

OVERVIEW

6687

Number of Customers

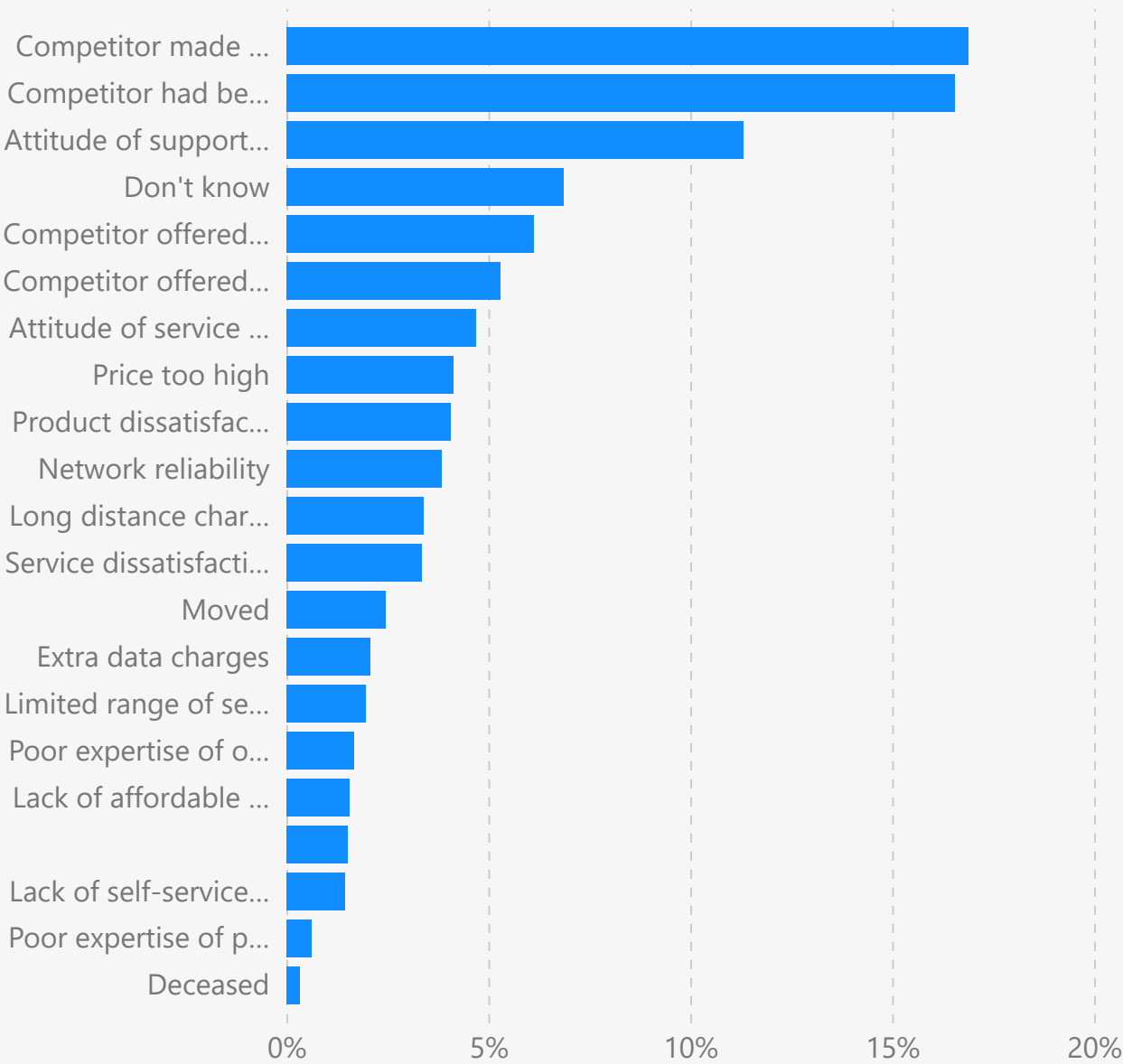
26.86 %

Churn Rate

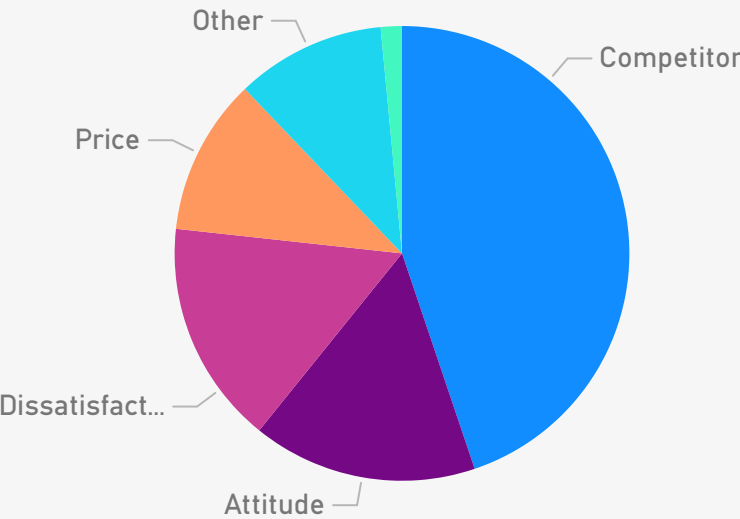
1796

