**Capstone Project Submission**

**Instructions:**

i) Please fill in all the required information.

ii) Avoid grammatical errors.

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| **Please write a short summary of your Capstone project and its components. Describe the problem statement, your approaches and your conclusions. (200-400 words)** |
| **Premise:**  We have chosen **Telecom Churn Analysis** as our EDA capstone project. Orange S.A., formerly France Télécom S.A., is a French multinational telecommunications corporation. The Orange Telecom Churn Dataset, consists of cleaned customer activity data (features), along with a churn label specifying whether a customer cancels the subscription.  **Problem Statement:**  Orange S.A., is a Telecom company operating in the U.S. In recent times they are facing customer detention from the network or it can be termed as **Churn**. There are many factors leading the customer to churn from the network. Our aim is to find those prime factor.  **Approaches:**  In this capstone project, we’d analysed the whole datasets based on the following features - Total day minutes, Total eve minutes, Total night minutes, Total intl minutes, Total calls, Total charge, Area code, State-wise churn analysis, International plan, Customer Service plan, Voicemail Plan. Initially, we focused on finding which feature has a greater impact on the churn rate of the customer. Furthermore, we’d done state-wise features analysis to find is there any pattern in customer churn. To get concrete results we’d also done features vs features analysis to support our findings.  **Conclusion:**  From our findings, we could be able to conclude that No.of.minutes - day, eve, night,intl has a direct impact on customer churn. If the No.of.customer service calls are more than 4 then there is a higher chance for customer churn. Further, Combine the higher Customer service calls and customer who uses international plan has churn chances. The voicemail plan has no impact on the churn. |
| **Please paste the drive link to your deliverables folder. Ensure that this folder consists of the project Colab notebook, project presentation and video.** |
| https://drive.google.com/drive/folders/1EeeFepLPMDc\_Iyem9ENljIzNWfLx\_rU1?usp=sharing |