



CHURN DATASETS ANALYSIS

CHURN

- ☐ No
☐ Yes

GENDER

- ☐ Female
☐ Male

PARTNER

- ☐ No
☐ Yes

DEPENDENTS

- ☐ No
☐ Yes

OVERVIEW

TOTAL # OF
CUSTOMERS
7043

CHURN
PERCENTAGE
26.54%

SENIOR CITIZEN
1142

MONTHLY
CHARGERS
456.12K

TOTAL CHARGES
16.06M

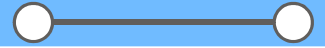
TOTAL ADMIN
TICKET
3632

TOTAL TECH
TICKET
2955

TENURE

0

72



PHONE SERVICE

All

MULTIPLE LINES

All

INTERNET SERVICE

All

ONLINE SECURITY

All

ONLINE BACKUP

All

DEVICE PROTECTION

All

TECH SUPPORT

All

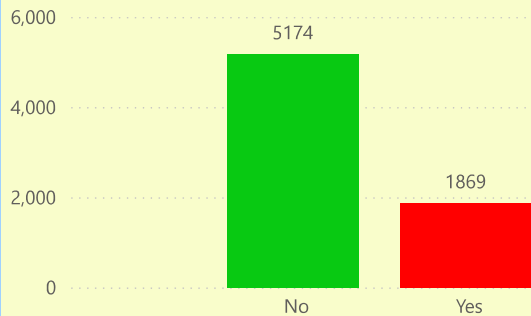
STREAMING TV

All

STREAMING MOVIES

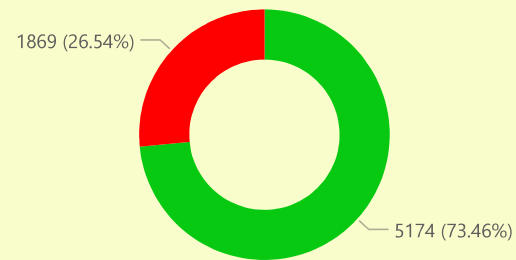
All

TOTAL NUMBER OF CUSTOMERS



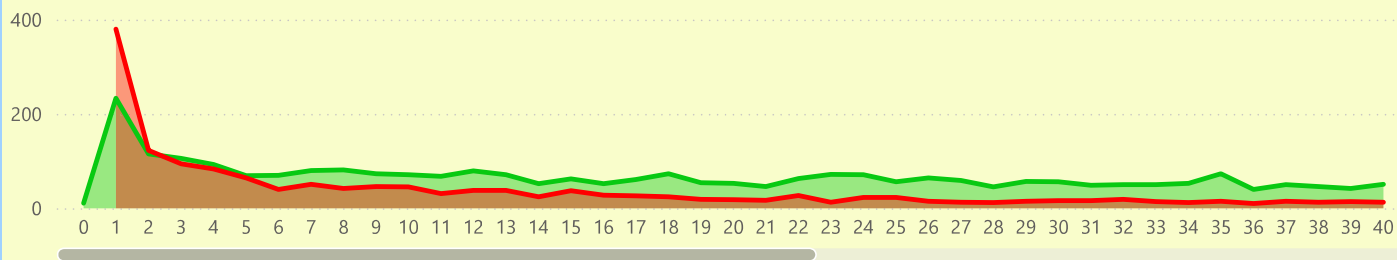
CHURN PERCENTAGE

Churn ● No ● Yes



TOTAL CUSTOMERS BY TENURE

Churn ● No ● Yes



CONTRACT

All

PAYMENT METHOD

All

PAPERLESS BILLING

All



CHURN DATASETS ANALYSIS

TOTAL # OF CUSTOMERS
682

CHURN PERCENTAGE
24.93%

MONTHLY CHARGES
28.66K

