

```
In [1]: import pandas as pd
import numpy as np
import pickle
import warnings

warnings.filterwarnings("ignore")
```

```
In [2]: a=pd.read_csv(r"C:\Users\reshma_koduri\Downloads\archive (5)\Customer Churn.csv")
a
```

```
Out[2]:
```

	Call Failure	Complains	Subscription Length	Charge Amount	Seconds of Use	Frequency of use	Frequency of SMS	Distinct Called Numbers	Age Group
0	8	0	38	0	4370	71	5	17	3
1	0	0	39	0	318	5	7	4	2
2	10	0	37	0	2453	60	359	24	3
3	10	0	38	0	4198	66	1	35	1
4	3	0	38	0	2393	58	2	33	1
...
3145	21	0	19	2	6697	147	92	44	2
3146	17	0	17	1	9237	177	80	42	5
3147	13	0	18	4	3157	51	38	21	3
3148	7	0	11	2	4695	46	222	12	3
3149	8	1	11	2	1792	25	7	9	3

3150 rows × 16 columns



```
In [3]: a.head(10)
```

```
Out[3]:
```

	Call Failure	Complains	Subscription Length	Charge Amount	Seconds of Use	Frequency of use	Frequency of SMS	Distinct Called Numbers	Age Group	Tar Pl.
0	8	0	38	0	4370	71	5	17	3	
1	0	0	39	0	318	5	7	4	2	
2	10	0	37	0	2453	60	359	24	3	
3	10	0	38	0	4198	66	1	35	1	
4	3	0	38	0	2393	58	2	33	1	
5	11	0	38	1	3775	82	32	28	3	
6	4	0	38	0	2360	39	285	18	3	
7	13	0	37	2	9115	121	144	43	3	
8	7	0	38	0	13773	169	0	44	3	

	Call Failure	Complains	Subscription Length	Charge Amount	Seconds of Use	Frequency of use	Frequency of SMS	Distinct Called Numbers	Age Group	Tar Pl.
9	7	0	38	1	4515	83	2	25	3	

In [4]:

```
a.tail(10)
```

Out[4]:

	Call Failure	Complains	Subscription Length	Charge Amount	Seconds of Use	Frequency of use	Frequency of SMS	Distinct Called Numbers	Age Group	Tar Pl.
3140	16	0	29	0	1005	31	17	9	3	
3141	5	0	28	0	1130	16	28	5	4	
3142	15	0	27	1	1530	38	26	15	2	
3143	7	0	27	1	3530	67	15	25	3	
3144	7	0	20	1	2000	32	35	16	3	
3145	21	0	19	2	6697	147	92	44	2	
3146	17	0	17	1	9237	177	80	42	5	
3147	13	0	18	4	3157	51	38	21	3	
3148	7	0	11	2	4695	46	222	12	3	
3149	8	1	11	2	1792	25	7	9	3	

In [5]:

```
a.describe()
```

Out[5]:

	Call Failure	Complains	Subscription Length	Charge Amount	Seconds of Use	Frequency of use	Frequency of SMS
count	3150.000000	3150.000000	3150.000000	3150.000000	3150.000000	3150.000000	3150.000000
mean	7.627937	0.076508	32.541905	0.942857	4472.459683	69.460635	73.174921
std	7.263886	0.265851	8.573482	1.521072	4197.908687	57.413308	112.237560
min	0.000000	0.000000	3.000000	0.000000	0.000000	0.000000	0.000000
25%	1.000000	0.000000	30.000000	0.000000	1391.250000	27.000000	6.000000
50%	6.000000	0.000000	35.000000	0.000000	2990.000000	54.000000	21.000000
75%	12.000000	0.000000	38.000000	1.000000	6478.250000	95.000000	87.000000
max	36.000000	1.000000	47.000000	10.000000	17090.000000	255.000000	522.000000

In [6]:

```
a.info()
```

```
<class 'pandas.core.frame.DataFrame'>
RangeIndex: 3150 entries, 0 to 3149
Data columns (total 16 columns):
```

