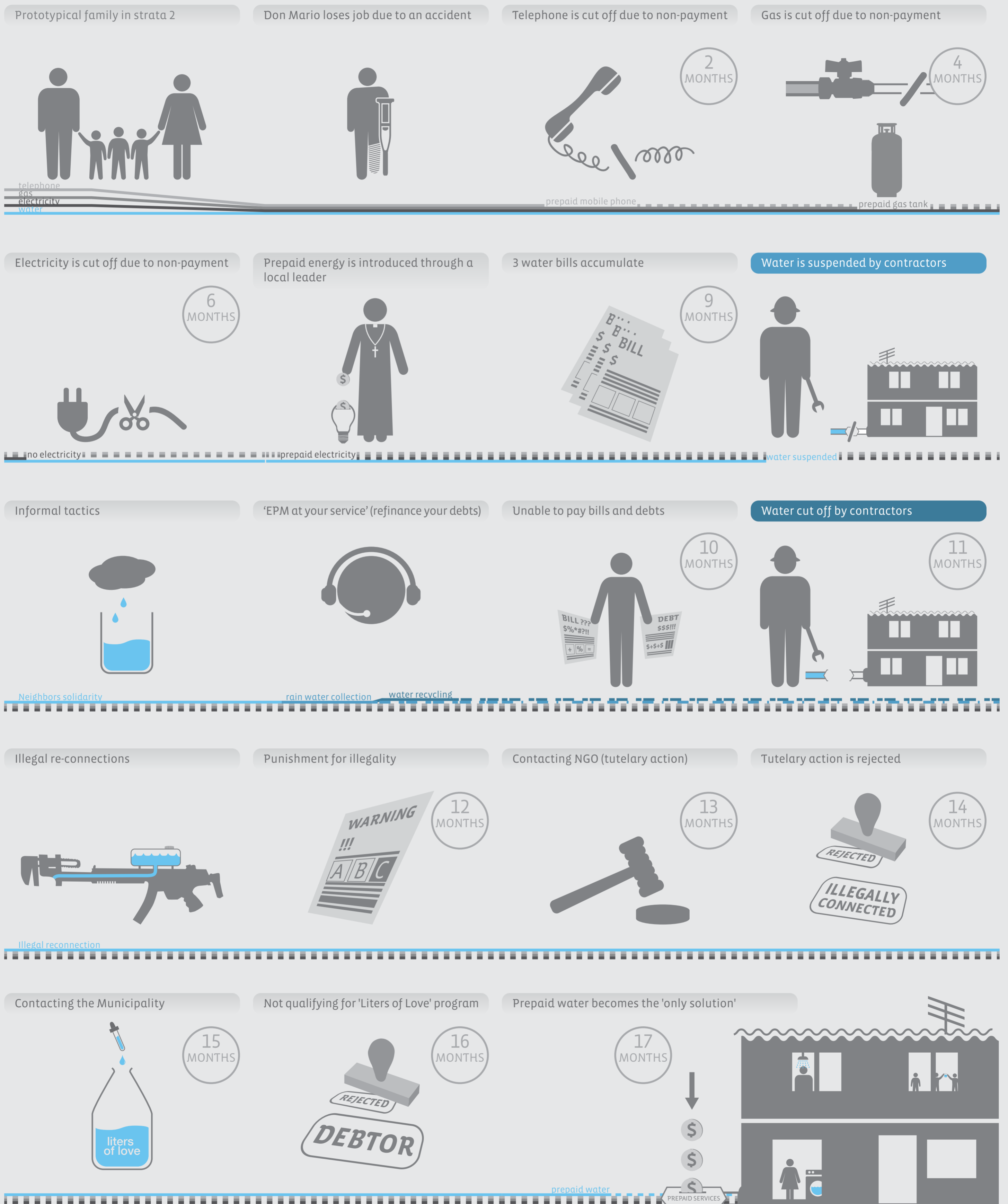


# From disconnection to self-disconnection: Educating customers in a 'culture of pre-payment'

## The story of Don Mario and his family



Information was collected through in-depth interviews in Limonar 1 neighborhood, Medellín