

## **CHAPTER 6**

### **6.1 Scope for Further Research**

The scope for further research can be summarized as below:

- This study can be done for other Circles as the current research is a funnel based study for Assam and NE Circles.
- This study can be tried out in a sample manner for Prepaid customers in the Telecom Sector as the current study is based on Postpaid customers