

7032

Total Customers

₹ 64.80

Avg MonthlyCharge

26.6%

Churn Rate

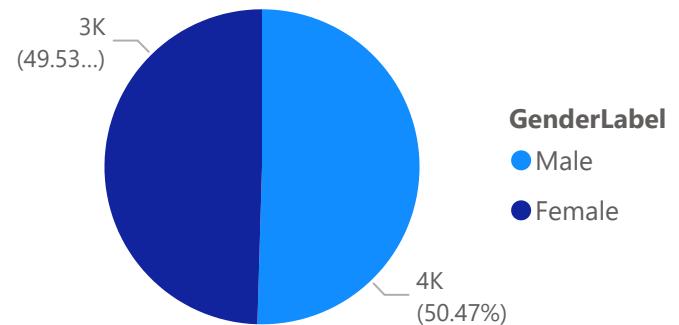
1869

Churned Customers

Contract

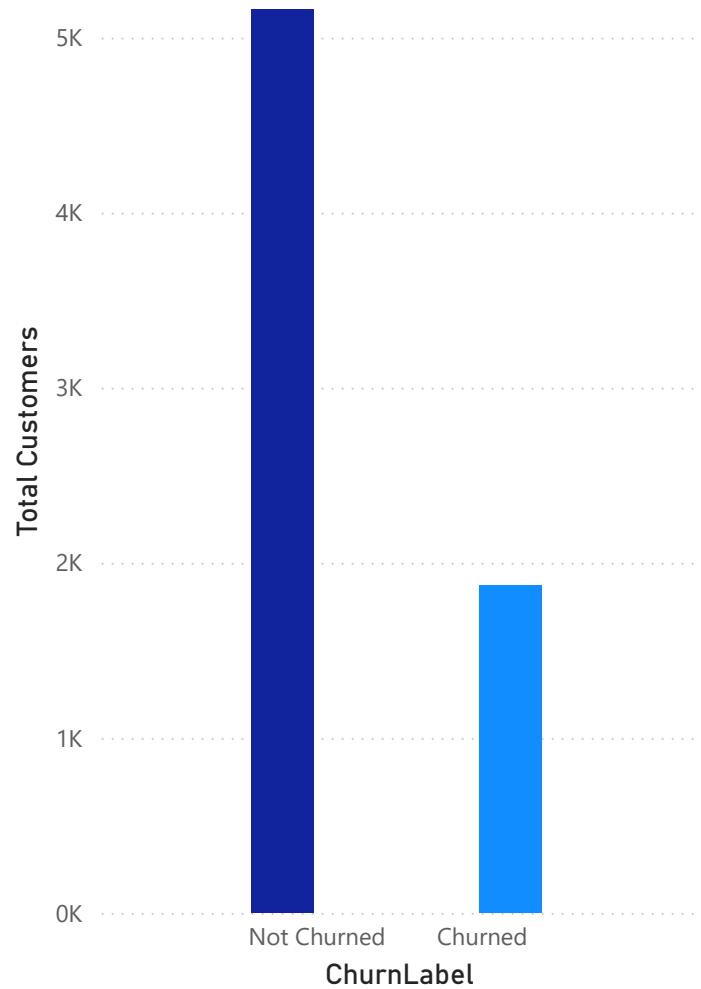
- Month-to-month
- One year
- Two year

Total Customers by GenderLabel



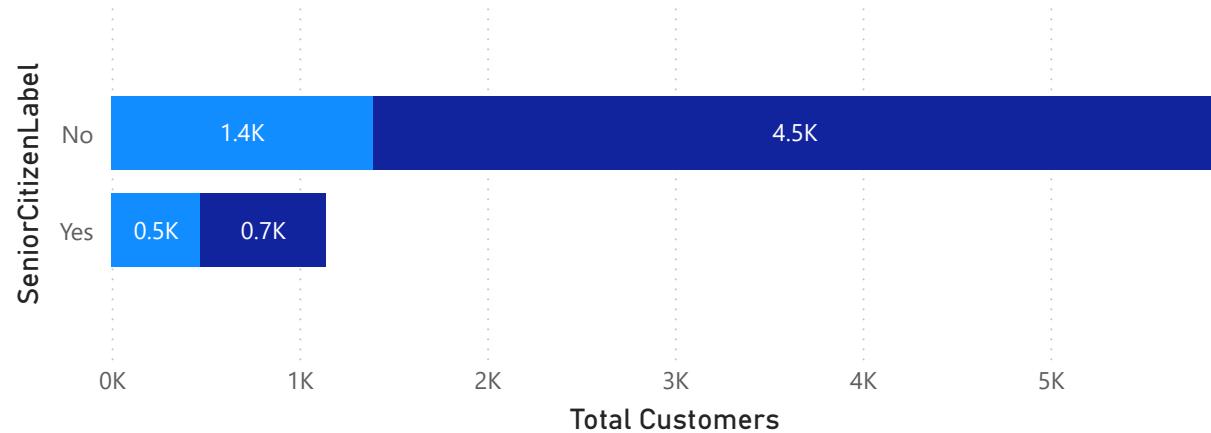
Total Customers and Avg Tenure by ChurnLabel and ChurnLabel