Churned

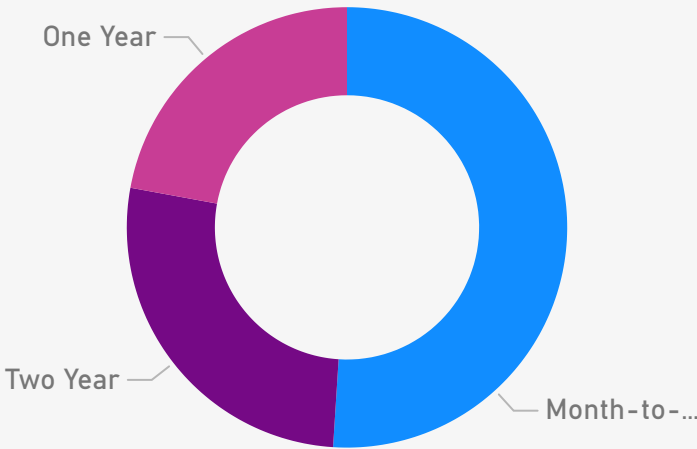
Churn Reasons



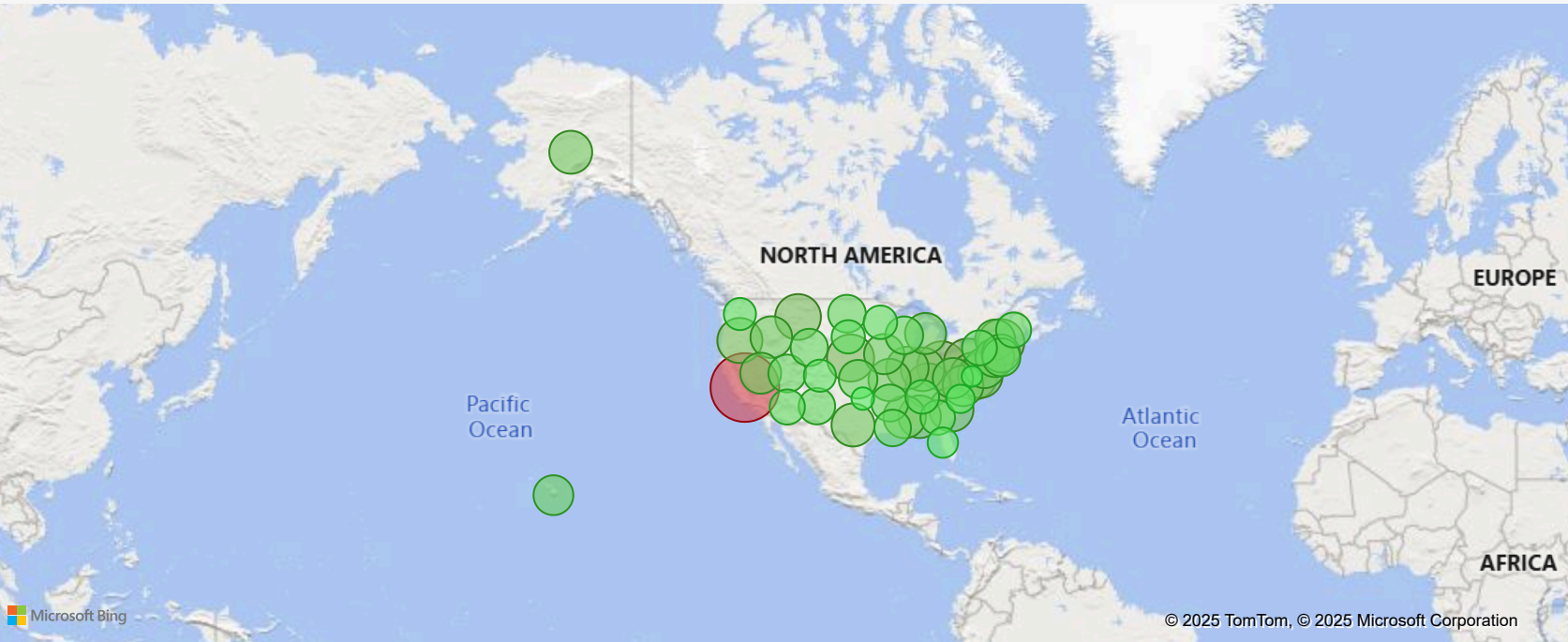
Churn by category



Customers by Contract type



