#### • Churn Rate

- Question: What percentage of customers have churned?
- Visualization: Pie chart or bar plot showing churned vs. non-churned customers.

#### • Tenure and Churn

- Question: How does customer tenure affect churn rates?
- Visualization: Boxplot of tenure segmented by churn status.

# • Demographics and Churn

- Question: Do gender or senior citizen status correlate with churn?
- Visualization: Stacked bar charts for gender and senior citizen against churn.

## • Service Subscriptions

- Question: Which services are most commonly associated with churn?
- Visualization: Bar plots for each service (e.g., PhoneService, InternetService) against churn rates.

#### • Contract Type and Churn

- Question: How does the type of contract affect churn rates?
- Visualization: Bar plot comparing contract types (Month-to-Month, One Year, Two Year) with churn.

### • Billing and Payment

- Question: Are higher monthly charges linked to higher churn rates?
- Visualization: Scatter plot of MonthlyCharges vs. Churn with trend lines.

## • Paperless Billing

- Question: Does paperless billing influence churn?
- Visualization: Bar plot of paperless billing preference against churn.

### • Payment Method

- Question: Which payment method is most common among churned customers?
- Visualization: Bar plot of PaymentMethod against churn.

## • Churn Prediction

- Question: Can we identify high-risk customers based on their features?
- Visualization: Heatmap of feature correlations with churn.

#### • Total Revenue Impact

- Question: How much revenue is lost due to churned customers?
  Visualization: KPI or summary metrics.