ChurnLabel ● Not Churned ● Churned



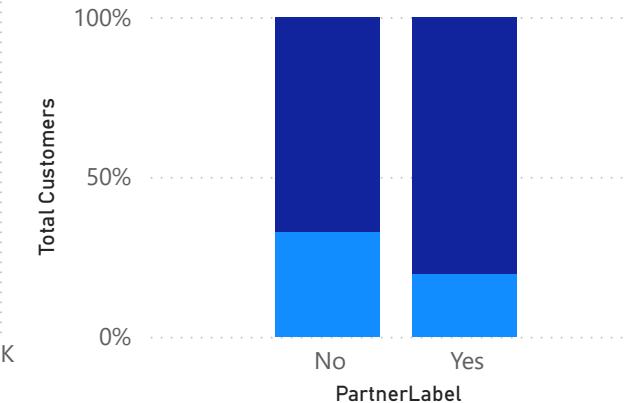
Total Customers by SeniorCitizenLabel and ChurnLabel

ChurnLabel ● Churned ● Not Churned



Total Customers by PartnerLabel and ChurnLabel

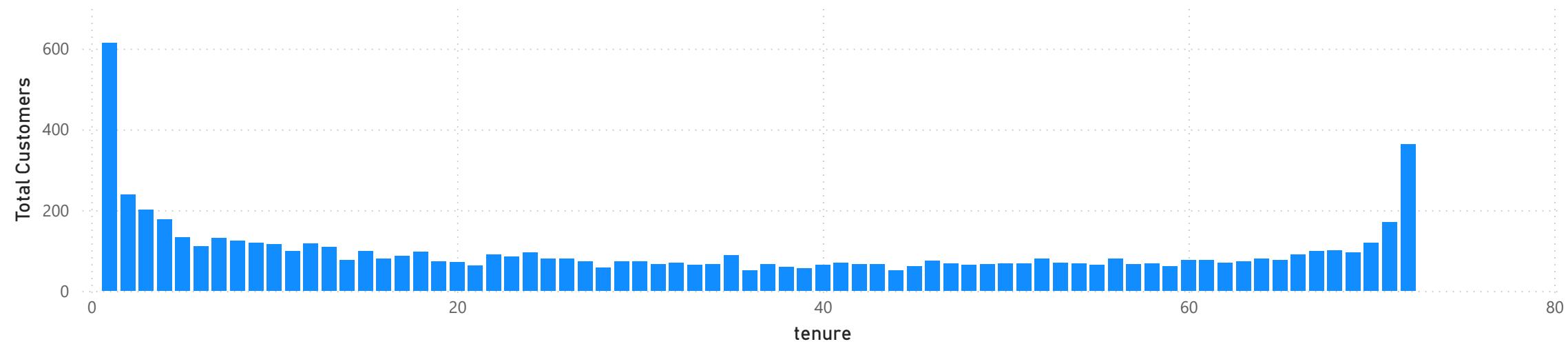
ChurnLabel ● Churned ● Not Churned



InternetService

