

# Customer Churn Analysis

26.86%

Churn rate

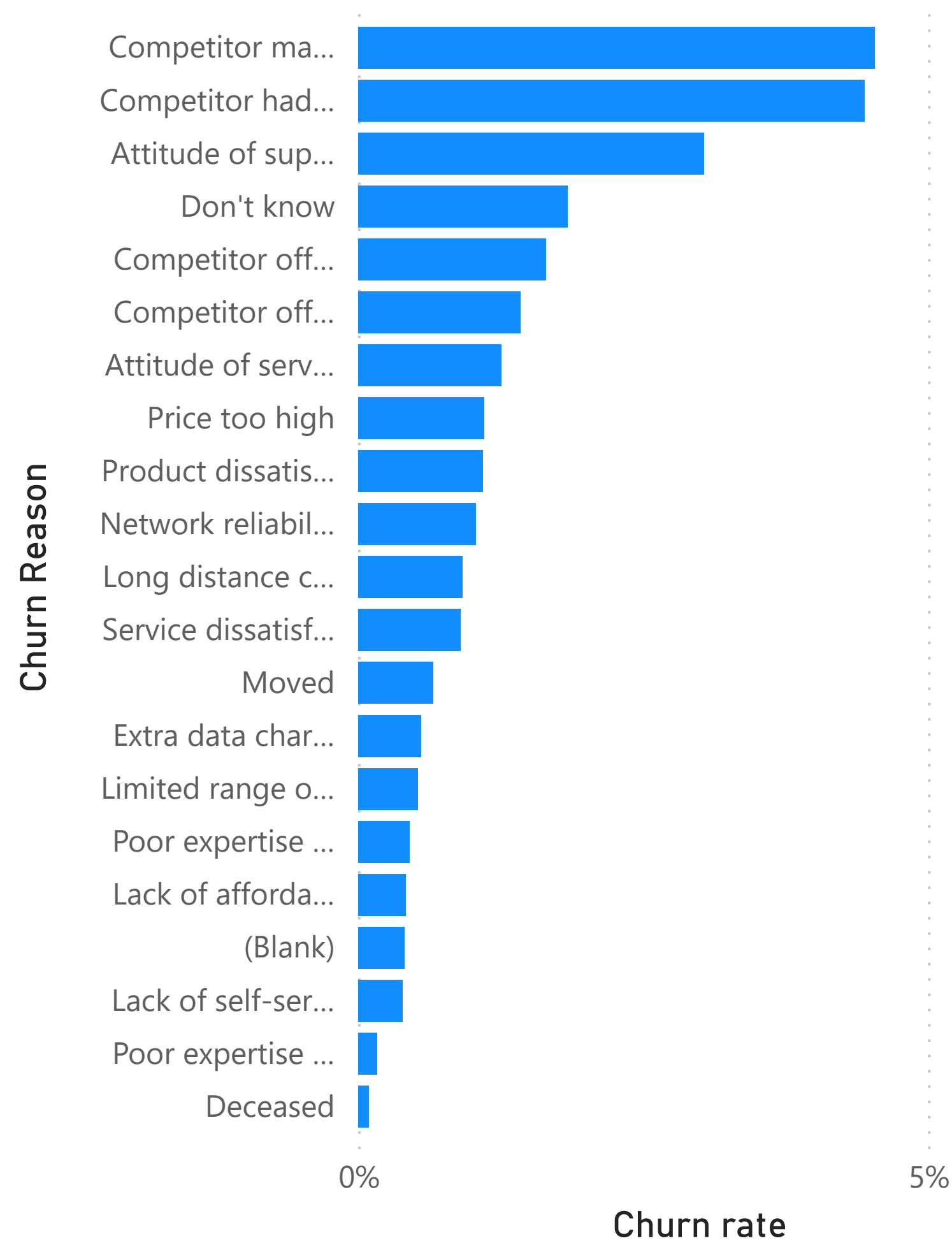
1796

Total churn

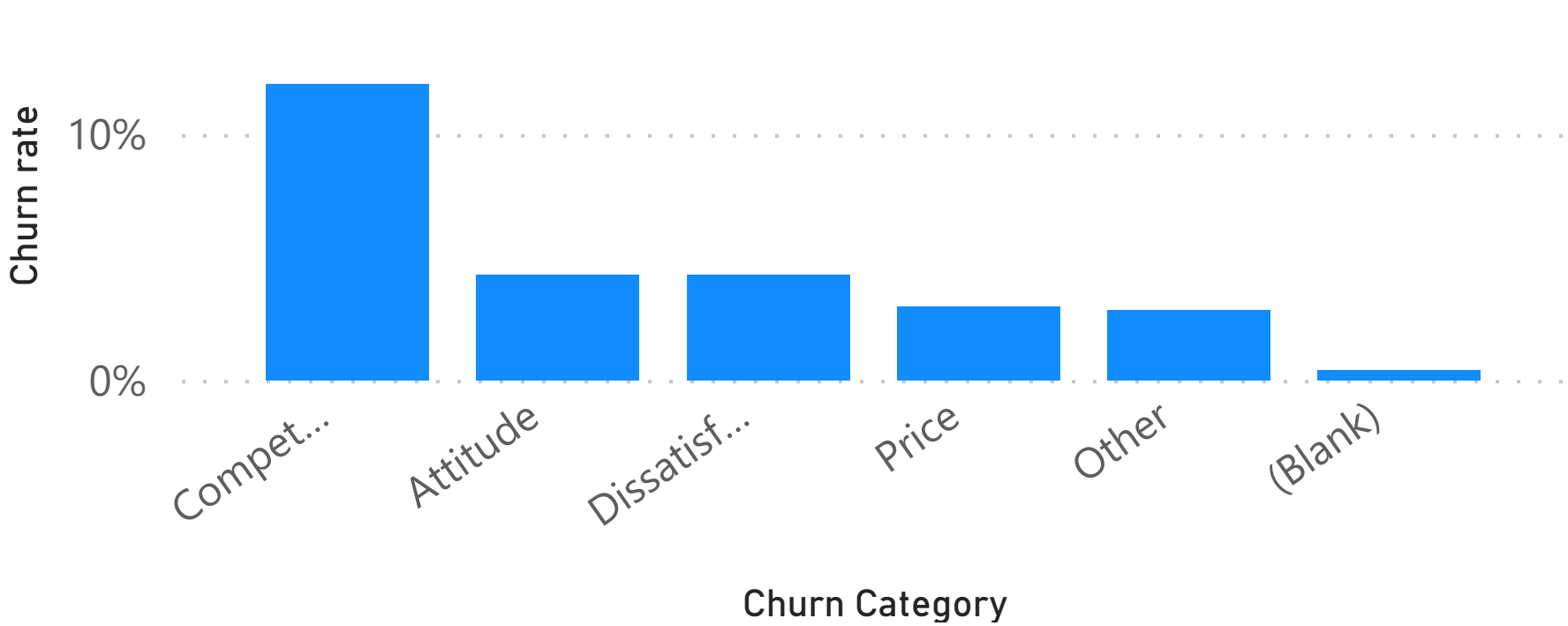
6687

Total Customer

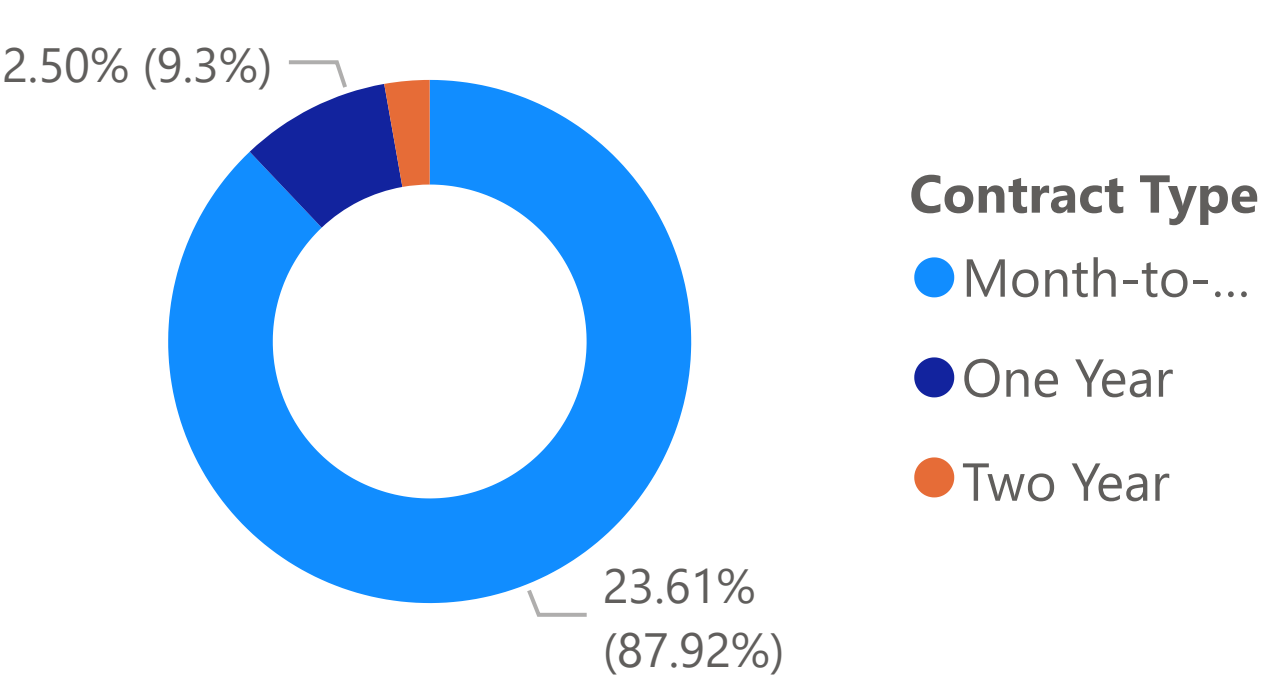
