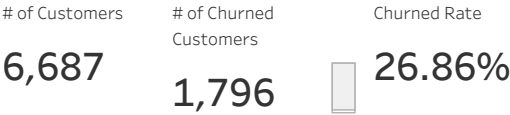


Customer Churn Analysis

Overview	Churned Rate under Age & Group	Data Plan & International Activity	Contract Type Inspecting
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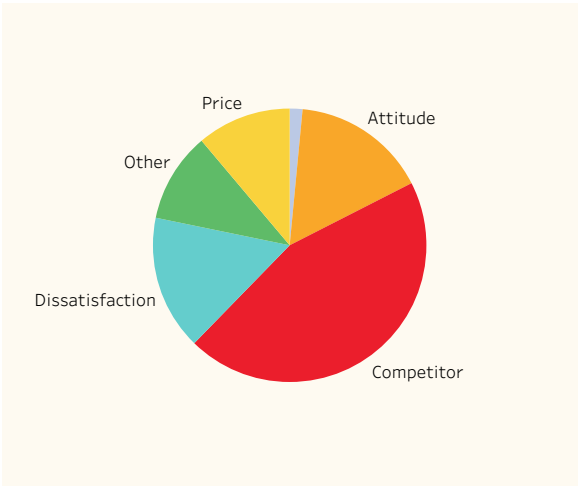
Overview



Churn Reason



Churn Category

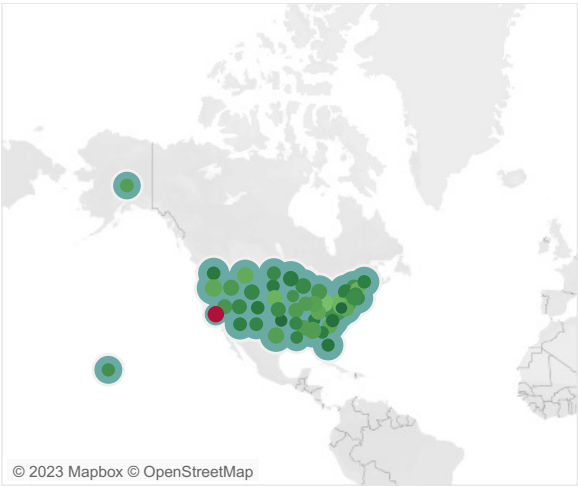


You can use Contract Type and Churn Category as filter

- Churn Category
- ☒ Null
 - ☒ Attitude
 - ☒ Competitor
 - ☒ Dissatisfaction
 - ☒ Other
 - ☒ Price

- Contract Type
- ☒ Month-to-Month
 - ☒ One Year
 - ☒ Two Year

Churned by State



Customer Churn Analysis

Overview	Churned Rate under Age & Group	Data Plan & International Activity	Contract Type Inspecting
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Pick MetricNumber of Customers

