

TELECOM CHURN ANALYSIS

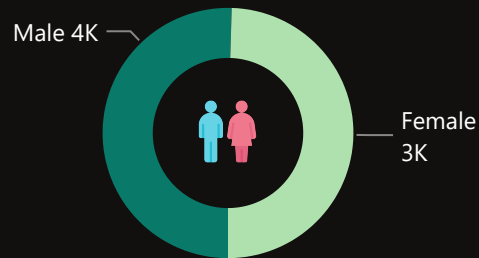


CUSTOMER PROFILE

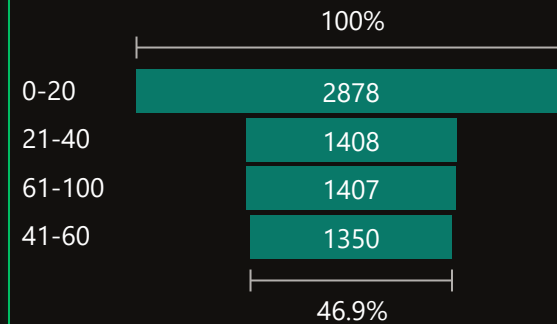
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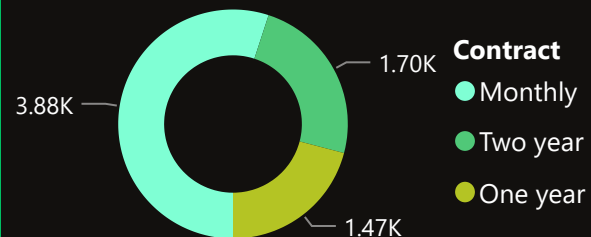
Customer Demographics



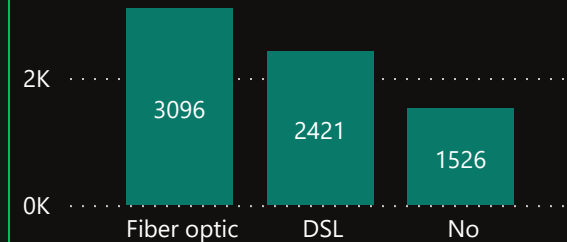
Customer Tenure Lengths



Contract Distribution



Internet Distribution



Senior Citizens

1142

Avg Monthly Charges

64.76

Avg Total Charges

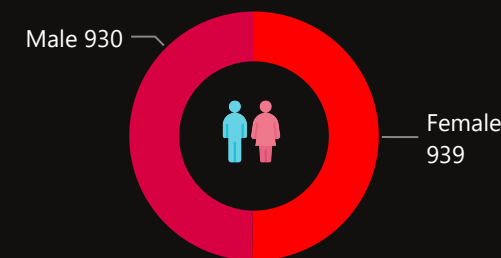
2,283

CHURNER PROFILE

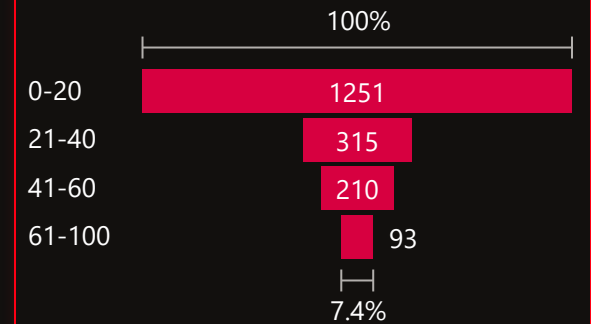
1869



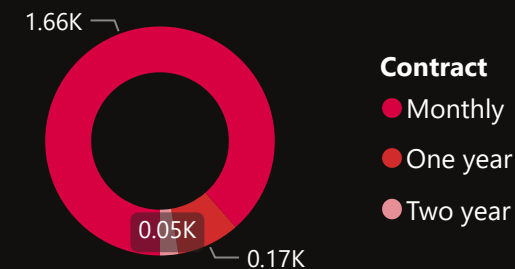
Customer Demographics



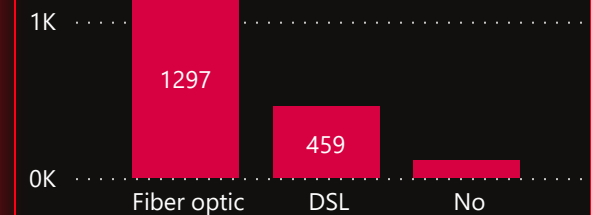
Customer Tenure Lengths



Contract Distribution



Internet Distribution



Senior Citizens

476

Avg Monthly Charges

74.44

Avg Total Charges

1,532

CUSTOMER DETAILS

CUST ID:

0002-ORFBO



16.18

Churn Index

593.30

Total Charges

Non risky

PERSONAL DETAILS

Gender
Female

Partner
Yes

Dependents
Yes

OTHER DETAILS

Senior
Citizen

No

Tenure
(Months)

9

PHONE SERVICE

Internet Service
DSL

Device Protection
No

Online Security
No

Paperless Billing
Yes

CONTRACT DETAILS

Contract Type
One year

Payment Mode
Mailed check

CHURN REASONS:



