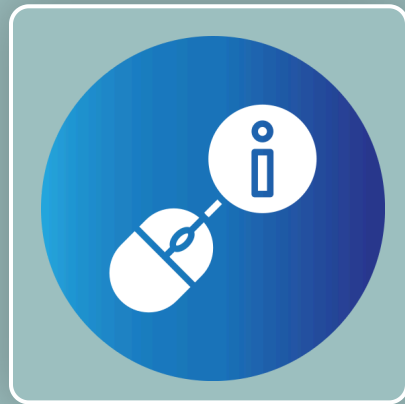


# TELECO CUSTOMER CHURN ANALYSIS



## Info

Discover the purpose and context of this project.



## Home

Return to the main page for a general overview



## Over View

Get a high-level summary of the dataset, including key metrics and distributions.



## Churn Analysis

Dive deep into churn data, exploring churn rates by various factors.



## Customer Demographics

Understand the demographic characteristics of the customers and their relation to churn.



## Services Usage

Analyze the usage of different services among customers and its impact on churn.

# CUSTOMER CHURN ANALYSIS

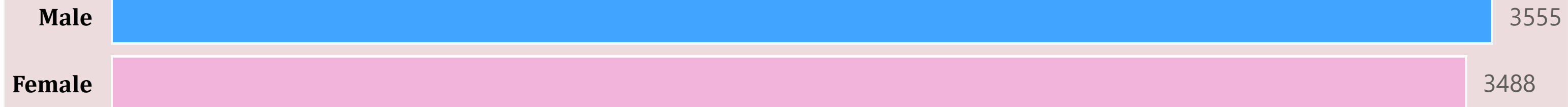
Total Customers

7043

Average Monthly Charges

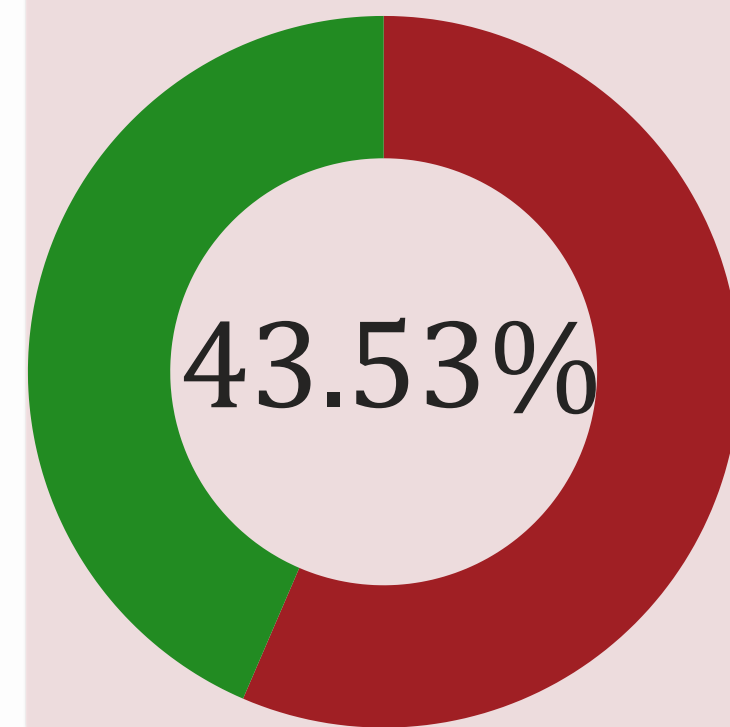
₹ 64.76

Gender wise Churn %



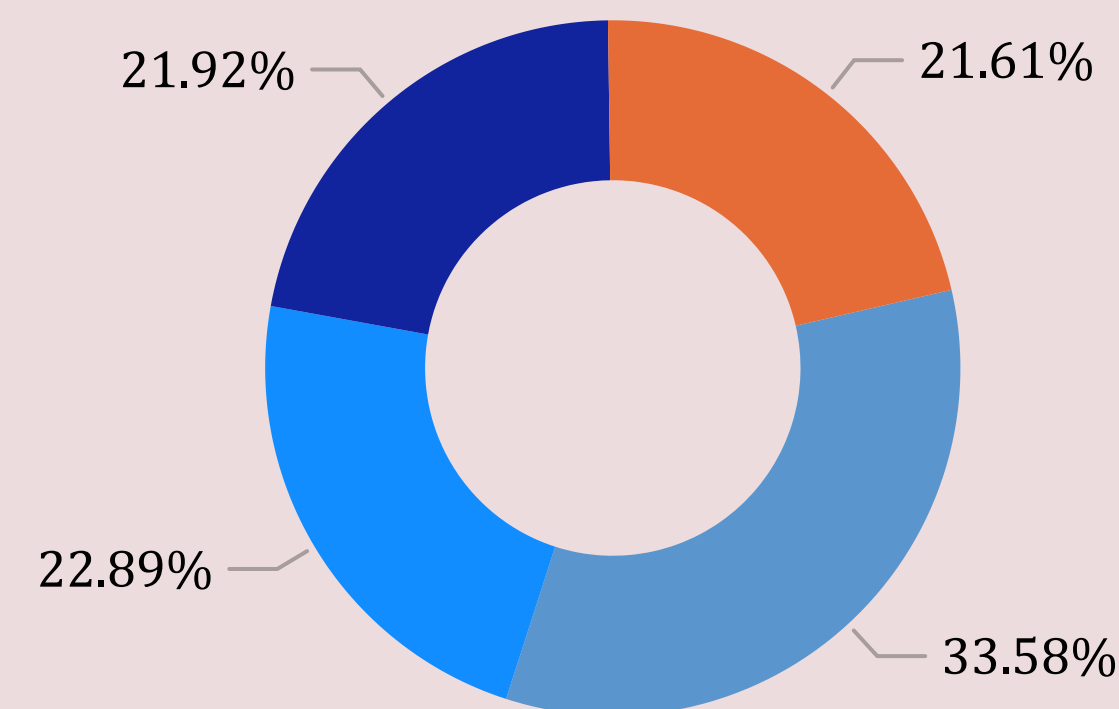
Auto Payment

Auto... ● No ● Yes



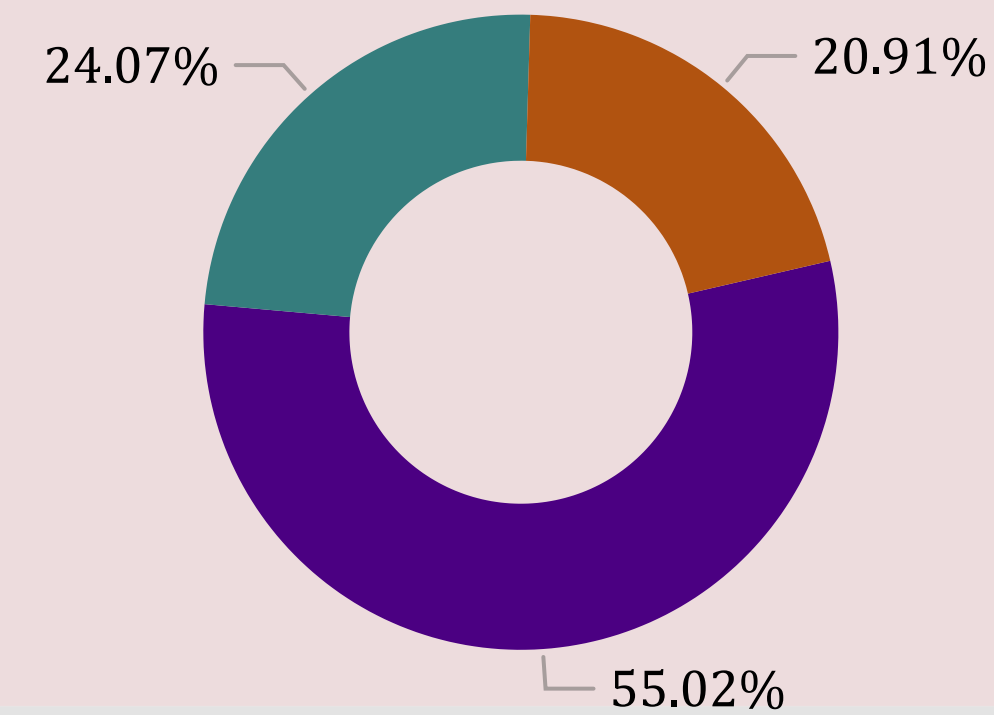
Payment Distribution

Payment Method ● Electronic che... ● Mailed check ● Bank transfer ● Credit card



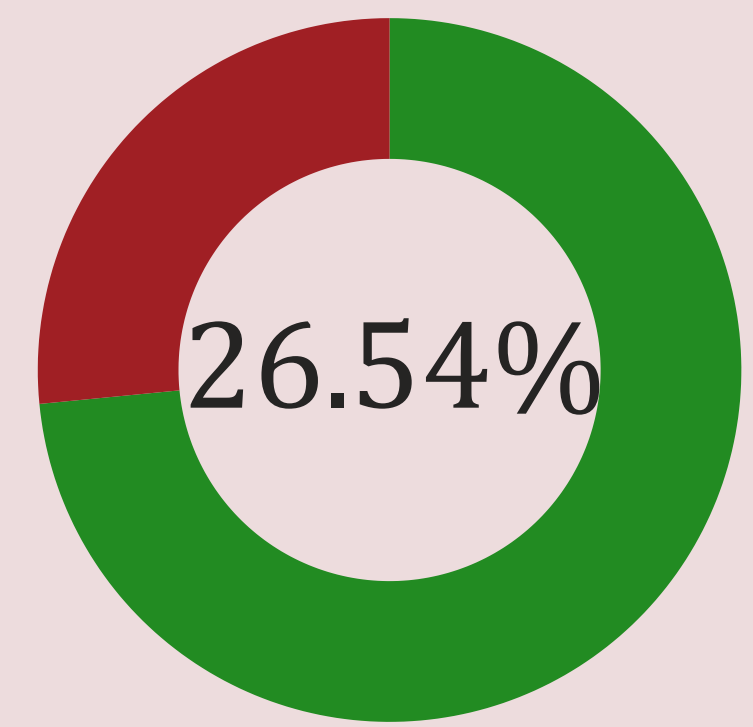
Contract Distribution

