

Churn Rate

26,86 %

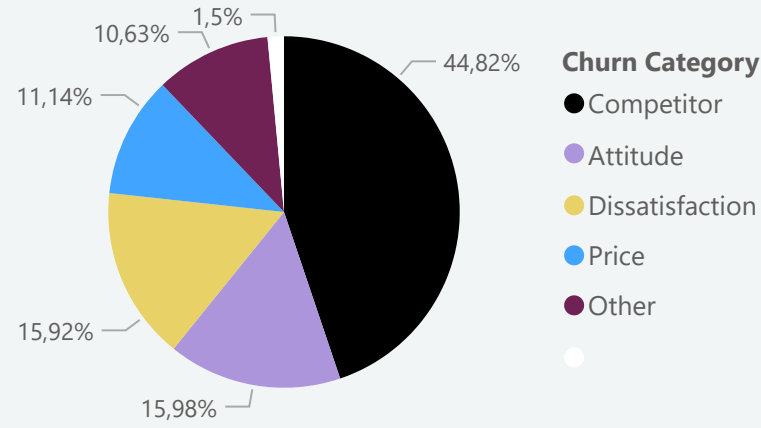
N° Customers

6687

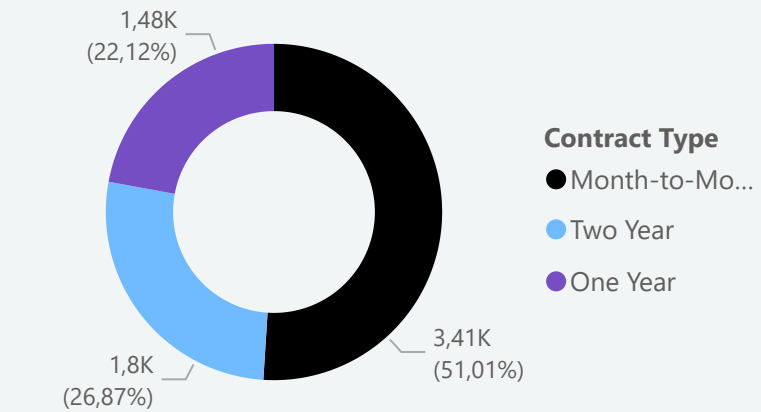
Churned Customers

1796

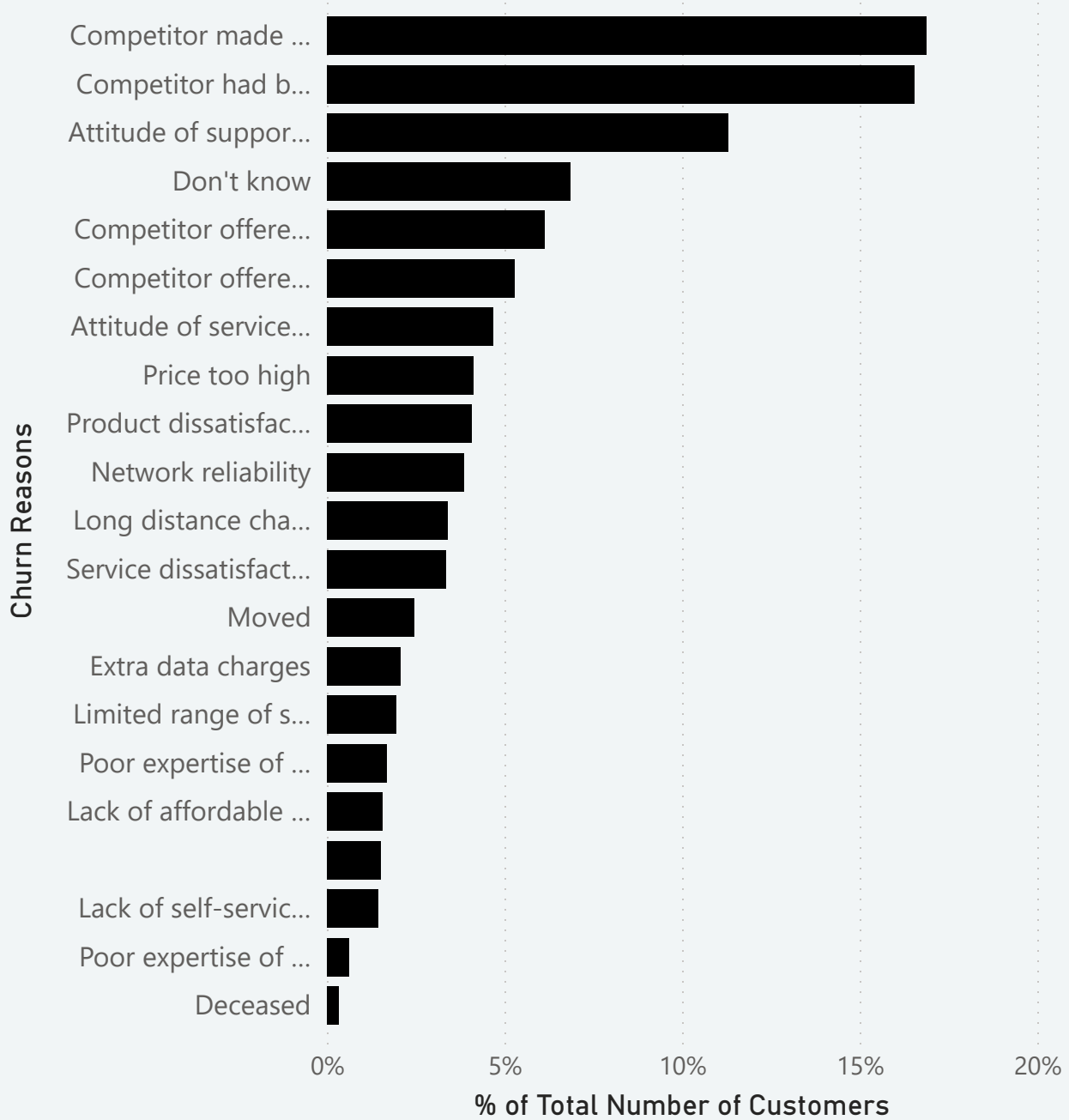
Churned Customers by Category