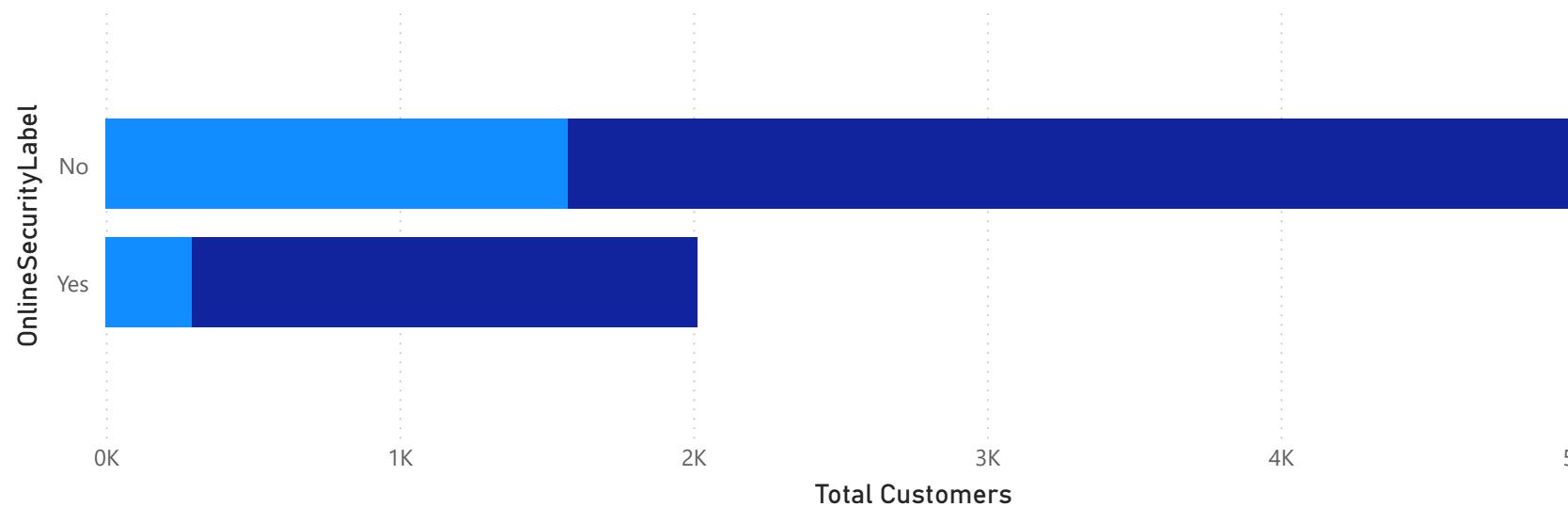
- DSL
- Fiber optic
- No

Total Customers by tenure



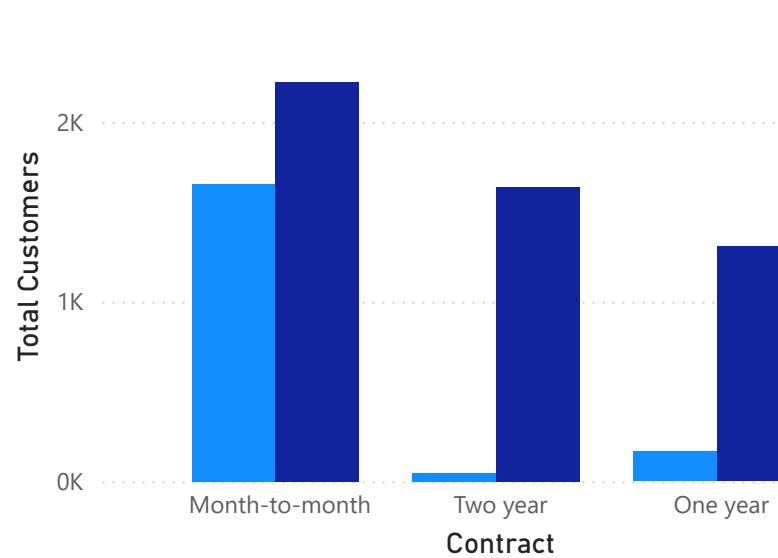
Total Customers by OnlineSecurityLabel and ChurnLabel

ChurnLabel ● Churned ● Not Churned



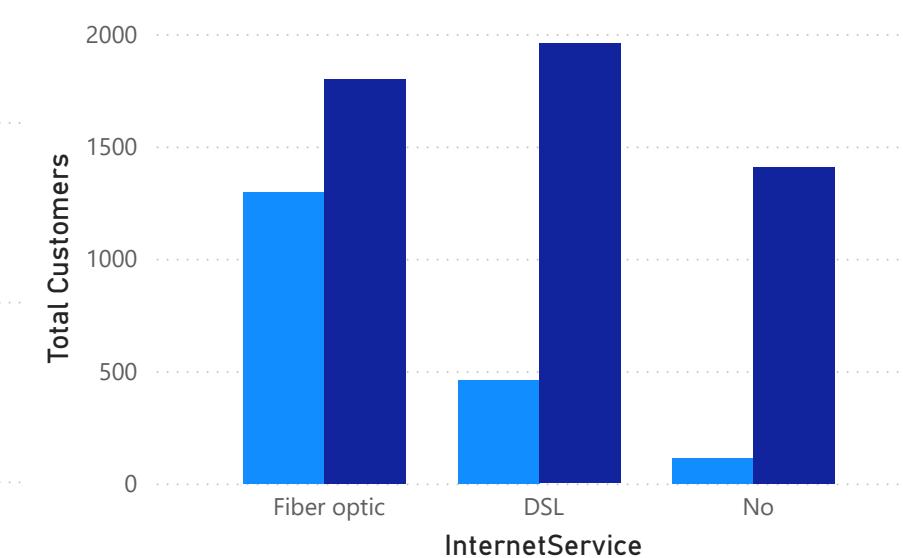
Total Customers by Contract and ChurnLabel

