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I declare, I confirm, I certify and I sign that I received substantial, important, line by line peer review with several and substantial comments, important remarks and hints from, at least, 3 Reviewers and the Assistant Editor for my paper:

“Predictive Analytics for Customer Retention: Designing and Evaluating a Machine Learning–Based Churn Prediction System”

with Authors: Blerina Çeliku, Marijon Pano

I would like to thank all the reviewers for their thoughtful comments and efforts towards improving our manuscript. We revised the manuscript with special attention to the comments that we received from 3 reviewers that were experts, specialists in the area of my paper.

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As authors, we would like to sincerely thank the reviewers for their valuable and constructive comments, which have helped us improve the quality of our manuscript.

In the revised version , we have made a focused effort to improve the readability and the chronological and logical organization of the paper. The structure has been refined to ensure a clearer flow of ideas, starting from the research problem, continuing with the methodology, and leading naturally to the results and discussion.

We have carefully incorporated the reviewers' suggestions throughout the manuscript. In particular, we improved the clarity of figures and tables, added explanations where needed, and ensured that the methodology and evaluation steps are presented in a more transparent and understandable way. Additionally, model stability and performance reliability have been further supported through extended evaluation and confidence interval analysis. Aspects related to error behaviour are addressed within the broader discussion of model performance and robustness.

Overall, the revised manuscript is more clearly structured, easier to follow, and we believe it has better aligned with the expectations of the research community.

Blerina Çeliku



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