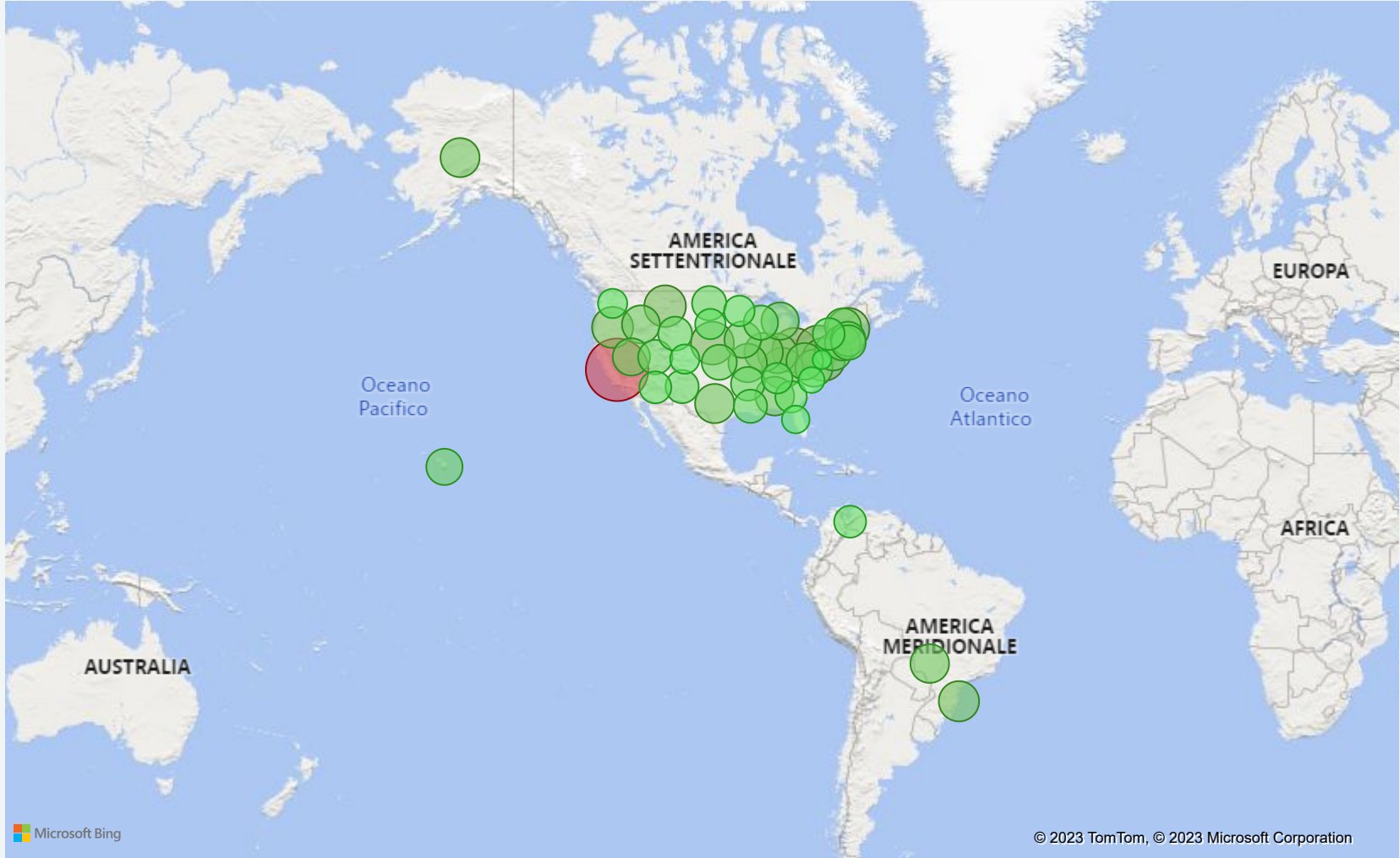
Customers by Contract Type



Churn Reasons



Churn Rate by State



Account Length (in months) ▼

Age of Youngest

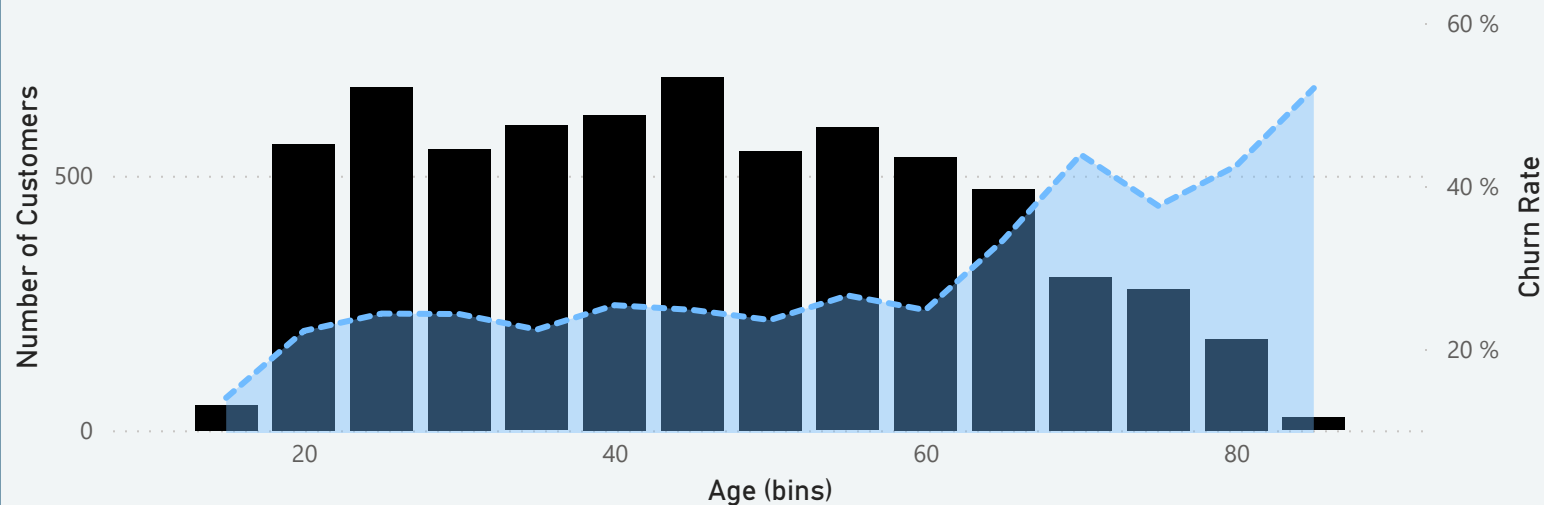