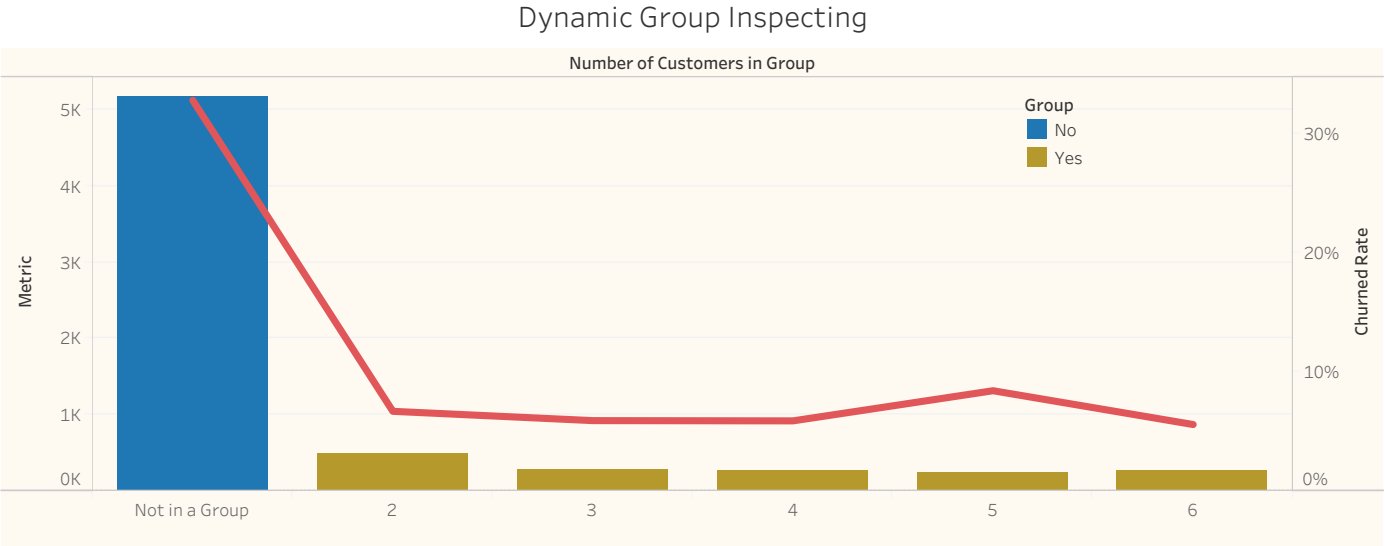
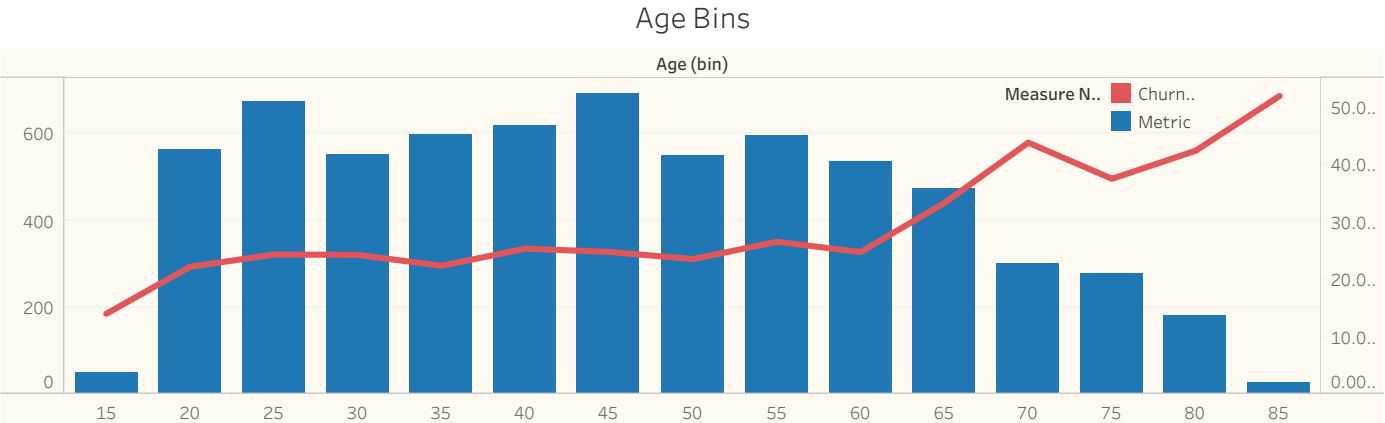
Churn CategoryAll

Contract TypeAll

Intl PlanAll

Unlimited Data PlanAll

Account Length (in months)1 to 77

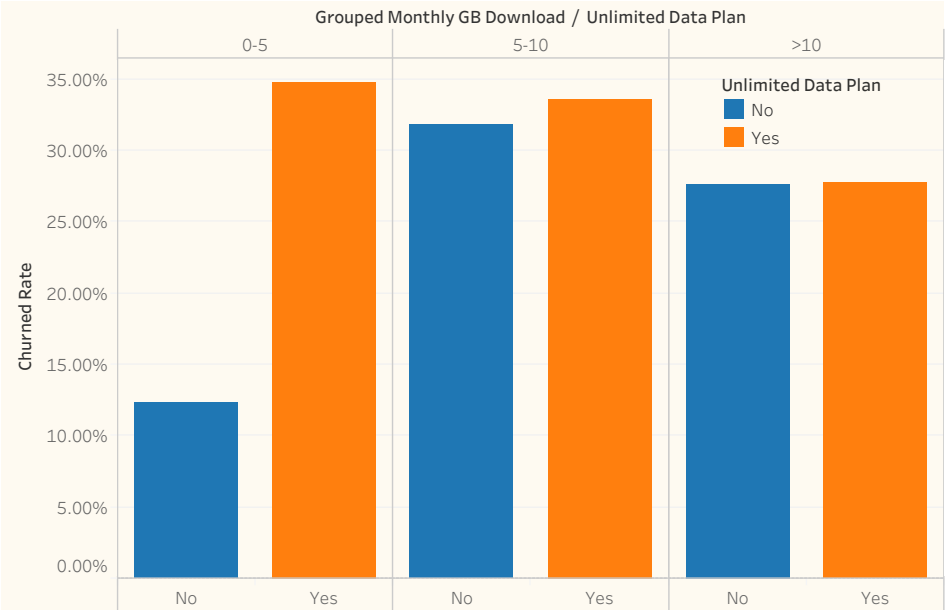


Customer Churn Analysis

Overview	Churned Rate under Age & Group	Data Plan & International Activity	Contract Type Inspecting
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Grouped Monthly GB Download All	Unlimited Data Plan All	Churn Category All	Contract Type All
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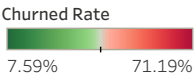
Data Plan Inspecting



