Satisfaction with Specific Characteristics (HIGHLY SATISFIED)

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Satisfaction with Specific Characteristics (Highly Satisfied)

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Willingness to Recommend HSD

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VoIP (Telephone)

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Telephony Service Plans

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Relation: Performance vs. Expectations

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Satisfaction with Specific Characteristics: Installation

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Satisfaction with Specific Characteristics: Service/Efficiency

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Satisfaction with Specific Characteristics: Customer Service

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Compared to PRTC, LIBERTY is ...

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Compared to a year ago LIBERTY is ...

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Willingness to Recommend Phone Service

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Trans Union Score Scale

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Credit Ratings

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Credit Ratings

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New Credit Policy

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Impact of Credit Policy

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Projected Impact of Credit Policy on Churn and Subscriber Gain

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2006 Voluntary Disconnects by Reason

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2006 Total Voluntary Disconnects per Month

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2006 Voluntary Disconnects by Reason per Month

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LIBERTY

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*** Slip Sheet ***

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