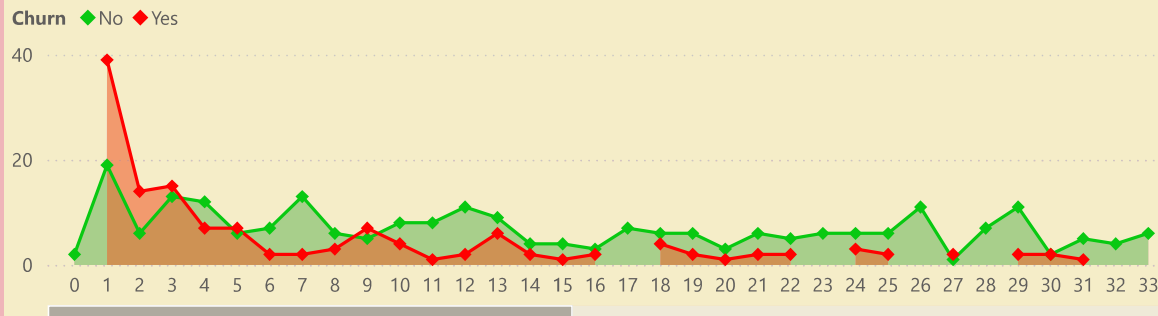
TOTAL CHARGES
1.02M

TOTAL ADMIN TICKET
371

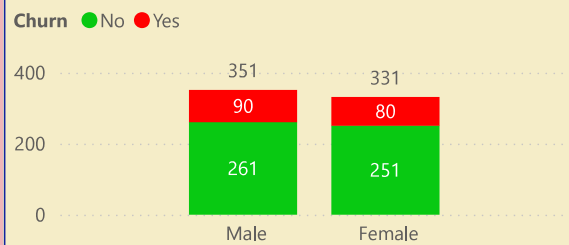
TOTAL TECH TICKET
239

PHONE SERVICE

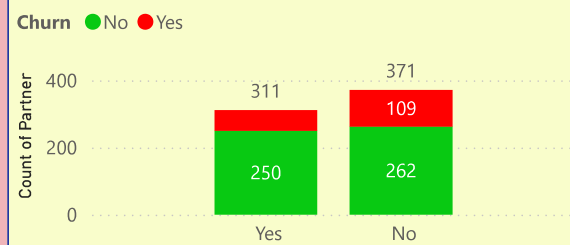
TOTAL CUSTOMERS BY TENURE



GENDER



PARTNER



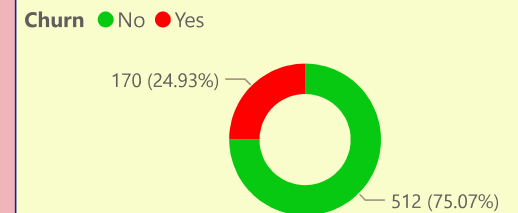
CHURN

- ☐ No
☐ Yes

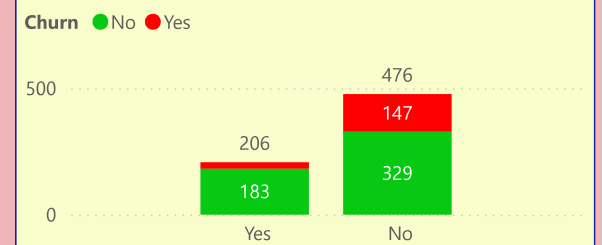
POTENTIAL CHURN

170

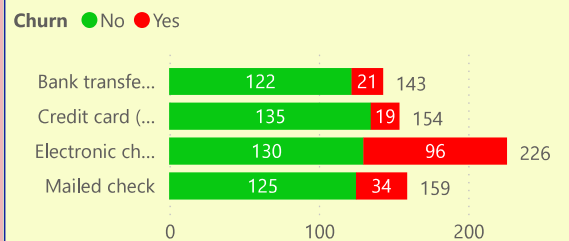
TOTAL # OF CUSTOMER AND OVERALL %



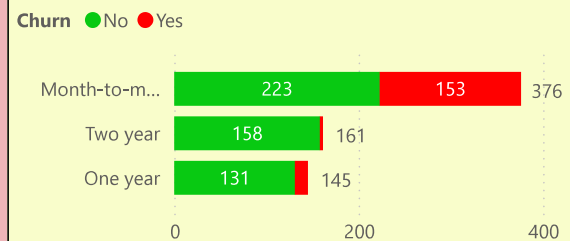
DEPENDENTS



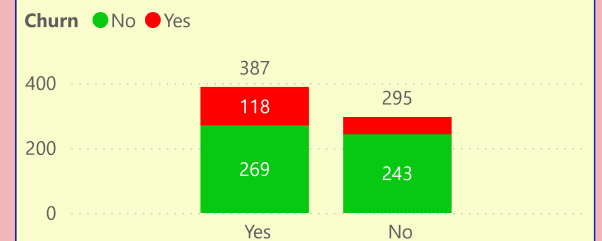
PAYMENT METHOD



CONTRACTS



PAPERLESS BILLING





CHURN DATASETS ANALYSIS

TOTAL # OF CUSTOMERS
682

CHURN PERCENTAGE
24.93%

MONTHLY CHARGES
28.66K

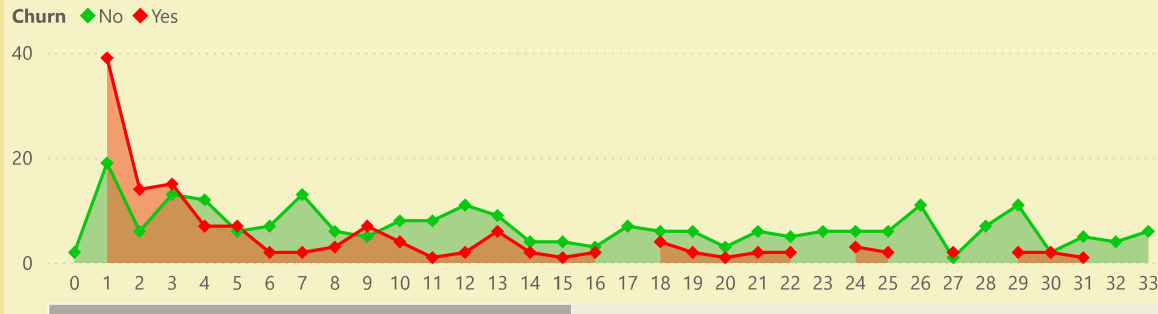
TOTAL CHARGES
1.02M

TOTAL ADMIN TICKET
371

TOTAL TECH TICKET
239

MULTIPLE LINES

TOTAL CUSTOMERS BY TENURE



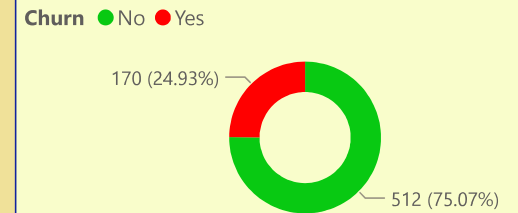
CHURN

- ☐ No
☐ Yes

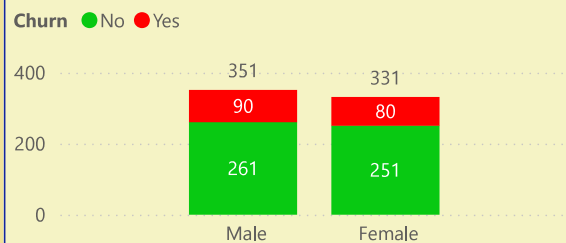
