	2
##	connect	3	1	0	0	3	2	0	2	2	0	1	4	1	3	3	3	2
##	contact	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	3
##	cpe	0	0	1	0	1	0	0	2	0	0	2	2	0	0	1	1	1
##	creat	1	1	0	0	1	1	0	1	0	0	1	1	2	2	0	1	1
##	creation	1	0	0	1	1	1	1	0	1	0	0	0	0	1	1	1	0
##	ctt	1	1	1	1	2	2	1	2	1	0	1	2	1	1	1	2	0
##	current	1	1	0	1	1	1	2	0	1	0	0	0	0	0	1	1	0
##	cust	0	1	1	0	2	1	0	0	0	0	1	0	0	0	0	3	21
##	custom	8	1	1	2	4	5	9	6	8	1	2	6	3	7	7	4	2
##	date	3	0	2	3	4	3	2	2	2	1	0	0	2	2	3	4	2
##	day	0	0	0	0	2	2	2	1	0	0	0	0	0	0	2	2	0
##	dect	0	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0
##	depend	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
##	detail	0	2	0	2	1	0	1	2	2	0	1	0	1	2	0	2	2
##	devic	0	1	0	0	1	1	1	0	0	0	0	1	0	1	1	0	0
##	didn	0	0	0	0	1	1	0	0	0	0	0	1	0	1	0	0	0
##	dlink	1	2	0	3	1	2	2	1	1	0	1	1	1	1	2	0	0
##	done	0	0	0	0	1	1	0	0	1	0	4	3	2	1	0	1	0
##	download	0	0	0	0	0	0	0	1	0	0	1	0	1	1	0	0	1
##	dsl	1	0	0	1	0	0	0	1	1	0	2	0	0	0	0	0	0
##	dynam	1	2	0	1	1	2	1	1	1	0	2	1	1	1	1	1	1
##	equip	2	1	0	0	1	0	0	0	1	0	0	0	0	0	0	2	2
##	eth	2	2	0	2	1	0	0	1	2	0	0	0	0	0	0	0	0
##	exchang	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1
##	expir	1	0	1	0	0	1	1	0	0	0	0	1	0	0	0	1	0
##	frame	1	1	0	0	0	0	0	1	0	0	0	1	1	1	0	0	1
##	get	1	0	0	0	1	1	0	0	0	0	0	1	0	1	0	2	0
##	histor	2	1	0	1	1	1	1	0	1	0	0	0	0	0	1	1	0
##	hour	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0
##	hsi	1	1	2	0	1	1	0	3	2	0	3	0	0	0	1	1	1
##	huawei	0	2	0	3	0	0	2	0	0	0	0	1	1	0	0	0	0
##	huaweiqosprofilenam	0	0	0	0	0	0	0	1	0	0	1	0	1	1	0	0	1
##	huaweiuserclass	0	1	0	0	0	0	0	1	0	0	1	0	1	1	0	0	1
##	inform	2	0	0	0	6	2	2	0	0	0	1	1	2	1	0	3	6

## instal	1	0	2	1	0	1	1	1	0	2	1	0	0	0	0	1	1
## internet	3	1	0	3	1	2	0	3	3	0	3	3	1	2	1	2	0
## iptv	1	1	1	1	1	0	0	1	2	0	1	2	1	1	0	3	0
## issu	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	2	0
## jalan	1	2	1	2	1	0	1	1	0	1	0	0	1	0	0	1	1
## jaya	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
## kuala	1	2	0	2	1	0	1	1	0	0	0	0	0	0	0	1	1
## lan	5	1	0	5	0	0	0	1	5	0	6	7	8	8	1	0	0
## languag	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0	1	0
## last	1	0	0	1	1	1	1	0	1	0	0	0	0	0	1	1	0
## leav	0	0	0	0	1	1	1	0	0	0	0	1	0	1	1	0	0
## light	1	0	0	0	0	1	0	0	1	0	1	1	0	0	0	1	0
## line	1	0	0	0	0	0	3	0	0	0	0	0	2	0	0	1	0
## live	1	0	0	0	0	1	1	0	0	0	0	0	0	0	1	2	0
## login	1	1	0	0	1	1	1	1	0	1	1	1	0	0	1	1	1
## lumpur	1	2	0	2	1	0	1	1	0	0	0	0	0	0	0	1	1
## mac	1	4	0	2	2	2	2	1	0	0	0	1	1	1	2	1	1
## make	1	0	0	0	0	0	1	0	0	0	0	0	2	0	0	1	1
## modem	0	0	0	0	0	0	0	1	0	0	1	1	0	0	2	0	1
## modifi	1	0	0	1	1	1	1	1	1	0	0	0	1	1	1	1	1
## mse	0	3	0	3	0	0	3	0	3	0	0	0	0	0	3	0	0
## name	3	3	1	2	3	2	2	3	2	1	2	3	3	2	2	2	2
## npe	0	1	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0
## number	2	2	0	0	2	2	2	3	0	2	1	1	1	0	2	3	7
## onu	0	0	0	0	0	0	2	0	2	0	0	2	3	0	1	0	0
## orang	1	0	0	1	0	1	0	1	1	0	2	1	0	1	0	0	0
## order	1	1	1	2	1	1	1	1	1	1	1	1	1	1	1	1	1
## otc	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1
## outag	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0
## outcom	0	0	0	0	1	1	0	0	0	0	0	1	1	1	0	1	0
## owner	2	1	0	1	2	2	2	1	1	1	0	0	1	0	2	2	1