Churn rate by Churn Reason



Churn rate by Churn Category

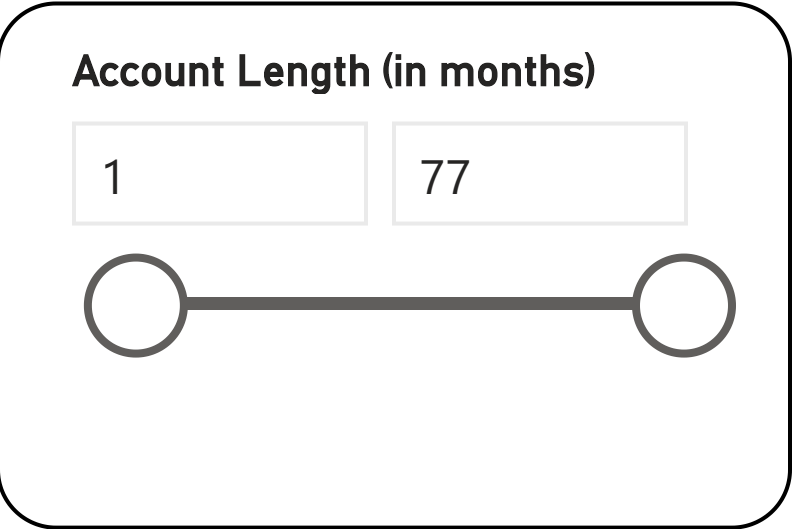
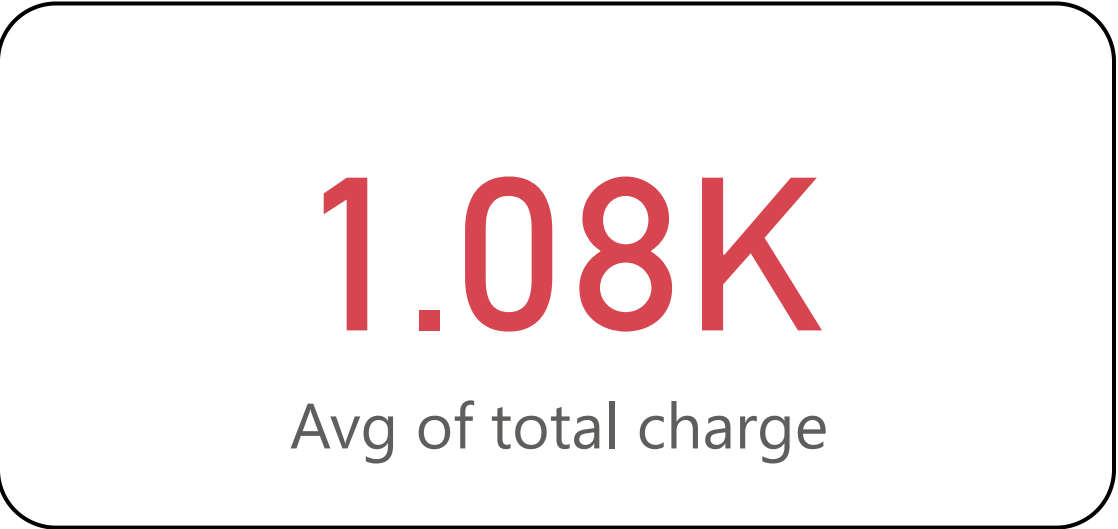
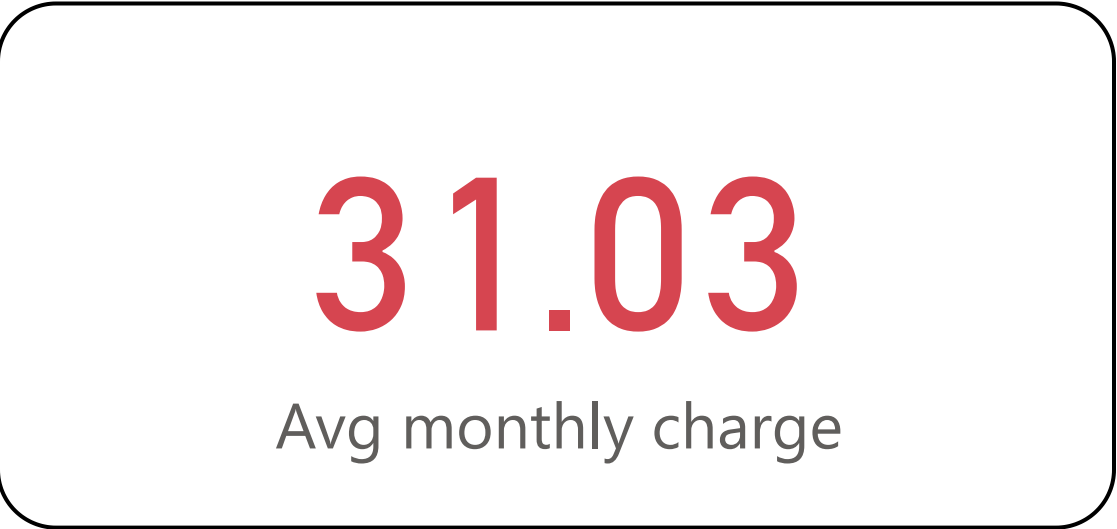