19

Age of Oldest

85

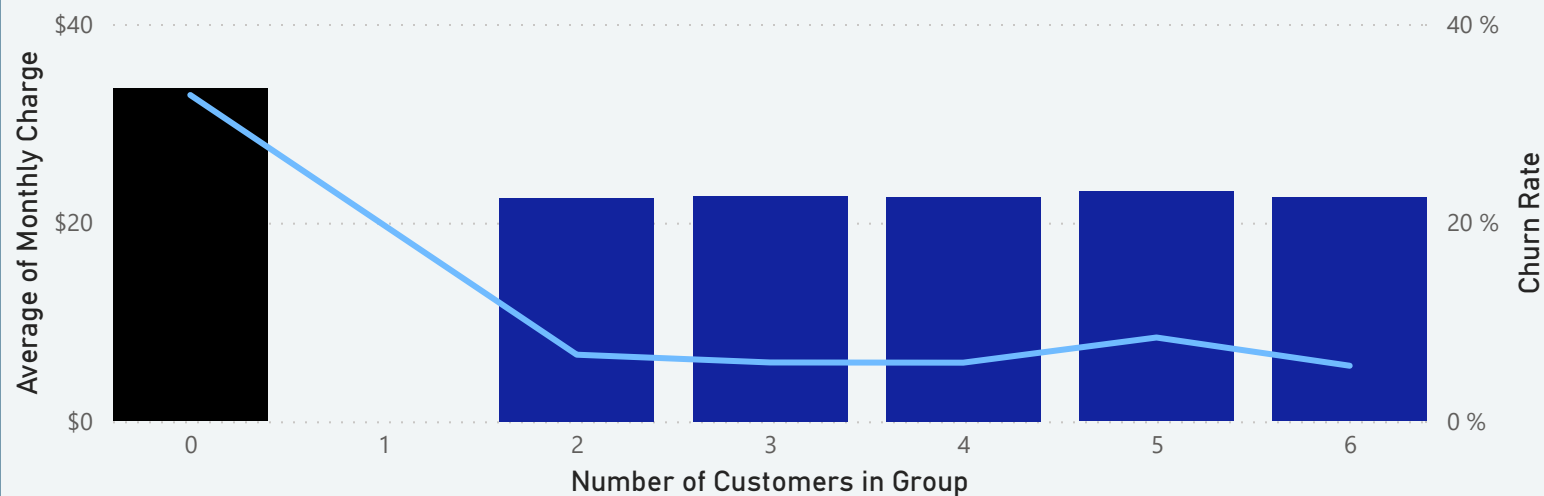
Customers and Churn Rate by Age Group

● Number of Customers ● Churn Rate



Monthly Charge and Churn Rate by Group

Group ● No ● Yes ● Churn Rate