## packag	3	2	0	3	3	3	3	1	3	1	1	1	1	1	3	3	1
## persist	1	0	0	0	1	1	0	0	0	0	2	2	0	1	0	0	0
## phone	2	1	1	0	1	0	5	1	0	0	2	1	3	3	1	0	5
## ping	1	1	0	0	0	0	0	1	0	0	0	1	1	1	0	0	1
## pool	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
## port	1	3	0	1	0	0	1	3	1	0	3	5	0	0	3	0	0
## power	2	0	0	3	0	0	0	1	3	0	2	3	3	2	0	1	0
## pppoe	1	1	0	1	2	3	2	1	1	0	1	1	1	1	1	2	1
## prefer	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0	1	0
## problem	2	1	1	2	2	1	1	2	2	0	3	5	2	2	2	2	3
## proceed	0	0	0	0	1	1	0	1	0	0	0	0	1	1	0	1	0
## profil	0	1	0	0	0	0	0	1	0	0	1	1	1	1	0	0	1
## queri	1	2	0	0	0	0	0	2	0	0	1	1	1	1	0	0	2
## rad	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	1	0
## radus	0	1	0	0	0	0	0	1	0	0	1	0	1	1	0	0	1
## reboot	2	1	0	3	1	1	1	0	2	0	2	4	3	1	1	2	2
## report	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	3
## restor	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
## result	2	3	0	0	0	0	0	3	0	0	1	2	1	2	0	0	2
## scheme	0	1	0	0	0	0	0	1	0	0	1	1	1	1	0	0	1
## sdn	0	0	1	0	0	0	2	0	2	2	2	0	0	2	2	0	0
## selangor	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
## servic	0	0	0	2	0	0	0	0	0	0	0	1	0	1	0	2	0

## session	4	4	0	0	1	4	1	3	2	0	0	3	4	3	1	7	3
## sinc	0	0	0	0	1	1	0	1	0	0	0	0	0	1	0	2	0
## socket	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0
## speed	2	3	0	2	2	2	2	1	2	0	1	1	1	1	2	2	1
## station	3	2	0	1	1	1	1	1	1	0	0	1	1	1	1	0	1
## status	4	3	0	1	1	1	1	2	2	0	3	3	1	1	1	2	1
## stb	0	0	0	1	1	0	0	0	1	0	0	2	1	0	0	0	0
## still	0	0	0	0	1	1	0	0	0	0	1	1	0	0	1	1	1
## streamyx	1	2	0	0	0	0	0	2	0	0	1	1	1	1	0	0	2
## system	1	0	0	0	2	1	0	0	0	0	0	1	0	1	0	0	0
## taman	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
## tech	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
## time	2	3	1	0	1	2	1	4	2	0	1	3	2	2	1	2	3
## tmuc	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
## total	1	1	0	0	0	1	0	1	0	0	0	1	1	1	0	1	1
## troubleshoot	0	0	0	1	1	2	0	1	0	0	0	0	0	1	1	1	0
## unabl	2	0	0	0	1	1	1	0	0	0	0	1	1	1	0	1	2
## updat	1	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1
## upload	0	0	0	0	0	0	0	1	0	0	1	0	1	1	0	0	1
## usag	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	1	0
## use	0	1	2	0	1	0	1	1	2	0	0	0	0	0	0	0	0
## user	1	1	0	0	1	1	1	1	1	0	1	1	1	1	2	1	1
## usernam	2	1	0	2	1	2	1	1	2	0	1	1	2	2	1	2	1
## vdsl	1	0	0	1	0	0	0	2	1	0	3	0	0	0	0	0	0
## vip	1	0	0	0	1	0	0	1	0	0	0	1	1	1	0	0	1
## vipm	2	3	0	3	2	0	0	1	0	0	0	0	1	0	0	3	1
## vobb	3	1	2	1	3	4	3	3	4	1	3	2	1	2	1	4	3
## voip	1	0	0	1	0	0	0	0	1	0	1	2	1	1	1	0	0
## vvip	1	0	1	0	0	1	1	1	0	0	0	1	0	0	0	1	1
## warranti	1	0	1	2	3	1	1	0	2	0	0	1	1	1	0	1	2
## wider	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
## will	0	0	0	0	1	0	0	0	0	0	0	2	0	0	0	0	0
## wireless	1	0	0	1	0	0	0	0	1	0	1	1	1	1	2	0	0
## within	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0
## yellow	0	0	0	0	0	0	0	1	0	0	1	1	0	0	1	0	0
## Docs																	
## Terms	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71
## account	3	4	4	0	2	3	3	3	2	1	2	1	1	1	2	3	2
## acct	2	1	1	2	0	0	1	1	1	1	0	0	0	0	1	1	0
## activ	1	1	2	1	1	1	1	1	1	0	1	0	0	2	1	1	0
## address	4	4	7	5	3	2	