POTENTIAL CHURN

170

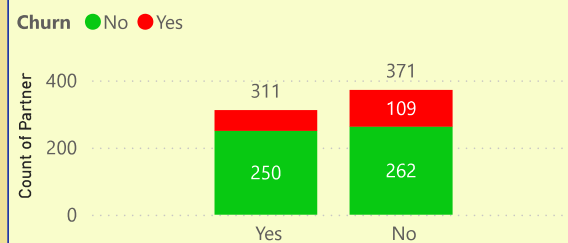
TOTAL # OF CUSTOMER AND OVERALL %



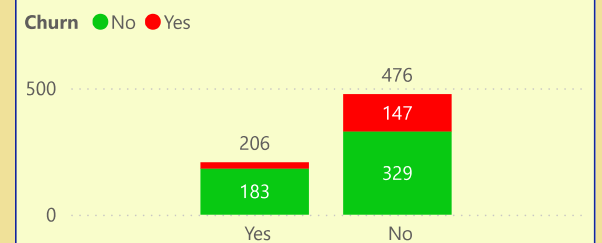
GENDER



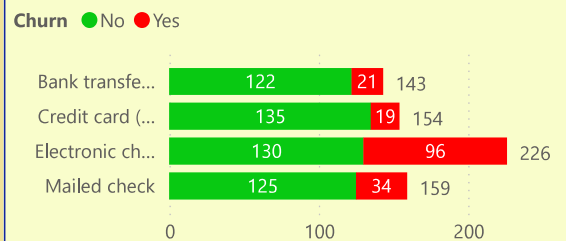
PARTNER



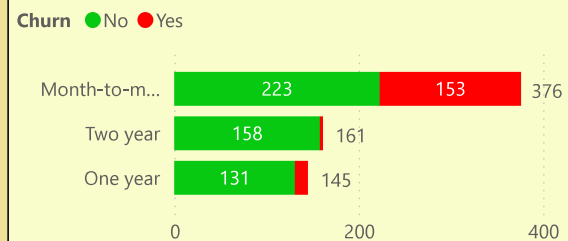
DEPENDENTS



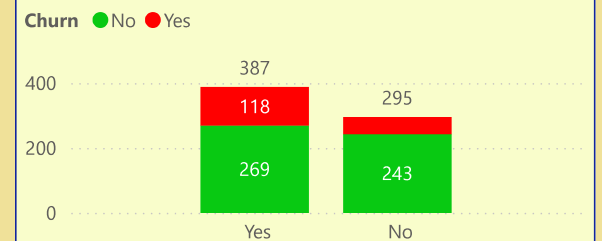
PAYMENT METHOD



CONTRACTS



PAPERLESS BILLING





CHURN DATASETS ANALYSIS

TOTAL # OF CUSTOMERS
2421

CHURN PERCENTAGE
18.96%

MONTHLY CHARGES
140.67K

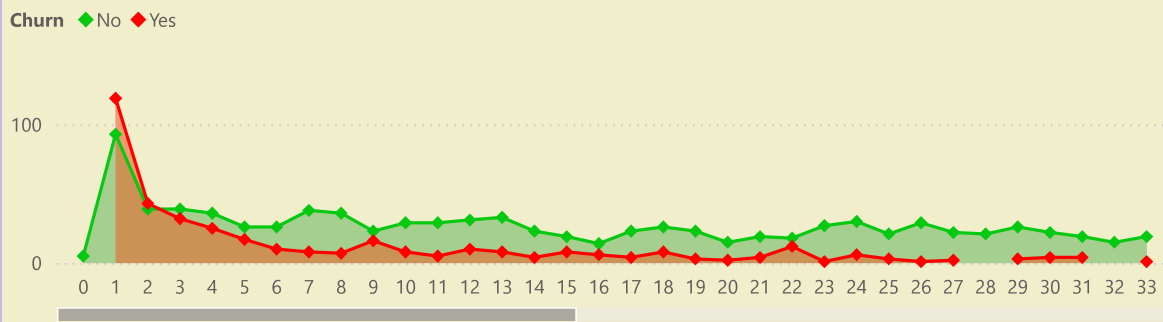
TOTAL CHARGES
5.12M

TOTAL ADMIN TICKET
1188

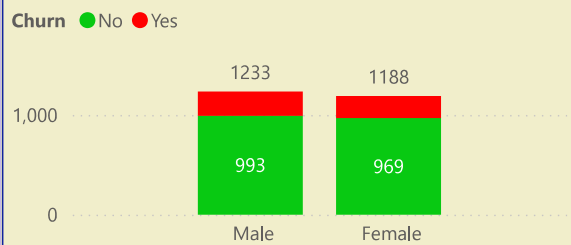
TOTAL TECH TICKET
603

INTERNET SERVICE

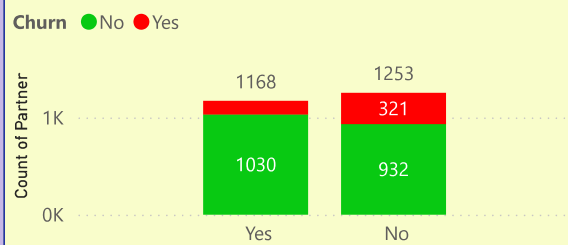
TOTAL CUSTOMERS BY TENURE



GENDER



PARTNER



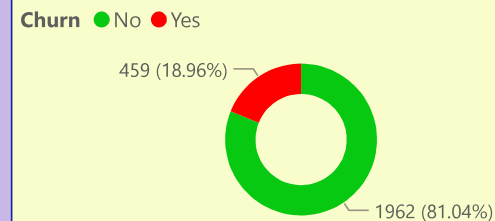
CHURN

☐ No
☐ Yes

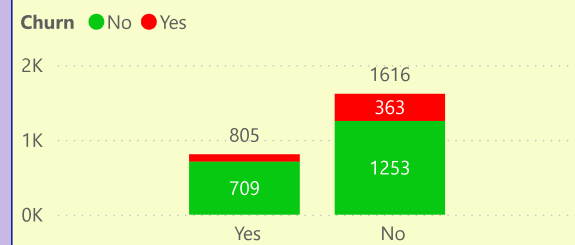
POTENTIAL CHURN

459

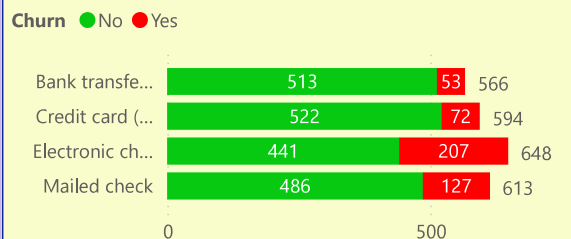
TOTAL # OF CUSTOMER AND OVERALL %



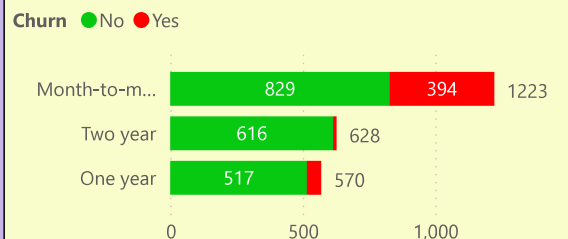