Churn rate by Contract Type

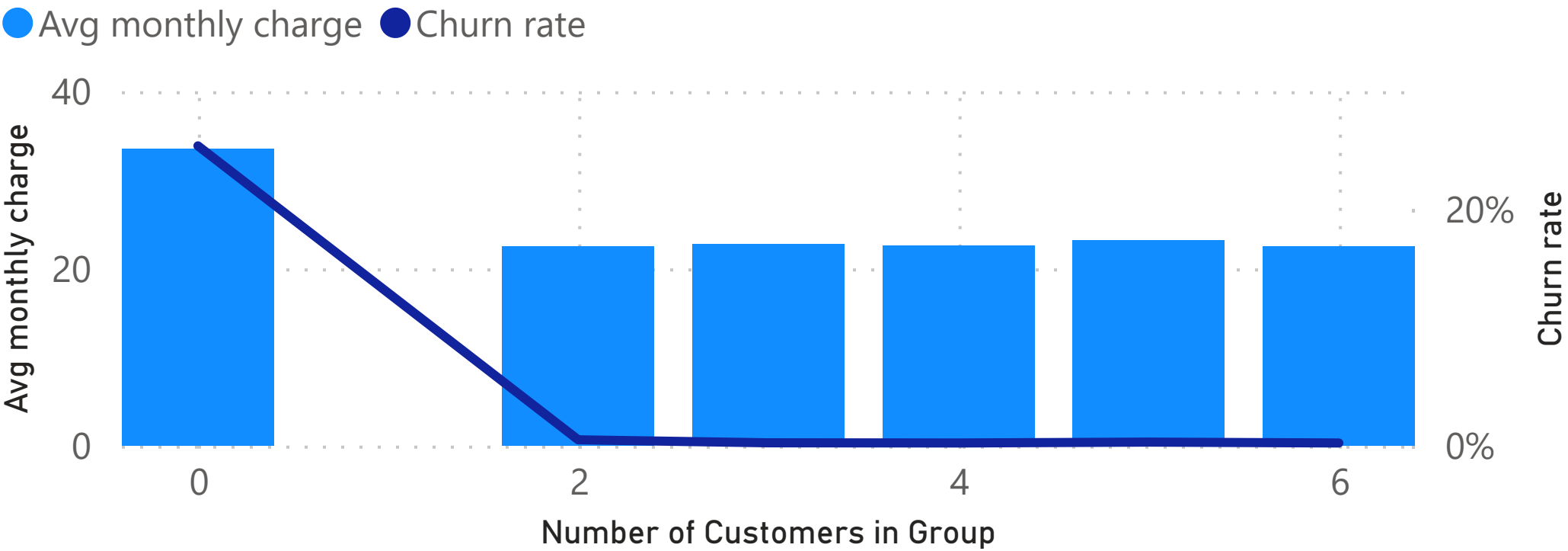


Churn rate by State

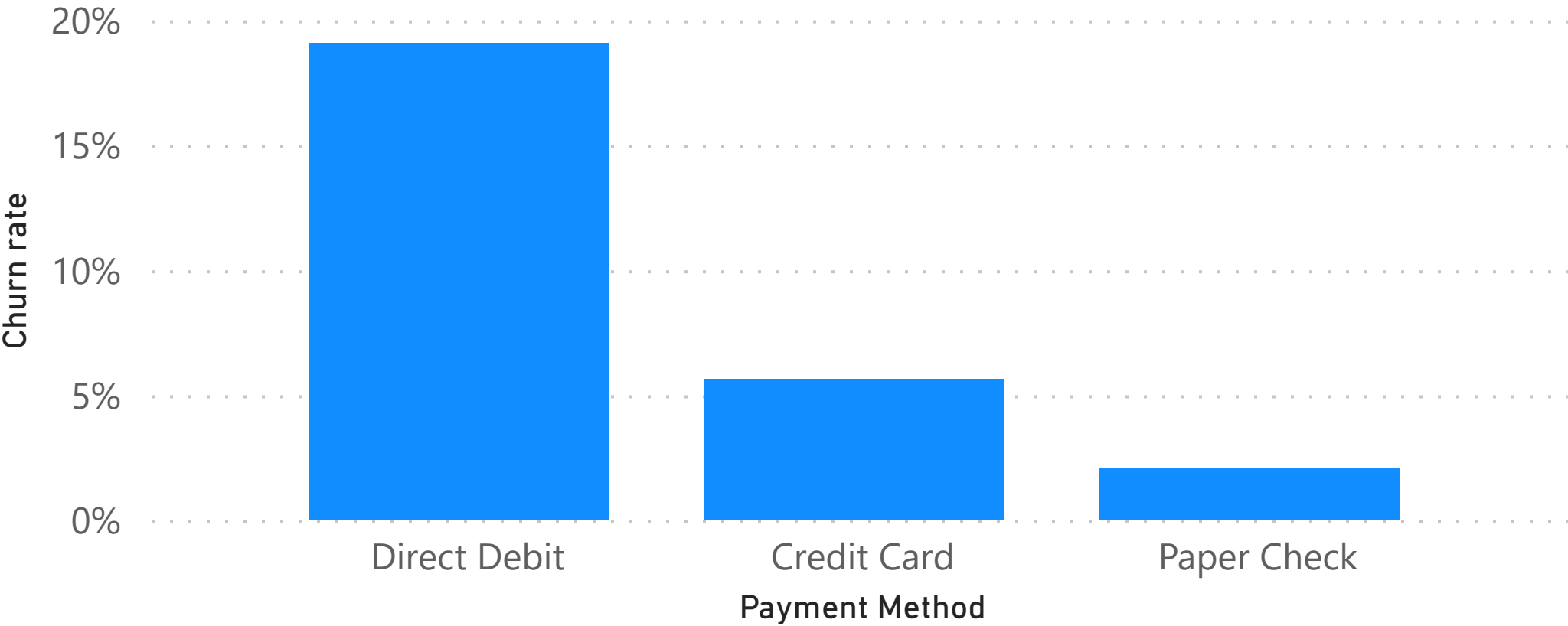




