

SAMS – Project 2

NOTE: Answers only will earn you a very minimal grade. Please type a formal report with your findings with clear and complete interpretations of your results.

Round all answers to four decimal places (leave in decimal format and not percentage)

San Antonio MultiComm Services (SAMS) provides high quality communications networks in the Greater San Antonio area. SAMS offers subscription-based services for digital cable video programming, local and long-distance telephone services and high speed internet access. Recently, SAMS is facing competition from other network providers that have expanded in the San Antonio Area.



SAMS marketing department wants to increase subscriptions for its Three-For-All telephone, cable, and Internet combined services. SAMS marketing has been conducting an aggressive direct-marketing campaign that includes postal and electronic mailings and telephone solicitations. Feedback from these efforts indicates that including premium channels in this combined service is a very important factor for both current and prospective subscribers. After several brainstorming sessions, the marketing department has decided to add premium cable channels as a no-cost benefit of subscribing to the Three-For-All service.

You plan to conduct a survey among prospective customers to determine how many premium channels need to be added to the Three-For-All service in order to generate a subscription to the service. Based on past campaigns and on industry-wide data, you estimate the following.

Number of Free Premium Channels	Probability of Subscriptions
0	0.02
1	0.04
2	0.06
3	0.07
4	0.08
5	0.085

Questions 1, 2 & 3 Hint Distribution: They subscribe or they don't

1. If a sample of 50 prospective customers is selected and no free premium channels are included in the Three-For-All service offer, what is the probability that fewer than 3 customers will subscribe? What is the probability that more than 4 customers will subscribe?
2. Instead of offering no premium free channels, suppose that two free premium channels are included. What is the probability that fewer than 3 customers will subscribe? What is the probability that more than 4 customers will subscribe?
3. Compare your answers from questions #1 and #2 and interpret the meaning of the results.

Sams Project 2010 Excel Lab 1 Answers

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Table of Contents Sams Project 2010 Excel Lab 1 Answers

1. Understanding the eBook Sams Project 2010 Excel Lab 1 Answers
 - The Rise of Digital Reading Sams Project 2010 Excel Lab 1 Answers
 - Advantages of eBooks Over Traditional Books
2. Identifying Sams Project 2010 Excel Lab 1 Answers
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Sams Project 2010 Excel Lab 1 Answers
 - User-Friendly Interface
4. Exploring eBook Recommendations from Sams Project 2010 Excel Lab 1 Answers
 - Personalized Recommendations
 - Sams Project 2010 Excel Lab 1 Answers User Reviews and Ratings
 - Sams Project 2010 Excel Lab 1 Answers and Bestseller Lists
5. Accessing Sams Project 2010 Excel Lab 1 Answers Free and Paid eBooks

- Sams Project 2010 Excel Lab 1 Answers Public Domain eBooks
 - Sams Project 2010 Excel Lab 1 Answers eBook Subscription Services
 - Sams Project 2010 Excel Lab 1 Answers Budget-Friendly Options
6. Navigating Sams Project 2010 Excel Lab 1 Answers eBook Formats
- ePub, PDF, MOBI, and More
 - Sams Project 2010 Excel Lab 1 Answers Compatibility with Devices
 - Sams Project 2010 Excel Lab 1 Answers Enhanced eBook Features
7. Enhancing Your Reading Experience
- Adjustable Fonts and Text Sizes of Sams Project 2010 Excel Lab 1 Answers
 - Highlighting and Note-Taking Sams Project 2010 Excel Lab 1 Answers
 - Interactive Elements Sams Project 2010 Excel Lab 1 Answers
8. Staying Engaged with Sams Project 2010 Excel Lab 1 Answers
- Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Sams Project 2010 Excel Lab 1 Answers
9. Balancing eBooks and Physical Books Sams Project 2010 Excel Lab 1 Answers
- Benefits of a Digital Library
 - Creating a Diverse Reading Collection Sams Project 2010 Excel Lab 1 Answers
10. Overcoming Reading Challenges
- Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Sams Project 2010 Excel Lab 1 Answers
- Setting Reading Goals Sams Project 2010 Excel Lab 1 Answers
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Sams Project 2010 Excel Lab 1 Answers
- Fact-Checking eBook Content of Sams Project 2010 Excel Lab 1 Answers
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
- Utilizing eBooks for Skill Development

- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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