DEPENDENTS



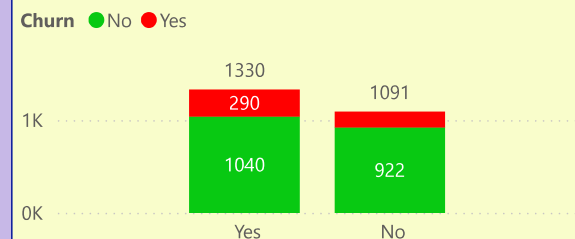
PAYMENT METHOD



CONTRACTS



PAPERLESS BILLING





CHURN DATASETS ANALYSIS

TOTAL # OF CUSTOMERS
2019

CHURN PERCENTAGE
14.61%

MONTHLY CHARGES
159.18K

TOTAL CHARGES
7.57M

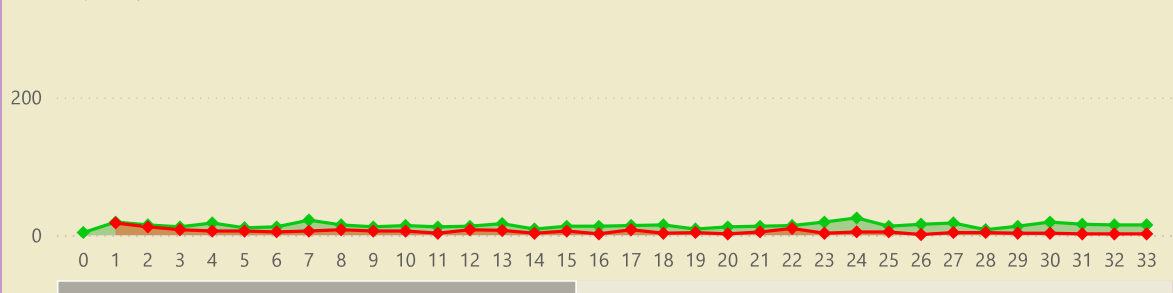
TOTAL ADMIN TICKET
1080

TOTAL TECH TICKET
1010

ONLINE SECURITY

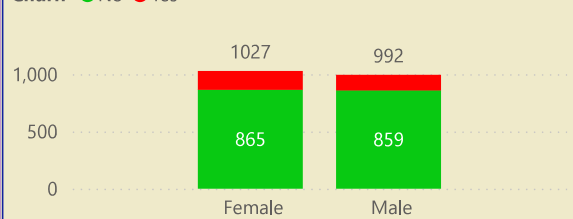
TOTAL CUSTOMERS BY TENURE

Churn ◆ No ◆ Yes



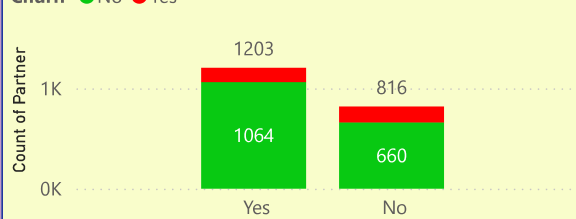
GENDER

Churn ● No ● Yes



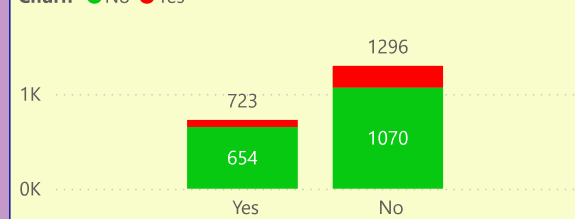
PARTNER

Churn ● No ● Yes



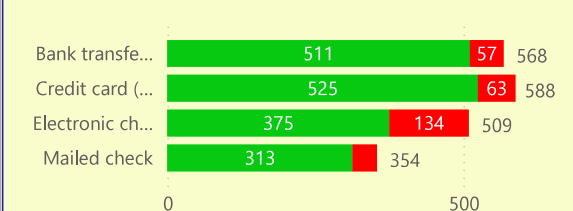
DEPENDENTS

Churn ● No ● Yes



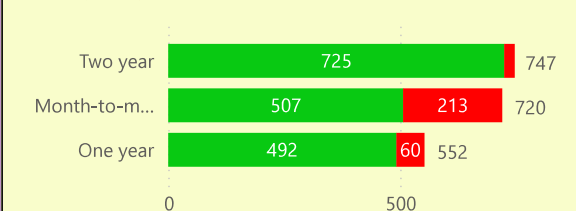
PAYMENT METHOD

Churn ● No ● Yes



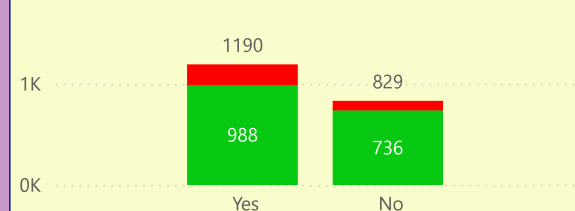
CONTRACTS

Churn ● No ● Yes



PAPERLESS BILLING

Churn ● No ● Yes



CHURN

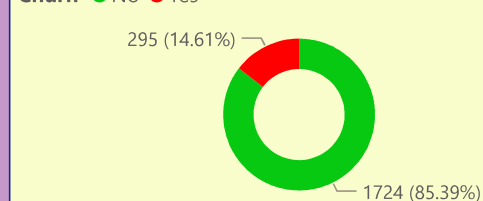
☐ No
☐ Yes

POTENTIAL CHURN

295

TOTAL # OF CUSTOMER AND OVERALL %