Contract ● Month-to-month ● Two year ● One year

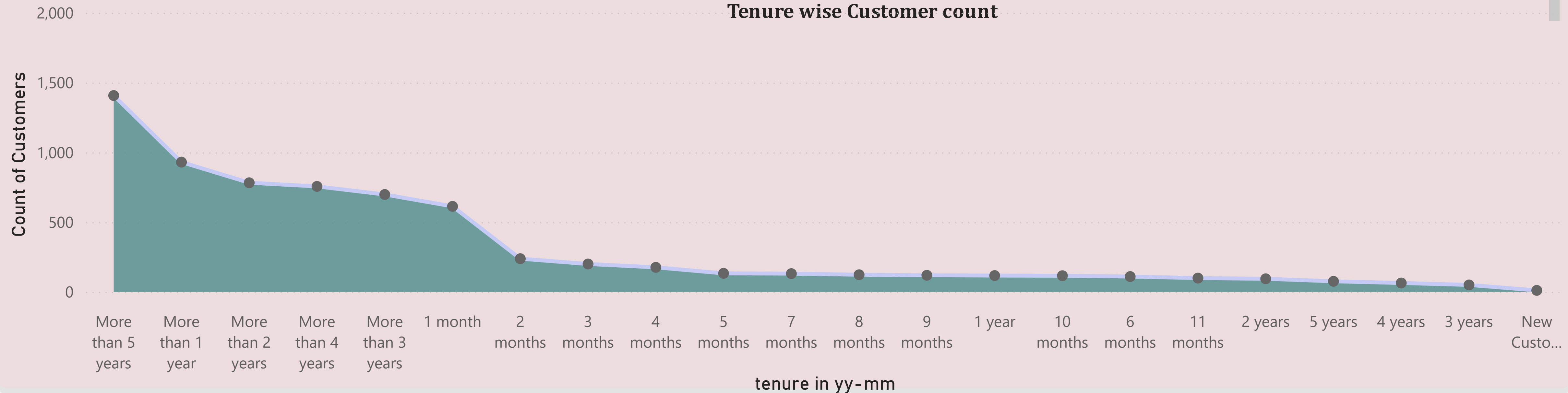


Churn Rate

Churn ● No ● Yes



Tenure wise Customer count



# CUSTOMER CHURN ANALYSIS

Total Customers

7043

Retained Customers

5174

Churned Customers

1869

Churn %

26.54%

Average Monthly Charges

₹ 64.76

Average Tenure

32.37

## Contract wise Churn and Retain

Churn ● No ● Yes



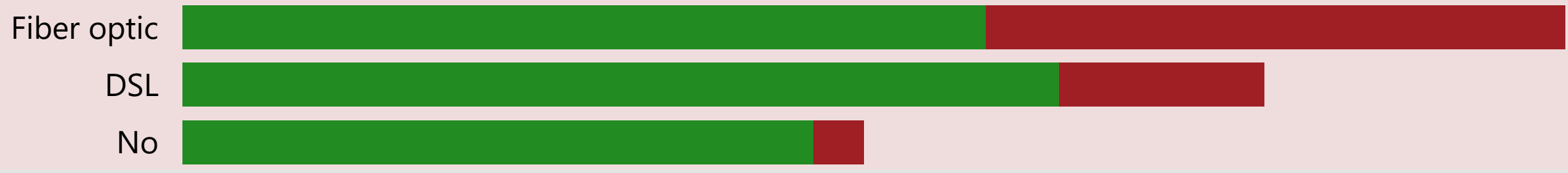
## Payment method wise Churn and Retain

Churn ● No ● Yes



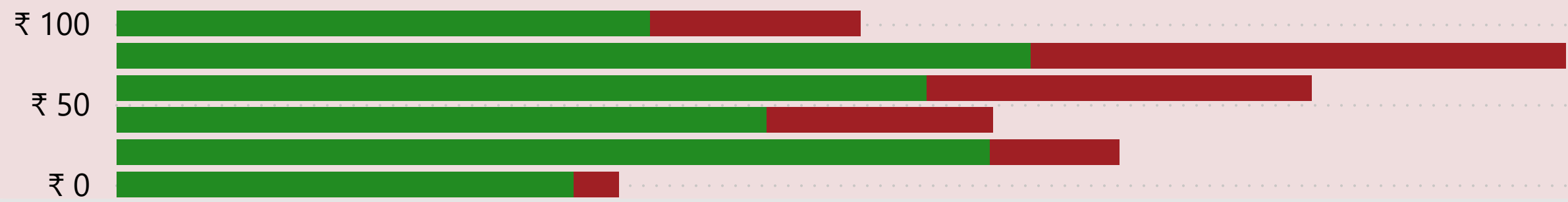
## Internet Service wise Churn and Retain

