

# Overview

Total Customers

6687

Churned Customers

1796

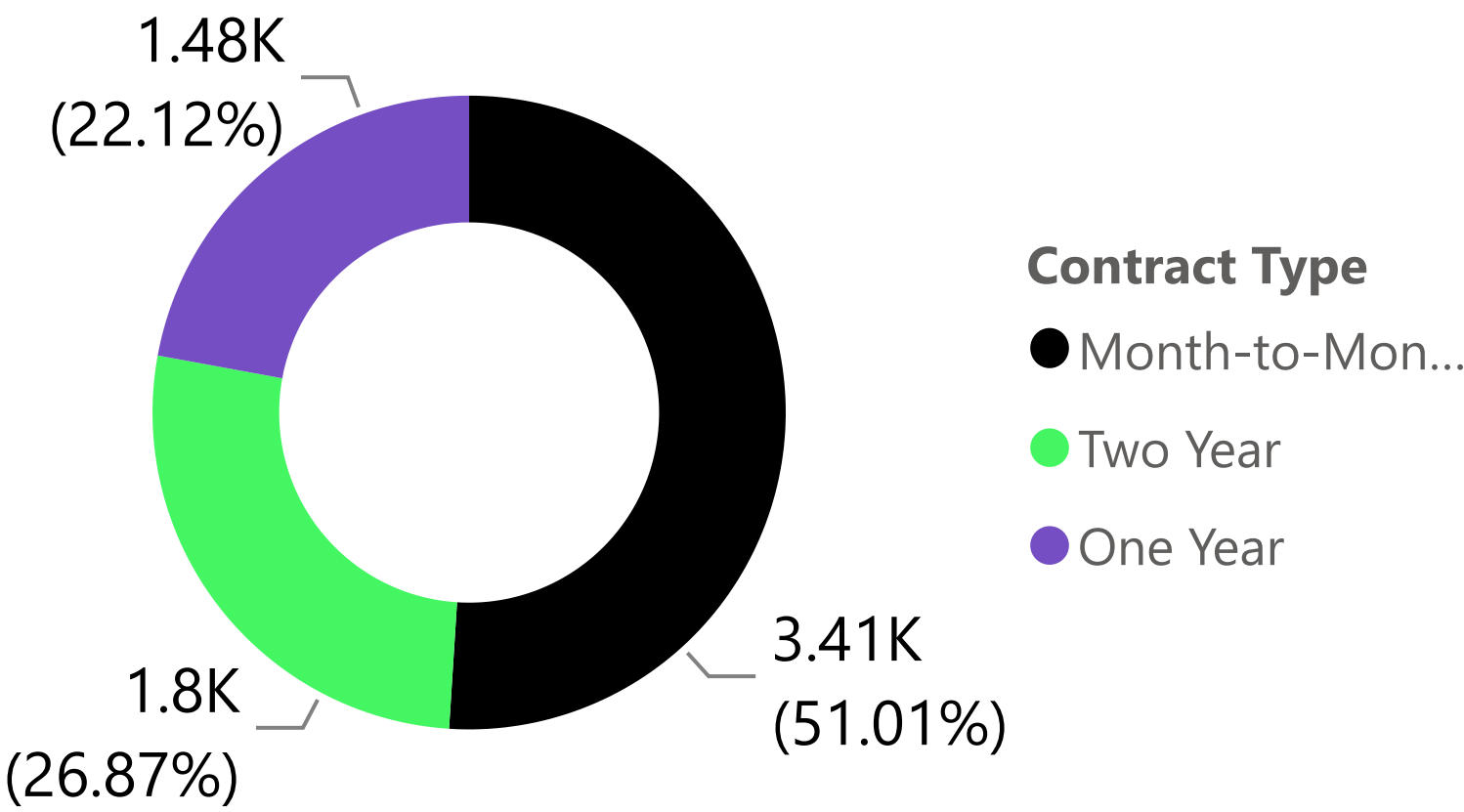
Churn Rate

26.86 %