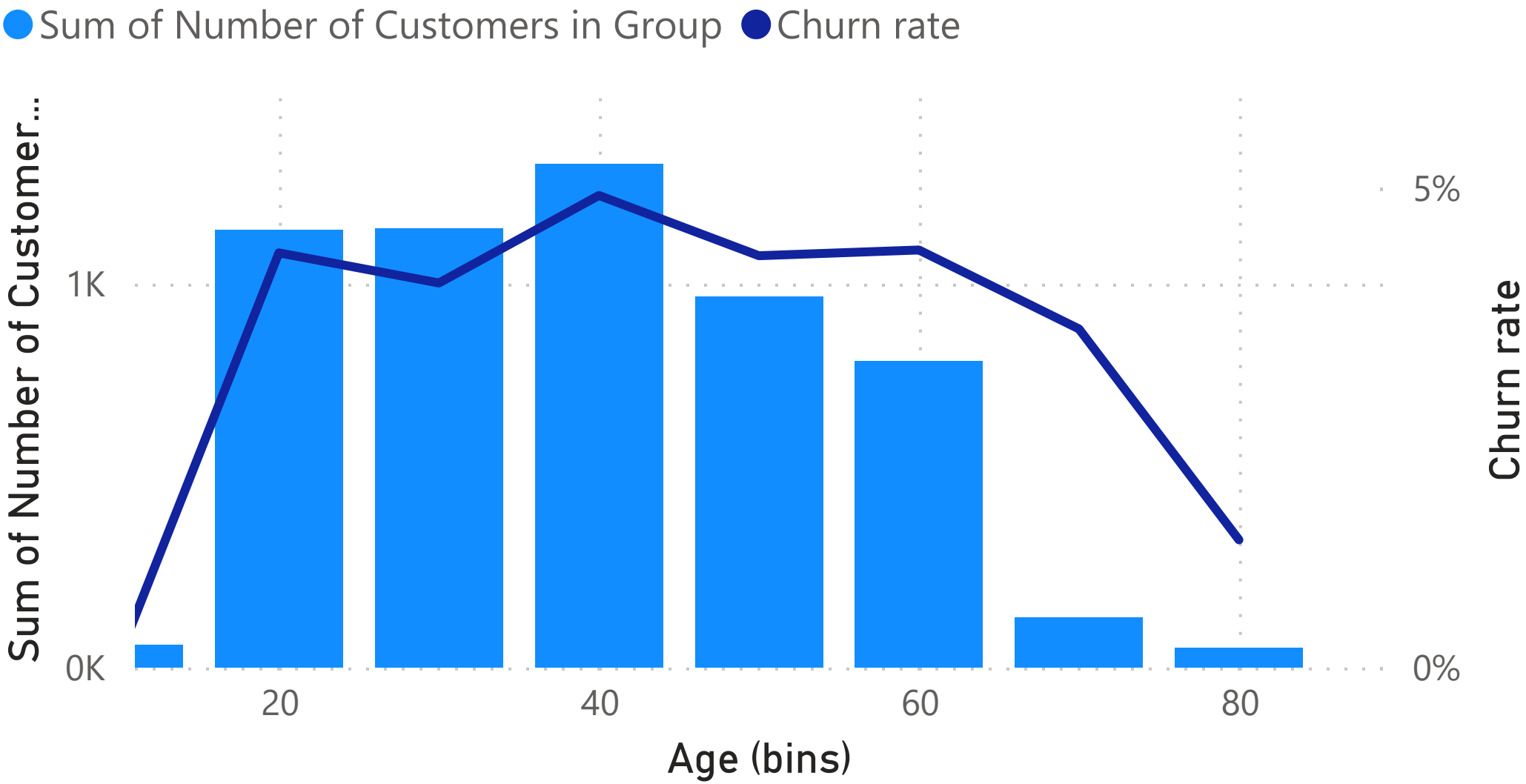
Avg monthly charge and Churn rate by Number of Customers in Group