4	4	4	3	4	0	1	4	4	4	1
## advic	1	1	1	1	1	0	2	1	1	4	0	3	1	1	1	2	0
## advis	4	0	0	2	4	0	3	0	3	2	0	1	7	2	3	0	0
## ago	0	0	0	0	0	0	0	1	0	0	2	0	0	2	0	0	0
## alreadi	1	0	0	0	1	0	1	0	1	0	0	2	0	2	0	0	0
## also	0	0	0	0	2	0	0	0	0	1	0	1	0	1	0	0	0
## assign	2	1	1	2	1	1	1	1	1	0	1	0	1	2	1	1	1
## avail	1	1	1	1	0	0	1	1	1	1	0	0	0	0	1	0	0
## bhd	2	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0
## biz	1	0	0	0	0	0	0	0	1	0	1	1	0	0	0	0	0
## bizm	1	0	3	0	0	0	0	0	2	0	2	0	0	0	2	0	0
## blok	0	0	0	0	2	1	1	1	0	0	0	0	1	1	0	1	0
## bras	1	1	2	2	1	0	1	1	2	1	1	0	0	0	1	1	0
## btu	1	1	4	4	3	1	1	1	0	1	1	2	2	2	2	1	0

## cabl	2	1	1	0	1	5	2	3	0	3	0	4	6	1	1	2	1
## call	4	1	2	4	4	0	2	2	2	2	1	3	2	3	2	1	2
## caller	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
## check	4	4	5	3	2	5	4	0	0	2	0	4	8	3	3	0	1
## connect	4	2	1	3	1	2	4	2	1	1	0	3	3	2	3	2	1
## contact	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1
## cpe	0	2	0	3	0	2	0	0	1	1	0	2	3	0	2	1	3
## creat	2	2	0	0	2	1	1	1	1	1	0	1	0	0	2	1	0
## creation	0	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0
## ctt	1	2	1	3	1	1	1	0	1	1	1	2	0	1	2	2	1
## current	0	0	1	0	1	0	0	0	1	0	1	1	0	1	0	0	0
## cust	0	0	1	4	0	0	0	0	7	1	0	9	0	2	0	0	0
## custom	8	2	1	2	9	10	7	7	1	11	2	3	12	3	6	6	3
## date	3	3	0	0	2	3	1	3	4	0	3	1	1	3	2	2	1
## day	0	0	0	0	0	0	1	1	0	0	2	0	0	2	0	1	1
## dect	0	0	0	0	0	1	0	1	1	0	0	0	1	0	0	0	0
## depend	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	1
## detail	1	2	2	1	1	1	0	1	0	3	1	1	1	1	2	2	0
## devic	1	0	0	0	2	0	0	0	0	1	1	0	0	1	1	0	0
## didn	1	0	0	0	0	0	1	0	0	0	0	0	0	1	1	0	0
## dlink	0	0	2	0	0	1	0	1	1	1	2	0	0	0	1	0	0
## done	0	1	0	0	0	2	0	3	0	0	0	1	0	0	1	0	0
## download	1	1	1	0	0	1	0	1	0	0	0	0	0	0	1	1	0
## dsl	0	0	0	0	0	2	0	2	0	1	0	0	1	0	0	1	0
## dynam	2	1	0	0	1	1	1	1	1	0	2	0	0	1	1	1	0
## equip	1	1	1	0	1	1	1	0	0	2	0	1	0	0	0	0	0
## eth	1	0	2	0	2	0	2	0	1	0	1	1	0	5	0	1	0
## exchang	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1
## expir	0	0	0	2	0	1	1	1	2	0	1	1	1	1	1	0	3
## frame	1	1	1	2	0	0	1	1	1	1	0	0	0	0	1	1	0
## get	1	0	0	0	1	0	1	0	0	0	0	1	0	1	1	0	0
## histor	0	0	1	0	1	0	0	0	1	0	1	0	0	2	0	0	0
## hour	0	0	0	0	0	0	0	0	1	1	0	1	0	1	0	0	1
## hsi	1	2	1	0	1	1	1	0	1	1	1	0	4	0	0	2	0
## huawei	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0
## huaweiqosprofilenam	1	1	1	0	0	1	1	1	0	0	0	0	0	0	1	1	0
## huaweiuserclass	1	1	1	0	0	1	1	1	0	0	0	0	0	0	1	1	0
## inform	1	1	0	2	3	1	1	1	2	2	0	0	2	2	1	0	2
## instal	1	0	0	1	0	1	0	1	2	1	1	1	2	2	1	1	2
## internet	1	0	1	0	1	2	1	3	2	2	0	0	1	1	1	1	1
## iptv	1	2	0	0	0	2	1	1	0	3	0	0	2	1	0	1	0
## issu	0	0	0	0	0	0	0	0	0	1	0	2	2	0	0	0	0
## jalan	1	1	2	0	1	1	1	1	0	0	2	0	1	1	1	1	1
## jaya	1	0	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0
## kuala	0	0	2	0	3	0	1	1	0	0	2	0	1	1	0	1	0
## lan	0	0	1	0	0	7	0	8	5	6	0	3	2	0	0	1	0
## languag	0	1	0	1	1	0	0	0	0	0	0	1	0	0	1	0	0
## last	0	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0
## leav	1	0	0	0	1	0	0	0	0	1	0	0	0	1	1	0	0
## light	0	0	0	4	0	3	0	0	1	0	0	0	2	0	0	0	1
## line	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
## live	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0
