

CHURN ANALYSIS - SUMMARY

Prediction Page

6,418

Customers

411

New Joiners

1,732

Total Churn

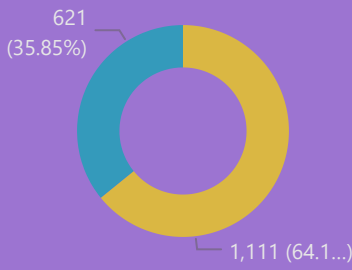
27.0%

Churn Rate

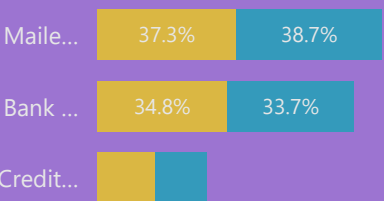
15M

Total Charge

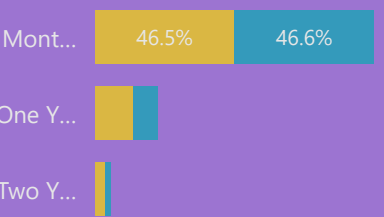
Gender %



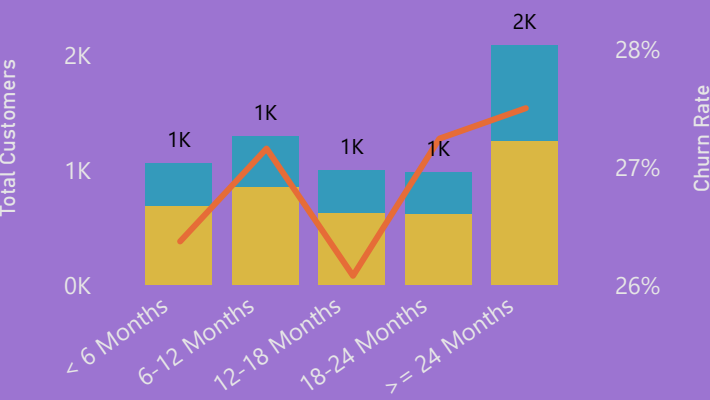
By Payment Mode



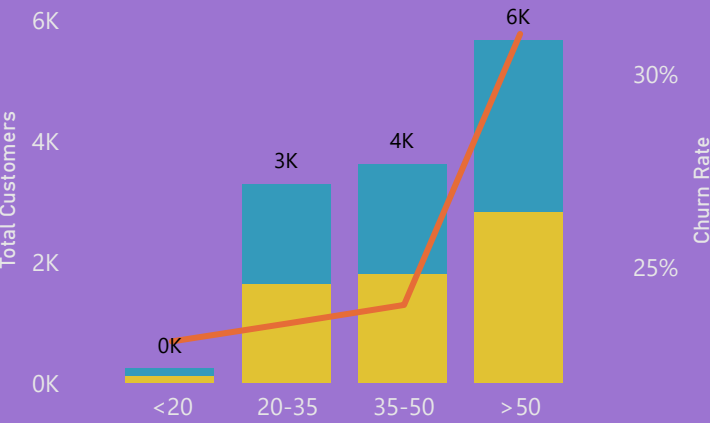
By Contract



Customers and Churn Rate by Tenure Group



Customers and Churn Rate by Age



Monthly Charge Range

All

Female

4.05K

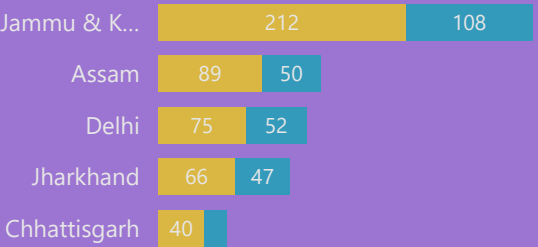
Male

2.37K

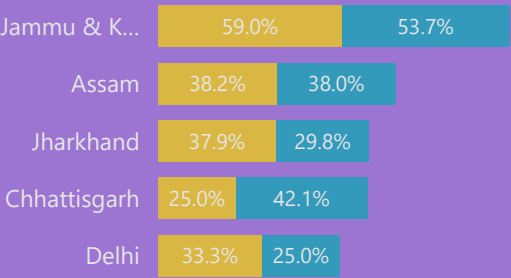
Married

All

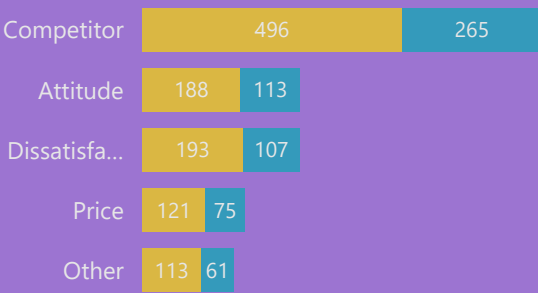
Customer Status



Top 5 States by churn



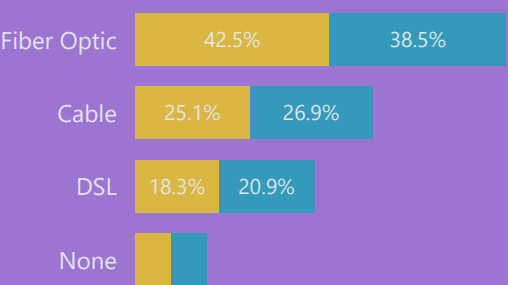
Churn Category



Churn By Services

Services	No	Yes
Device_Protection_Plan	71%	29%
Internet_Service	6%	94%
Multiple_Lines	55%	45%
Online_Backup	72%	28%
Online_Security	85%	15%
Paperless_Billing	25%	75%
Phone_Service	9%	91%
Premium_Support	83%	17%
Streaming_Movies	56%	44%
Streaming_Music	61%	39%
Streaming_TV	57%	43%
Unlimited_Data	20%	80%

Internet Type



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
