Van den Poel, D, and Larivière, B (2004). "Customer attrition analysis for financial services using proportional hazard models", *European Journal of Operational Research*, 157 (1), pp.196-217.

Wei, C.-P., and Chiu, I. T. (2002). "Turning Telecommunications Call Details to Churn Prediction: A Data Mining Approach", *Expert Systems with Applications*, 23 (2), pp.103-112.

Zhang, Y., J. Qi, H. Shu, and Y. Li (2006). "Case Study on CRM: Detecting Likely Churners with Limited Information of Fixed-Line Subscriber", *Proceedings of the International Conference on Service Systems and Service Management (vol 2)*, pp.1495-1500.