## login	1	0	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1
## lumpur	0	0	2	0	3	0	1	1	0	0	2	0	1	1	0	1	0

##	mac	1	1	3	2	1	0	1	1	1	1	2	0	0	1	1	1	0
##	make	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0
##	modem	1	0	0	0	0	1	1	2	0	1	0	0	1	0	0	1	0
##	modifi	1	1	0	0	1	1	0	1	1	0	1	0	0	1	1	1	0
##	mse	0	0	3	0	3	0	0	0	3	0	3	0	0	0	0	0	0
##	name	3	2	3	0	3	2	2	2	2	1	2	2	1	3	2	3	1
##	npe	0	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0
##	number	1	0	2	0	2	2	2	2	2	1	3	1	2	2	2	3	2
##	onu	0	0	0	0	0	0	0	0	1	1	0	1	1	0	0	0	0
##	orang	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	1
##	order	1	1	1	1	1	1	1	1	2	1	1	1	1	1	1	1	1
##	otc	0	1	0	0	0	0	0	0	1	2	0	1	0	0	0	0	0
##	outag	1	1	1	1	0	0	1	0	0	0	0	1	1	1	1	0	0
##	outcom	0	1	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0
##	owner	0	1	1	1	1	1	1	1	1	0	2	1	0	2	1	1	1
##	packag	1	1	2	2	2	1	1	1	3	1	3	1	1	3	1	1	1
##	persist	1	0	1	0	1	0	1	0	0	1	0	0	0	1	1	0	0
##	phone	0	1	1	0	2	2	0	2	1	2	0	0	2	1	1	1	0
##	ping	1	1	1	2	0	0	1	1	1	1	0	0	0	0	1	1	0
##	pool	1	0	0	1	0	0	0	0	0	0	0	0	1	1	0	0	1
##	port	0	0	3	0	1	6	1	6	2	3	1	0	6	0	0	3	0
##	power	0	0	0	1	0	2	0	4	1	3	0	1	0	0	0	0	0
##	pppoe	1	1	0	0	1	1	1	2	1	0	2	0	0	2	1	1	0
##	prefer	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0
##	problem	2	2	2	2	3	1	2	1	3	3	0	4	2	3	2	2	4
##	proceed	1	1	0	0	0	0	1	0	1	0	0	1	0	0	1	1	0
##	profil	1	1	1	0	0	1	1	1	0	0	0	0	0	0	1	1	0
##	queri	0	2	2	2	0	1	1	1	1	2	0	1	0	0	1	2	0
##	rad	1	1	0	0	0	0	1	1	0	0	0	0	0	1	1	1	0
##	radus	1	1	1	0	0	1	0	1	0	0	0	0	0	0	1	1	0
##	reboot	2	2	1	0	2	3	2	3	0	5	0	2	0	1	1	0	0
##	report	0	0	0	1	0	1	0	1	1	0	1	1	0	0	0	1	1
##	restor	0	0	0	2	0	0	0	0	0	1	0	1	0	1	0	0	1
##	result	1	3	3	3	0	1	2	2	2	3	0	0	0	0	3	2	0
##	scheme	1	1	1	0	0	1	1	1	0	0	0	0	0	0	1	1	0
##	sdn	2	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0
##	selangor	1	0	0	0	0	1	0	0	1	1	0	0	0	0	1	0	1
##	servic	1	2	0	2	0	0	0	1	2	1	1	2	3	3	1	0	4
##	session	3	5	4	8	1	0	3	4	3	4	1	1	0	6	3	3	0
##	sinc	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0
##	socket	0	0	0	1	0	1	0	1	0	1	0	0	1	0	0	1	0
##	speed	1	1	3	0	2	1	1	1	2	0	2	0	0	2	1	1	0
##	station	1	1	2	2	1	0	1	1	2	1	1	0	0	1	1	1	0
##	status	3	3	3	1	1	4	2	2	2	0	1	0	1	1	2	2	0
##	stb	0	0	0	0	0	1	0	2	0	1	0	0	1	0	0	0	0
##	still	0	0	1	1	1	0	0	1	1	1	0	2	0	0	0	0	0
##	streamyx	0	2	2	2	0	1	1	1	1	2	0	1	0	0	2	2	0
##	system	1	0	0	0	1	0	1	0	0	0	1	1	0	1	2	0	0
##	taman	0	0	0	0	0	0	1	1	0	1	0	0	0	0	1	0	0
##	tech	0	1	0	1	0	0	0	0	0	0	0	1	1	1	0	0	1
##	time	2	3	3	6	2	2	2	3	2	4	0	1	1	2	3	3	2
##	tmuc	1	1	0	1	0	0	0	0	0	0	0	0	1	1	0	0	1
##	total	1	1	1	2	0	0	1	1	1	1	0	0	0	1	1	1	0
##	troubleshoot	0	1	0	0	0	1	0	0	0	0	0	1	0	0	1	1	0

##	unabl	1	0	0	0	2	0	1	0	0	1	0	0	0	1	1	0	0
##	updat	0	0	0	0	0	0	0	0	1	1	0	1	0	1	0	0	0
##	upload	1	1	1	0	0	1	0	1	0	0	0	0	0	0	1	1	0
##	usag	1	1	0	0	0	0	1	1	0	0	0	0	0	1	1	1	0
##	use	1	0	0	0	0	2	1	0	0	0	0	2	0	0	0	1	3
##	user	0	1	1	0	0	2	0	1	0	2	1	0	2	13	1	1	1
##	usernam	2	1	1	0	1	1	2	1	1	1	1	0	0	1	1	1	0
##	vdsl	0	0	0	0	0	4	0	4	1	2	0	0	3	0	0	2	0
##	vip	0	1	0	1	0	1	1	1	0	1	0	0	1	1	0	1	1
##	vipm	0	1	0	0	2	1	1	1	0	0	0	0	0	2	0	1	0
##	vobb	1	2	