Overview

Age Groups

Payment and
Contract

Extra Charges

Insights

Contract Category and Payment Method

^ ☐ Monthly

☐ Credit Card

☐ Direct Debit

☐ Paper Check

^ ☐ Yearly

☐ Credit Card

☐ Direct Debit

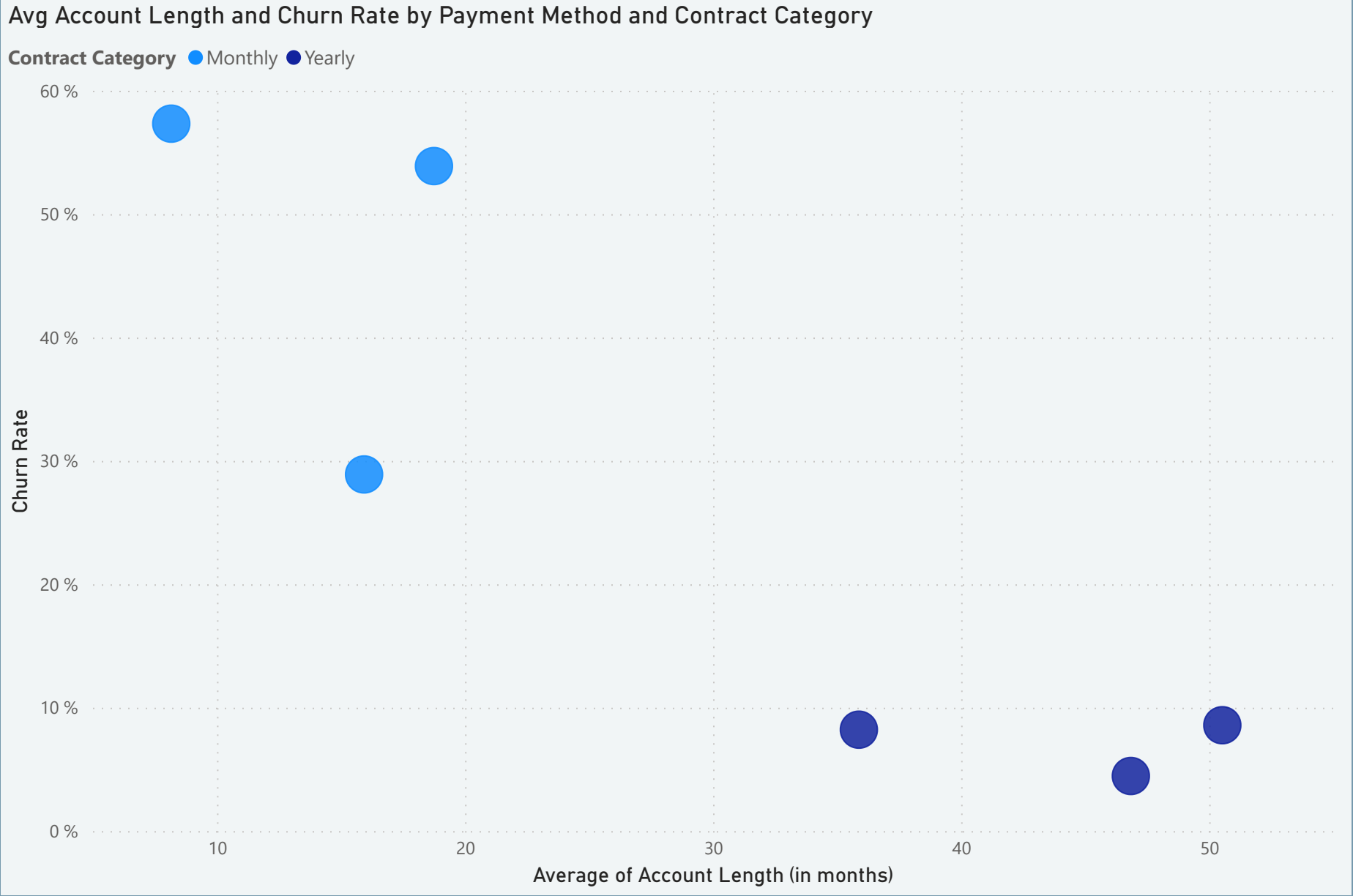
☐ Paper Check

Customer Service Calls

6123

Avg Customer Service Calls

0,92

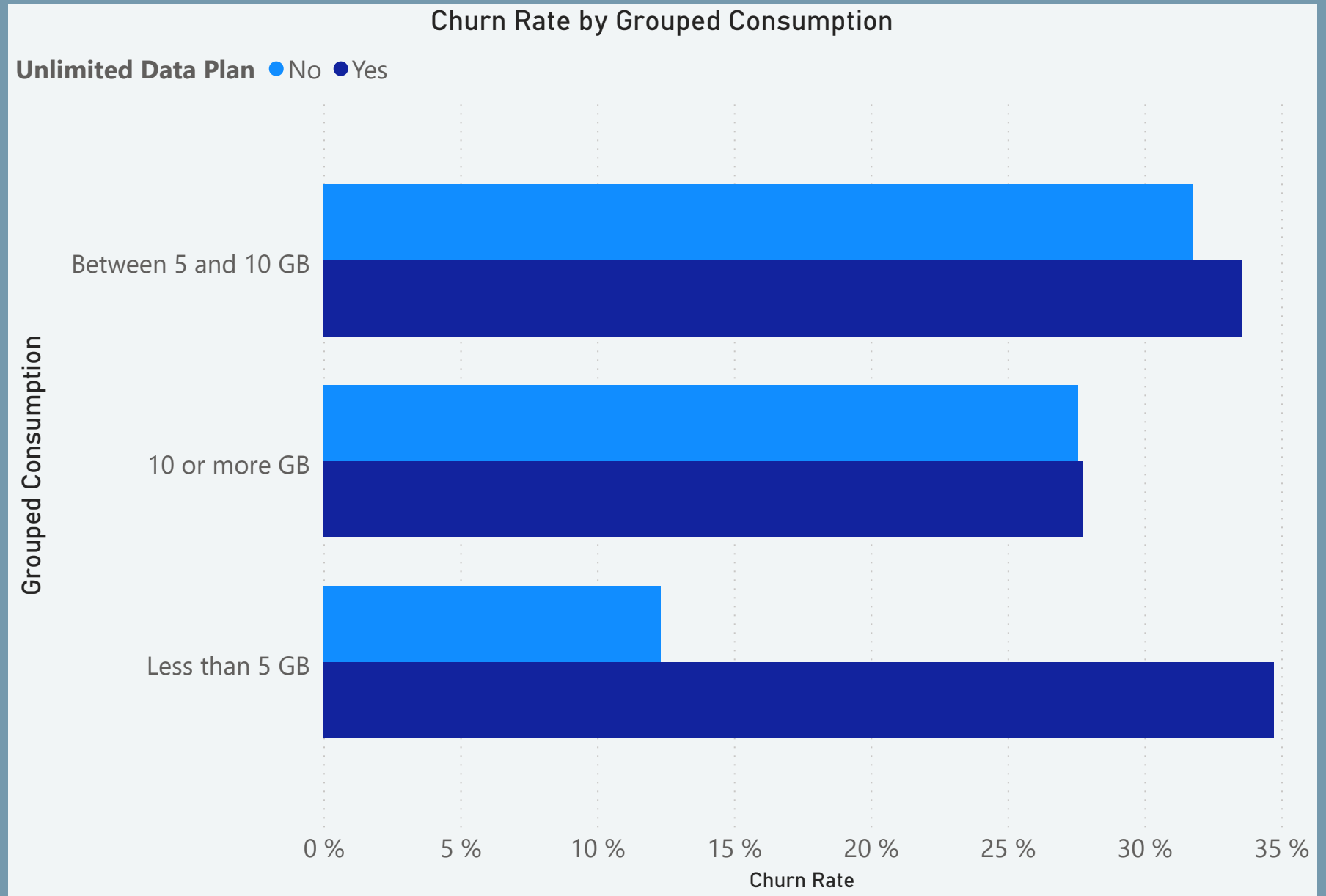


Avg Extra International
Charges

33,64