Churn Rate by State

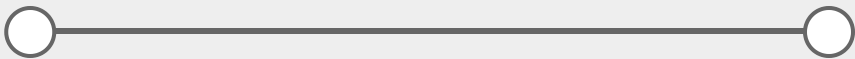


AGE GROUP

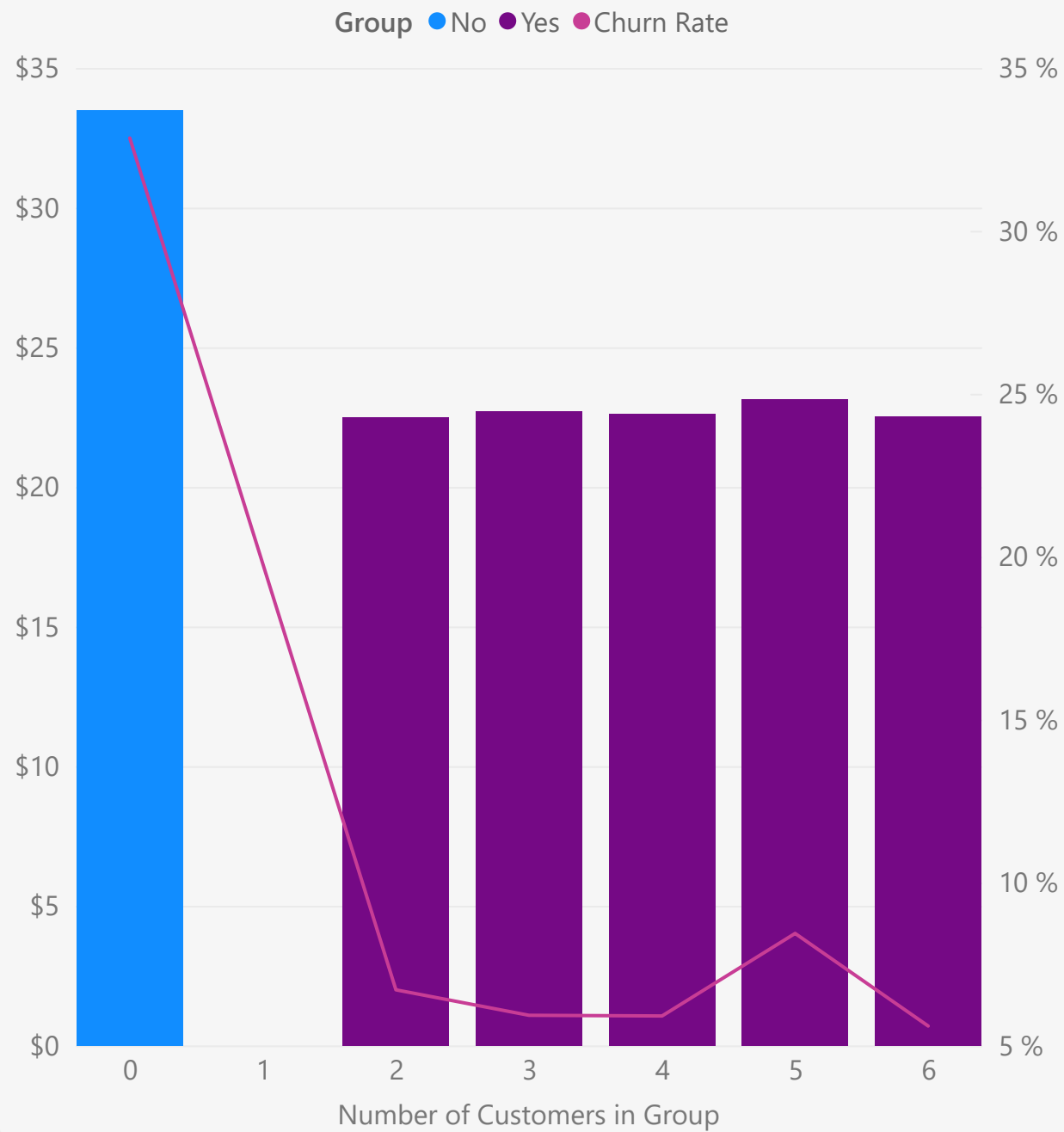
Account Length (in months)