1	1	3	3	2	1	1	3	0	3	3	2	1	3	1
##	voip	0	0	0	0	0	2	0	2	1	1	0	0	2	0	0	0	0
##	vvip	1	1	0	1	1	1	0	1	1	0	1	0	1	1	1	1	1
##	warranti	1	1	0	3	1	1	1	1	2	1	1	2	1	1	2	0	3
##	wider	1	1	0	1	0	0	0	0	0	0	0	0	1	1	0	0	1
##	will	0	0	0	3	0	1	0	0	1	2	0	3	0	0	0	1	4
##	wireless	0	0	0	0	0	1	1	1	1	1	0	0	0	0	0	0	0
##	within	0	0	0	1	0	0	0	0	1	1	0	1	0	1	0	0	1
##	yellow	0	0	0	0	0	1	0	1	0	1	0	0	1	0	0	1	0
##		Docs																
##	Terms	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88
##	account	2	3	3	1	3	1	3	2	2	2	4	2	4	1	2	5	1
##	acct	0	0	0	1	0	0	1	0	1	1	0	0	0	0	0	1	1
##	activ	1	2	2	0	2	1	1	3	3	1	1	0	3	2	1	1	0
##	address	2	4	4	2	4	0	4	3	2	5	2	1	4	4	1	4	2
##	advic	2	0	0	1	2	0	1	0	1	1	2	0	1	1	6	0	2
##	advis	6	2	5	2	1	0	2	2	0	3	3	2	0	2	0	3	1
##	ago	0	0	2	0	2	0	0	0	0	0	0	0	4	2	0	0	0
##	alreadi	1	1	0	1	0	0	0	0	0	0	1	0	0	2	0	1	3
##	also	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0
##	assign	0	1	1	0	1	0	1	1	0	1	2	1	1	2	1	2	0
##	avail	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0
##	bhd	1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	2	0
##	biz	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	1	0
##	bizm	1	0	0	0	3	0	0	0	0	0	0	0	0	0	0	1	0
##	blok	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
##	bras	0	1	0	1	0	0	1	0	1	1	0	0	0	0	0	1	1
##	btu	0	4	0	1	2	0	0	3	0	3	1	0	0	2	1	3	4
##	cabl	1	2	2	2	2	0	1	5	0	1	2	2	1	1	2	2	2
##	call	3	4	2	1	4	0	2	2	3	3	2	2	2	2	1	2	3
##	caller	1	1	1	2	1	1	1	1	1	1	1	1	1	1	1	1	1
##	check	6	5	2	5	5	0	1	2	0	3	3	2	1	3	2	4	4
##	connect	1	3	0	4	3	0	1	3	1	3	0	5	0	2	7	3	3
##	contact	1	1	1	1	1	1	0	1	3	1	1	1	1	1	1	1	1
##	cpe	0	0	0	1	1	0	1	1	0	2	2	3	1	0	1	2	2
##	creat	1	0	0	1	1	0	2	0	3	2	3	0	1	0	2	2	1
##	creation	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0
##	ctt	2	1	2	1	2	0	0	1	2	2	2	1	2	1	2	2	2
##	current	0	1	1	0	1	0	0	1	0	0	0	0	1	1	0	0	1
##	cust	0	0	0	2	4	1	0	0	0	0	1	0	1	2	3	1	9
##	custom	8	10	6	5	4	0	4	4	0	6	11	7	4	3	8	6	2
##	date	2	2	2	0	4	0	2	3	0	2	4	1	2	3	2	4	1
##	day	0	0	2	0	2	0	1	0	1	0	0	0	4	2	0	0	0
##	dect	0	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0

##	depend	0	0	1	1	0	0	0	0	0	0	0	1	0	1	0	0	0
##	detail	2	1	0	1	2	0	1	2	1	2	1	1	0	1	1	2	1
##	devic	0	0	1	1	0	0	0	0	0	1	1	0	0	1	0	1	0
##	didn	0	1	0	1	0	0	0	1	0	1	0	0	0	1	0	1	0
##	dlink	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
##	done	0	0	0	3	1	0	0	1	2	1	0	0	1	0	0	1	1
##	download	0	0	0	0	0	0	1	0	0	1	1	1	0	0	1	1	0
##	dsl	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
##	dynam	0	1	1	0	1	0	1	1	0	1	1	0	1	1	0	1	0
##	equip	3	2	0	1	2	0	0	0	0	0	1	0	0	0	1	0	1
##	eth	0	0	3	0	0	0	0	0	1	0	0	0	0	5	0	0	1
##	exchang	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
##	expir	2	1	0	0	1	0	1	1	0	1	2	3	0	1	1	2	1
##	frame	0	0	0	1	0	0	1	0	1	1	0	0	0	0	0	1	1
##	get	0	1	0	1	2	0	0	1	0	1	0	2	0	1	0	0	2
##	histor	0	1	1	0	1	0	0	1	0	0	0	0	1	2	0	0	0
##	hour	1	0	1	2	0	0	0	0	0	0	0	1	0	1	1	0	1
##	hsi	2	0	0	1	1	0	1	0	0	0	2	0	1	0	1	1	0
##	huawei	0	2	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0
##	huaweiqosprofilenam	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	1	0
##	huaweiuserclass	