

Overview

Total Customers

6687

Churned Customers

1796

Churn Rate

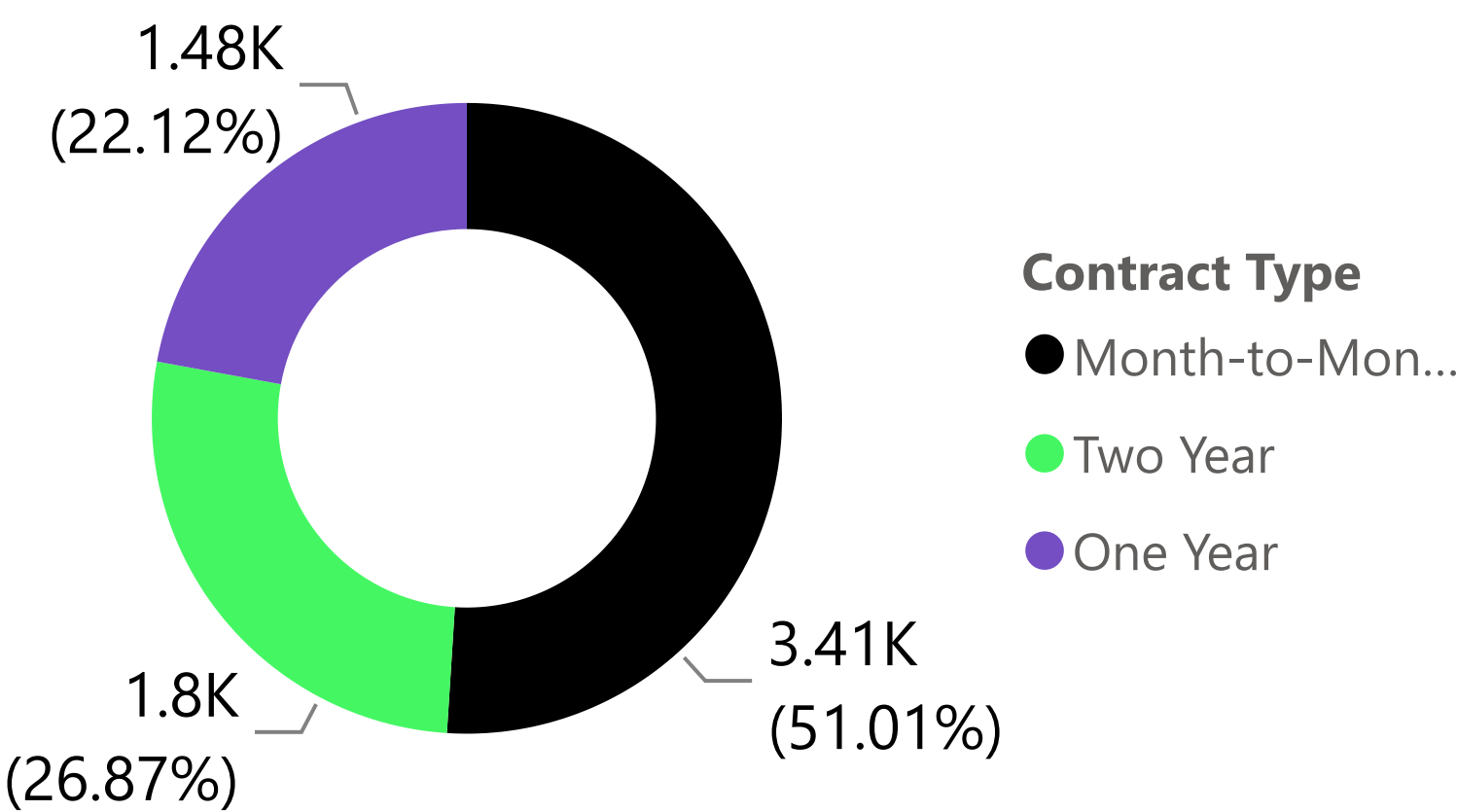
26.86 %

Churn Reasons

