

GOOGLE BI CERTIFICATE: GOOGLE FIBER SCENARIO



GOOGLE FIBER

Repeat Calls

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Repeats by Month

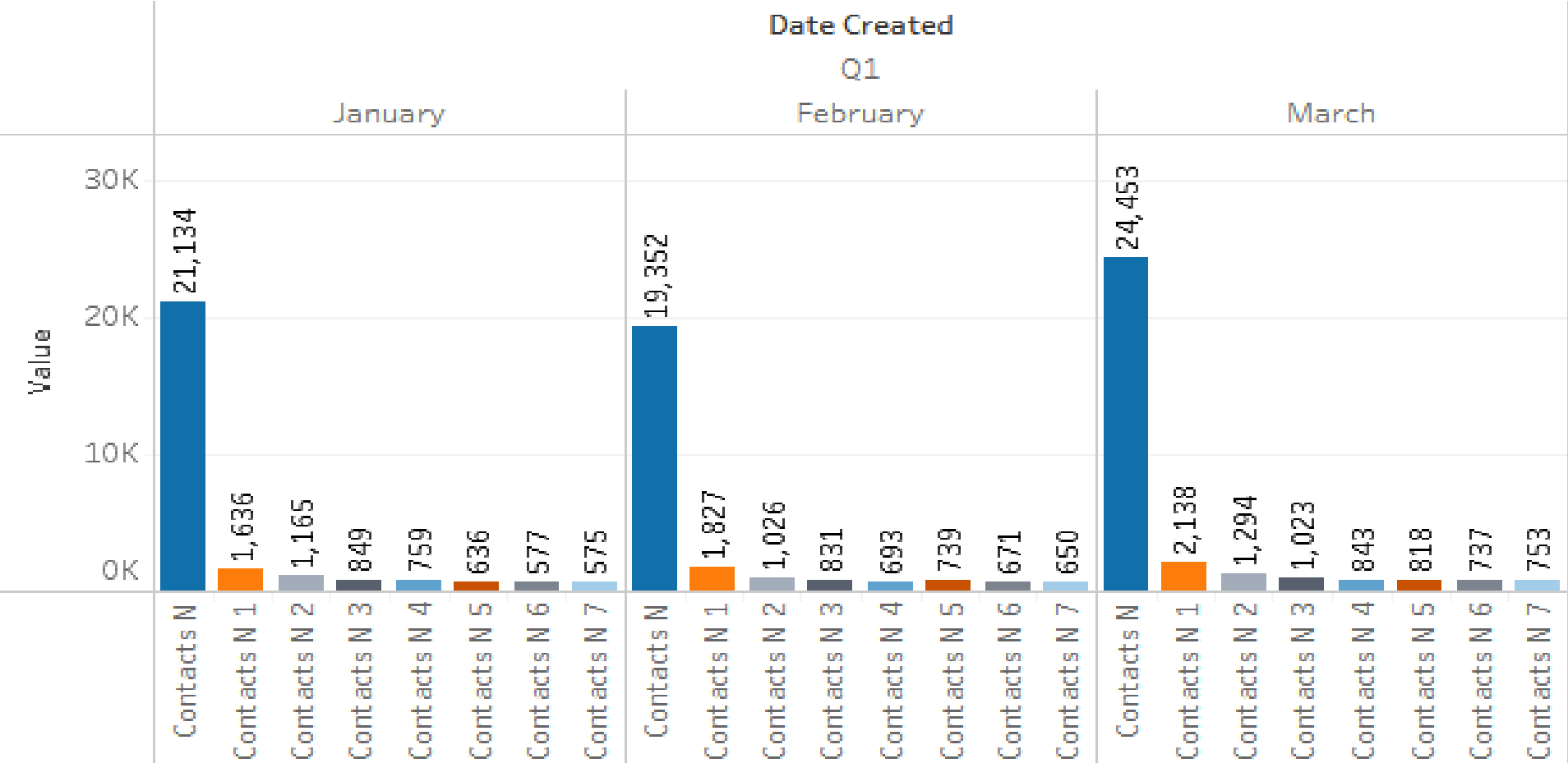
Table

Day 1 Calls by Market

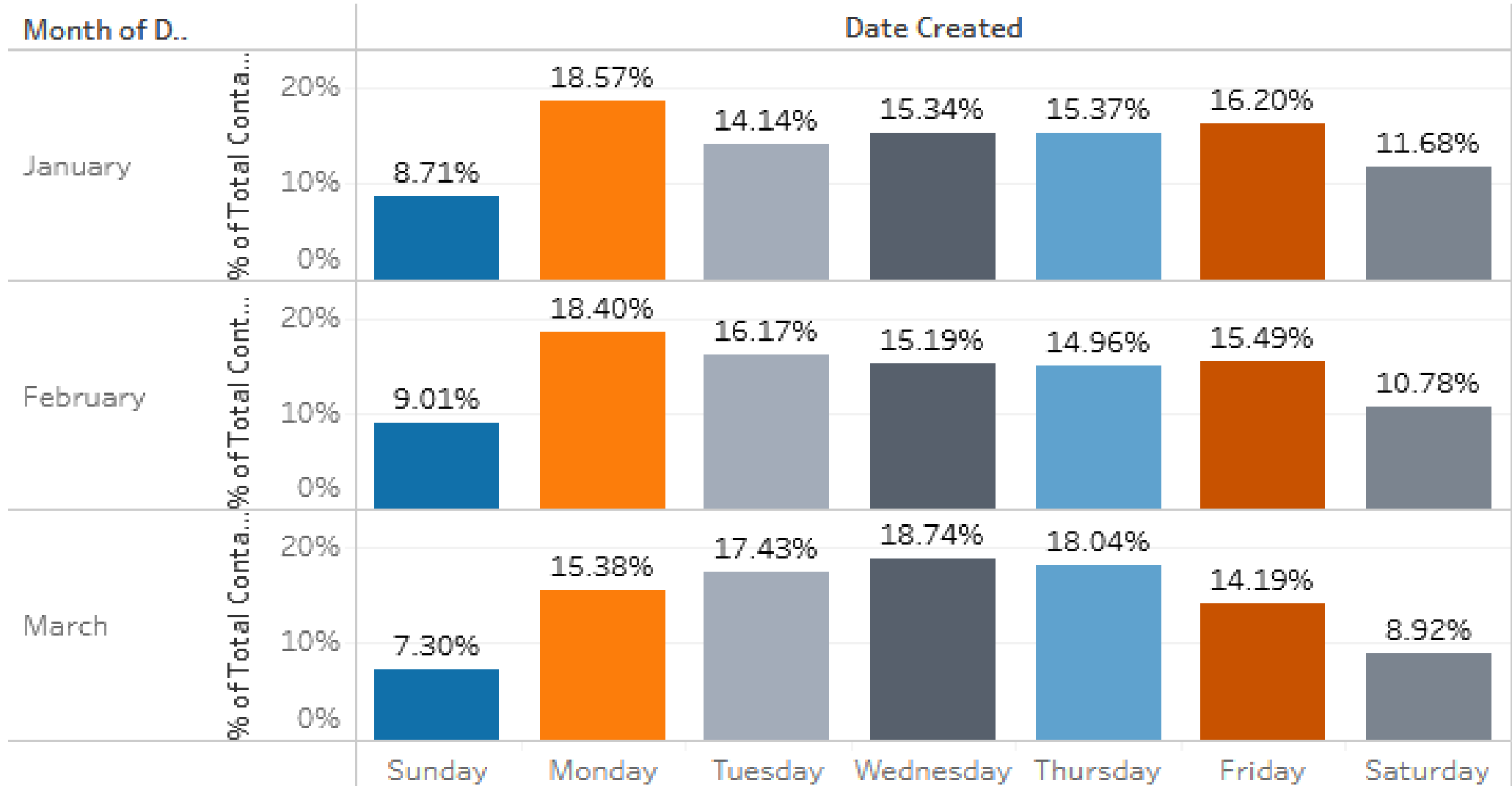
Day 0 and Day 1 Calls

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Repeats by Month



Day 0 Calls by Day of Week



Repeat Calls

<	Repeats by Month	Table	Day 1 Calls by Market	Day 0 and Day 1 Calls	>