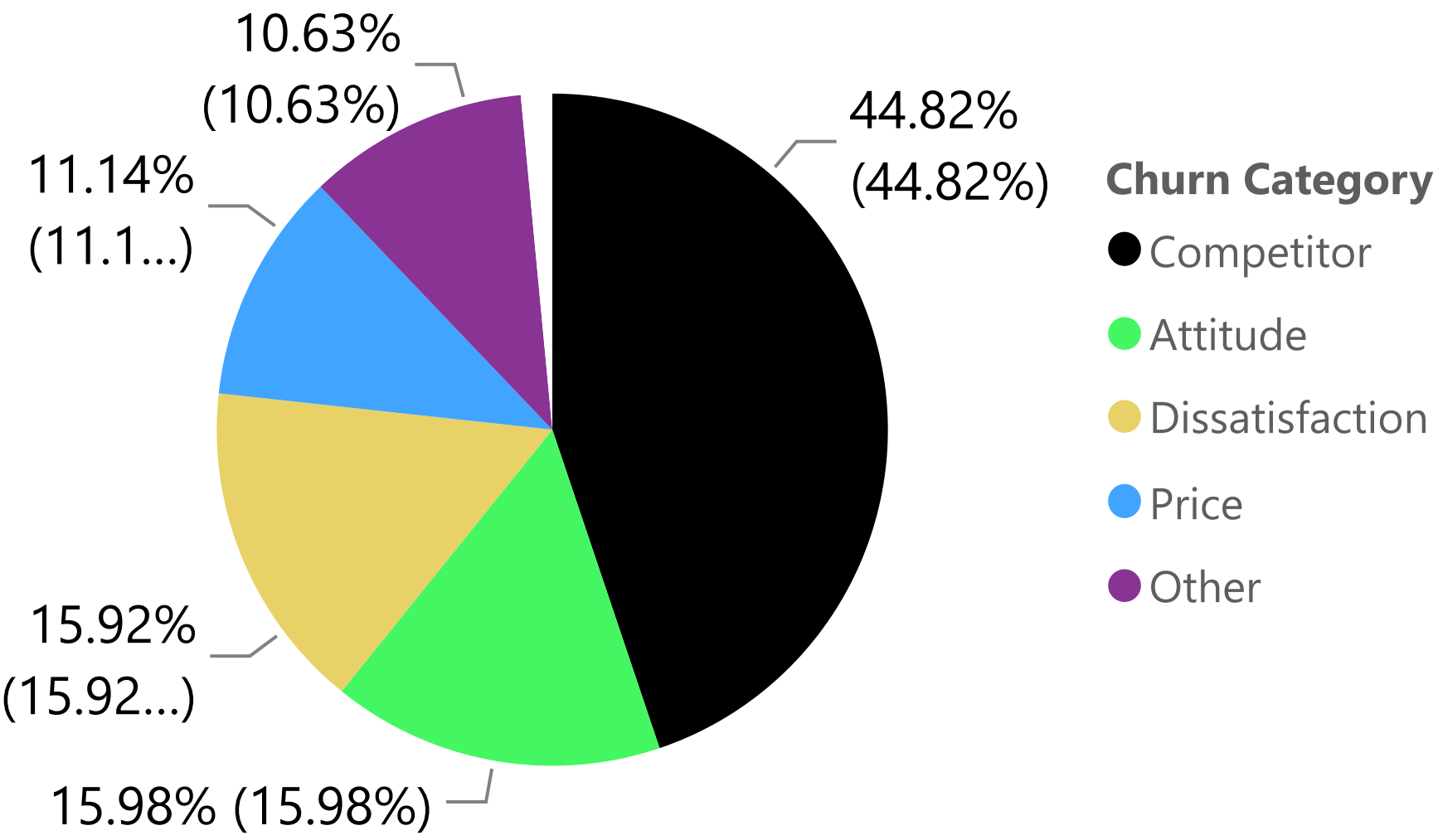
Churn Reasons



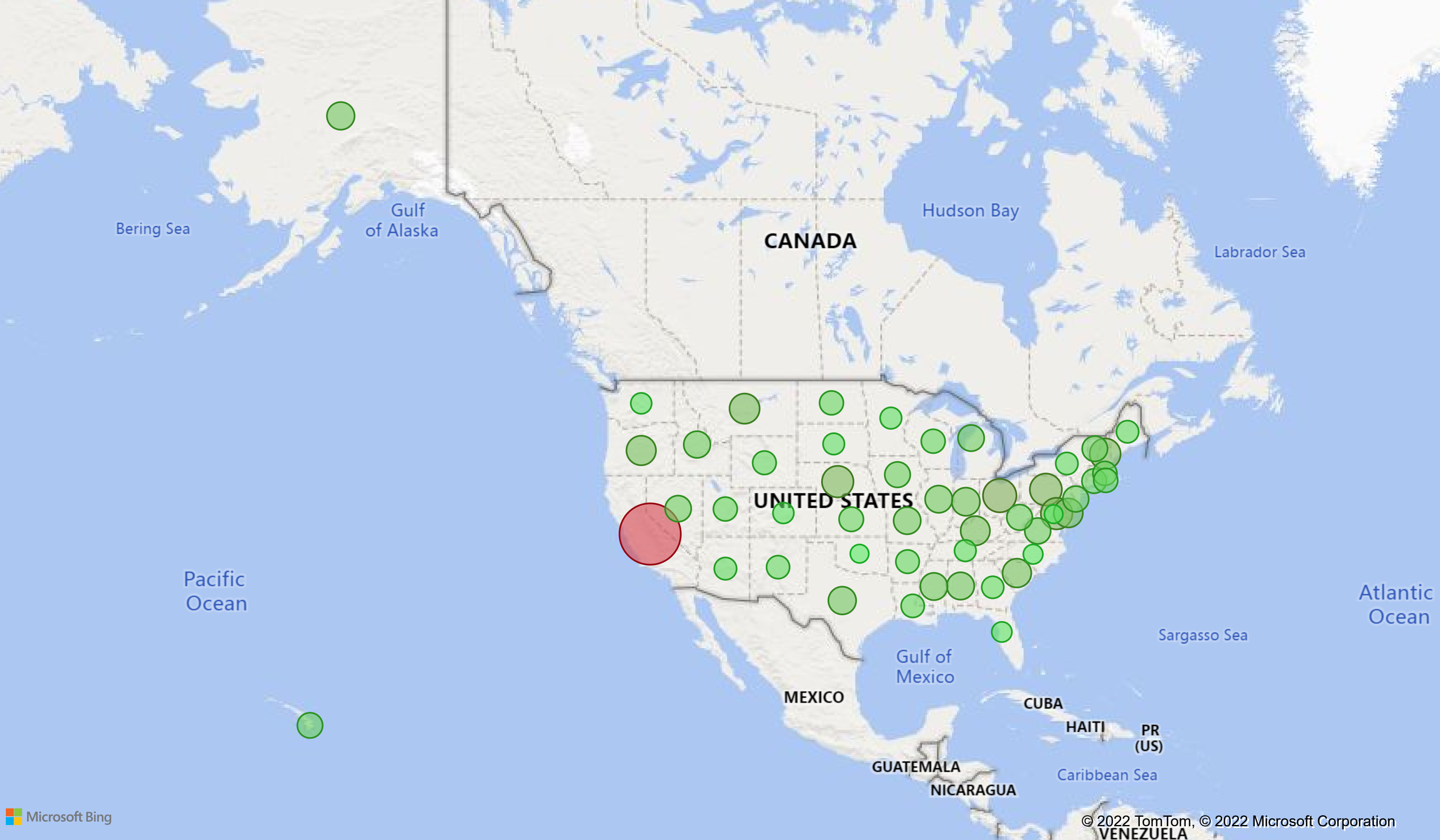
Customers by Contract type