Total	1,732

CHURN ANALYSIS - PREDICTION

Summary Page

249

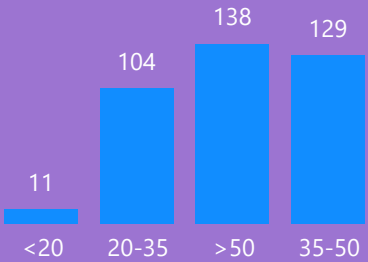
Female

133

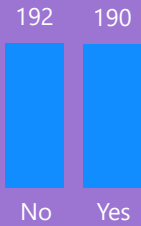
Male

COUNT OF PREDICTED CHURNERS : 382

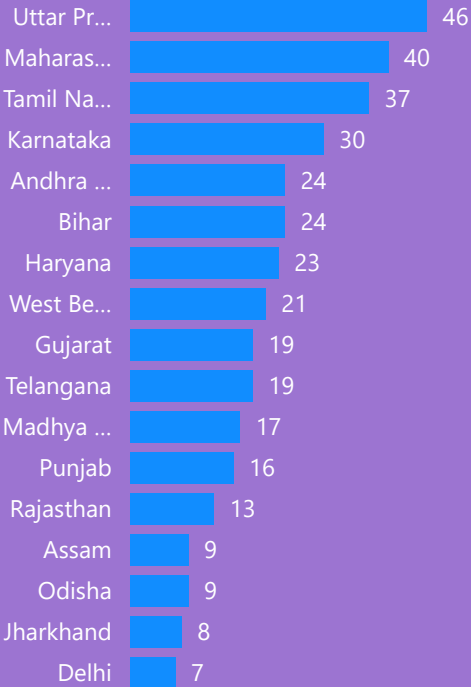
by Age Group



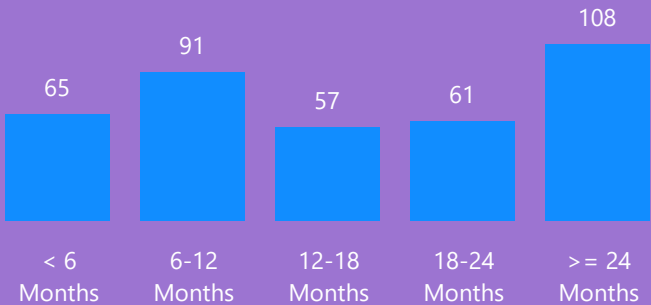
by Married Status



by State



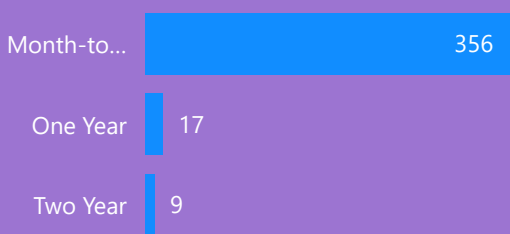
by Tenure Group



by Payment Method



by Contract



Customer_ID	Monthly Charge	Total Revenue	Total Refunds	Number of Referrals
11751-TAM	24.30	38.45	0.00	5
12056-WES	90.40	362.89	0.00	2
12136-RAJ	19.90	31.73	0.00	2
12257-ASS	19.55	29.75	0.00	9
12340-DEL	62.80	104.99	0.00	0
12469-AND	55.30	91.99	0.00	11
12490-TEL	74.75	236.76	38.84	9
13058-MAD	46.10	138.13	0.00	13
13123-BIH	100.20	253.62	0.00	13
13666-UTT	95.40	344.18	0.00	15
13744-AND	19.65	33.50	0.00	8
13823-TEL	24.50	46.40	0.00	1
13946-HAR	19.65	43.32	0.00	1
14567-TAM	20.35	64.44	0.00	1
15349-UTT	50.15	90.02	0.00	9
15591-KAR	20.40	66.31	0.00	3
15803-UTT	19.15	41.52	0.00	6
16032-AND	46.60	91.64	0.00	8
16068-BIH	25.25	35.25	0.00	4
16244-UTT	19.55	24.65	0.00	5
16733-ODI	45.85	86.23	0.00	10
Total	16,186.10	43,047.68	100.24	2777