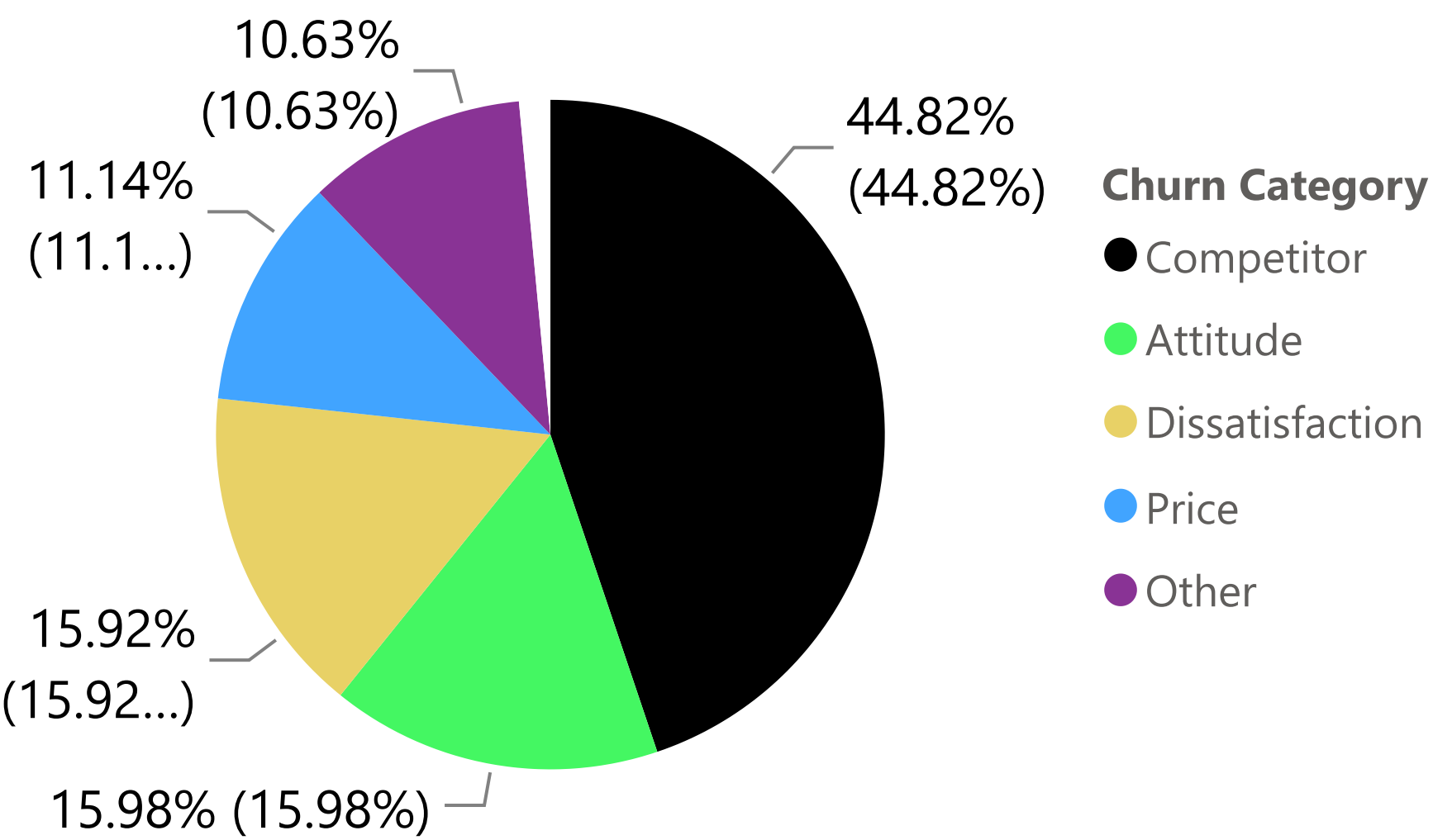


0% 5% 10% 15%
% of Total Number of Customers

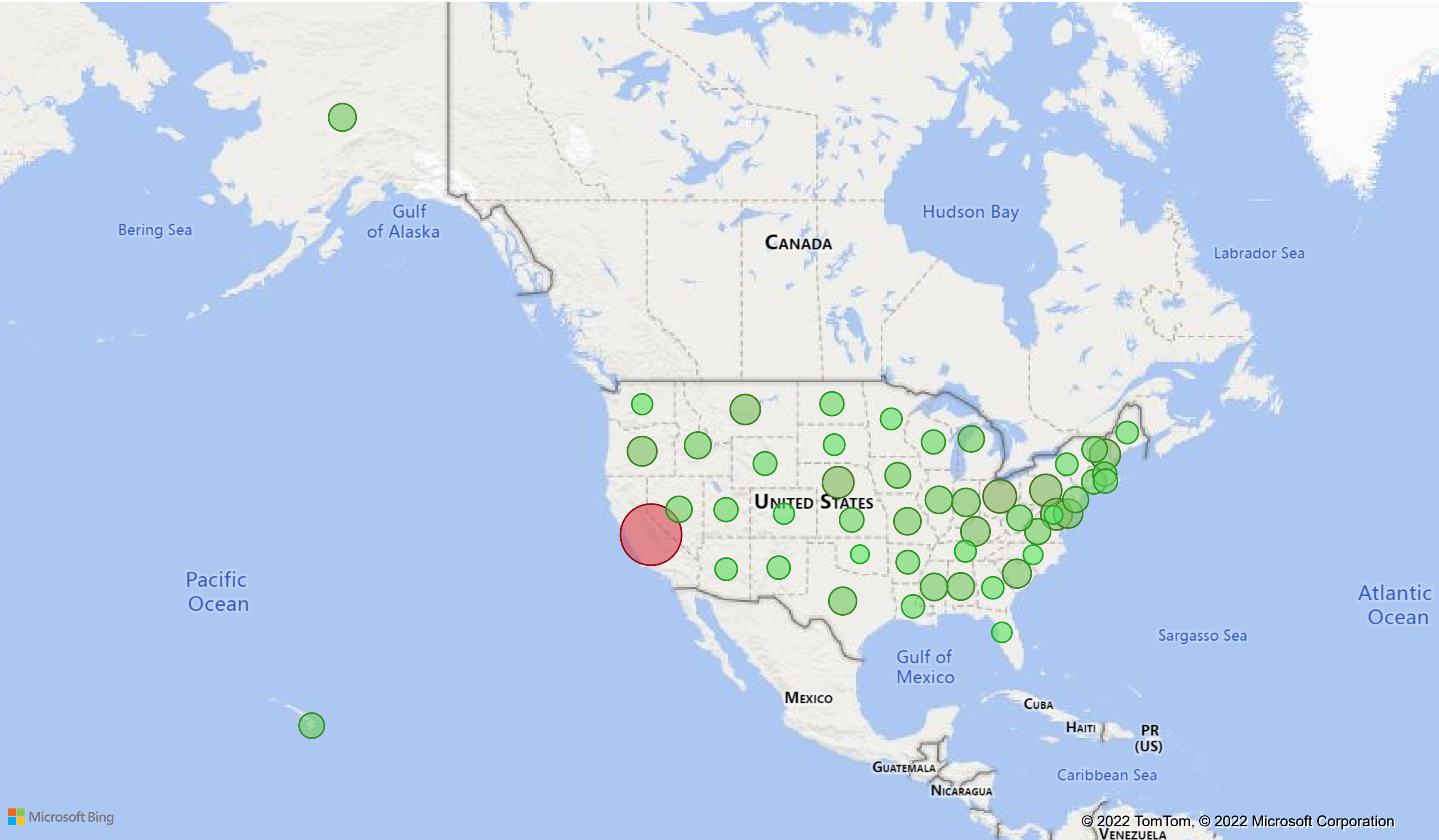