1

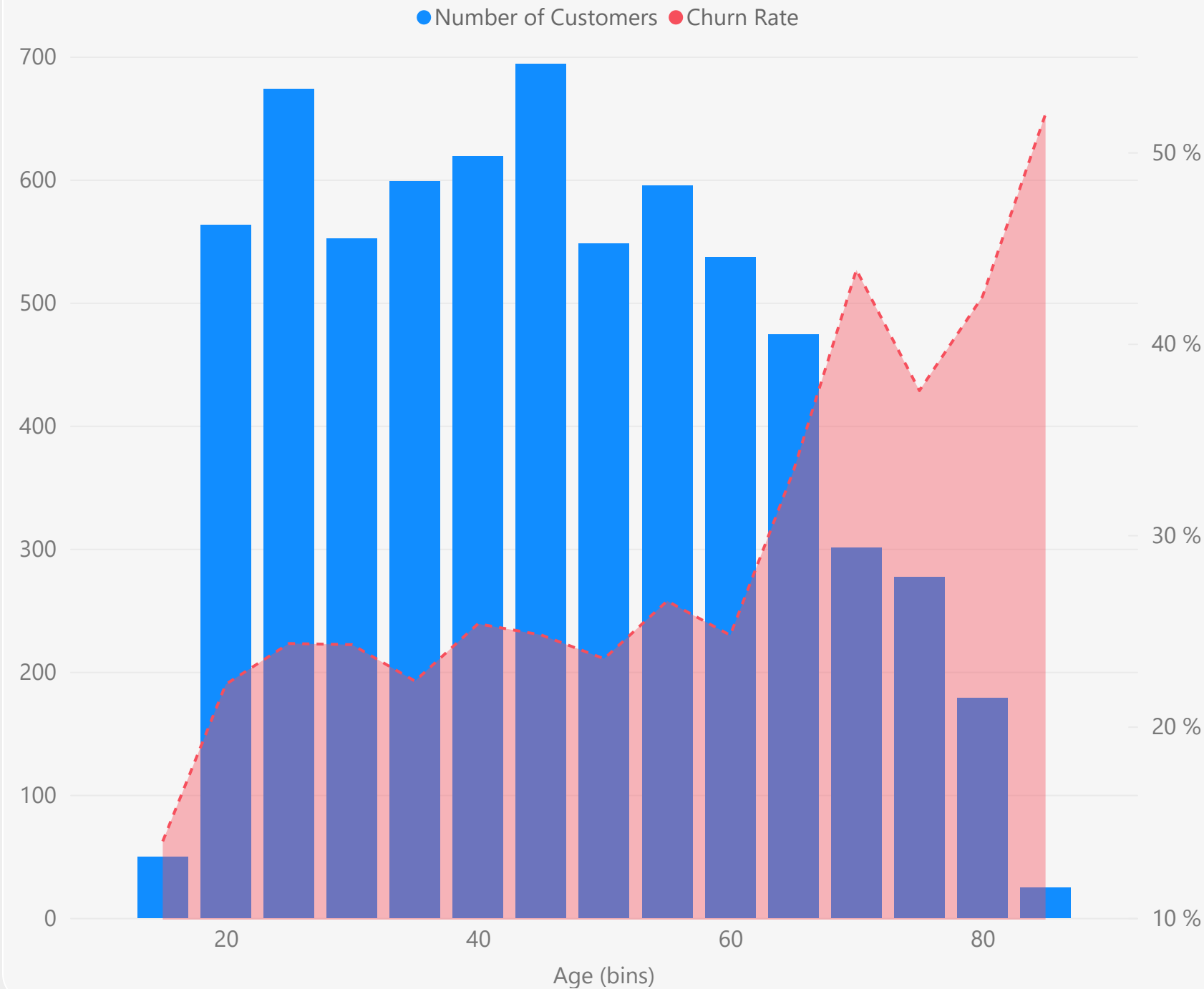
77



Avg Monthly Charge and Churn Rate by Number of Customers in Group



Customers and Churn Rate by Age



PAYMENT & CONTRACT

Contract Category & Payment Method

- ^

☐ Monthly

☐ Credit Card

☐ Direct Debit

☐ Paper Check