Avg Extra Data Charges

3,37



Overview

Age Groups

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Contract

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Insights

Customer Service Calls

6123

Avg Extra International Charges

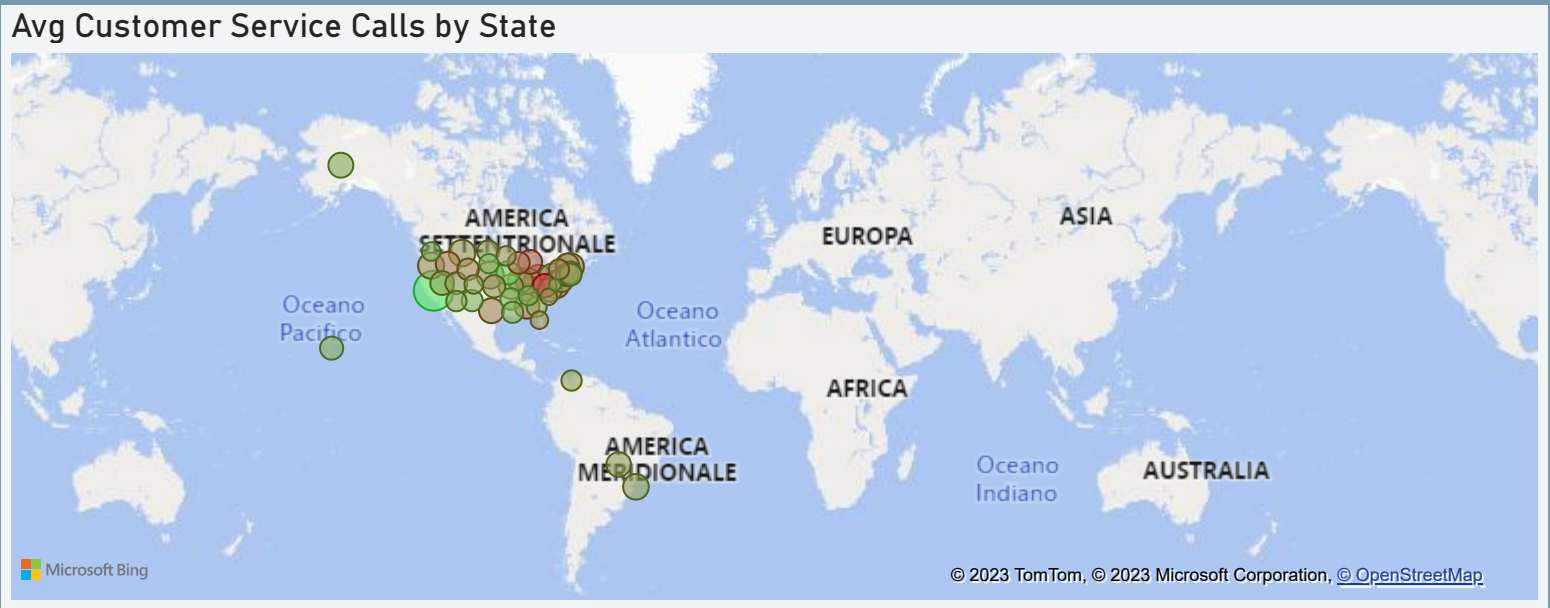
33.64

Avg Customer Service Calls

0,92

Avg Extra Data Charges

3,37



Avg Customer Service Calls by State and Churn Label

Churn Label ● No ● Yes