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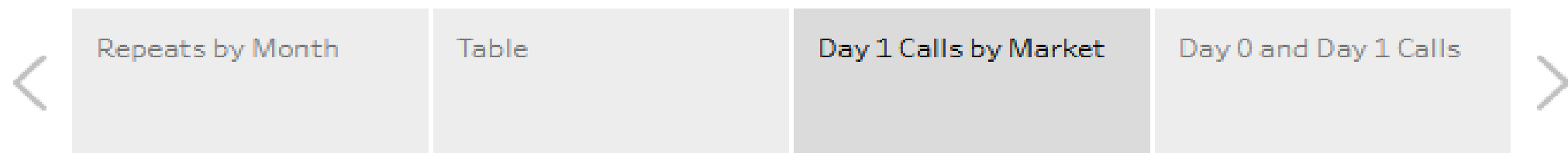
Repeat Calls by First Call Date

Day of Date Created	Contact..	Contact..	Contact..	Contact..	Contact..	Contact..	Contact..	Contact..
January 1, 2022	386	28	25	14	16	7	7	8
January 2, 2022	396	31	18	37	13	10	4	9
January 3, 2022	983	62	62	39	34	23	17	28
January 4, 2022	806	73	50	36	26	15	25	29
January 5, 2022	844	74	38	15	21	32	15	17
January 6, 2022	989	66	36	19	34	34	23	25
January 7, 2022	701	48	31	37	36	25	28	26
January 8, 2022	433	37	38	28	17	15	16	8
January 9, 2022	391	42	32	19	20	10	13	10
January 10, 2022	704	54	35	37	28	15	17	13
January 11, 2022	725	70	35	34	22	14	27	18
January 12, 2022	827	65	51	13	14	26	17	25
January 13, 2022	957	78	30	20	18	20	19	16
January 14, 2022	850	36	14	22	22	15	19	24
January 15, 2022	512	30	20	23	30	15	11	8
January 16, 2022	358	27	20	19	13	18	7	7
January 17, 2022	511	58	38	38	38	31	18	15