Churn ● No ● Yes





CHURN DATASETS ANALYSIS

TOTAL # OF CUSTOMERS
2429

CHURN PERCENTAGE
21.53%

MONTHLY CHARGES
201.81K

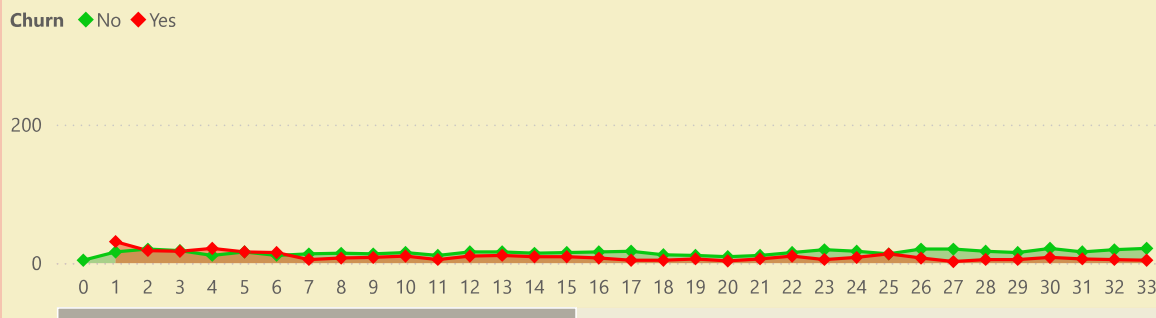
TOTAL CHARGES
9.40M

TOTAL ADMIN TICKET
1269

TOTAL TECH TICKET
1652

ONLINE BACKUP

TOTAL CUSTOMERS BY TENURE



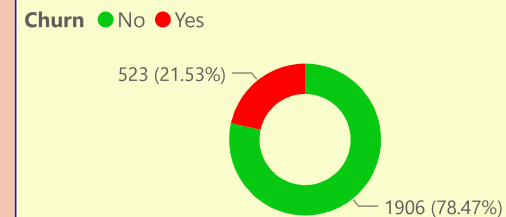
CHURN

☐ No
☐ Yes

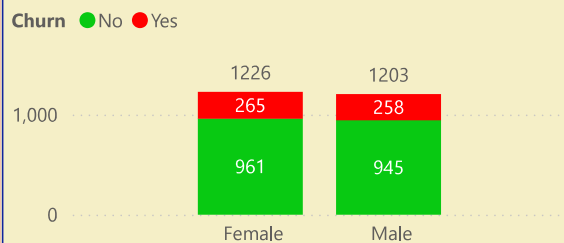
POTENTIAL CHURN

523

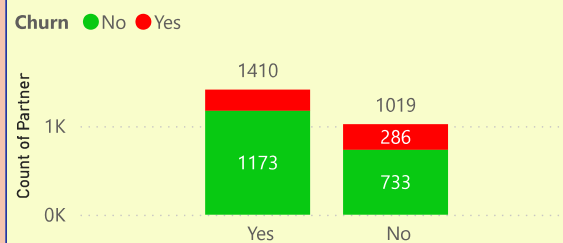
TOTAL # OF CUSTOMER AND OVERALL %



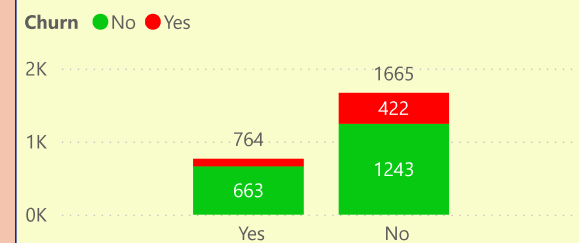
GENDER



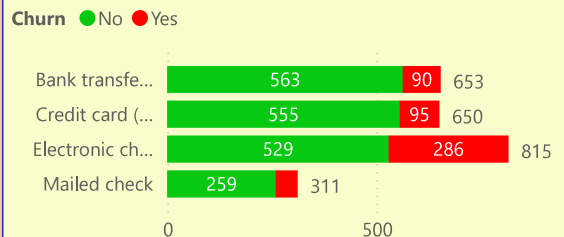
PARTNER



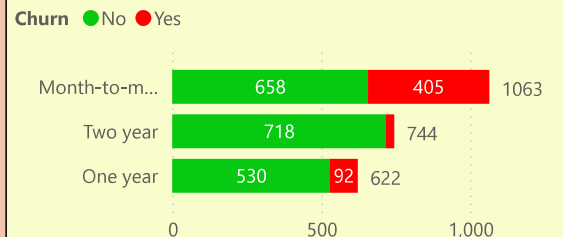
DEPENDENTS



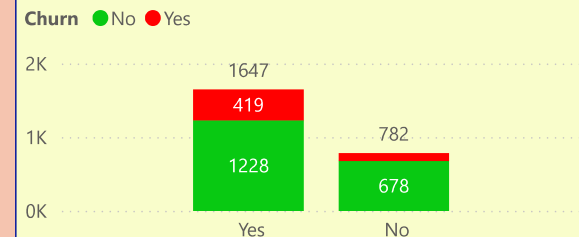
PAYMENT METHOD



CONTRACTS



PAPERLESS BILLING





CHURN DATASETS ANALYSIS

TOTAL # OF CUSTOMERS
2422

CHURN PERCENTAGE
22.50%

MONTHLY CHARGES
205.44K

TOTAL CHARGES
9.48M

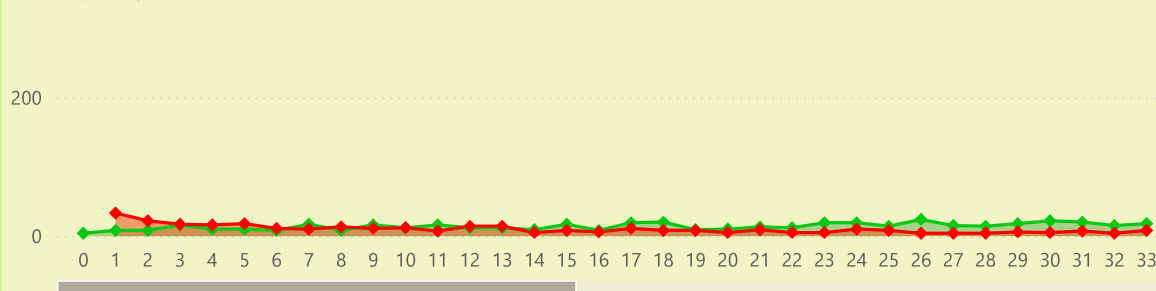
TOTAL ADMIN TICKET
1217

TOTAL TECH TICKET
1665

DEVICE PROTECTION