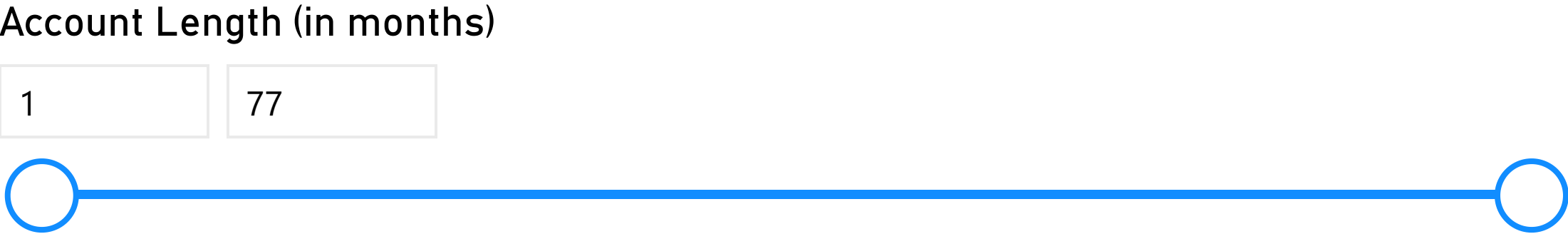
Churn by category



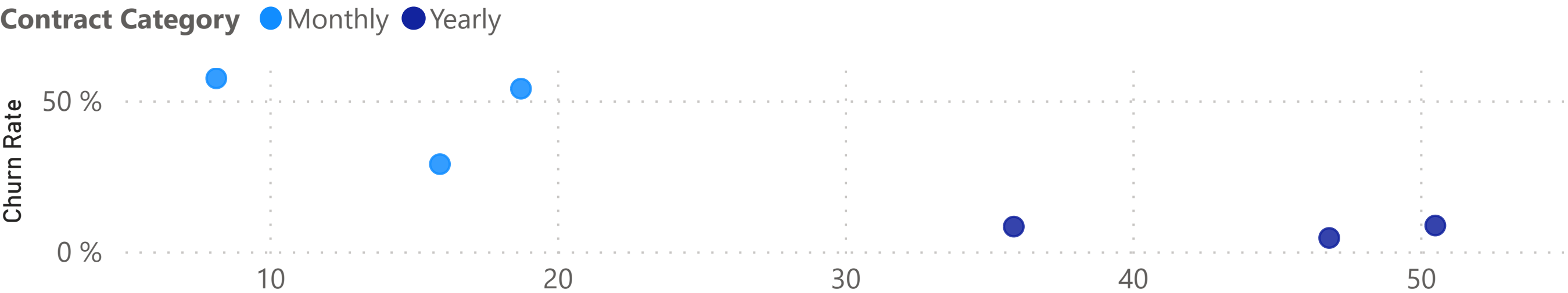
Churn Rate by State



# Age Groups, Payments, and