2057

Risky Customers

26.57

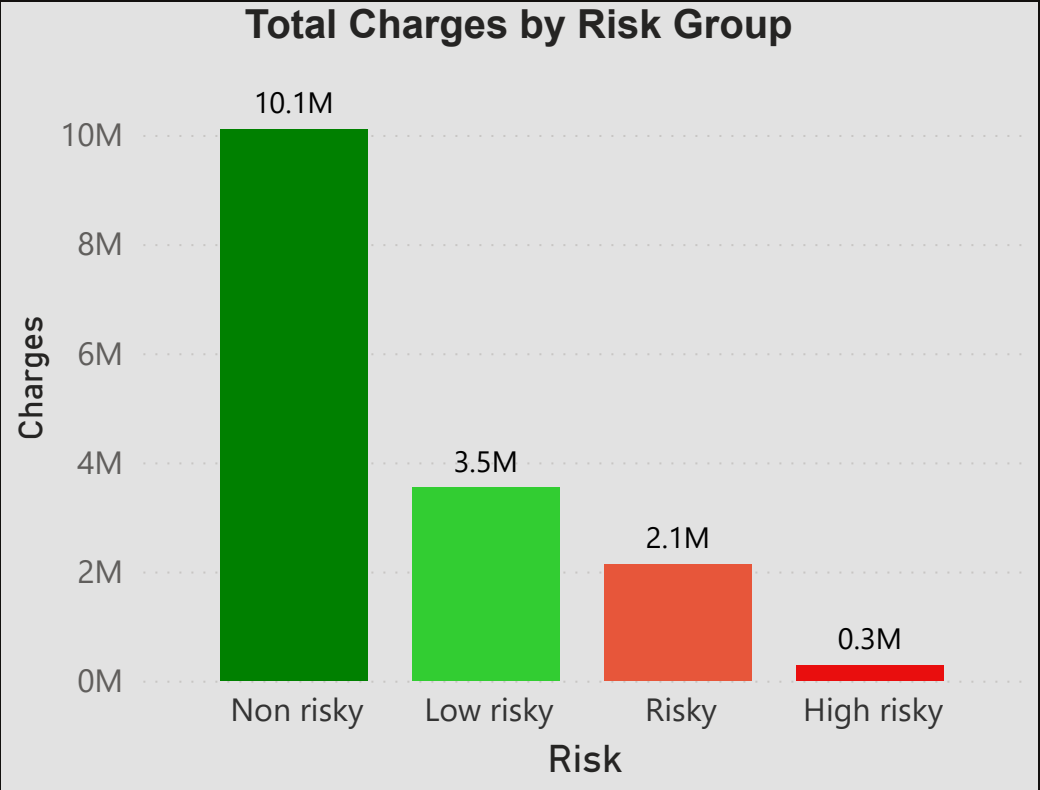
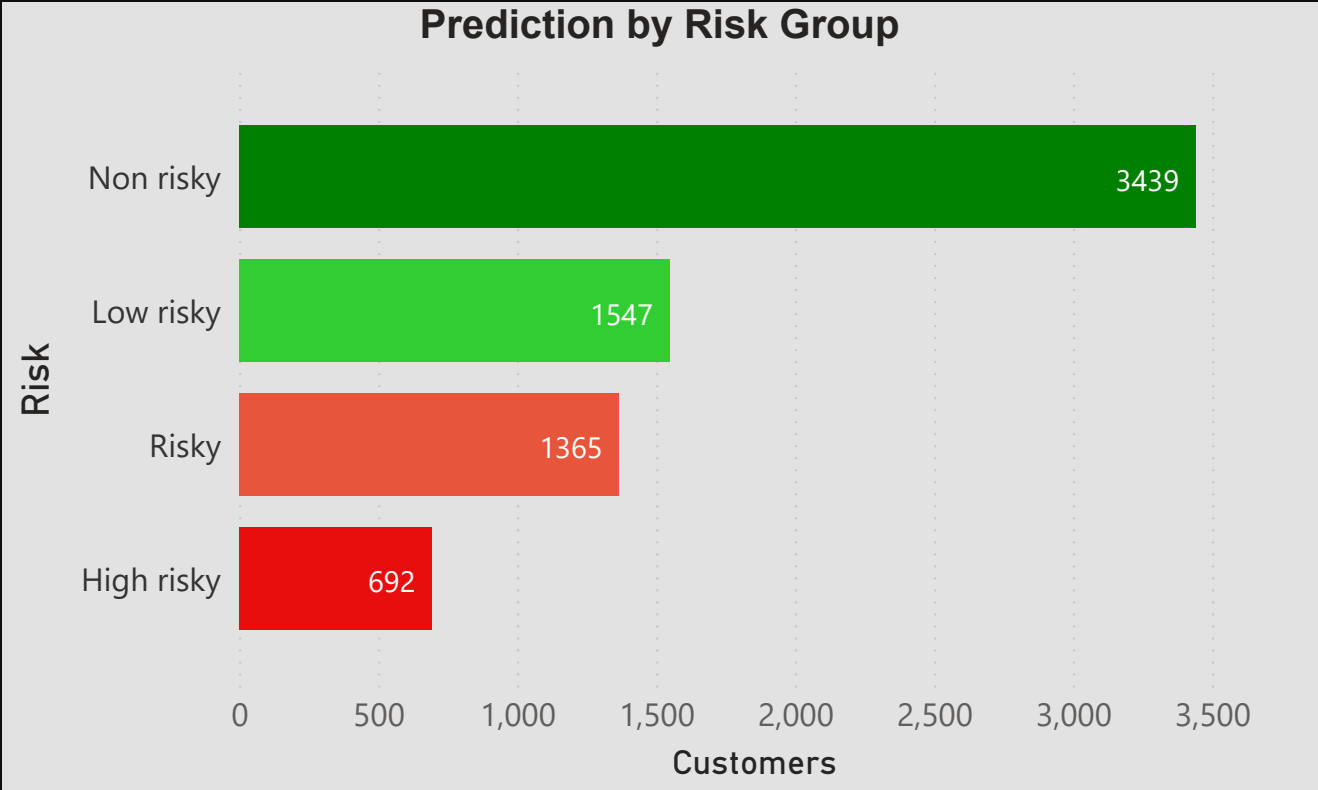
Average Risk Score

2.42M


Total Charges of Risky Customers

16.06M

Total Charges






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