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	1	0
##	inform	2	4	2	2	3	0	0	2	0	1	1	2	1	2	1	1	0
##	instal	1	1	1	1	1	0	1	0	0	1	2	2	1	2	2	1	1
##	internet	0	1	0	1	2	0	1	2	0	1	0	0	0	1	1	0	1
##	iptv	0	1	0	2	1	0	2	1	0	0	1	0	1	1	0	0	2
##	issu	0	0	0	1	2	0	0	0	2	0	0	1	0	0	0	0	2
##	jalan	1	1	1	1	0	0	1	0	0	1	1	0	1	1	1	1	0
##	jaya	0	0	0	0	0	0	1	0	0	1	0	0	1	1	0	2	0
##	kuala	0	1	1	0	1	0	0	0	0	0	1	1	0	0	1	0	0
##	lan	2	1	0	8	0	0	8	7	0	0	0	0	0	0	6	0	3
##	languag	1	0	0	1	1	0	1	0	1	1	1	0	0	0	1	1	1
##	last	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0
##	leav	0	0	1	0	0	0	0	0	0	1	1	0	0	1	0	1	0
##	light	0	1	0	0	1	0	0	0	0	0	1	0	0	0	1	0	1
##	line	0	1	2	1	1	0	0	0	0	0	2	0	0	0	1	0	2
##	live	0	0	3	0	1	0	0	1	0	0	0	0	2	2	0	0	0
##	login	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
##	lumpur	0	1	1	0	1	0	0	0	0	0	1	1	0	0	1	0	0
##	mac	0	2	2	1	1	0	1	1	1	2	0	0	2	1	0	1	1
##	make	1	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	1
##	modem	1	0	0	0	0	0	0	1	0	0	0	0	0	0	3	0	0
##	modifi	0	1	0	0	1	0	1	1	0	1	1	0	0	1	0	1	0
##	mse	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
##	name	1	2	1	3	2	1	3	2	1	2	2	1	1	3	1	3	2
##	npe	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
##	number	0	2	2	1	2	2	1	2	2	2	0	2	2	2	5	4	1
##	onu	0	0	2	1	0	0	1	2	1	0	1	0	0	0	0	0	0
##	orang	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0
##	order	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
##	otc	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1
##	outag	1	1	1	1	1	0	0	0	0	1	1	0	0	1	0	1	1
##	outcom	0	0	0	1	1	0	1	0	1	0	0	0	1	0	1	1	1
##	owner	0	2	1	0	2	1	1	2	1	1	0	1	1	2	0	1	1
##	packag	1	3	3	1	3	1	0	3	1	1	1	1	3	3	1	1	1

##	persist	1	0	1	1	0	0	0	1	0	1	2	0	1	1	2	1	0
##	phone	1	1	4	0	0	0	2	1	0	1	5	0	1	1	1	1	0
##	ping	0	0	0	1	0	0	1	0	1	1	0	0	0	0	0	1	0
##	pool	0	0	0	1	0	0	0	0	0	0	1	1	0	1	1	1	0
##	port	0	3	2	0	0	0	1	6	0	0	0	0	1	0	3	2	0
##	power	0	0	0	4	1	0	3	2	0	0	0	0	0	0	0	0	3
##	pppoe	1	1	1	0	3	0	1	2	0	1	1	0	1	3	0	1	0
##	prefer	0	0	0	1	1	0	1	0	1	1	1	0	0	0	1	1	1
##	problem	2	1	4	3	2	0	1	2	1	2	4	4	3	3	5	3	2
##	proceed	0	0	1	0	1	0	0	0	1	1	0	0	1	0	0	1	1
##	profil	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	1	0
##	queri	0	0	0	2	0	0	2	0	1	1	1	0	0	0	0	2	1
##	rad	0	0	1	0	1	0	1	0	0	1	0	0	1	1	0	1	0
##	radus	0	0	0	1	0	0	1	0	0	1	1	0	0	0	0	1	0
##	reboot	1	3	1	5	2	0	0	2	0	1	2	0	0	1	1	2	2
##	report	0	0	0	1	0	0	0	0	1	0	0	2	0	0	0	0	1
##	restor	0	0	1	1	0	0	0	0	0	0	0	1	1	1	0	0	1
##	result	0	0	0	3	0	0	2	0	1	3	1	0	0	0	0	3	1
##	scheme	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	1	0
##	sdn	1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	2	0
##	selangor	1	0	0	0	0	0	1	0	0	1	0	0	0	1	0	1	0
##	servic	0	2	0	2	2	0	2	1	0	1	0	1	0	2	0	1	2
##	session	1	0	5	3	7	0	3	5	3	3	1	0	5	6	0	3	3
##	sinc	0	0	0	0	2	0	0	0	1	1	0	0	1	0	1	1	1
##	socket	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
##	speed	0	2	3	0	2	0	1	2	0	1	1	0	3	2	1	1	0
##	station	0	1	1	1	0	0	1	1	1	1	0	0	1	1	0	1	0
##	status	4	2	2	1	2	1	1	1	1	2	3	1	2	1	1	3	0
##	stb	0	1	0	1	0	0	1	2	0	0	0	0	0	0	0	0	0
##	still	1	0	0	2	1	0	0	0	0	0	0	0	2	0	4	0	2
##	streamyx	0	0	0	2	0	0	2	0	1	2	1	0	0	0	0	