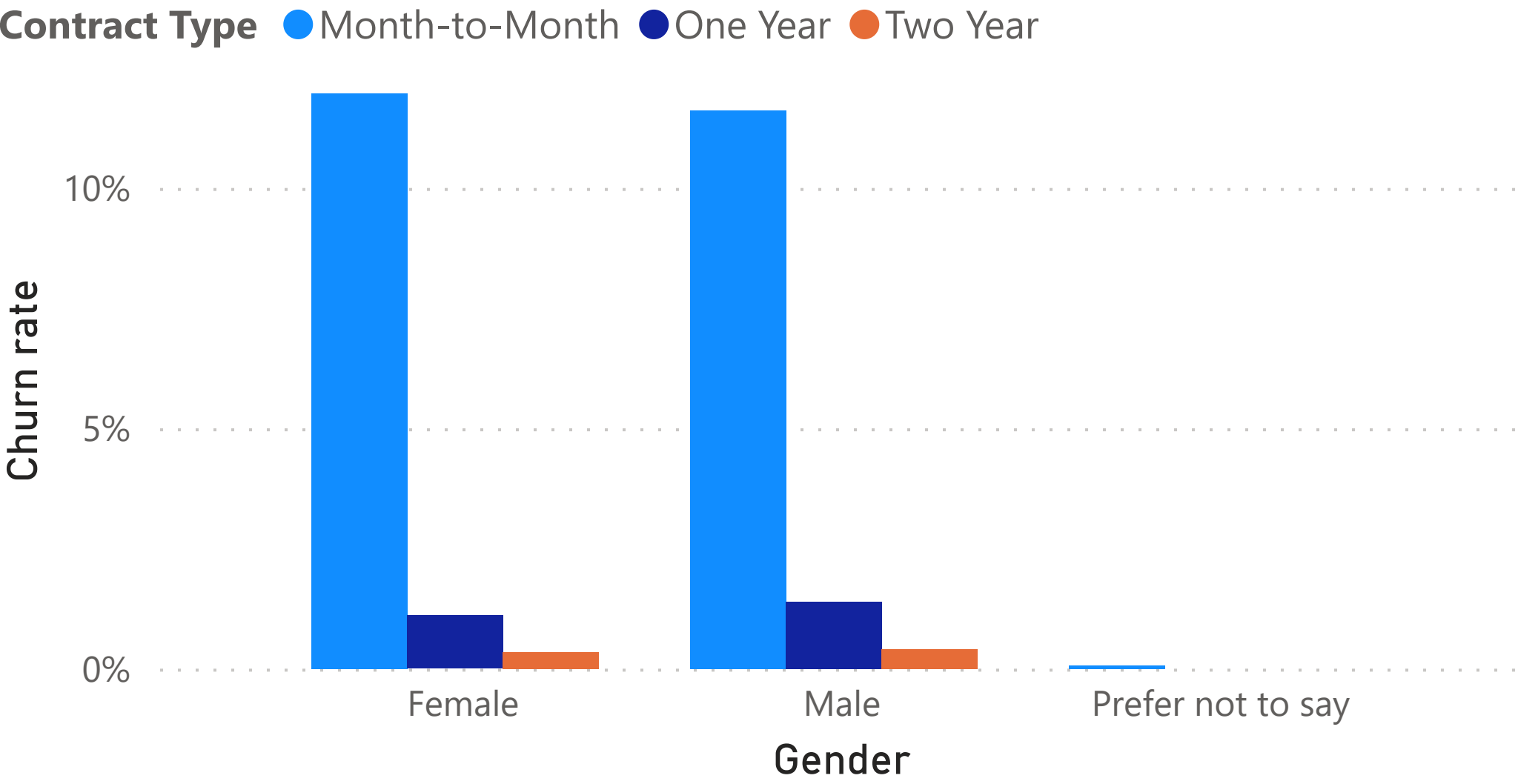
Churn rate by Payment Method



Sum of Number of Customers in Group and Churn rate by Age (bins)