Contracts



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



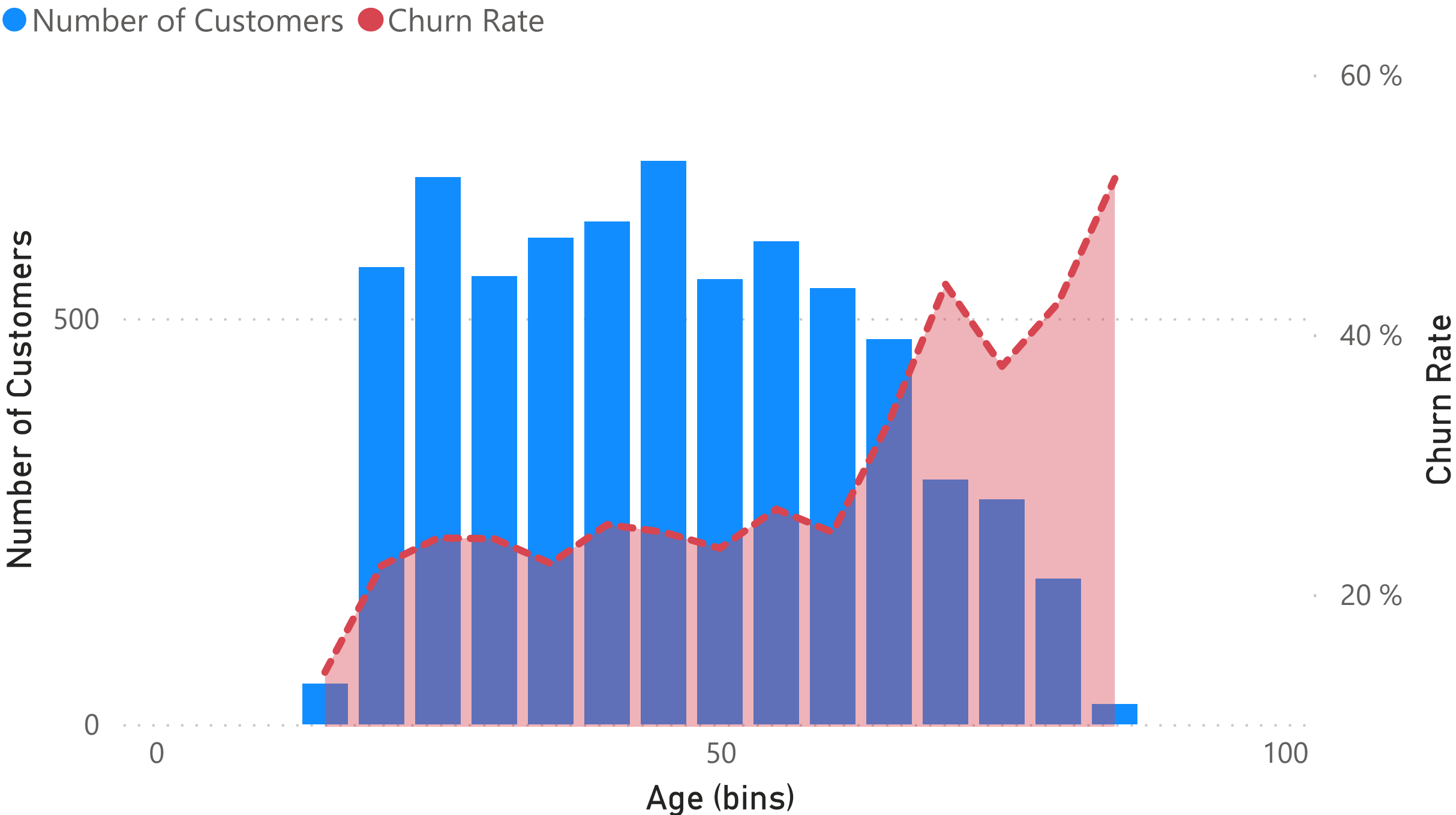
6123

Customer Service Calls