2	1
##	system	0	1	0	1	0	0	0	1	1	2	0	2	1	1	0	2	1
##	taman	0	1	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0
##	tech	0	0	0	1	0	0	0	0	0	1	1	0	0	1	0	0	1
##	time	1	1	2	3	2	0	2	2	3	3	1	2	2	2	1	3	1
##	tmuc	0	0	0	1	0	0	0	0	0	1	1	1	0	1	1	1	0
##	total	0	0	1	1	1	0	1	1	1	1	0	0	1	1	0	1	0
##	troubleshoot	0	1	0	0	1	0	0	0	1	1	0	0	1	0	0	1	1
##	unabl	0	2	0	0	1	0	0	1	0	1	0	0	0	1	0	0	0
##	updat	1	0	1	0	0	0	0	0	0	0	0	1	0	1	0	0	1
##	upload	0	0	0	0	0	0	1	0	0	1	1	2	0	0	1	1	0
##	usag	0	0	1	0	1	0	1	0	0	1	0	0	1	1	0	1	0
##	use	0	1	0	0	0	0	0	0	0	0	2	1	0	0	2	0	0
##	user	1	0	0	1	1	0	1	2	0	1	1	0	0	13	0	1	0
##	usernam	2	1	2	1	2	0	1	2	0	1	1	0	2	2	0	1	0
##	vdsl	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0
##	vip	0	1	1	1	0	0	1	1	1	1	1	0	1	1	0	0	1
##	vipm	0	2	2	0	0	1	1	2	0	1	1	0	3	1	0	0	0
##	vobb	2	1	2	2	4	1	4	2	4	1	3	1	2	2	2	1	3
##	voip	0	0	1	1	0	0	1	2	0	0	0	0	1	0	0	0	0
##	vvip	1	1	1	1	1	0	1	1	0	1	1	1	1	1	1	1	0
##	warranti	2	1	1	1	1	1	1	1	0	2	2	3	1	1	1	1	2
##	wider	0	0	0	1	0	0	0	0	0	1	1	1	0	1	1	1	0
##	will	1	0	1	2	0	0	0	0	1	0	0	3	1	0	1	0	3

## wireless	0	0	0	1	0	0	1	0	0	0	0	0	0	0	9	0	0
## within	1	1	1	1	0	0	0	0	0	0	0	1	0	1	0	0	1
## yellow	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0
##	Docs																
## Terms	89	90	91	92	93	94	95	96	97	98	99						
## account	1	3	2	2	1	3	1	4	2	2	5						
## acct	0	1	1	0	1	0	0	0	1	1	0						
## activ	2	1	1	1	0	2	0	1	1	1	1						
## address	6	4	3	4	1	3	1	2	4	3	2						
## advic	1	1	1	4	1	2	1	3	1	2	0						
## advis	0	2	2	0	6	3	4	1	3	3	0						
## ago	2	0	0	0	0	2	0	0	0	0	0						
## already	0	0	0	0	0	1	3	1	0	0	0						
## also	0	0	0	0	0	0	1	0	0	1	0						
## assign	1	1	1	0	0	1	0	1	1	1	1						
## avail	0	1	0	0	0	0	0	0	1	1	0						
## bhd	1	0	1	2	2	0	0	2	0	0	0						
## biz	0	0	1	0	1	0	0	1	0	0	0						
## bizm	2	0	0	1	0	0	0	0	0	0	0						
## blok	0	0	0	0	0	0	0	0	1	0	0						
## bras	1	1	1	0	1	0	0	0	2	1	0						
## btu	1	0	0	1	1	0	0	3	0	3	1						
## cabl	0	1	0	2	1	1	5	2	0	5	2						
## call	2	1	2	0	1	2	0	0	2	2	1						
## caller	1	1	1	1	1	1	1	1	1	2	1						
## check	1	1	4	5	5	4	6	6	0	2	0						
## connect	0	1	5	2	1	1	5	2	1	4	1						
## contact	1	0	1	1	2	1	1	1	1	1	1						
## cpe	1	1	1	2	1	1	1	1	1	2	2						
## creat	0	3	1	0	1	1	0	1	1	2	1						
## creation	1	0	0	0	0	1	0	0	1	0	0						
## ctt	1	0	1	1	3	2	1	2	1	2	1						
## current	1	0	0	0	1	1	0	1	1	0	0						
## cust	0	0	12	0	0	0	0	7	7	0	1						
## custom	1	5	4	7	9	6	4	7	1	6	2						
## date	2	2	1	0	1	4	2	0	4	1	0						
## day	2	0	0	0	0	3	0	0	0	0	0						
## dect	0	0	0	0	0	0	0	0	1	1	0						
## depend	0	0	1	0	0	0	0	0	0	1	0						
## detail	2	1	2	1	2	2	1	4	0	0	1						
## devic	0	0	1	0	0	0	0	0	0	1	0						
## didn	0	0	0	0	0	0	0	0	0	1	0						
## dlink	2	0	0	1	0	1	0	0	1	1	1						
## done	0	0	0	3	1	0	0	0	1	3	4						
## download	0	1	0	0	0	0	0	0	0	1	0						
## dsl	0	1	0	0	0	0	1	1	0	2	2						
## dynam	1	1	1	0	0	1	0	0	1	1	1						
## equip	1	1	1	1	3	3	2	1	0	0	0						
## eth	0	0	0	0	0	0	0	0	1	0	0						
## exchang	0	1	1	1	1	1	1	1	1	1	1						
## expir	0	1	1	0	2	2	1	0	2	1	0						
## frame	0	1	1	0	1	0	0	0	1	1	0						
## get	0	0	0	0	0	0	0	1	0	1	1						
## histor	2	0	0	0	0	