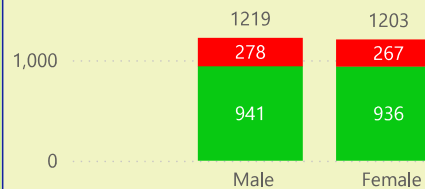
TOTAL CUSTOMERS BY TENURE

Churn ◆ No ◆ Yes



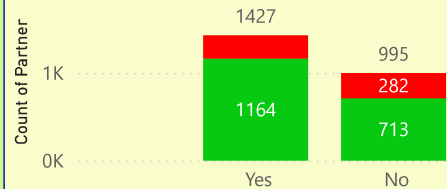
GENDER

Churn ● No ● Yes



PARTNER

Churn ● No ● Yes



CHURN

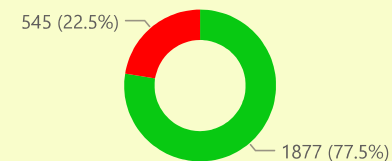
☐ No
☐ Yes

POTENTIAL CHURN

545

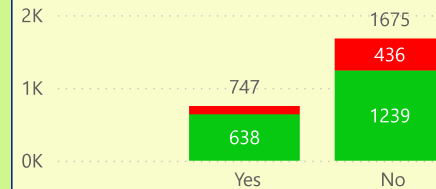
TOTAL # OF CUSTOMER AND OVERALL %

Churn ● No ● Yes



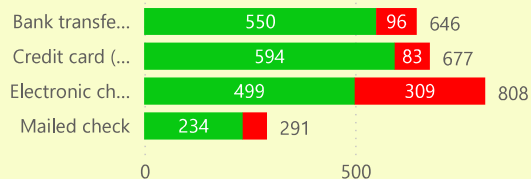
DEPENDENTS

Churn ● No ● Yes



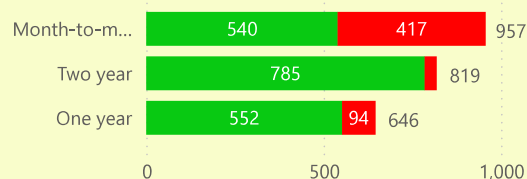
PAYMENT METHOD

Churn ● No ● Yes



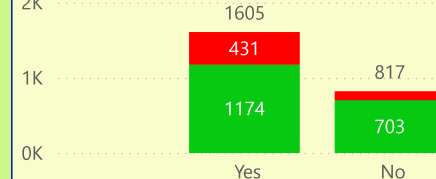
CONTRACTS

Churn ● No ● Yes



PAPERLESS BILLING

Churn ● No ● Yes





CHURN DATASETS ANALYSIS

TOTAL # OF CUSTOMERS
2044

CHURN PERCENTAGE
15.17%

MONTHLY CHARGES
164.91K

TOTAL CHARGES
7.79M

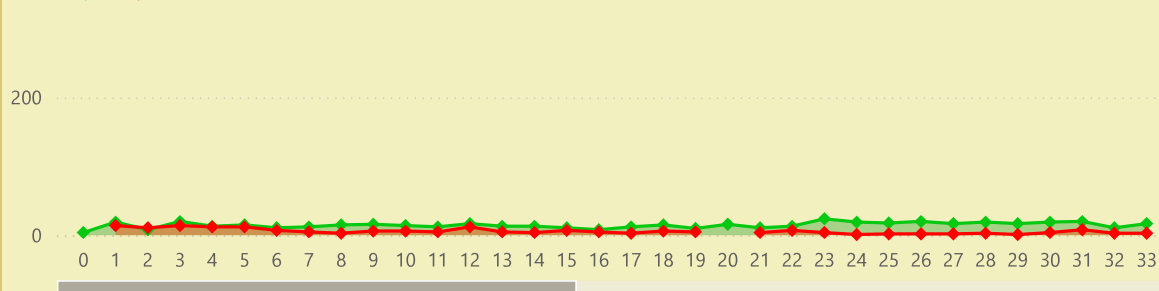
TOTAL ADMIN TICKET
1111

TOTAL TECH TICKET
1000

TECH SUPPORT

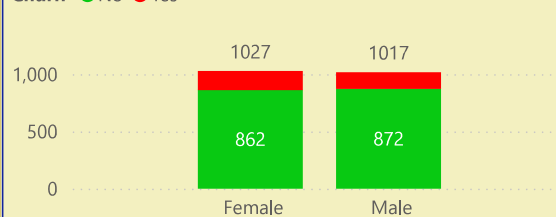
TOTAL CUSTOMERS BY TENURE

Churn ◆ No ◆ Yes



