

Total Customers

6418

new Joiners

411

Total Churn

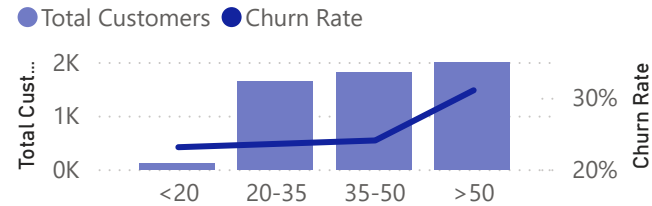
1,732

Churn Rate

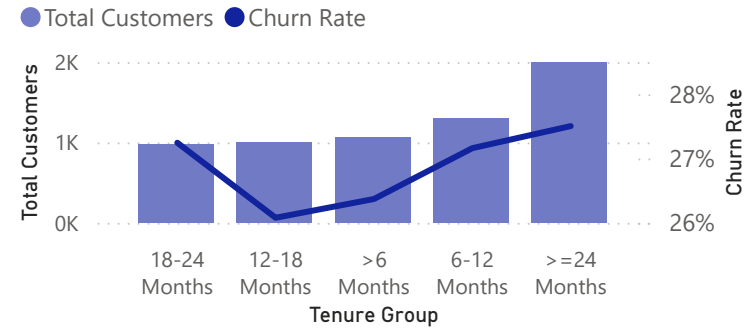
27.0%

## Customer Churn Analysis

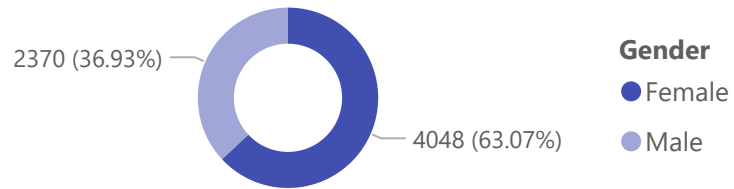
Total Customers and Churn Rate by Age Group



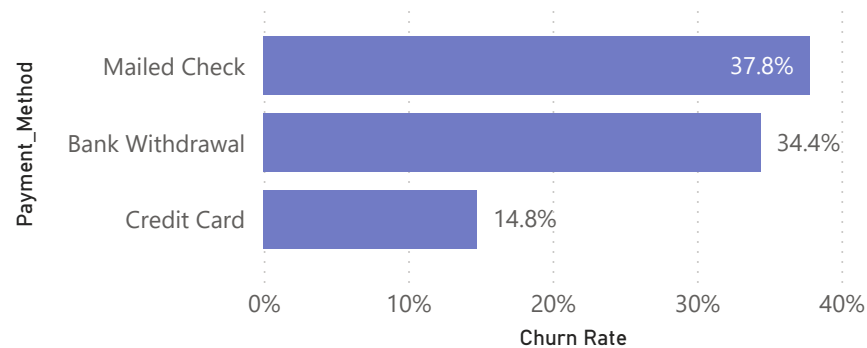
Total Customers and Churn Rate by Tenure Group



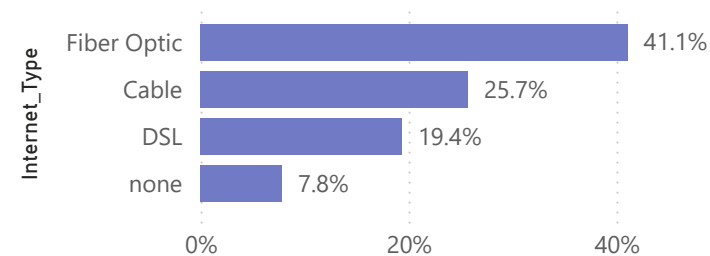
Total Customers by Gender



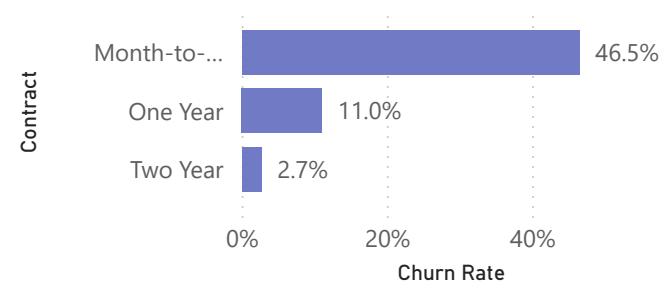
Churn Rate by Payment\_Method



Churn Rate by Internet\_Type



Churn Rate by Contract



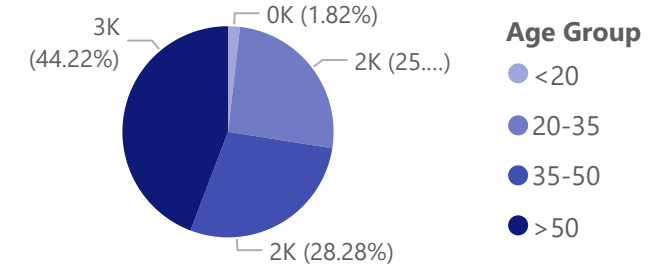
Monthly\_charge\_Range

All

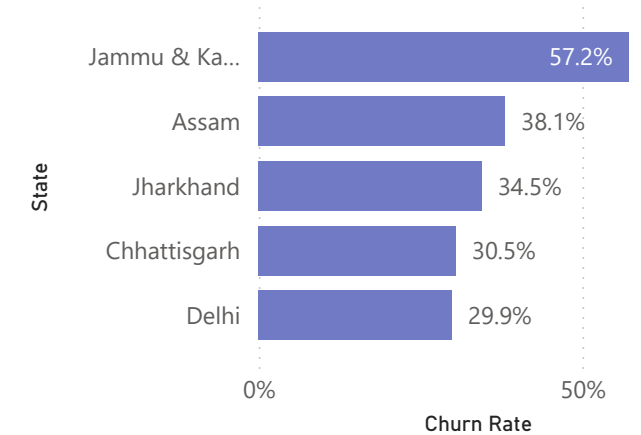
Married

All

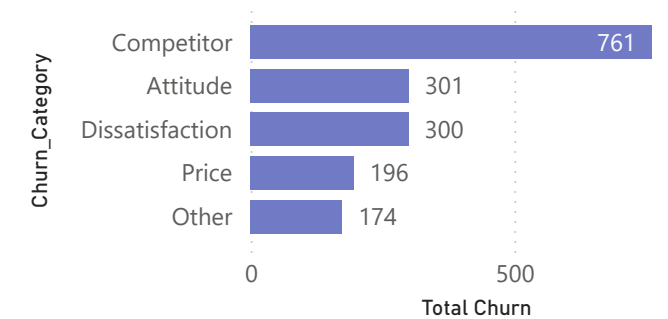
Total Customers by Age Group



Churn Rate by State



Total Churn by Churn\_Category



Churn_Reason	Total Churn
Attitude of service provider	93
Attitude of support person	208
Competitor had better devices	289
Competitor made better offer	274
Competitor offered higher download speeds	92
Competitor offered more data	106
Deceased	5
Don't know	124
Extra data charges	34
Lack of affordable download/upload speed	28
Lack of self-service on Website	27
Limited range of services	33
<b>Total</b>	<b>1,732</b>