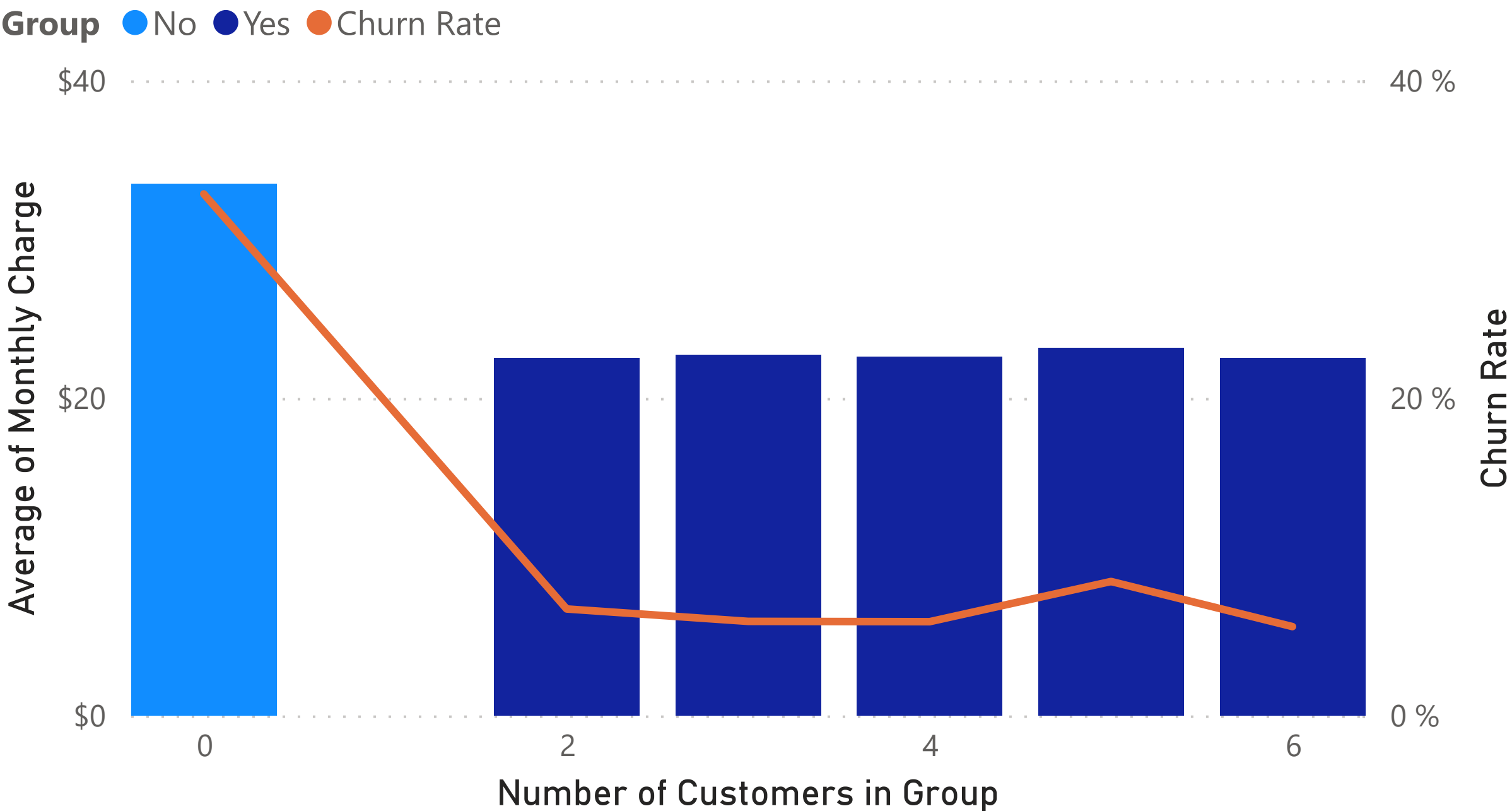
0.92

AVG Customer Service Calls

Number of Customers and Churn Rate by Age (bins)

