

To analyze the prediction of customer unsubscribe the telco product and services and what is the major factor that leads the user to unsubscribe their plan. In order to analyze the key factor we need to understand the background of this project and few key metrics will be analyzed.

Churn in a business setting refers to losing an acquired, potentially profitable customer.

Churn

Multiple...

5,174

Total_Customer

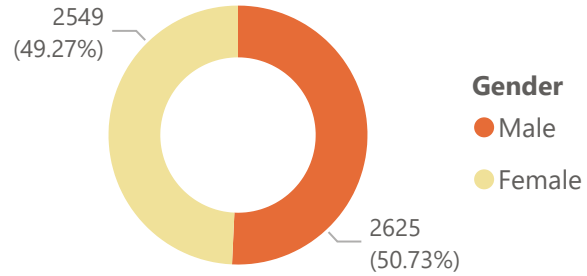
1,869

CustomerChurn_Yes

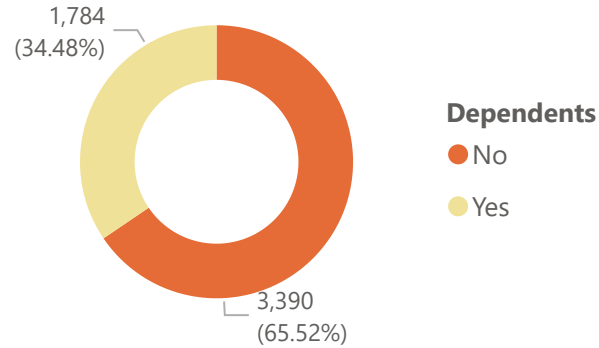
5,174

CustomerChurn_No

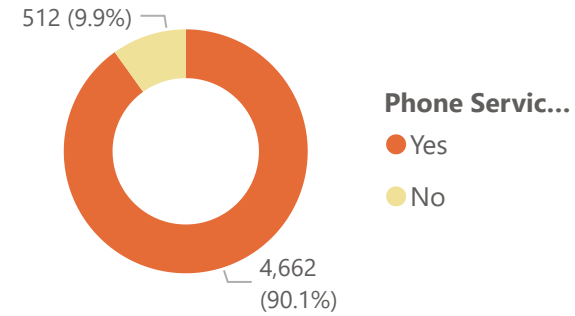
Gender



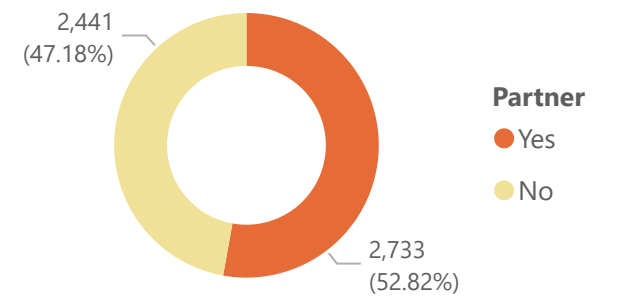
Dependent



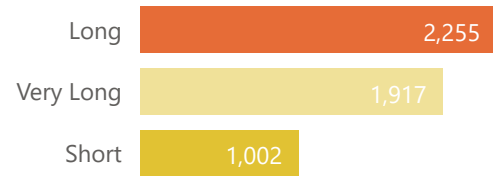
Phone Services



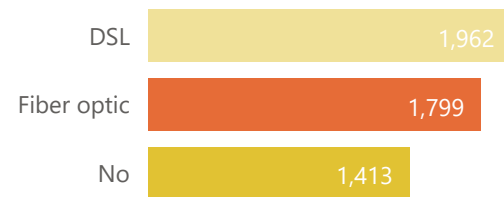
Partner



Tenure Category