Churn ● No ● Yes

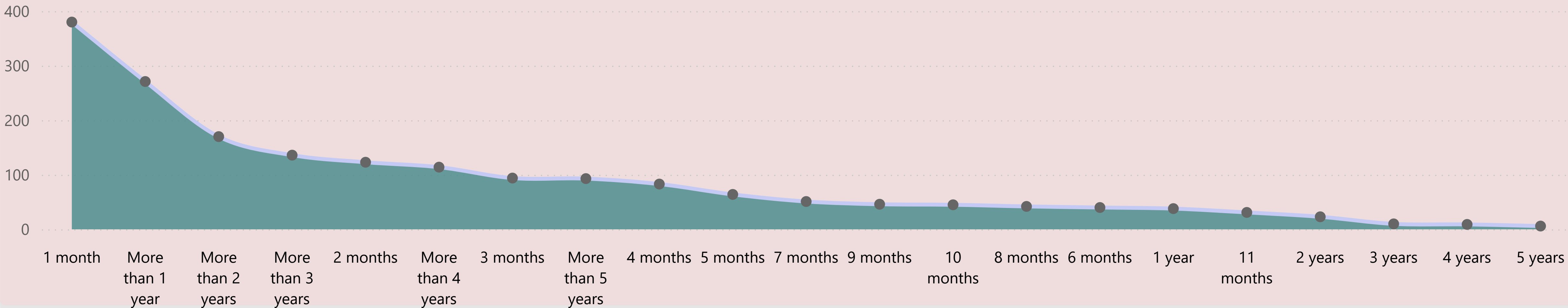


## Monthly charges wise Churn and Retain

Churn ● No ● Yes



## Tenure wise Churn



# CUSTOMER CHURN ANALYSIS

## Gender wise Retention and Churn

Churn ● No ● Yes



## Customer with Partner Churn and Retain

Churn ● No ● Yes



## Senior Citizen Churn and Retain

Churn ● No ● Yes



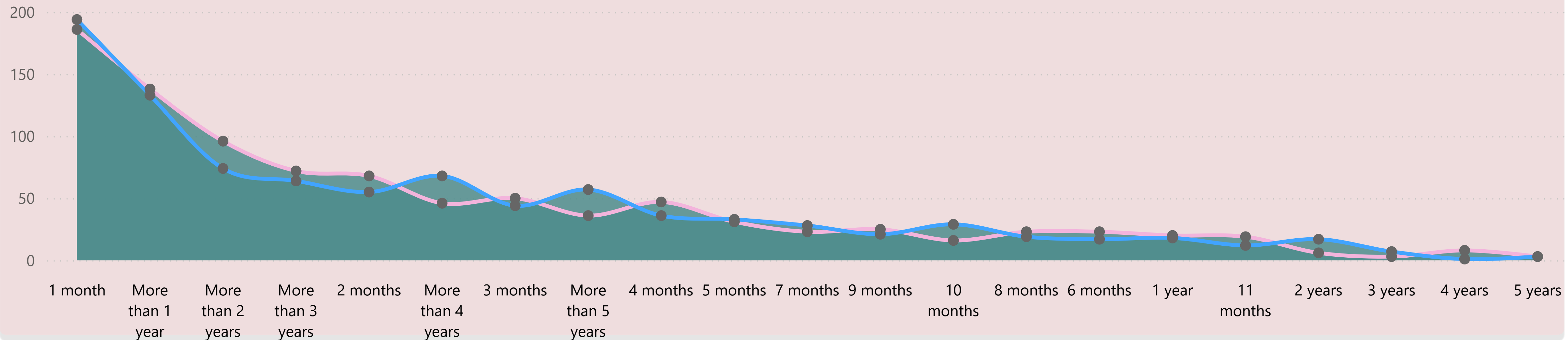
