

TELECOM CUSTOMER CHURN ANALYSIS

Overview

Customer Details

Churn Reasons

CHURNED PROFILE

1796 

Demographics

Contract

Subscription types

26.86 %

Churn Rate

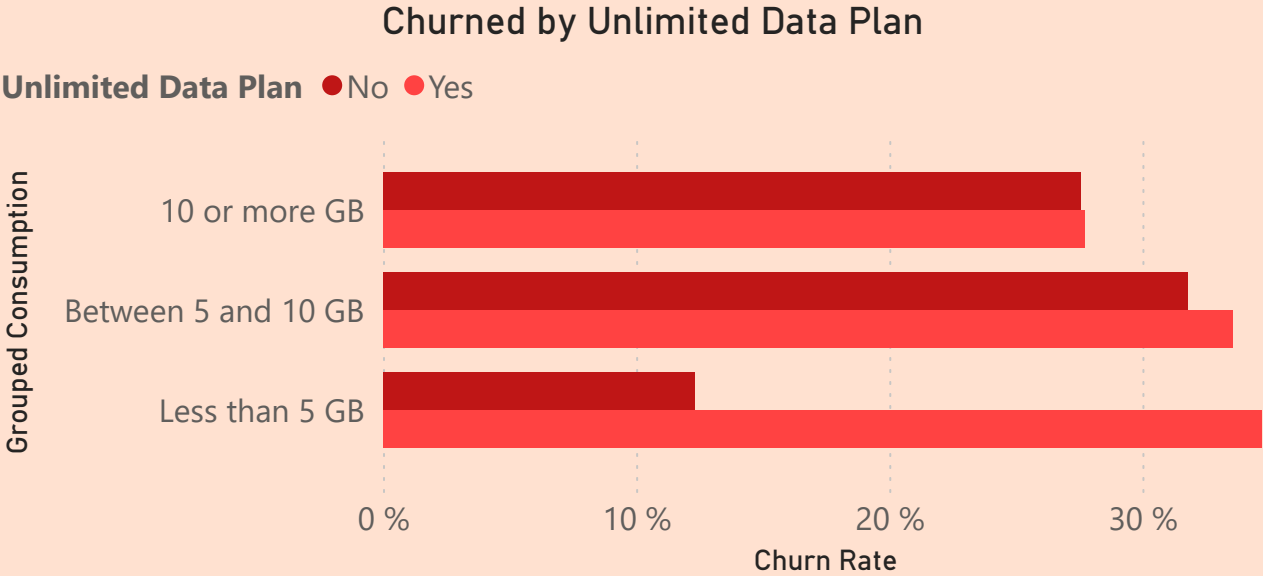
Subscription Type

\$1,083.76

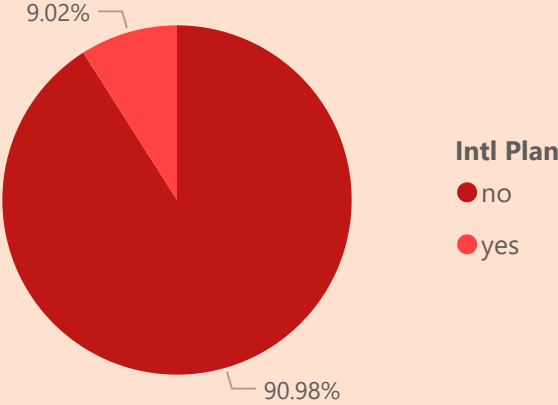
Average of Total Charges

\$31.03

Average of Monthly Charge



Churned by Intl Plan



CUSTOMER DETAIL DASHBOARD

CUSTOMER ID

0028-OJTA

9

Avg Monthly GB Download

1

Account Length (in months)

\$17

Total Charges

Personal Details

ID : 0028-OJTA
Gender: Female
Age : 36
State : LA

Churned Details

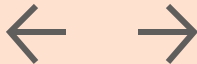
Category : Competitor
Reason : Competitor had better devices