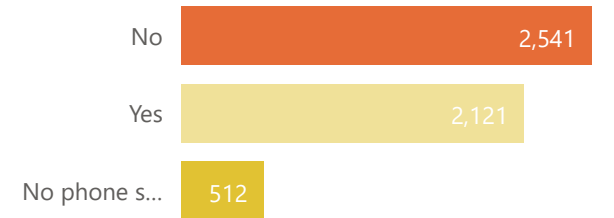
Internet Services



Contract



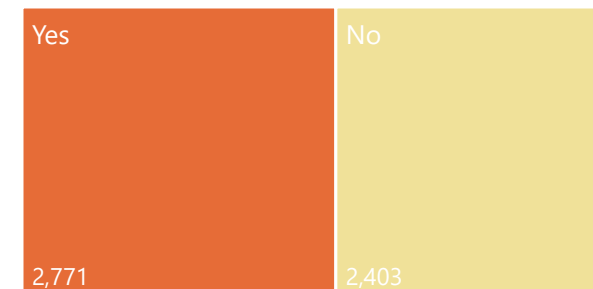
Multiple Lines



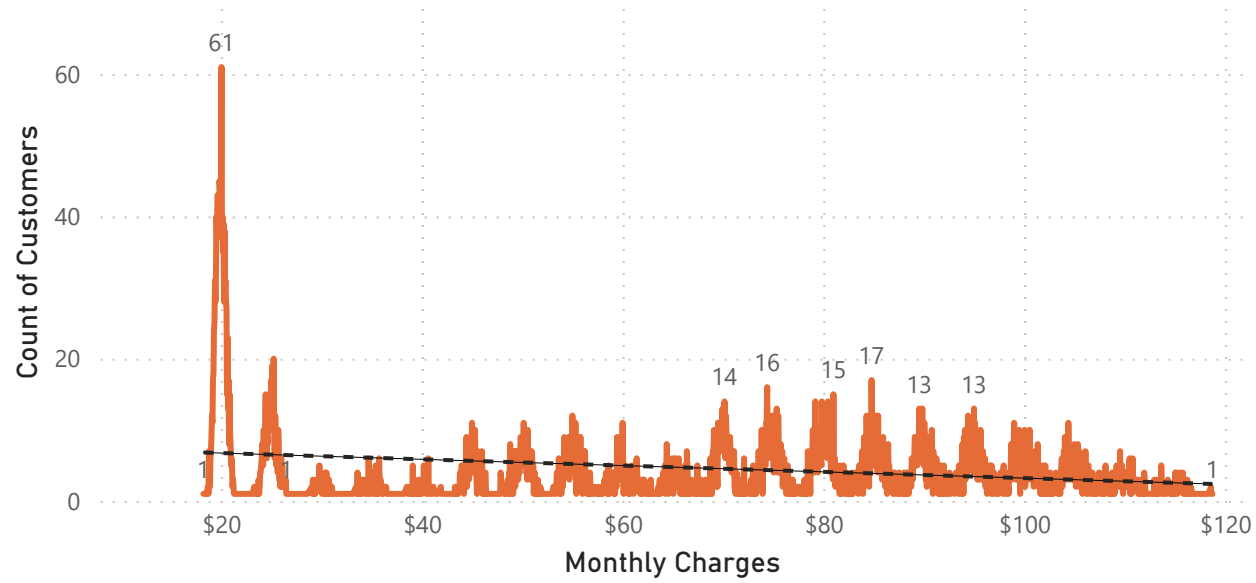
Payment Method



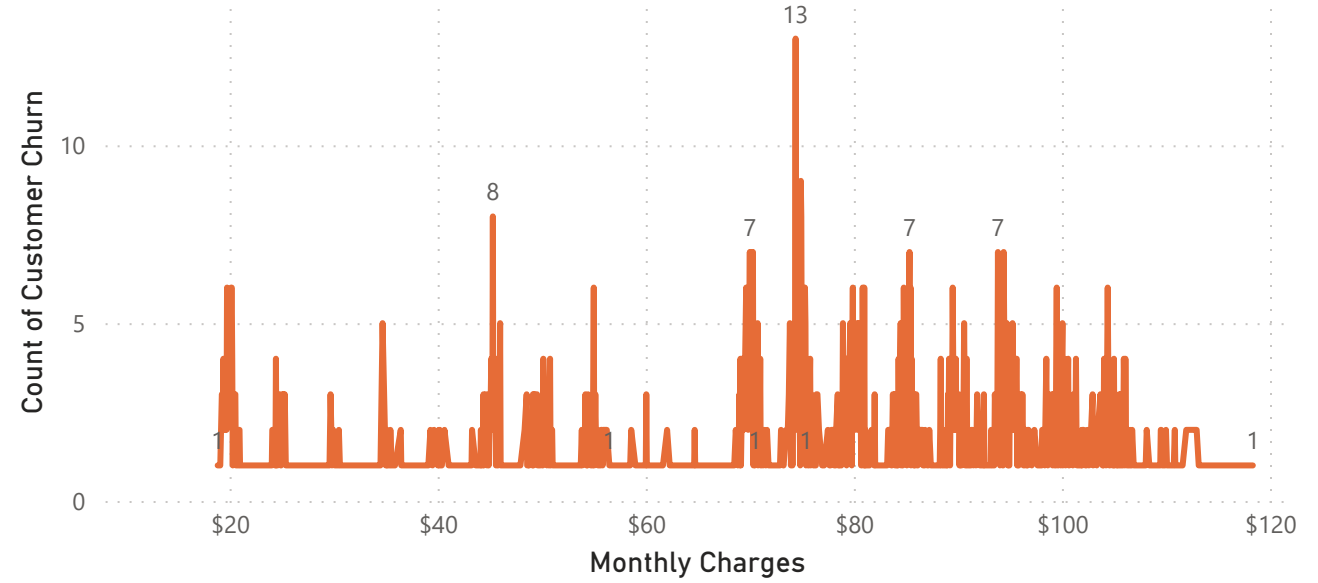
Paperless Billing Subscription



Total Customer by Monthly Charges

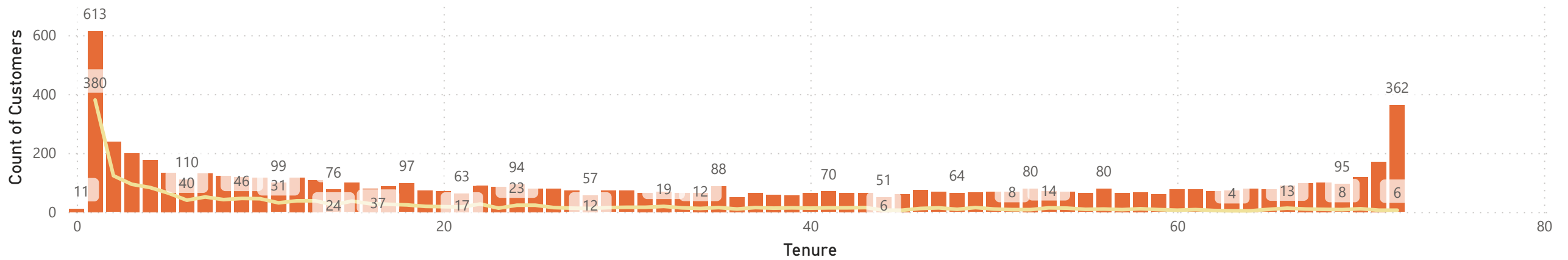


CustomerChurn_Yes by MonthlyCharges

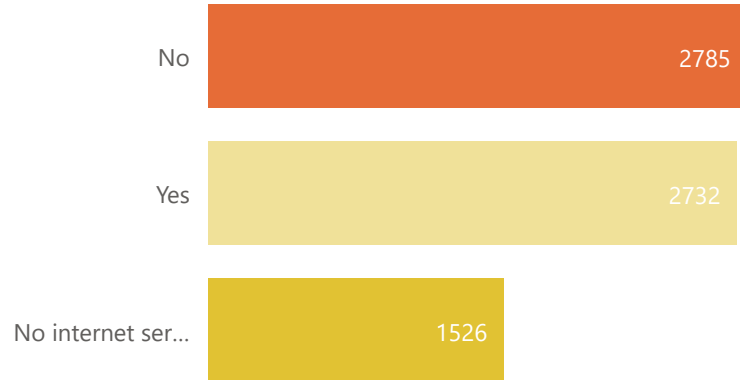