Churn rate by Gender and Contract Type



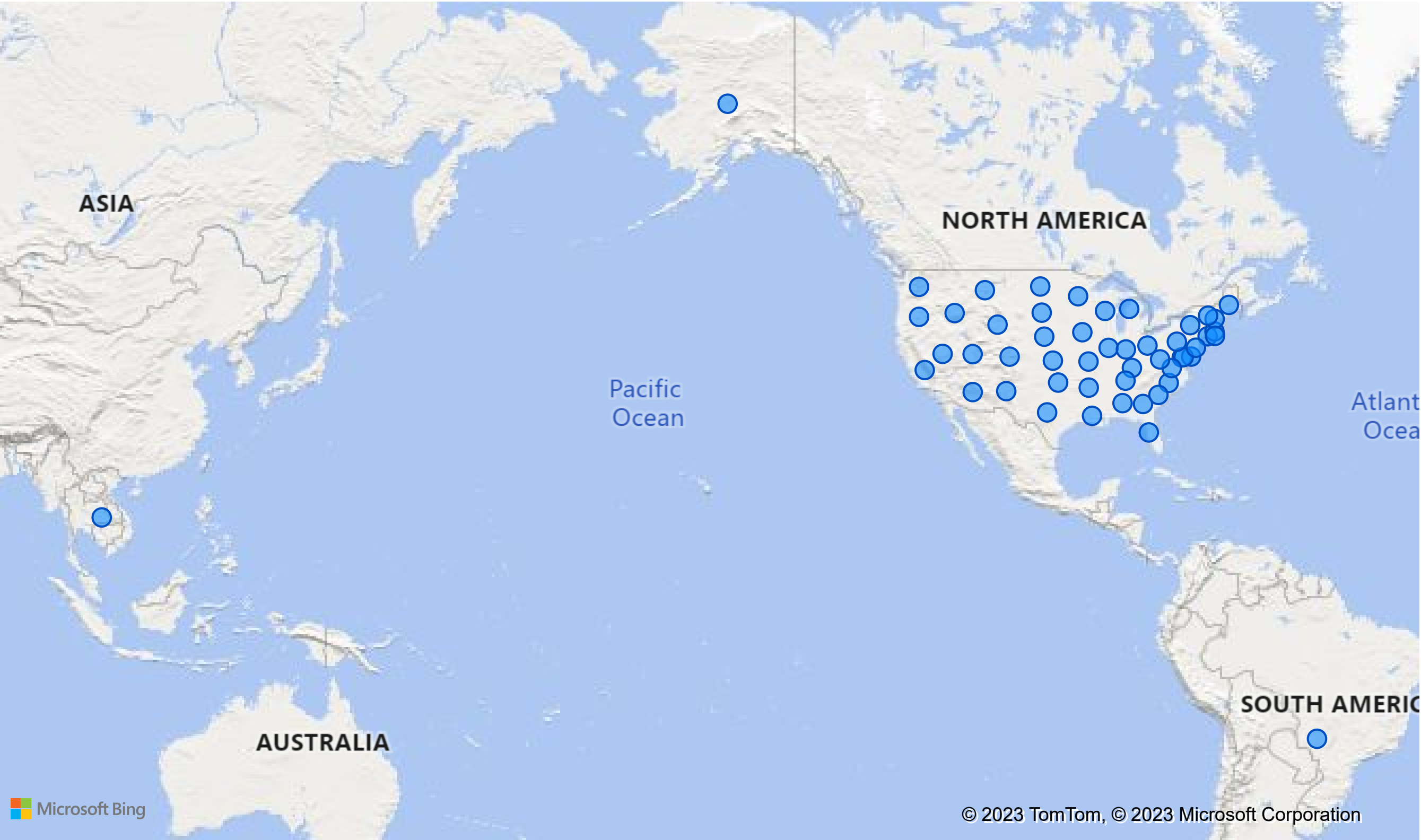
Customers Service call

6123

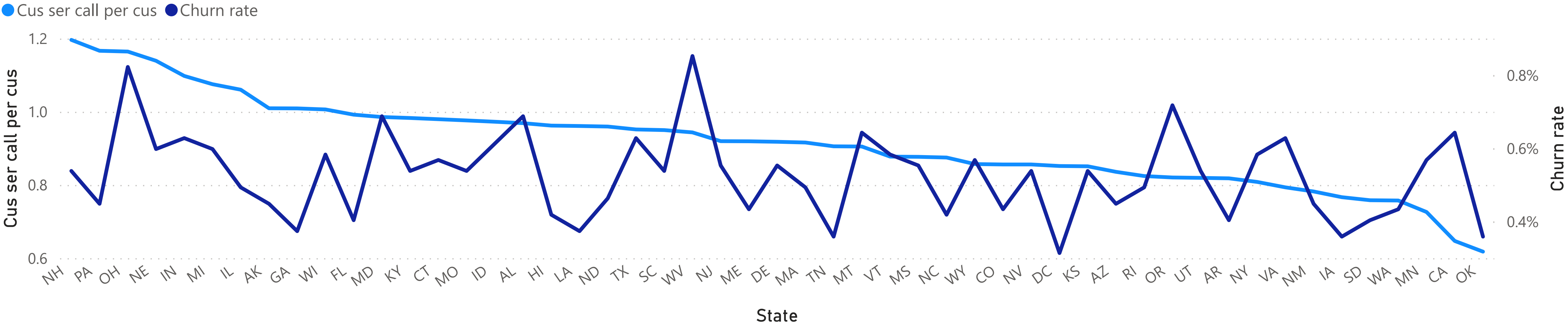