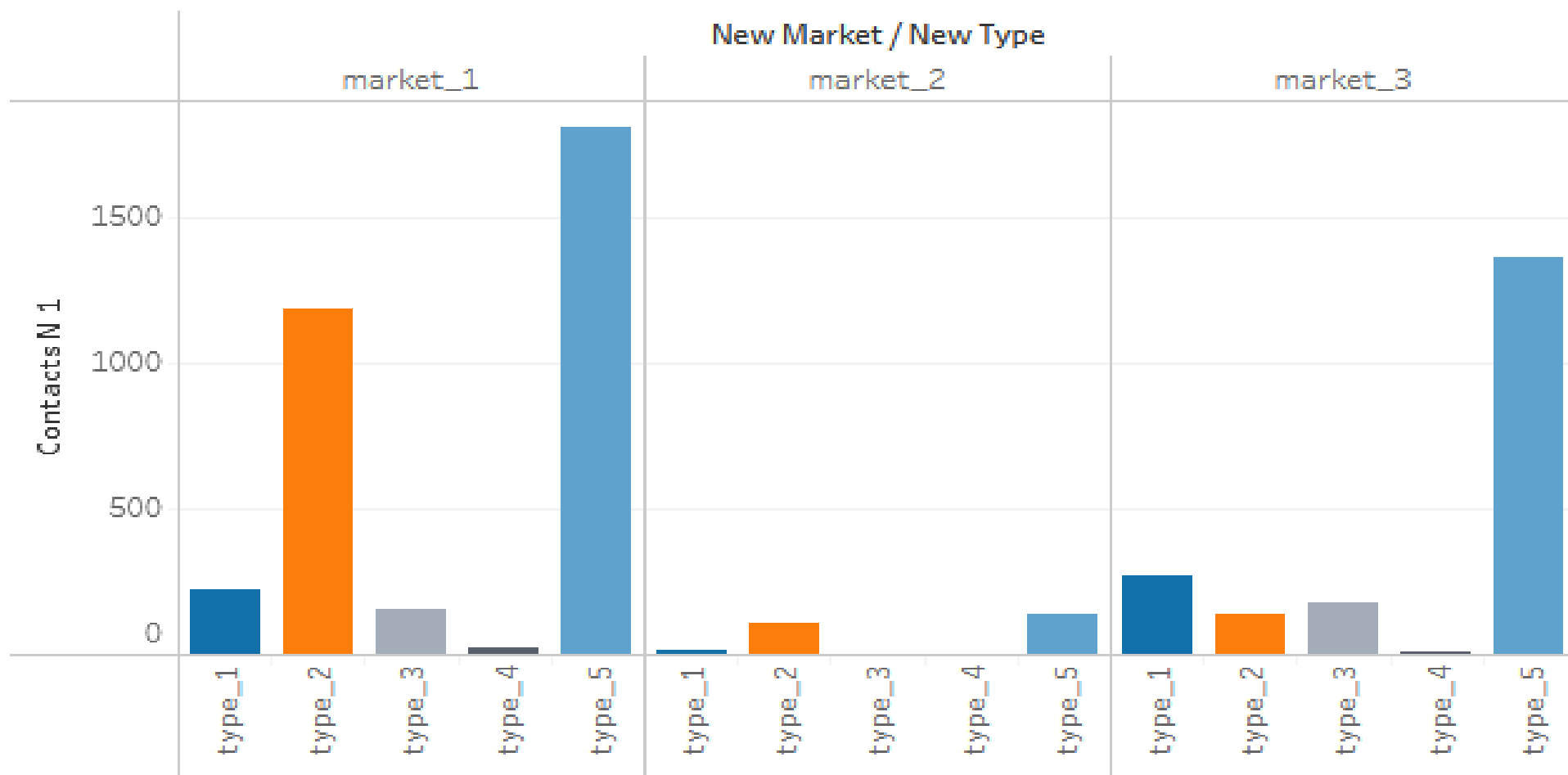
Calls by Market and Type

New Market	New Type	Contact..	Contact..	Contact..	Contact..	Contact..	Contact..	Contact..	Contact..
market_1	type_1	2,504	221	136	106	114	97	86	
	type_2	23,665	1,180	831	663	623	603	565	
	type_3	1,353	156	128	116	80	69	71	
	type_4	284	23	15	16	14	9	10	
	type_5	17,527	1,806	1,043	788	645	640	524	
	Total	45,333	3,386	2,153	1,689	1,476	1,418	1,256	1,140
market_2	type_1	290	14	11	9	4	4	7	
	type_2	1,997	105	51	31	38	26	20	
	type_3	77	3	2	4	3	3	4	
	type_4	20	2	1	2		2	1	
	type_5	2,005	141	77	45	37	39	27	
	Total	4,389	265	142	91	82	74	59	
market_3	type_1	759	267	240	225	207	201	181	
	type_2	2,549	136	99	108	69	78	67	
	type_3	994	176	128	110	96	76	85	
	type_4	80	8	5	4	2	2	3	