- ^

☐ Yearly

☐ Credit Card

☐ Direct Debit

☐ Paper Check

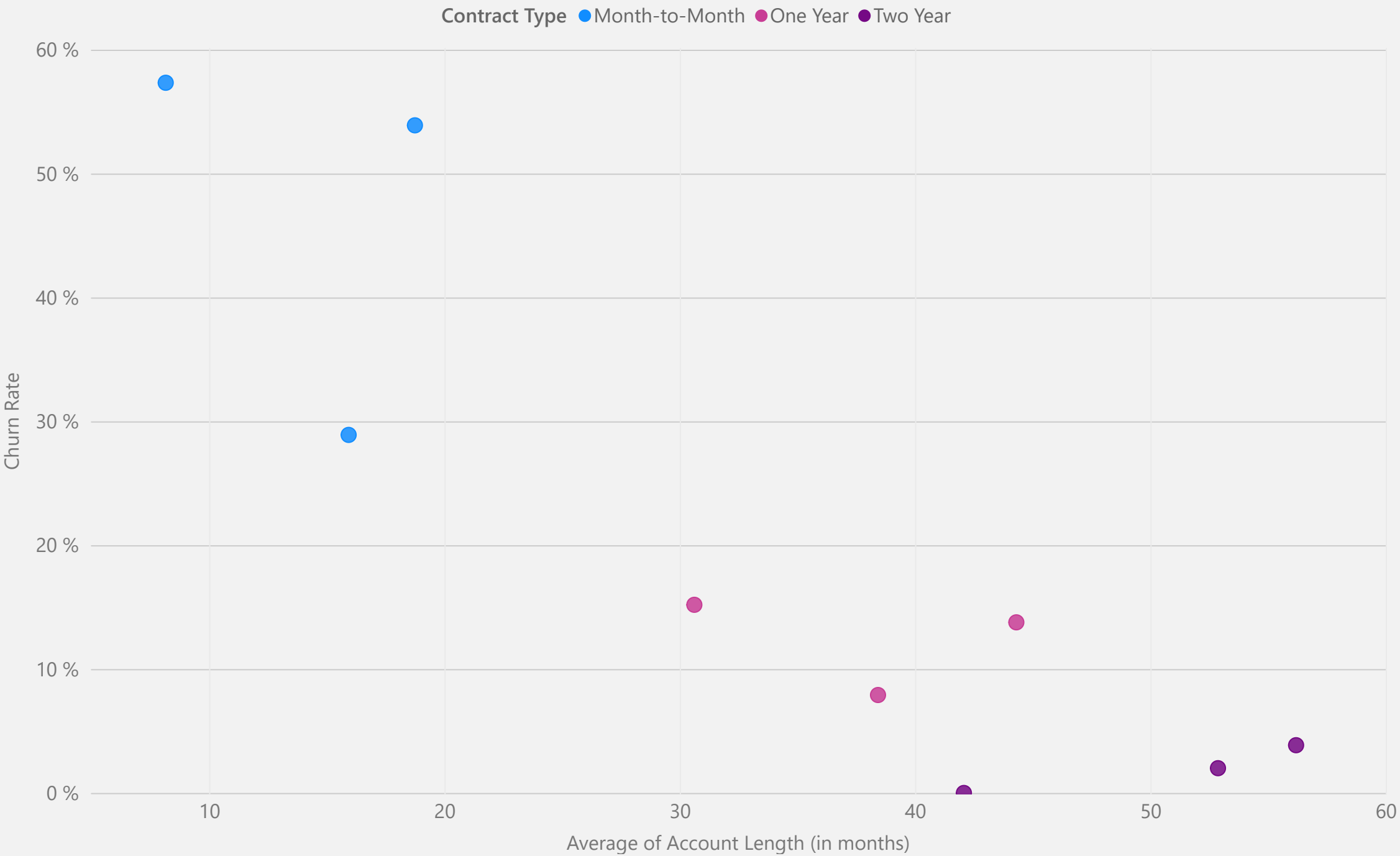
0.92

Avg Customer Service Calls

6123

Customer Service Calls

Avg. of Account Length (in months) and Churn Rate by Payment Method and Contract Category