Customers by Contract type



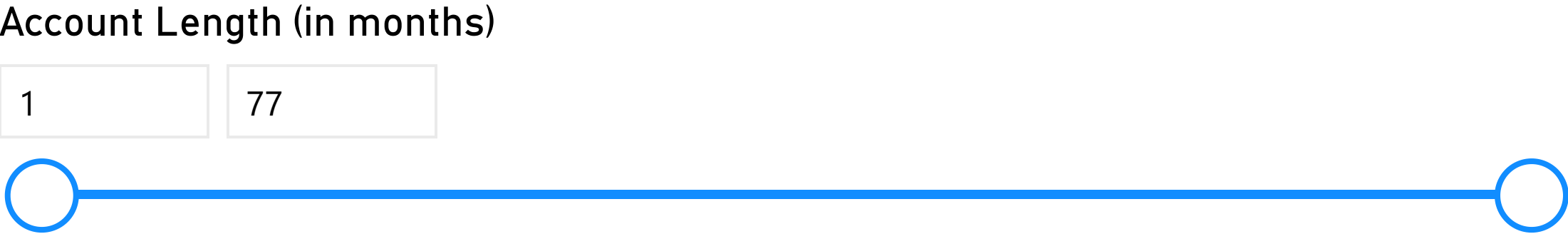
Churn by category



Churn Rate by State

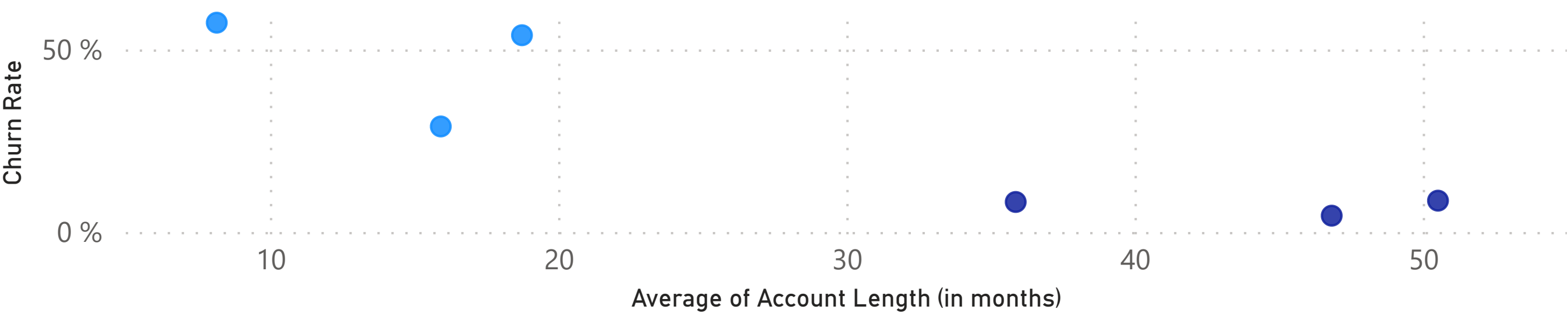