Avg. Extra Data Charge
3.37

Intl. Activity

Intl Active	Intl Plan	
	no	yes
No	20.01%	71.19%
Yes	40.34%	7.59%



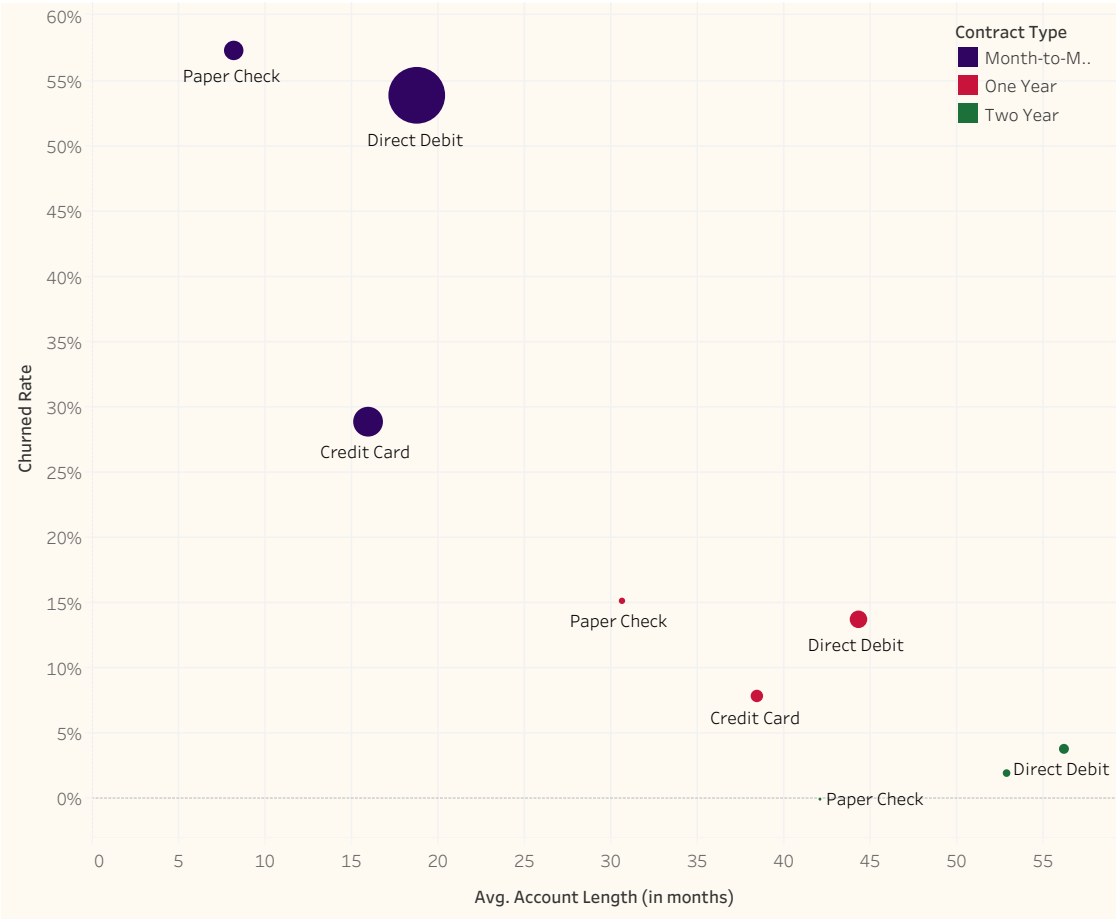
Intl. Extra Charge
33.50

Customer Churn Analysis

Overview	Churned Rate under Age & Group	Data Plan & International Activity	Contract Type Inspecting
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Payment Method	Unlimited Data Plan	Churn Category	Intl Plan	Contract Type	Account Length (in months)
All	All	All	All	All	All values

Account Inspecting



Customer Service Calls

6,123

Avg. Customemr Service Calls

0.92