EXTRA CHARGES

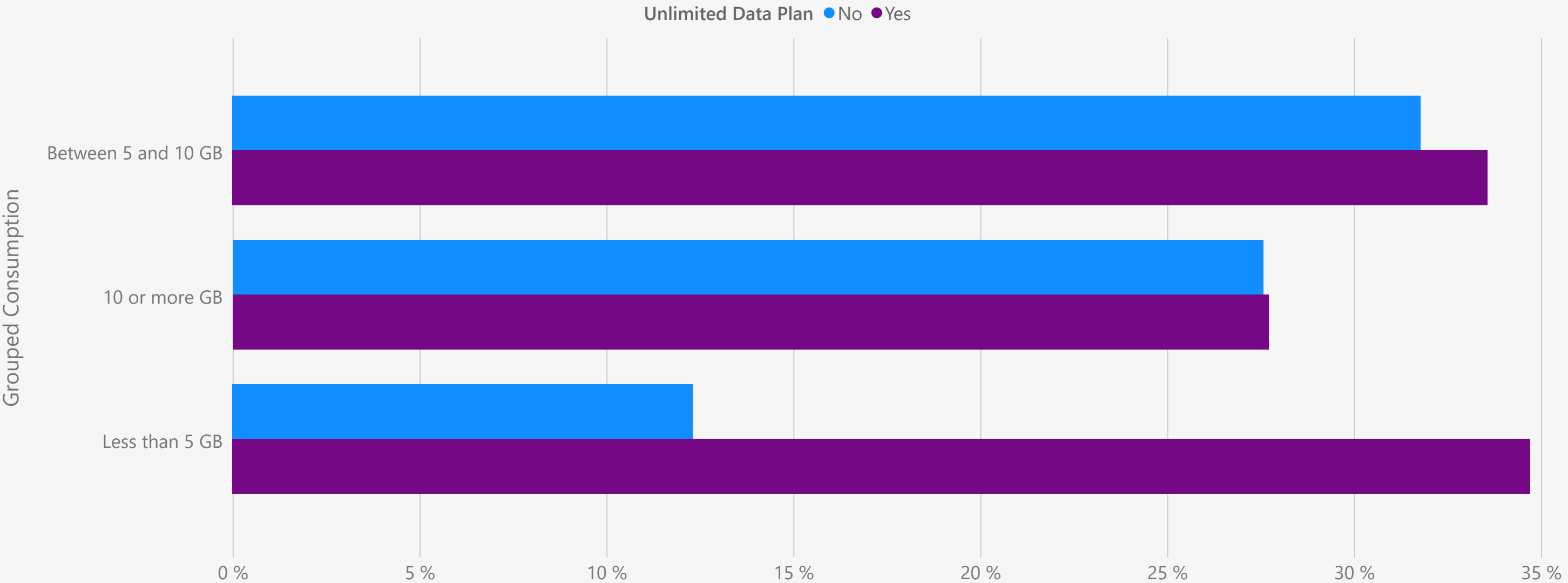
3.37

Avg Extra Data Charges

33.64

Avg Extra International Charges

Churn Rate by Grouped Consumption and Unlimited Data Plan



MORE INSIGHTS

0.92

Avg Customer Service Calls