Age Groups, Payments, and Contracts



Category

Contract Category Monthly Yearly



6123

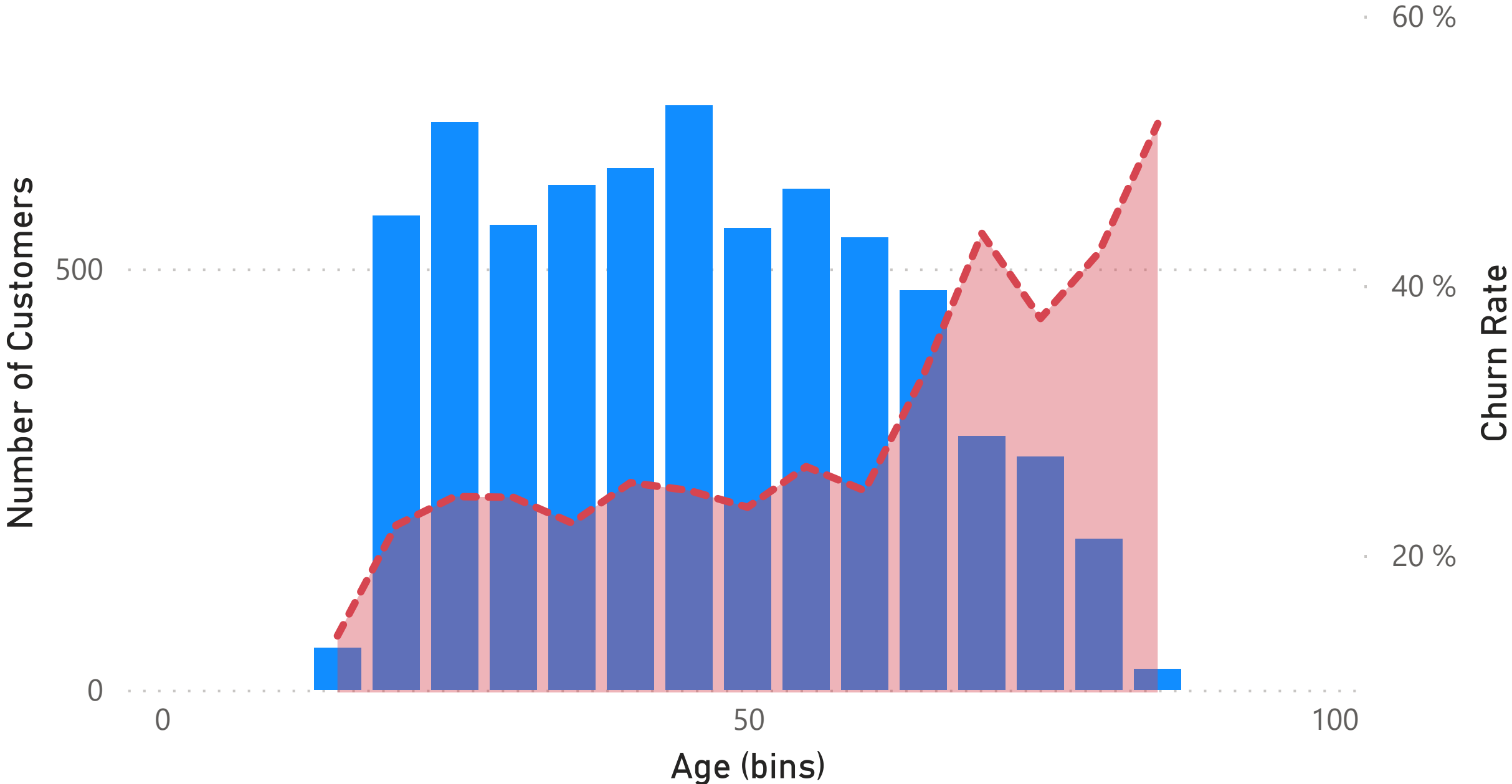
