

Chur Analysis

Monthly Charge Range

< 20

> 100

20-50

50-100

Married

Yes

No

Overview

Churn

Prediction



Total Customer

6418

Total churn

1732

Churn Rate

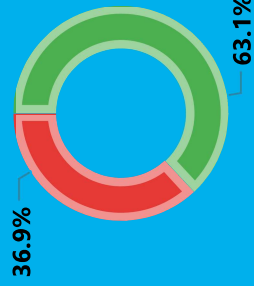
27%

New Joiner

411

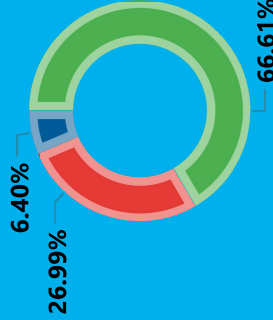
Customers by Gender

● Female ● Male



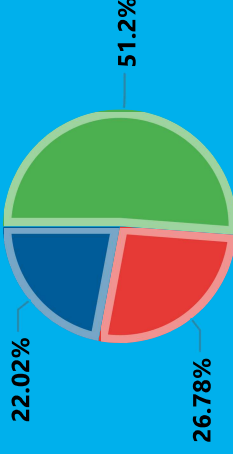
Customers by Customer Status

● Stayed ● Churned ● Joined



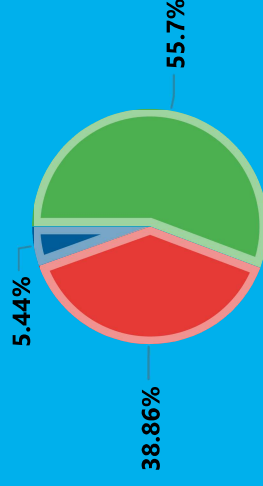
Customers by Contract

● Month-to-Month ● Two Year ● One Year



Customers by Payment Method

● Bank Withdrawal ● Credit Card ● Mailed Check



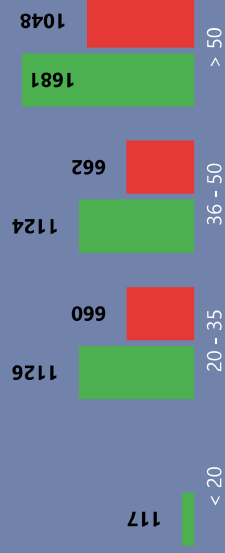
Customers by Tenure group

● Female ● Male



Customers by Age group

● Female ● Male



Customers by Deal

● Female ● Male



Churn Analysis

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Total churn

1732

Churn Rate

27%

Age group