## Dependent Customer Churn and Retain

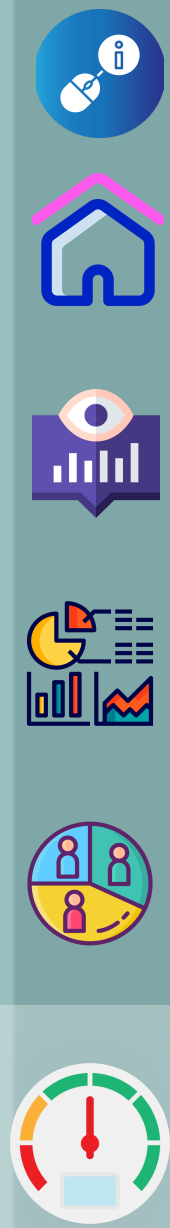
Churn ● No ● Yes



## Gender and Tenure wise Churn

Gender ● Female ● Male

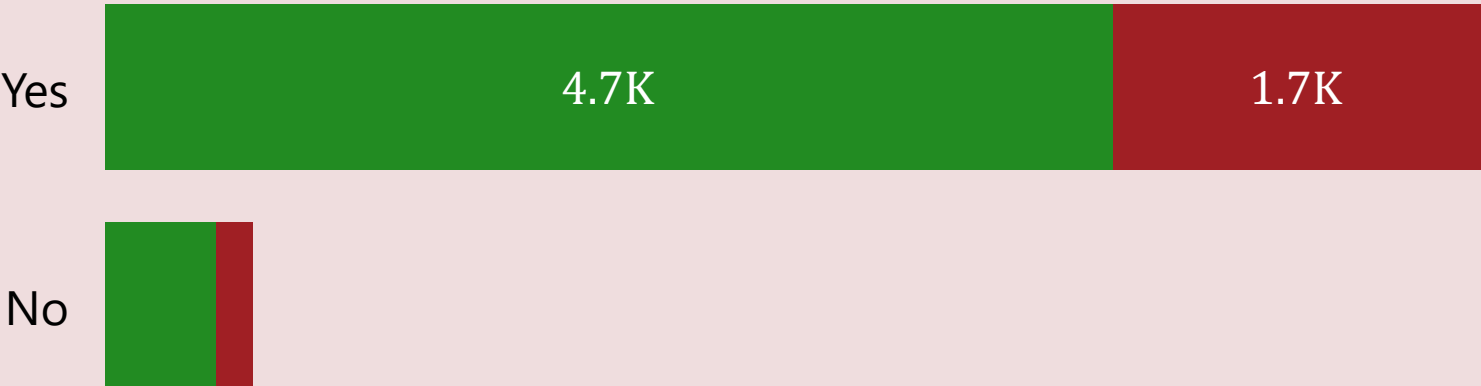




# CUSTOMER CHURN ANALYSIS

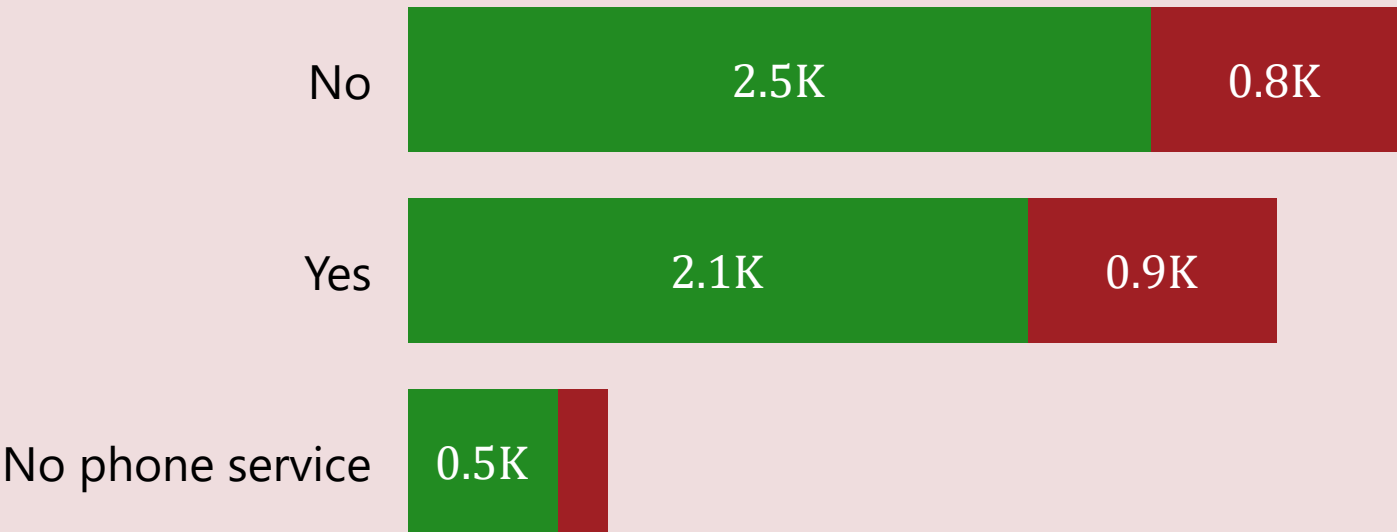
## Phone Service Churn and Retain

Churn ●No ●Yes



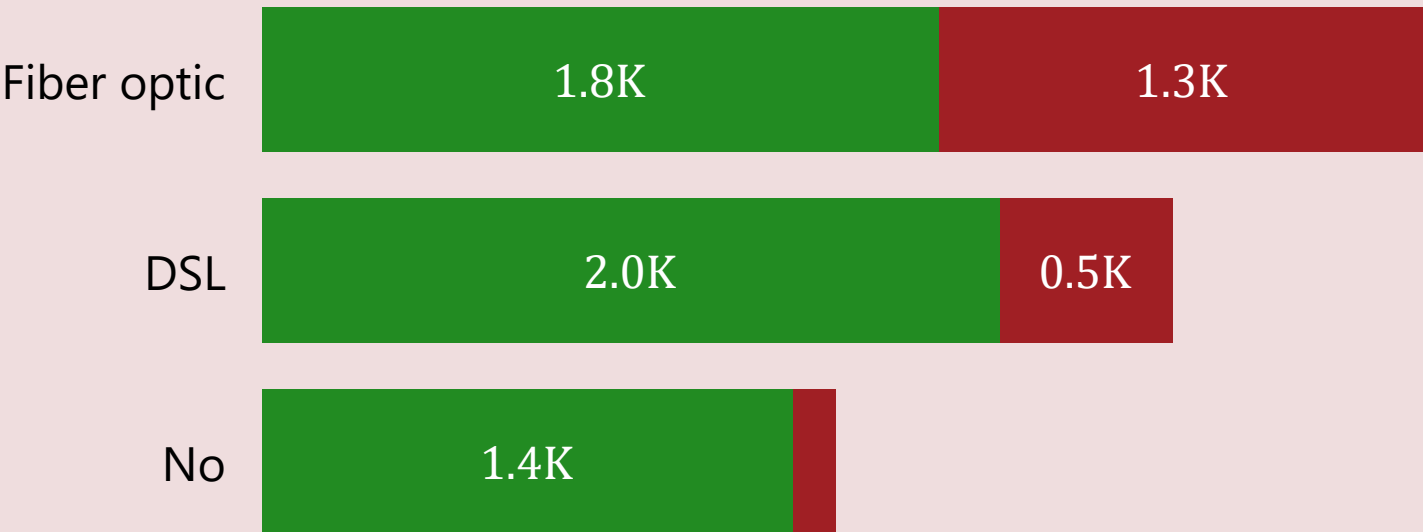
## Multiple Lines Service Churn and Retain