ChurnLabel ● Churned ● Not Churned



Total Customers by InternetService and ChurnLabel

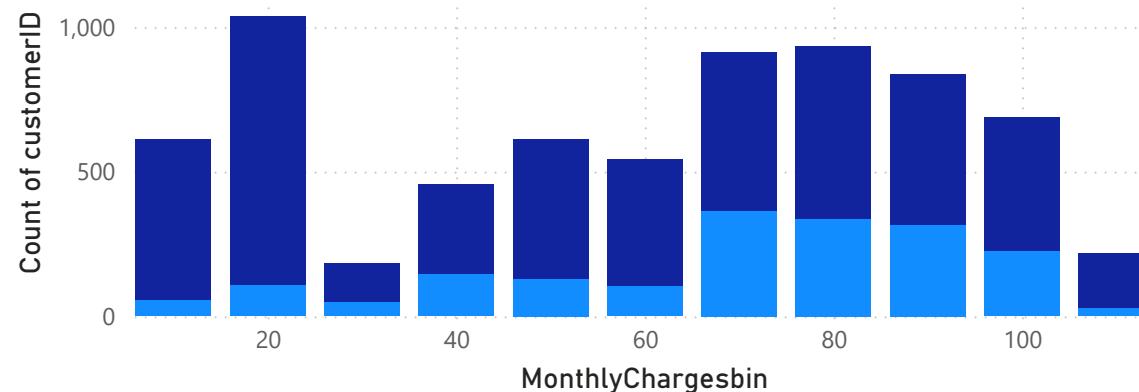
ChurnLabel ● Churned ● Not Churned



ChurnLabel
Churned
Not Churned

Count of customerID by MonthlyChargesbin and ChurnLabel

ChurnLabel ● Churned ● Not Churned

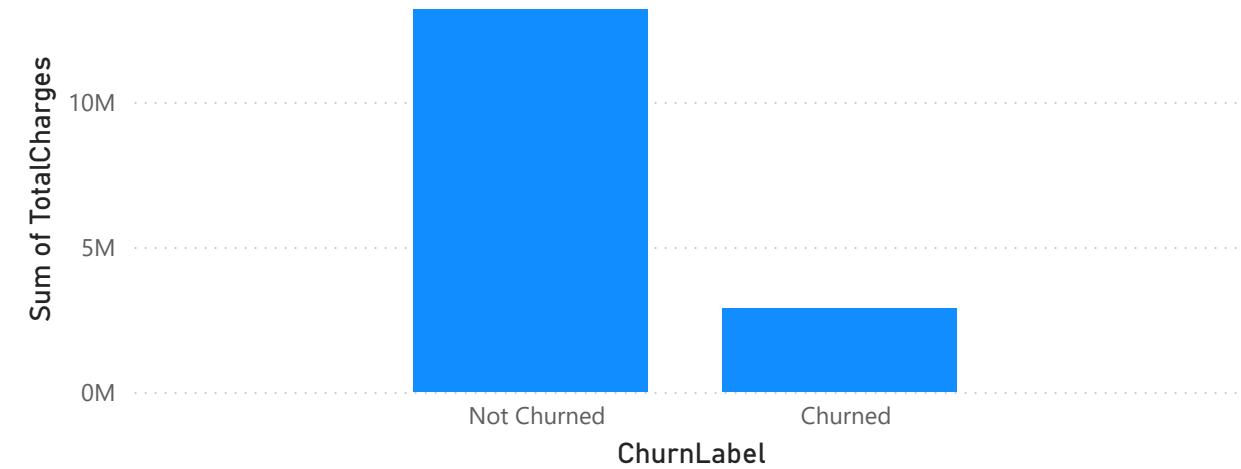


Monthly Charges ↑ → Churn ↑

High Risk

| Contract | InternetService | Sum of MonthlyCharges | Sum of tenure | Sum of Churn |
|----------------|-----------------|-----------------------|---------------|--------------|
| Two year | No | 13,782.75 | 31060 | 5 |
| One year | No | 7,558.60 | 10773 | 9 |
| Two year | DSL | 43,926.05 | 37142 | 12 |
| Two year | Fiber optic | 44,861.15 | 27964 | 31 |
| One year | DSL | 34,996.15 | 23078 | 53 |
| Month-to-month | No | 10,694.60 | 4782 | 99 |
| One year | Fiber optic | 53,242.15 | 28081 | 104 |
| Month-to-month | DSL | 61,418.45 | 19241 | 394 |
| Month-to-month | Fiber optic | 1,85,181.10 | 45869 | 1162 |
| Total | | 4,55,661.00 | 227990 | 1869 |

Sum of TotalCharges by ChurnLabel



tenure

1 72



Insight:

Customers with Fiber optic & Month-to-month contracts show the highest churn (1162). High Monthly Charges (₹70–₹110) strongly correlate with churn.