1	0	0	1	0	0						

##	hour	0	0	1	0	1	1	0	0	1	1	0
##	hsi	1	1	1	1	4	1	0	3	1	0	2
##	huawei	0	0	0	0	0	0	0	0	0	0	1
##	huaweiqosprofilenam	0	1	0	0	0	0	0	0	0	1	0
##	huaweiuserclass	0	1	0	0	0	0	0	0	0	1	0
##	inform	1	2	1	2	3	3	0	2	2	1	1
##	instal	0	1	2	0	0	3	1	1	2	0	1
##	internet	0	3	0	1	1	0	0	1	2	4	3
##	iptv	0	2	0	1	0	1	0	0	0	2	4
##	issu	0	0	2	0	2	0	0	0	0	1	0
##	jalan	0	1	1	2	1	1	0	0	1	0	1
##	jaya	0	0	1	2	0	0	0	0	0	0	0
##	kuala	0	1	0	0	0	0	0	0	1	0	0
##	lan	0	5	0	8	0	0	2	1	5	7	9
##	languag	0	1	0	0	1	1	0	0	0	1	0
##	last	1	0	0	0	0	1	0	0	1	0	0
##	leav	0	1	1	0	0	0	0	0	0	1	0
##	light	1	0	0	0	0	1	4	2	1	1	1
##	line	0	0	0	0	0	0	0	0	0	0	1
##	live	2	0	0	1	0	1	0	0	0	0	0
##	login	0	1	0	0	1	0	1	1	1	1	1
##	lumpur	0	1	0	0	0	0	0	0	1	0	0
##	mac	3	1	1	1	0	0	0	0	1	1	0
##	make	0	0	0	1	0	1	2	0	0	0	0
##	modem	0	0	0	0	0	2	16	2	0	1	1
##	modifi	1	1	0	0	0	1	0	0	1	0	0
##	mse	3	0	0	0	0	0	0	0	3	0	0
##	name	2	3	3	1	1	2	2	3	2	3	2
##	npe	1	0	0	0	0	0	0	0	1	0	0
##	number	4	1	1	1	0	0	1	4	2	1	0
##	onu	0	0	0	1	0	0	0	0	1	0	1
##	orang	0	1	0	0	0	0	0	0	1	0	1
##	order	1	1	1	1	1	2	1	1	2	1	1
##	otc	0	0	3	0	0	1	1	0	1	0	1
##	outag	0	0	1	1	1	1	1	1	0	0	0
##	outcom	0	1	0	0	1	0	0	0	0	1	0
##	owner	1	1	0	1	2	1	1	1	1	0	0
##	packag	2	0	1	1	1	3	1	1	3	1	1
##	persist	0	1	1	0	0	1	0	2	0	2	2
##	phone	0	0	1	3	0	1	2	1	1	2	2
##	ping	0	1	1	0	0	0	0	0	1	1	0
##	pool	0	0	1	0	0	0	0	0	0	0	0
##	port	0	1	0	0	0	0	1	4	2	6	3
##	power	0	3	0	4	4	0	5	0	1	3	3
##	pppoe	3	1	0	1	0	2	0	0	1	1	1
##	prefer	0	1	0	0	1	0	0	0	0	1	0
##	problem	1	2	3	1	4	2	1	5	3	5	5
##	proceed	0	0	0	0	1	0	0	0	1	0	0
##	profil	0	1	0	0	0	0	0	0	0	1	1
##	queri	0	2	1	0	1	0	0	1	1	1	1
##	rad	0	1	0	0	0	1	0	0	0	0	0
##	radus	0	1	0	0	0	0	0	1	0	0	1
##	reboot	0	0	1	4	0	1	0	4	0	4	4
##	report	0	0	0	0	0	0	1	0	1	0	1

## restor	0	1	1	0	1	0	0	1	0	1	0
## result	0	3	1	0	1	0	0	1	2	2	1
## scheme	0	1	0	0	0	0	0	1	0	1	1
## sdn	1	0	2	2	2	0	0	2	0	0	0
## selangor	0	0	0	0	0	1	0	0	0	0	0
## servic	1	2	0	1	1	0	2	1	2	1	1
## session	5	3	4	5	4	2	1	1	3	3	0
## sinc	0	0	0	0	2	0	0	0	0	0	0
## socket	0	0	0	0	0	0	2	1	0	1	1
## speed	2	1	0	0	0	2	0	0	2	1	1
## station	2	1	1	0	0	0	0	0	2	1	0
## status	2	1	1	0	1	3	1	2	2	3	3
## stb	0	1	0	1	0	0	0	0	2	2	2
## still	0	1	1	1	0	2	2	2	1	1	1
## streamyx	0	2	1	0	1	0	0	1	1	1	1
## system	0	0	0	0	0	0	0	1	0	1	0
## taman	0	1	0	2	0	0	0	0	1	0	1
## tech	0	0	0	0	0	0	0	0	0	0	0
## time	2	2	4	2	3	2	3	2	2	3	2
## tmuc	0	0	1	0	0	0	0	0	0	0	0
## total	1	1	1	1	0	0	0	0	1	1	0
## troubleshoot	0	0	1	0	1	0	0	1	0	0	0
## unabl	0	0	0	1	0	0	0	0	0	1	0
## updat	1	0	0	0	0	1	0	0	1	0	0
## upload	0	1	0	0	0	0	0	0	0	1	0
## usag	0	1	0	0	0	1	0	0	0	0	0
## use	0	1	3	0	0	1	1	1	0	0	1
## user	12	1	1	0	0	2	0	1	0	1	1
## usernam	2	1	2	3	0	2	0	1	1	1	2
## vdsl	0	1	0	0	0	0	0	2	1	4	2
## vip	0	1	0	0	0	0	1	0	1	1	1
## vipm	0	1	0	0	0	2	0	0	2	1	0
## vobb	2	2	1	1	5	5	1	2	1	2	2
## voip	0	2	0	1	0	0	1	1	1	2	1
## vvip	1	1	1	1	1	1	0	1	1	1	0
## warranti	1	2	1	0	3	3	5	1	2	1	0
## wider	0	0	1	0	0	0	0	0	0	0	0
## will	0	0	3	0	3	1	1	1	1	2	0
## wireless	0	1	0	1	0	0	0	0	1	1	1
## within	0	0	0	0	2	1	0	0	1	1	0
## yellow	0	0	0	0	0	0	0	1	0	1	2

```
plot(tdm, corThreshold = 0.2, weighting = TRUE)
```