Churn ●No ●Yes



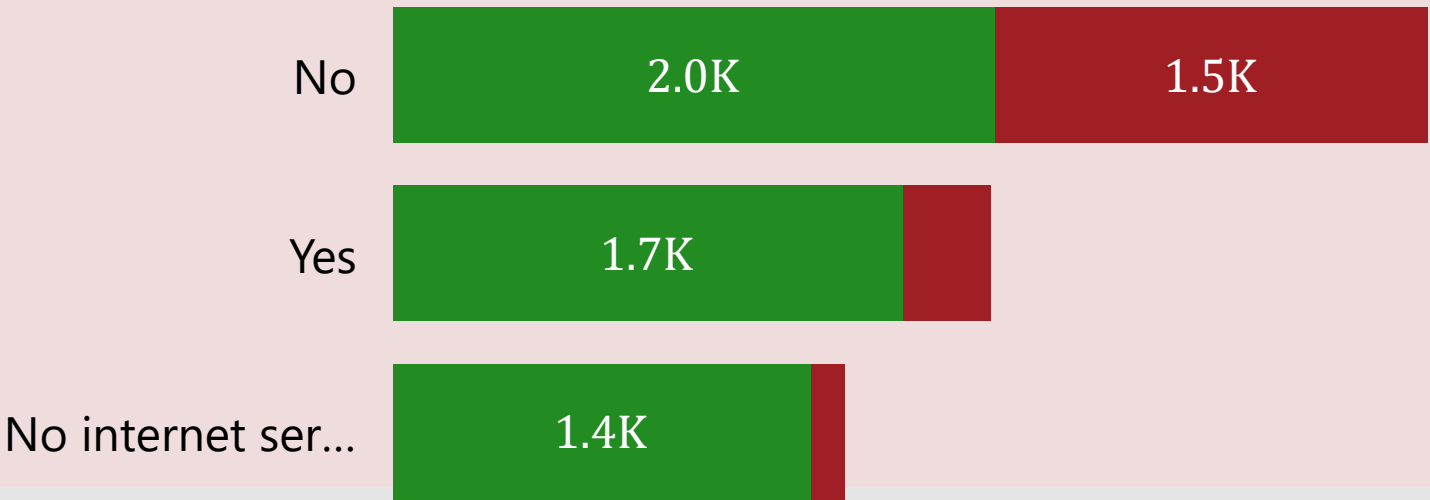
## Internet Service Churn and Retain

Churn ●No ●Yes



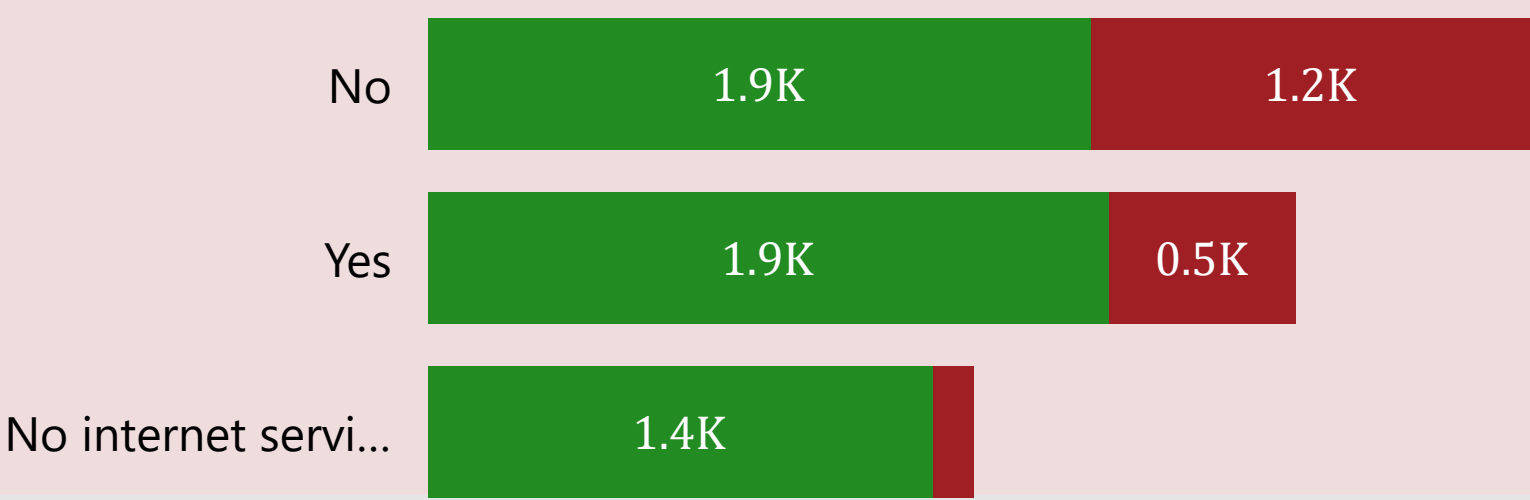