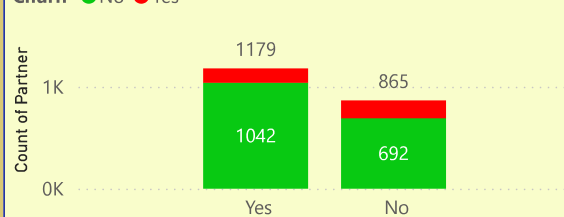
GENDER

Churn ● No ● Yes



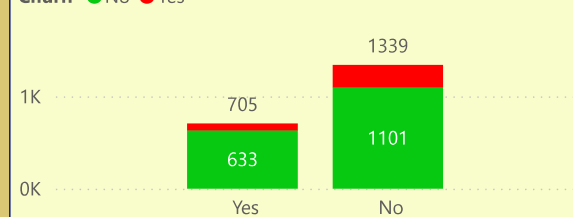
PARTNER

Churn ● No ● Yes



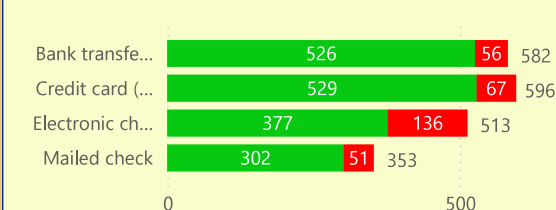
DEPENDENTS

Churn ● No ● Yes



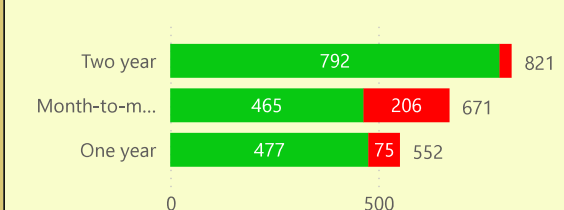
PAYMENT METHOD

Churn ● No ● Yes



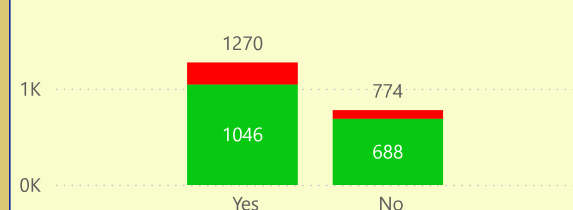
CONTRACTS

Churn ● No ● Yes



PAPERLESS BILLING

Churn ● No ● Yes



CHURN

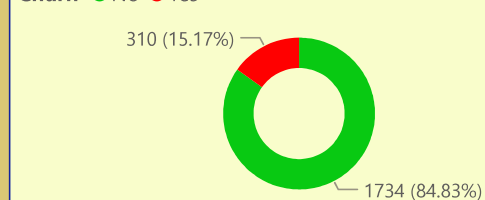
- ☐ No
☐ Yes

POTENTIAL CHURN

310

TOTAL # OF CUSTOMER AND OVERALL %

Churn ● No ● Yes





pwc

CHURN DATASETS ANALYSIS

TOTAL # OF CUSTOMERS
2707

CHURN PERCENTAGE
30.07%

MONTHLY CHARGES
240.21K

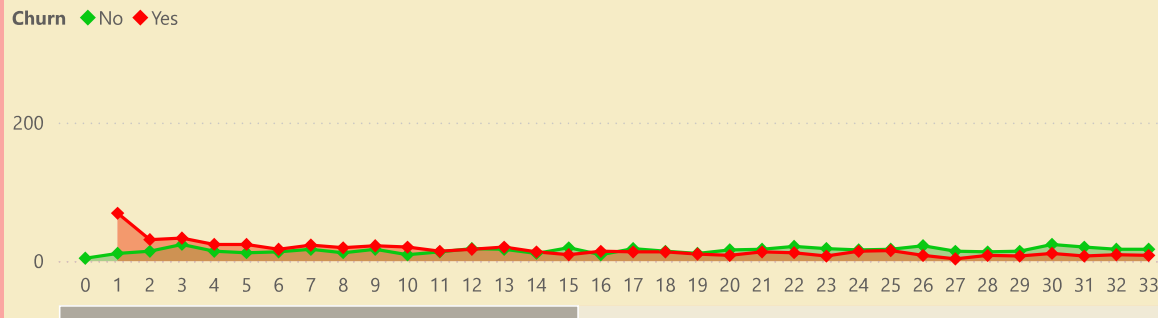
TOTAL CHARGES
10.17M

TOTAL ADMIN TICKET
1422

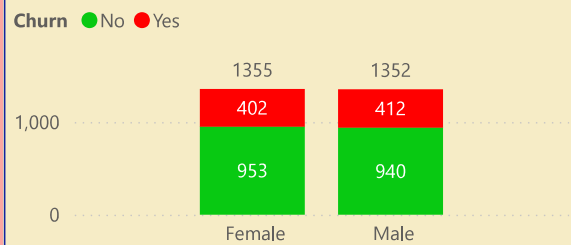
TOTAL TECH TICKET
2126

STREAMING TV

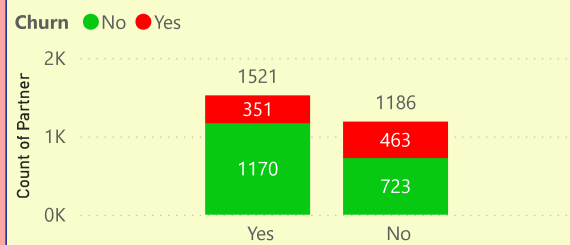
TOTAL CUSTOMERS BY TENURE



GENDER



PARTNER



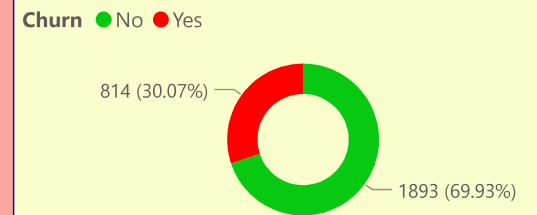
CHURN

- ☐ No
☐ Yes