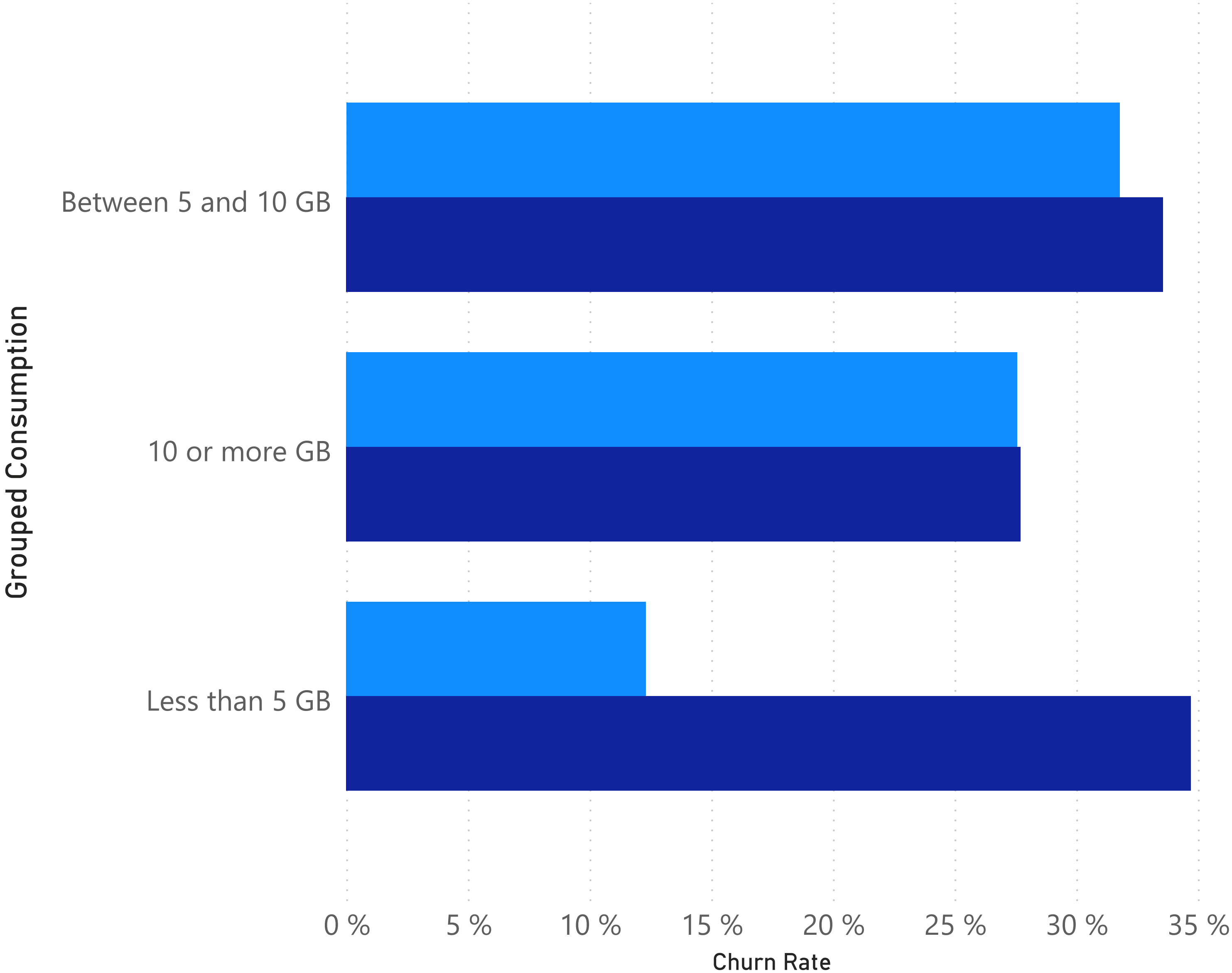


Average of Monthly Charge and Churn Rate by Number of Customers in Group and Group



