

## Data Overview:

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Dataset shape: (500, 10)

Missing values: 0

## Column names:

['customer\_id', 'num\_orders', 'avg\_order\_value', 'last\_order\_days\_ago', 'discount\_used', 'subscription', 'customer\_support\_calls', 'delivery\_issues', 'payment\_issues', 'churned']

## First 5 rows:

	customer_id	num_orders	avg_order_value	last_order_days_ago
0	1	39	68.48	104
1	2	29	14.33	176
2	3	15	95.42	147
3	4	43	89.80	117
4	5	8	33.48	85

	discount_used	subscription	customer_support_calls	delivery_issues
0	1	0	1	4
1	0	0	2	3
2	1	0	7	3
3	0	0	9	2
4	0	0	5	1

	payment_issues	churned
0	0	1
1	0	1
2	1	1
3	2	1
4	0	1

## Basic statistics:

	customer_id	num_orders	avg_order_value	last_order_days_ago
count	500.000000	500.000000	500.000000	500.000000
mean	250.500000	25.678000	55.834280	96.420000
std	144.481833	14.127898	25.364873	58.686658
min	1.000000	1.000000	10.230000	0.000000
25%	125.750000	14.000000	33.475000	45.000000
50%	250.500000	26.000000	57.980000	97.000000
75%	375.250000	37.000000	76.792500	147.250000
max	500.000000	49.000000	99.790000	199.000000

	discount_used	subscription	customer_support_calls	delivery_issues
count	500.000000	500.000000	500.000000	500.000000
mean	0.528000	0.514000	4.484000	2.058000
std	0.499715	0.500305	2.828027	1.409471
min	0.000000	0.000000	0.000000	0.000000

25%	0.000000	0.000000	2.000000	1.000000
50%	1.000000	1.000000	4.000000	2.000000
75%	1.000000	1.000000	7.000000	3.000000
max	1.000000	1.000000	9.000000	4.000000

	payment_issues	churned
count	500.000000	500.000000
mean	0.982000	0.584000
std	0.826464	0.493387
min	0.000000	0.000000
25%	0.000000	0.000000
50%	1.000000	1.000000
75%	2.000000	1.000000
max	2.000000	1.000000

Churn distribution:

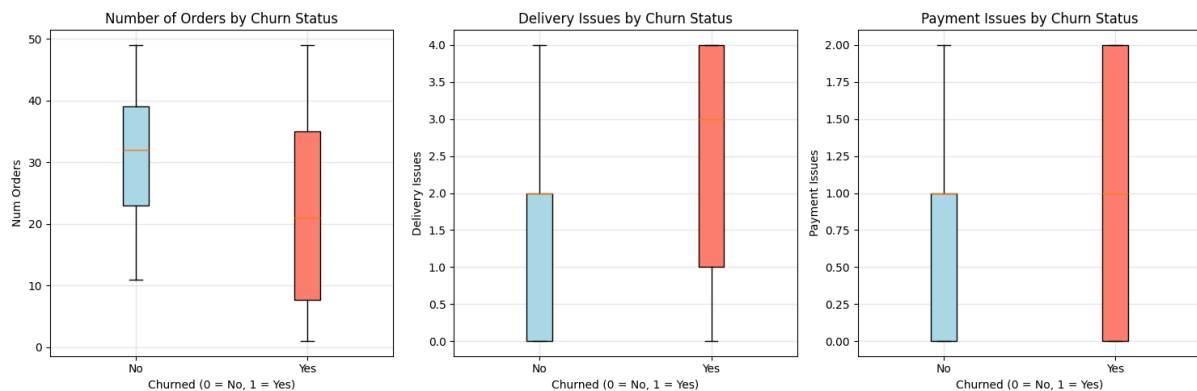
churned

1 292

0 208

Name: count, dtype: int64

Churn rate: 58.4%



T-test for Num Orders:

Mean (Not Churned): 31.16

Mean (Churned): 21.77

T-statistic: 7.7414

P-value: 5.53e-14

Significant: Yes

T-test for Delivery Issues:

Mean (Not Churned): 1.60

Mean (Churned): 2.39

T-statistic: -6.4290

P-value: 3.01e-10

Significant: Yes

T-test for Payment Issues:

Mean (Not Churned): 0.79

Mean (Churned): 1.12

T-statistic: -4.3878

P-value: 1.40e-05

Significant: Yes

Training set size: 400

Testing set size: 100

Training set churn rate: 58.5%

Testing set churn rate: 58.0%

Model 1 Performance:

Accuracy: 0.540

Precision: 0.591

Recall: 0.672

F1 Score: 0.629

Confusion Matrix for Model 1:

	Predicted	
	0	1
Actual 0	15	27
1	19	39

Model 2 Performance:

Accuracy: 0.710

Precision: 0.738

Recall: 0.776

F1 Score: 0.756

Confusion Matrix for Model 2:

	Predicted	
	0	1
Actual 0	26	16
1	13	45

Model 2 Coefficients:

Intercept: 0.2969

Delivery Issues: 0.5065

Payment Issues: 0.5997

Num Orders: -0.0572

Model 1 - Accuracy: 0.540  
Model 1 - Precision: 0.591  
Model 1 - Recall: 0.672  
Model 1 - F1 Score: 0.629

Model 2 - Accuracy: 0.710  
Model 2 - Precision: 0.738  
Model 2 - Recall: 0.776  
Model 2 - F1 Score: 0.756

Improvement from Model 1 to Model 2:  
Accuracy: +17.0 percentage points  
F1 Score: +12.7 percentage points

Likelihood Ratio Test (similar to ANOVA):  
LR Statistic: 21.9004  
P-value: 1.76e-05