Relationship Between Total Customer and Count of Customer Churn

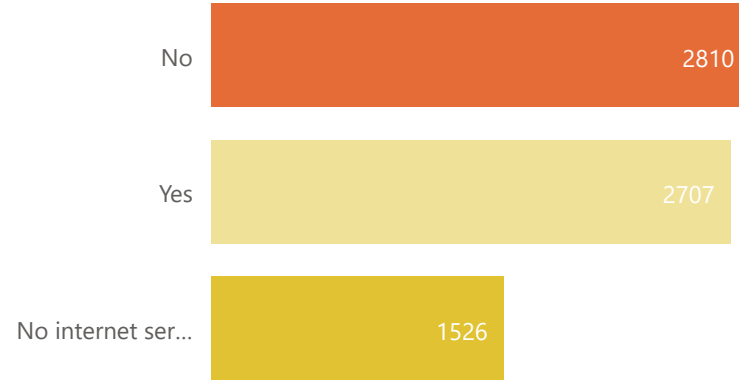
● Total_Customer ● CustomerChurn_Yes



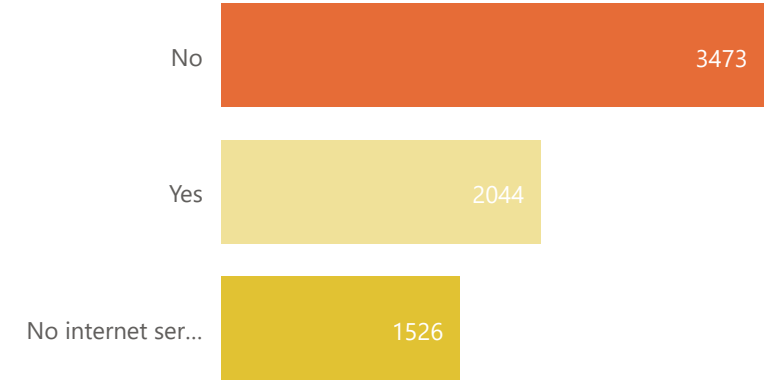
Streaming Movies



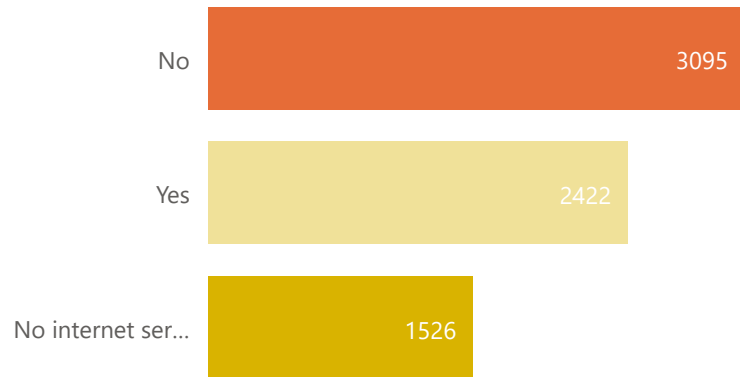
Streaming TV



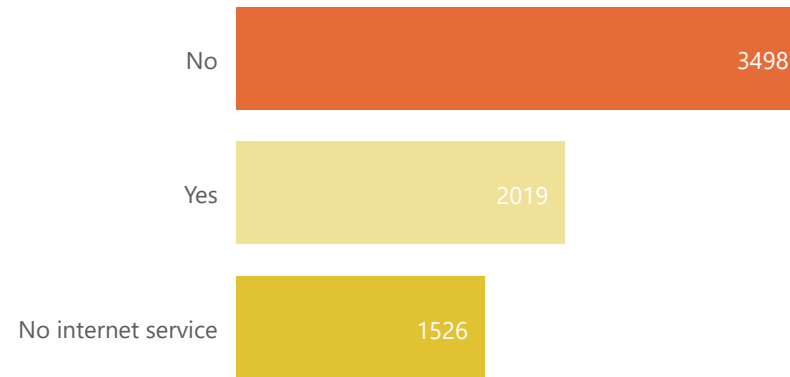
Tech Support



Devices Protection



Online Security



Online Backup