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

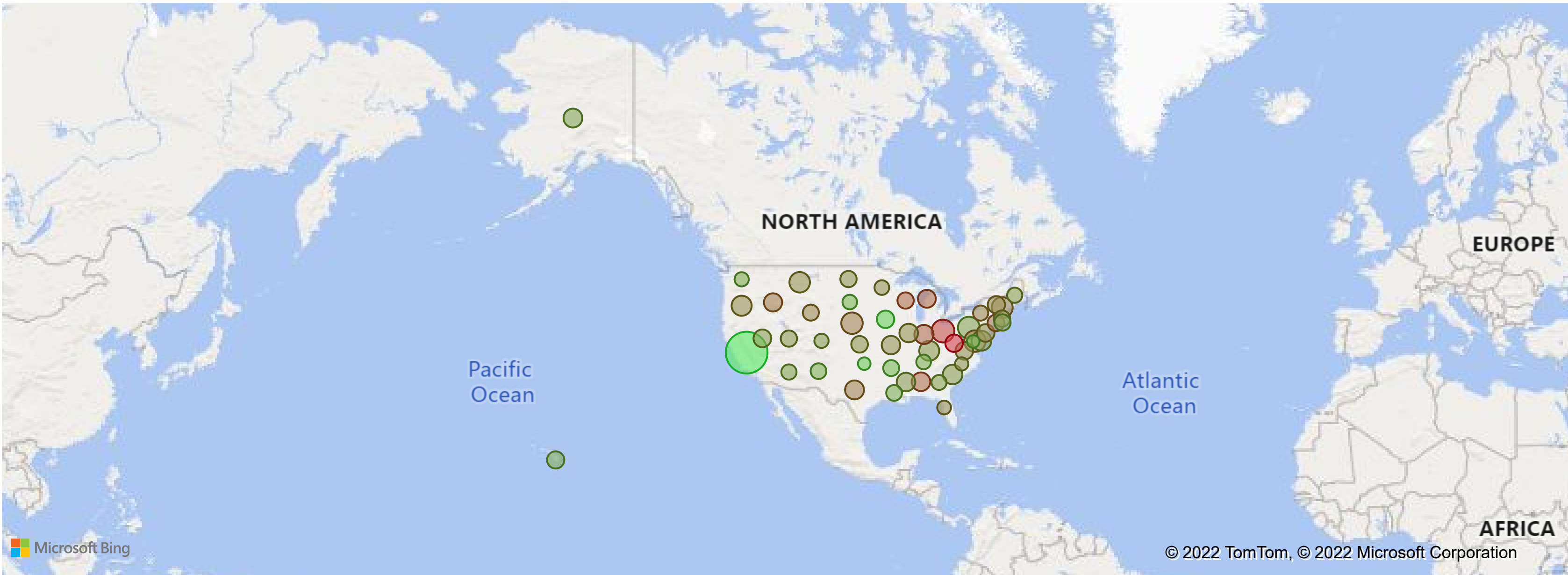
33.64

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