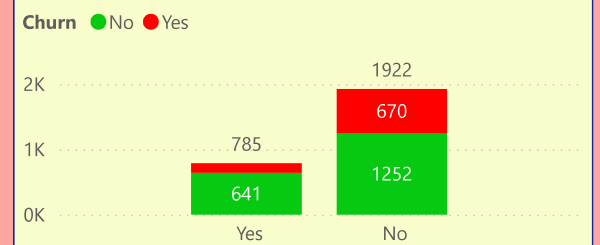
POTENTIAL CHURN

814

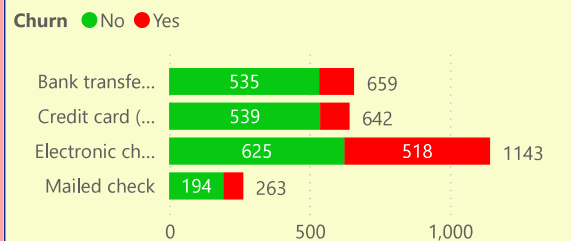
TOTAL # OF CUSTOMER AND OVERALL %



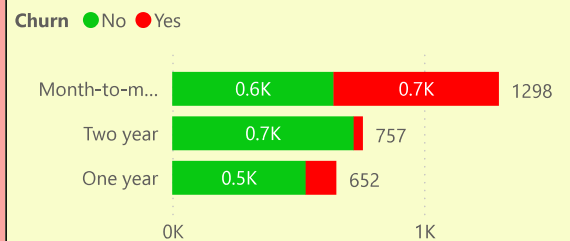
DEPENDENTS



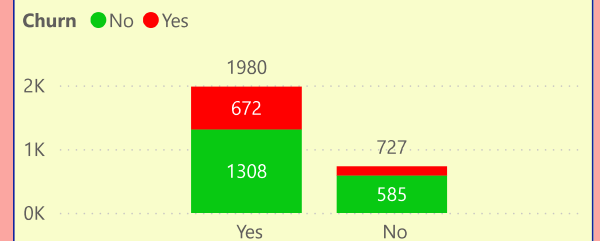
PAYMENT METHOD



CONTRACTS



PAPERLESS BILLING





CHURN DATASETS ANALYSIS

TOTAL # OF CUSTOMERS
2732

CHURN PERCENTAGE
29.94%

MONTHLY CHARGES
241.72K

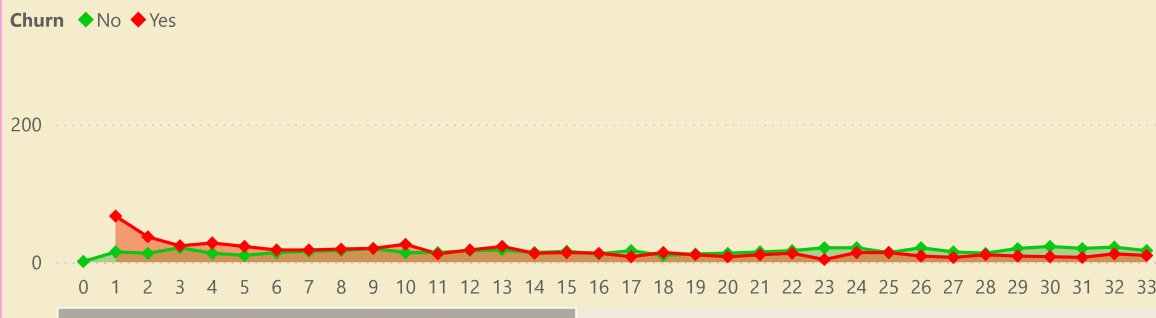
TOTAL CHARGES
10.27M

TOTAL ADMIN TICKET
1449

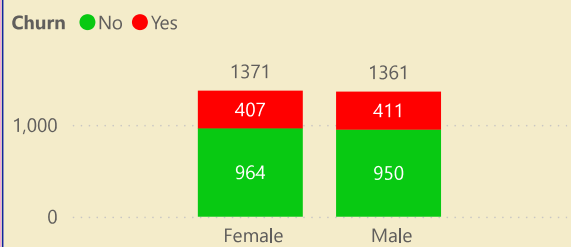
TOTAL TECH TICKET
2145

STREAMING MOVIES

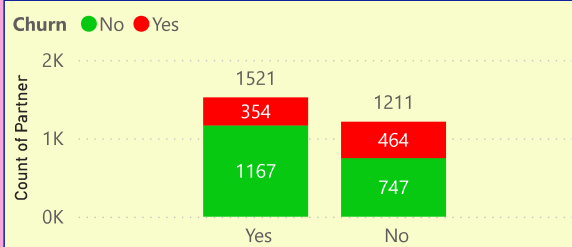
TOTAL CUSTOMERS BY TENURE



GENDER



PARTNER



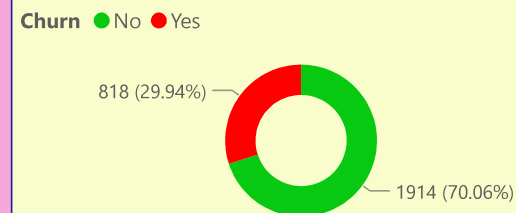
CHURN

- ☐ No
☐ Yes

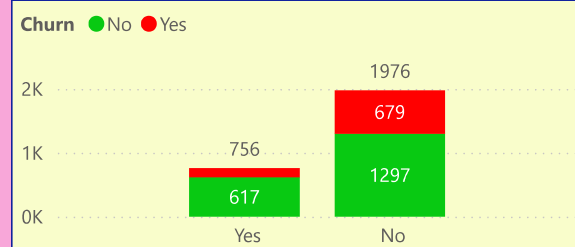
POTENTIAL CHURN

818

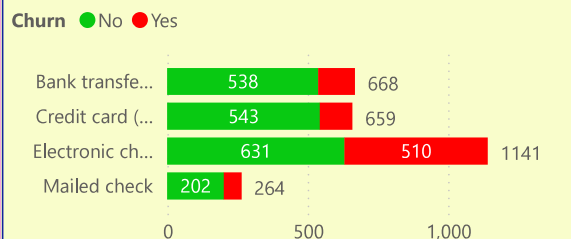
TOTAL # OF CUSTOMER AND OVERALL %



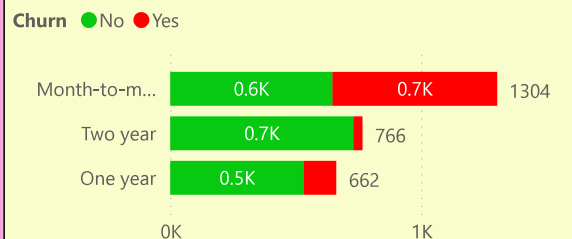
DEPENDENTS



PAYMENT METHOD



CONTRACTS



PAPERLESS BILLING