## Online Security Service Churn and Retain

Churn ●No ●Yes



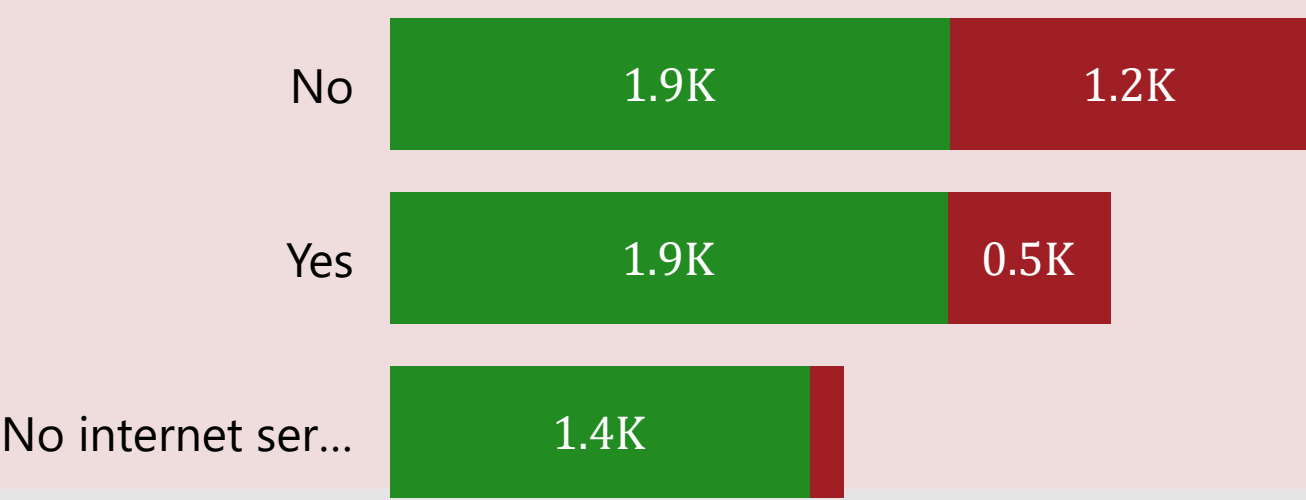
## Online Backup Service Churn and Retain