Subscription type

Intl no
Unlimited
Data Plan : Yes

Contract Information

Type : Month-to-Month
Payment : Direct Debit



CHURNED REASON DASHBOARD

6687



Total of Customer

1796



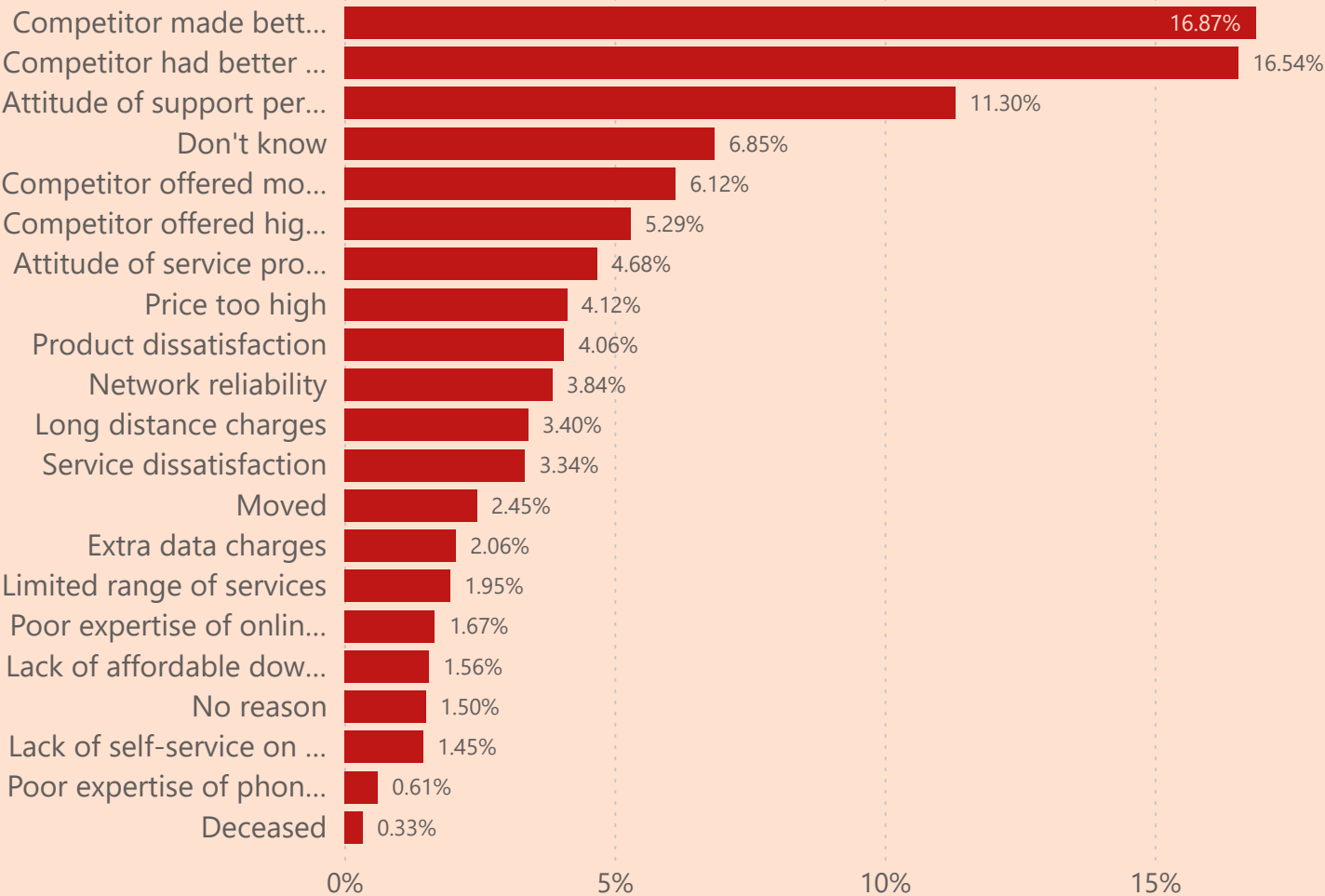
Churned

4891



Active

Churn Reasons



Churn Category