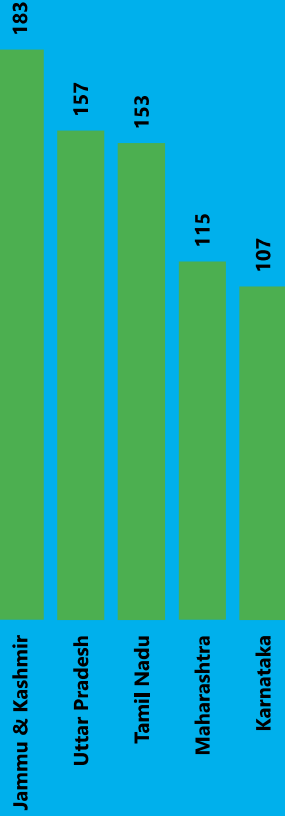
< 20

20 - 35

36 - 50

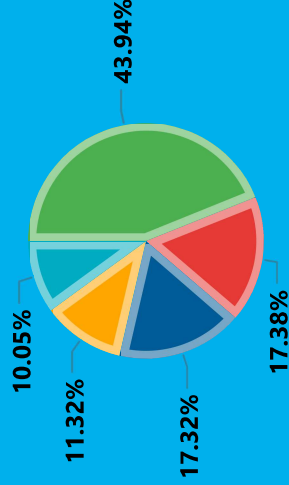
> 50

Churn by state

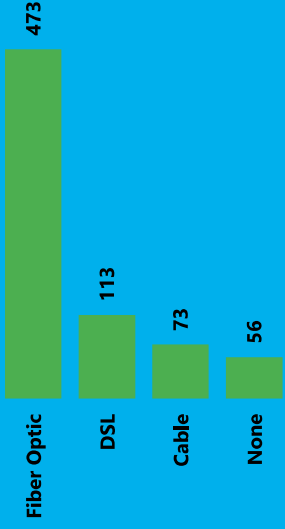


Churn by Category

Competitor ● Attitude ● Dissatisfaction ● Price ● Other

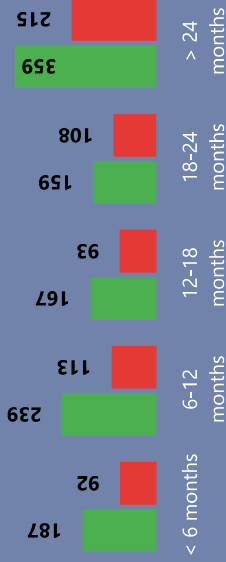


Churn by Internet type



Churned by Tenure group

Female ● Male



Churned by Age group

Female ● Male



Churned by Deal

Female ● Male



Prediction Analysis

Married

Yes

No

Overview

Churn

Prediction



Stay
373

Churner
38

Monthly Charge Range

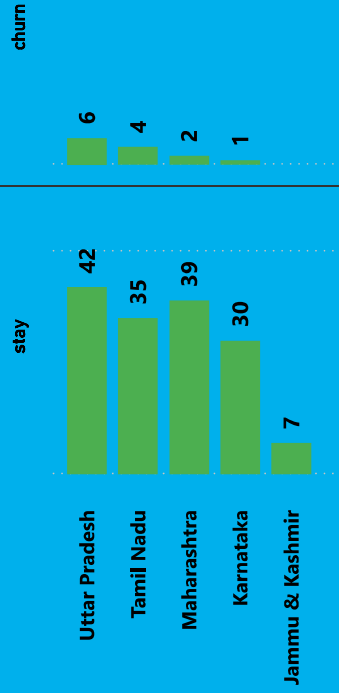
< 20

> 100

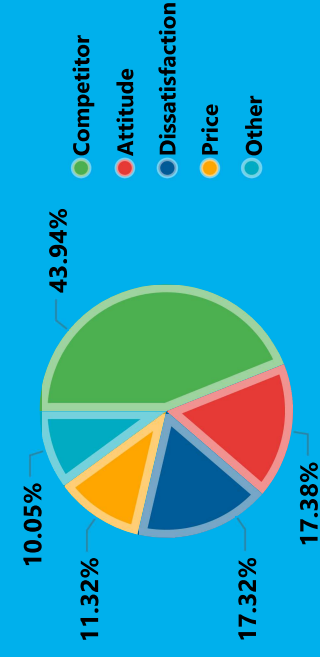
20-50

50-100

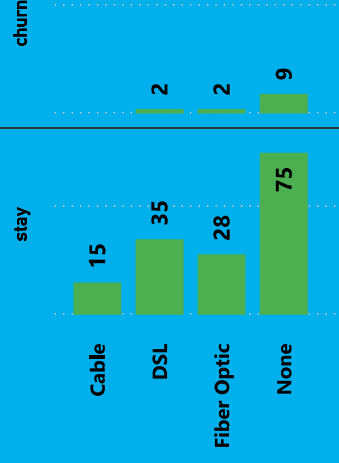
Churn by state



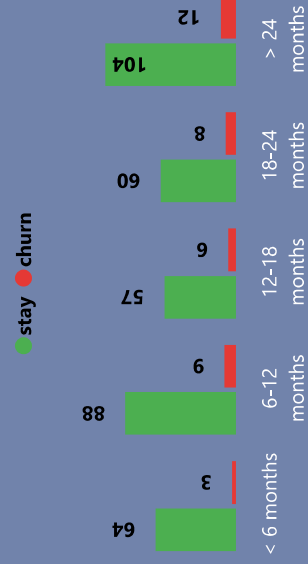
Churn by Category



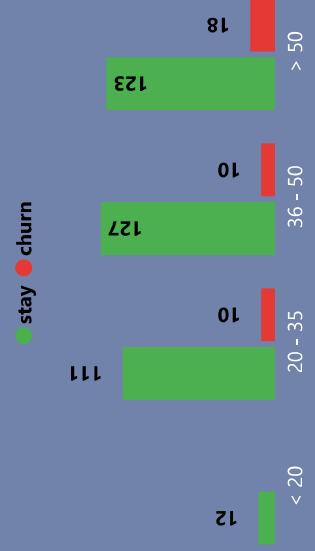
Churn by Internet type



Churned by Tenure group



Churned by Age group



Churned by Contract