Customer Service Calls

0.92

AVG Customer Service Calls

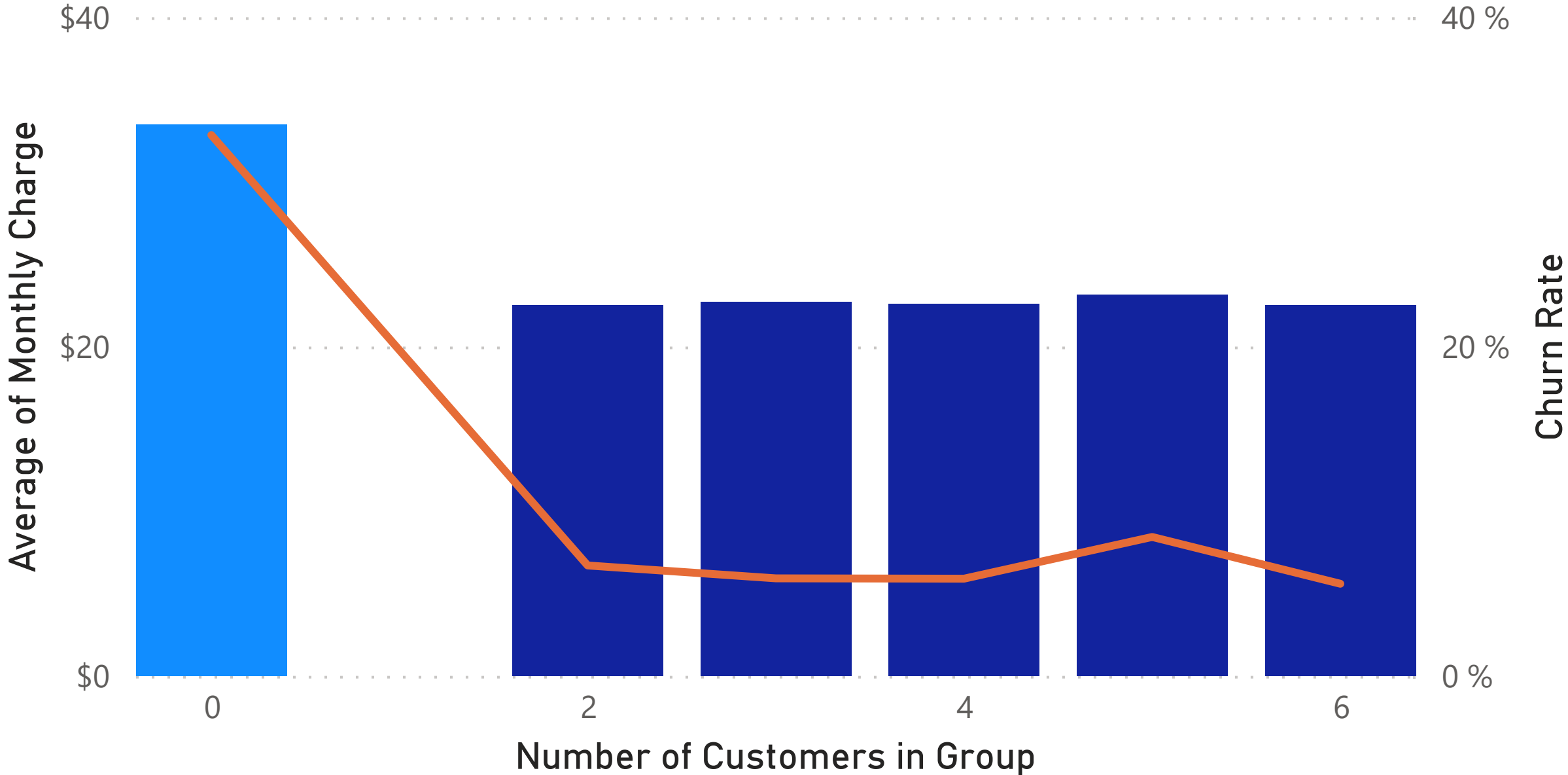
Number of Customers and Churn Rate by Age (bins)