Avg customer service call

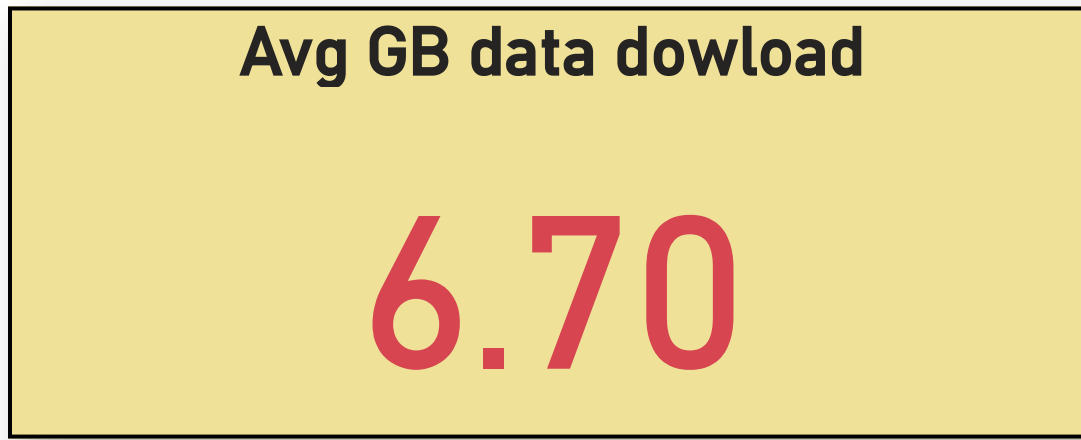
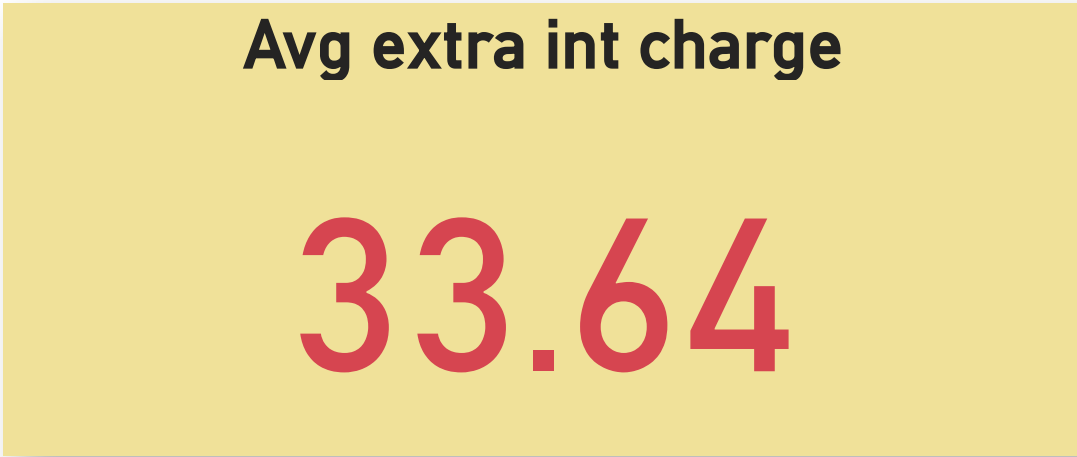
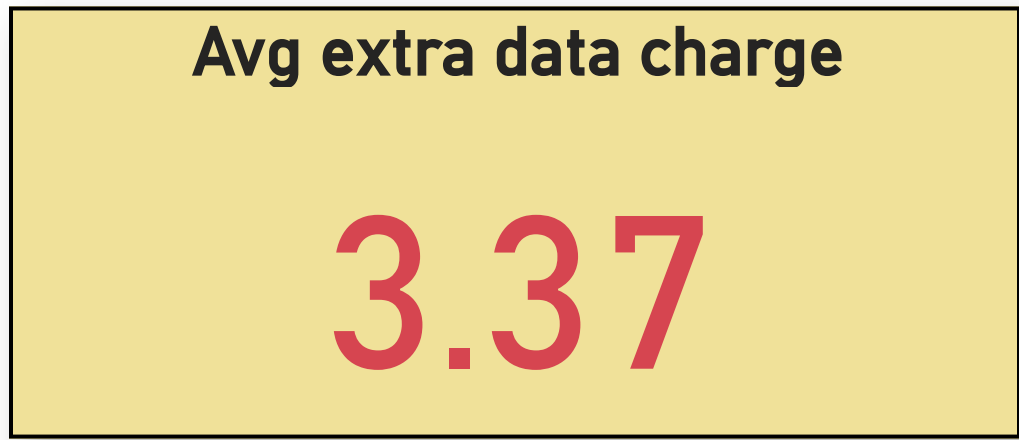
0.92