6123

Customer Service Calls

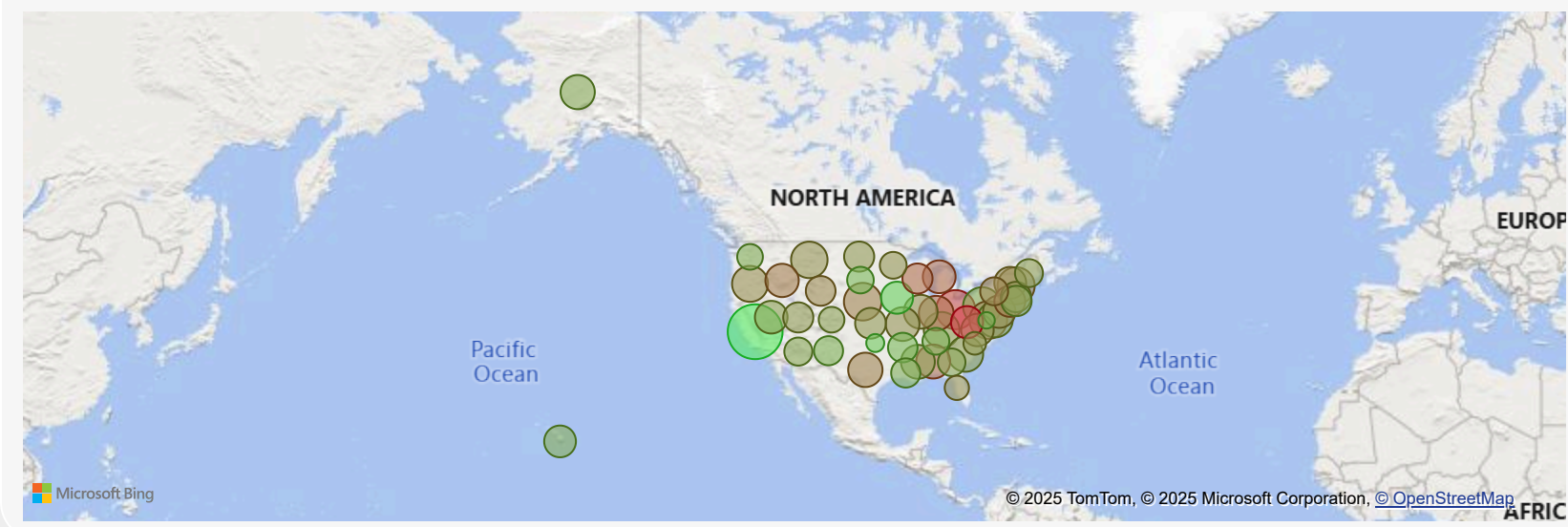
33.64

Avg Extra International Charges

3.37

Avg Extra Data Charges

Churn Rate by State



Avg Customer Service Calls by State and Churn

Churn ● No ● Yes

