This project was aimed at predicting customer issues at NetOne using Random Forest Classifier. The analysis showed that data issues were the most common customer issue, followed by prepaid issues, voice issues, product support, and mobile financial services. The analysis also indicates that NetOne could allocate more resources to address these issues and improve their services in these areas to improve their overall customer satisfaction. The analysis of customer issues by location provided valuable insights into the areas where NetOne needs to focus more to improve their services and customer satisfaction. The top 4 locations with the most customer issues reported were Chitungwiza, Bulawayo, Harare, and Chegutu. The document suggests that NetOne could allocate more resources to these regions to address the issues reported and improve their services in those regions. The feature selection analysis using mutual information scores showed that location, comments on customer issues, and customer issue details were the most relevant features for classifying customer issues at NetOne. The evaluation of the Random Forest Classifier showed that the model was able to predict customer issues with high accuracy, precision, and recall. Upon analysing the individual classes, it was observed that some classes like 'Products and Services', 'Marketing', 'Systems Support', 'Network Quality of Service', 'Devices', 'Roaming and International Services', 'Revenue Assurance and Fraud Management', and 'Value Added Services' have low precision, recall, and F1-score values. This indicates that the model struggles to accurately predict these classes, possibly due to inadequate training examples or imbalanced data. On the other hand, classes such as 'Prepaid', 'Data', 'SMS', and 'Voice' have relatively higher precision, recall, and F1-score values. However, high evaluation metrics indicate that the model can reliably predict customer issues and help NetOne to address customer issues more effectively, which can lead to improved customer satisfaction and retention.