Number of Customers Churn Rate



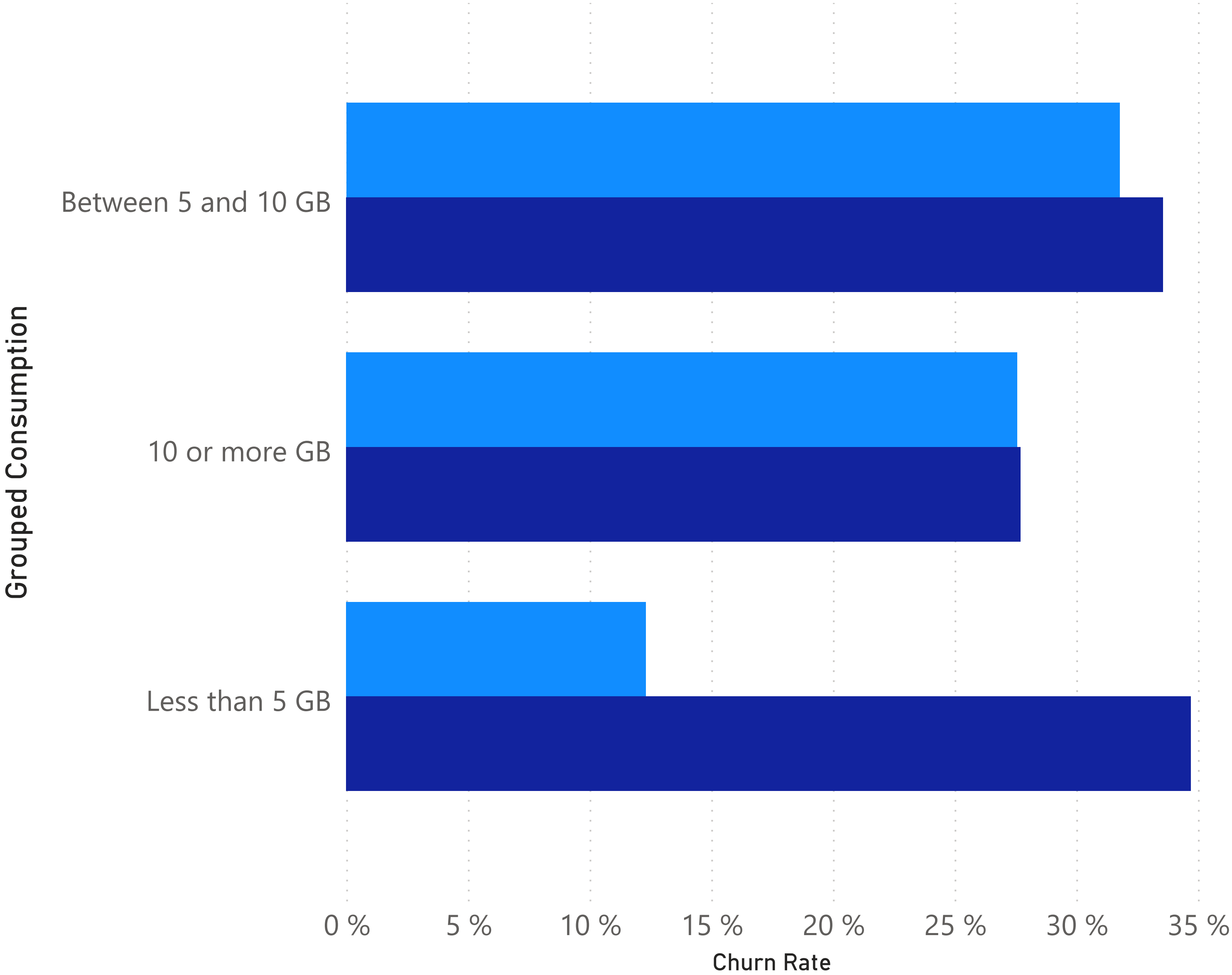
Average of Monthly Charge and Churn Rate by Number of Customers in Group and Group