Churn ●No ●Yes



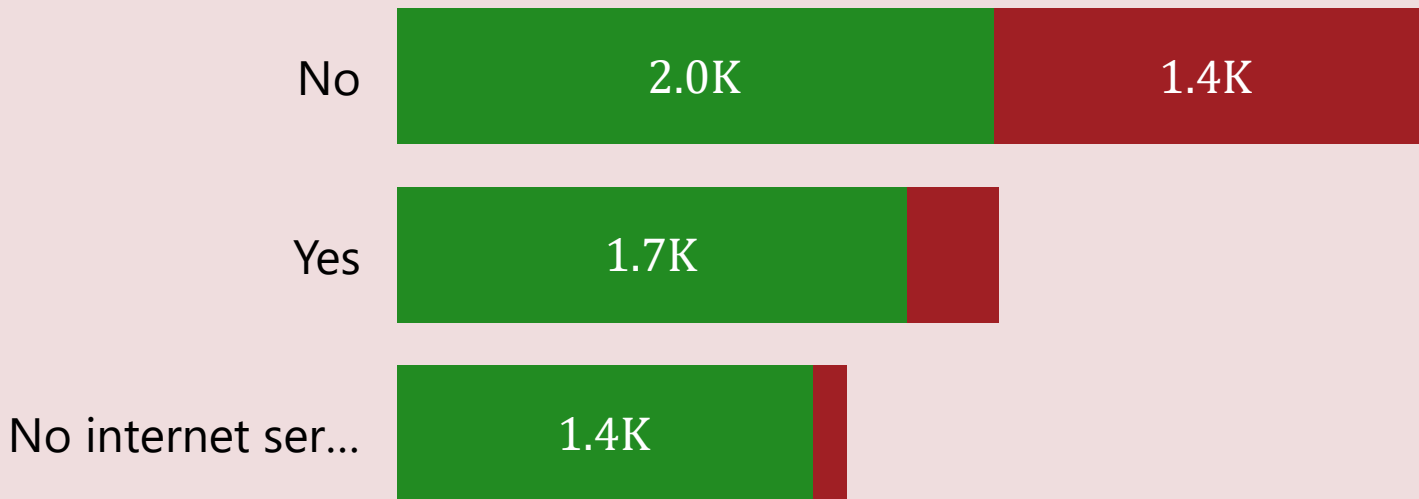
## Device Protection Security Service Churn and Retain

Churn ●No ●Yes



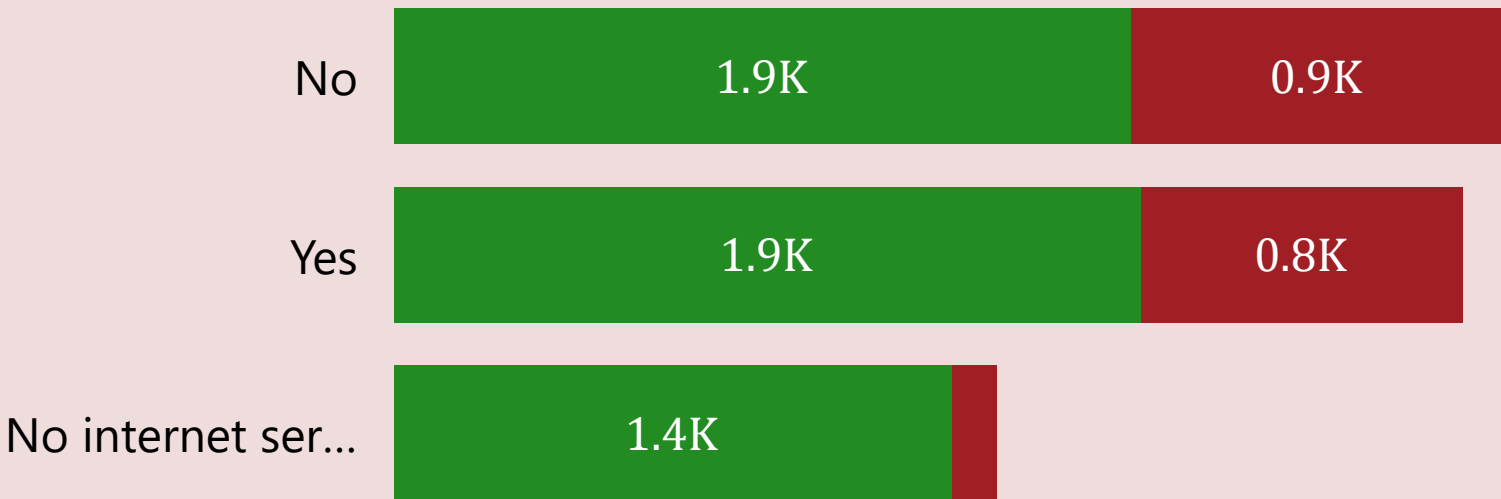
## Tech Support Churn and Retain

Churn ●No ●Yes



## Streaming TV Churn and Retain

Churn ●No ●Yes



## Streaming Movies Churn and Retain

Churn ●No ●Yes