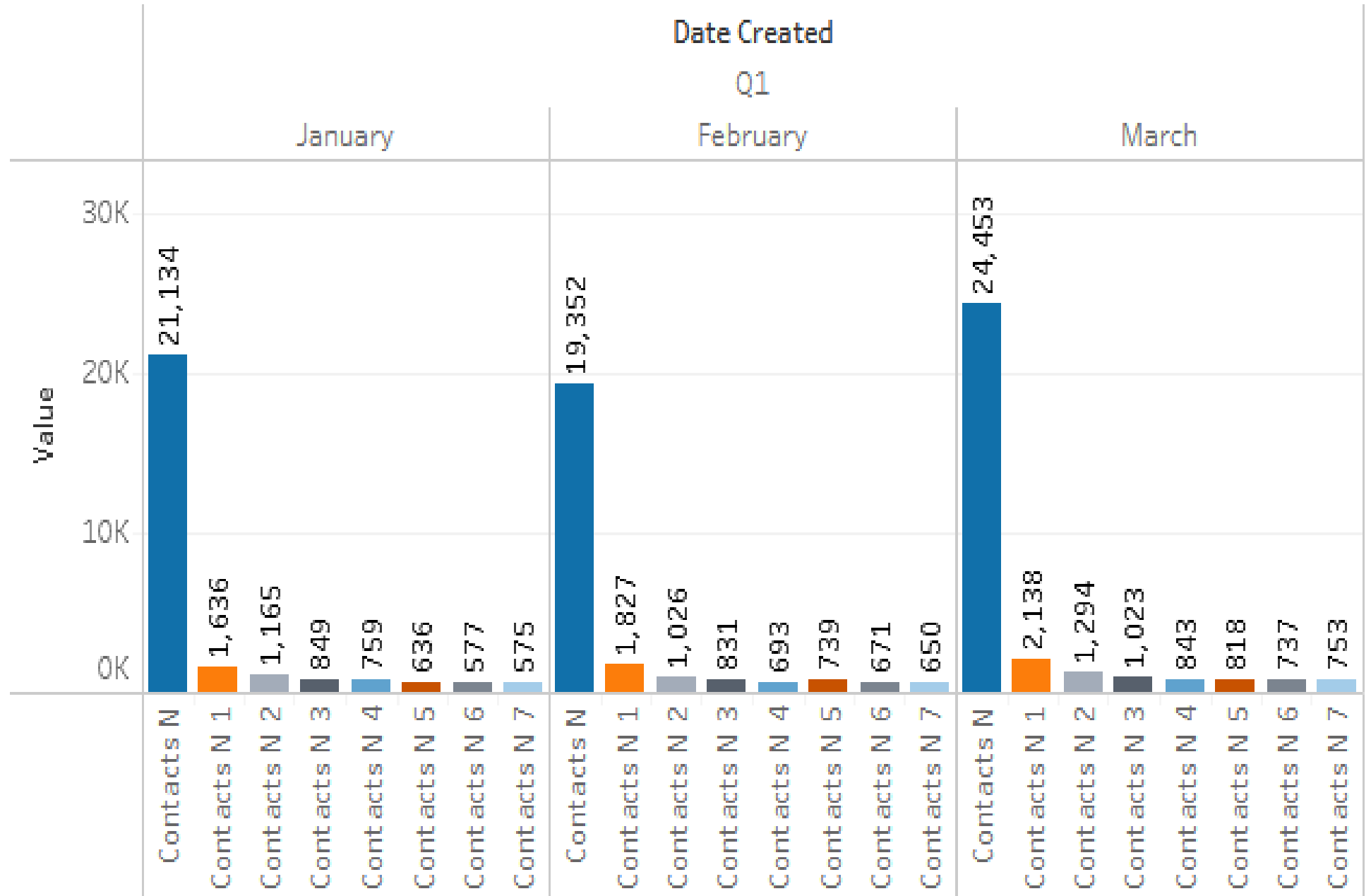
Repeat Calls



Market and Type for First Repeat Calls



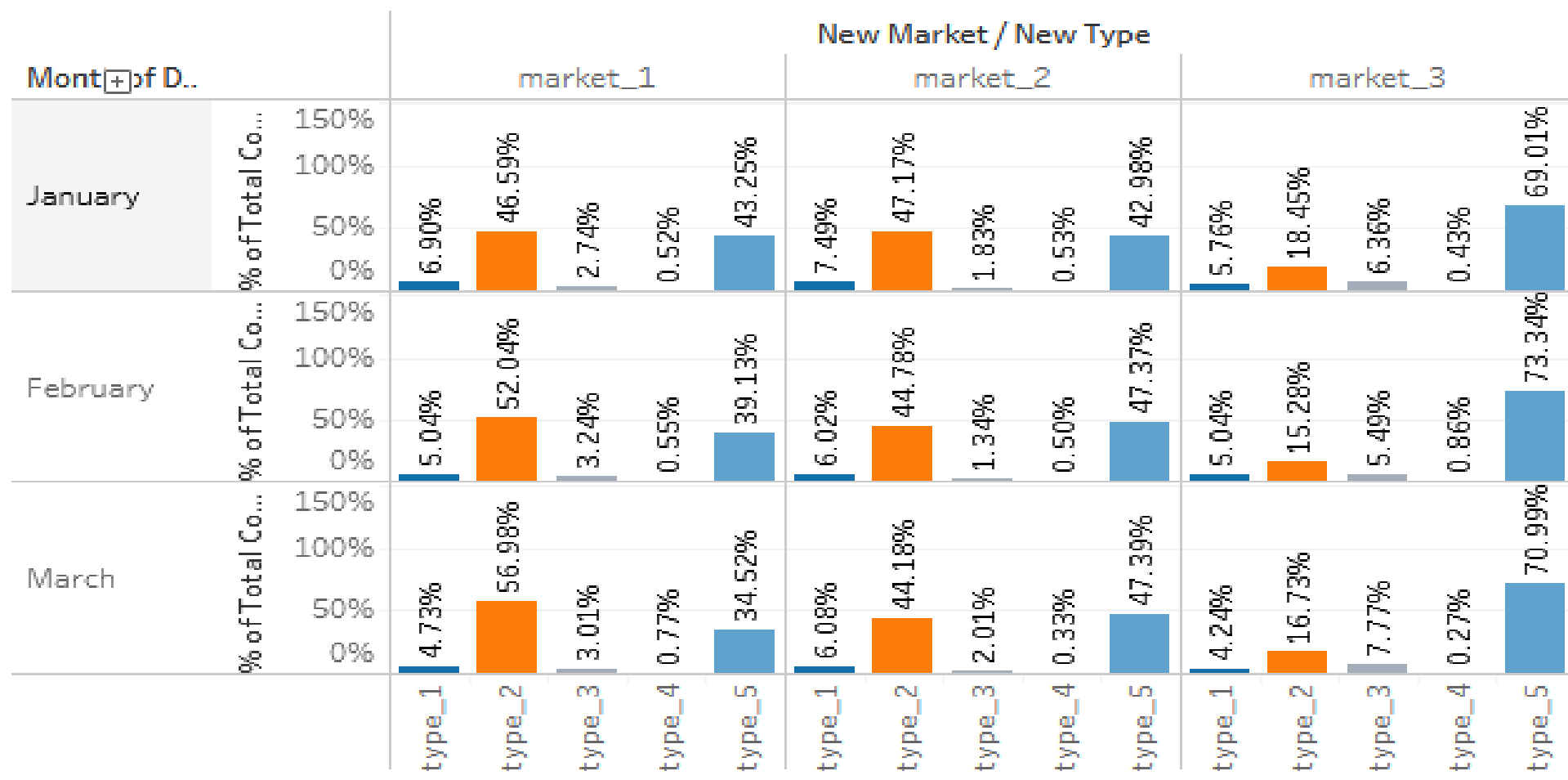
Repeats by Month



Repeat Calls

<	Repeats by Month	Table	Day 1 Calls by Market	Day 0 and Day 1 Calls	>
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Day 0 Calls by Market and Type across Q1



First Repeat Call by Market and Type across Q1

