

Total Customers

7043

Male

3555

Female

3488

Senior Citizen Male

574

Senior Citizen Female

568

Retained

5174

Customer Churn Analysis

Churned

1869

Partner

Gender	No	Yes
Male	1841	1714
Female	1800	1688

Contract Type

Contract Type	Count
Month-to-month	3875
One year	1473
Two year	1695

Paperless Billing

Status	Percentage
Yes	59.22%
No	40.78%

Dependents

Gender	No	Yes
Male	2473	1082
Female	2460	1028

Payment Method

Payment Method	Count
Electronic check	2365
Mailed check	1612
Bank transfer (automatic)	1544
Credit card (automatic)	1522

Admin Tickets
3632

Tech Tickets
2955

Monthly Charges
456.12K

Total Charges
16,056.17K

Tenure
228K

Customer Id

0002-ORFBO

0003-MKNFE

0004-TLHLJ

0011-IGKFF

0013-EXCHZ

0013-MHZWF

0013-SMEOE

0014-BMAQU

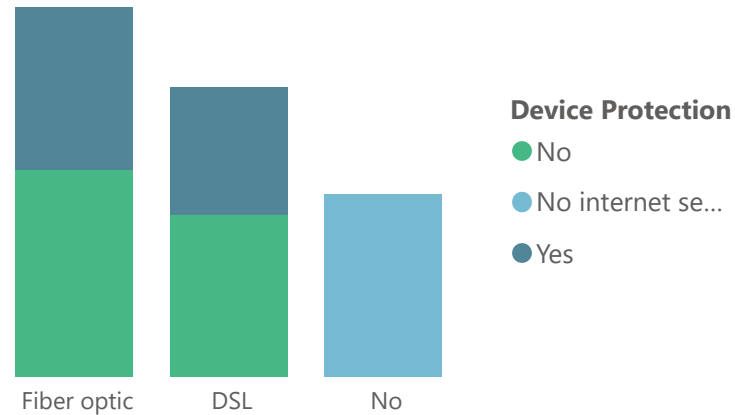
0015-UOCOJ

0016-QLJIS

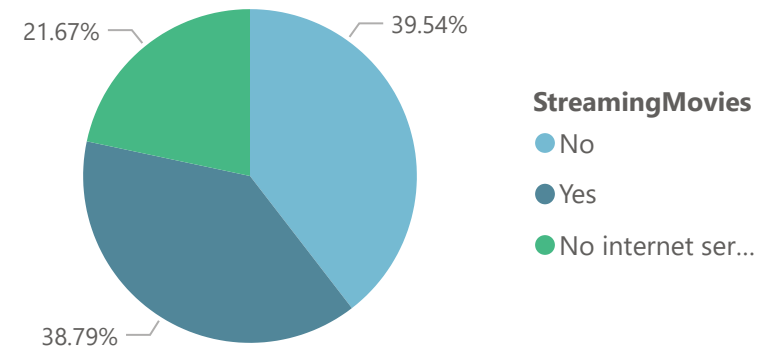
0017-DINOC

0017-IUDMW

Internet Service with Device Protection



Streaming Movies



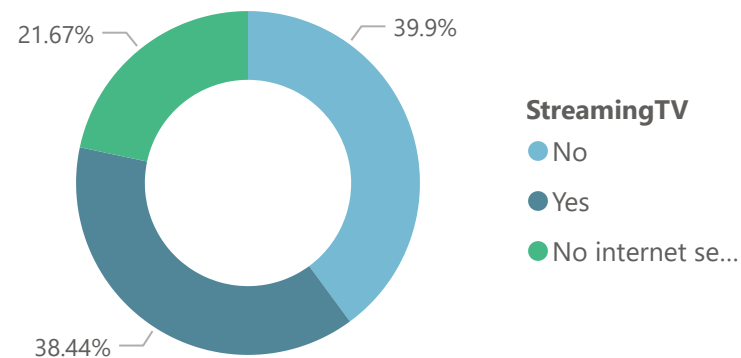
Online Backup

No

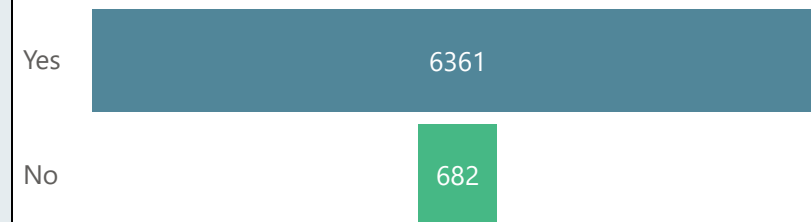
Online Security

No

Streaming TV



Phone Service



Multiple Lines

No

Tech Support

No

Key Points

- > There are 7,043 clients, 5174 are connected with firm however 1,869 of them have left.
- > Out of 3555 Male, 574 are senior male Citizen.
- > Out of 3488 Female, 568 are Senior Female Citizen.
- > Consumers prefer fiber Optic Internet Connection rather than DSL.
- > Most of the Consumer Prefer Monthly plan instead of Yearly and Twice year plan.
- > 59.22% Consumer prefer Paperless Billing Method.
- > 6361 Consumers are using Phone Services.