Group No Yes Churn Rate



Churn Rate by Grouped Consumption and Unlimited Data Plan

Unlimited Data Plan ● No ● Yes



Extra Charges

3.37

AVG Extra Data Charges

33.64

AVG Extra International Charges

insights

6123

Customer Service Calls

0.92

AVG Customer Service Calls

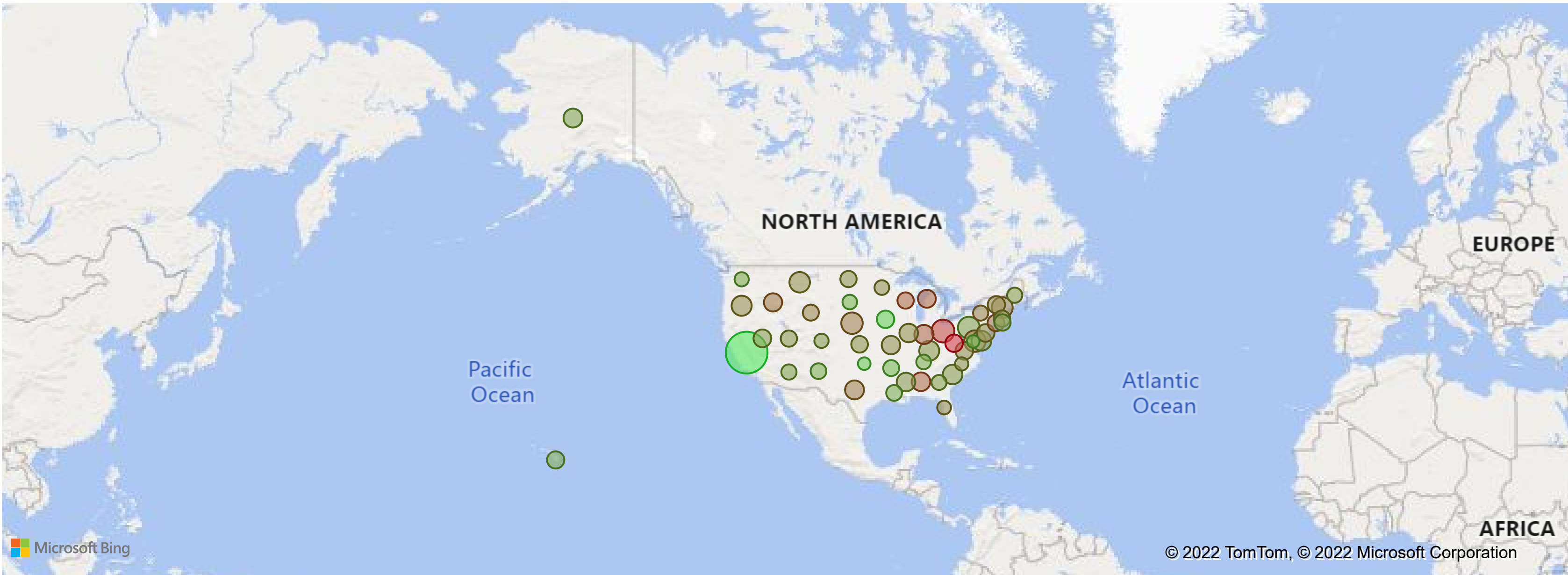
33.64

AVG Extra International Ch...

3.37

AVG Extra Data Charges

Churn Rate by State



AVG Customer Service Calls by State and Churn Label

Churn Label No Yes