% Churn by State

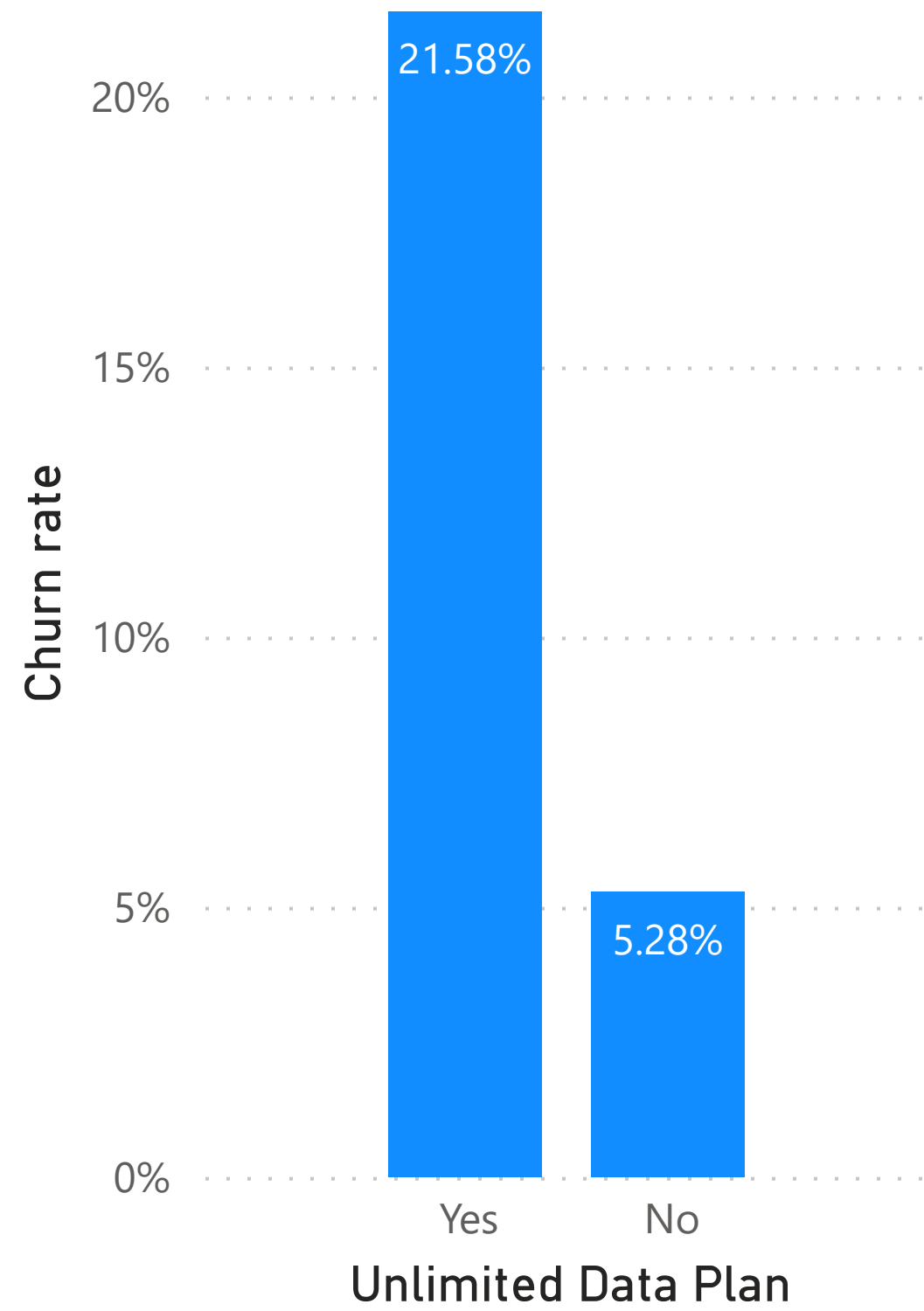


Average of Customer Service Calls and Churn rate by State





Churn rate by Unlimited Data Plan



Churn rate by Avg Monthly GB Download (bins) and Unlimited Data Plan