#	Column	Non-Null Count	Dtype
0	Call Failure	3150 non-null	int64
1	Complains	3150 non-null	int64
2	Subscription Length	3150 non-null	int64
3	Charge Amount	3150 non-null	int64
4	Seconds of Use	3150 non-null	int64
5	Frequency of use	3150 non-null	int64
6	Frequency of SMS	3150 non-null	int64
7	Distinct Called Numbers	3150 non-null	int64
8	Age Group	3150 non-null	int64
9	Tariff Plan	3150 non-null	int64
10	Status	3150 non-null	int64
11	Age	3150 non-null	int64
12	Customer Value	3150 non-null	float64
13	FN	3150 non-null	float64
14	FP	3150 non-null	float64
15	Churn	3150 non-null	int64

dtypes: float64(3), int64(13)

memory usage: 393.9 KB

In [7]: `a.select_dtypes(include=['float', 'int']).head()`

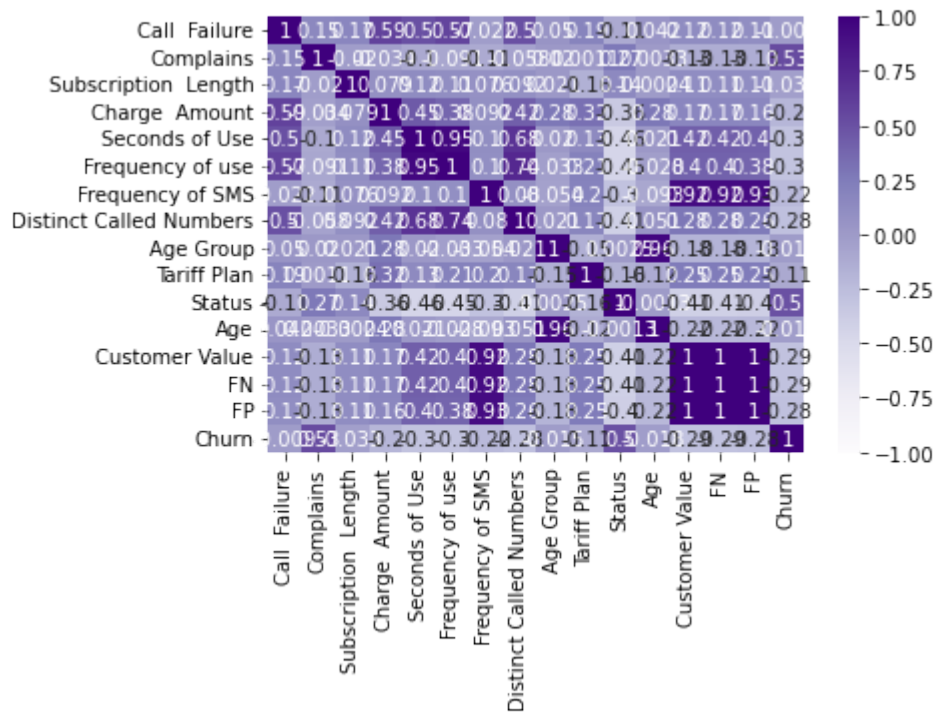
Out[7]:

	Call Failure	Complains	Subscription Length	Charge Amount	Seconds of Use	Frequency of use	Frequency of SMS	Distinct Called Numbers	Age Group	Tariff Plan
0	8	0	38	0	4370	71	5	17	3	
1	0	0	39	0	318	5	7	4	2	
2	10	0	37	0	2453	60	359	24	3	
3	10	0	38	0	4198	66	1	35	1	
4	3	0	38	0	2393	58	2	33	1	



In [9]: `#a.select_dtypes(include=['object']).head()`

In [10]: `import seaborn as sns
import matplotlib.pyplot as plt
sns.heatmap(a.corr(), vmax=1, vmin=-1, cmap='Purples', annot=True)
plt.show()`



```
In [11]: a.isna().sum()
```

```
Out[11]: Call Failure      0
Complains      0
Subscription Length      0
Charge Amount      0
Seconds of Use      0
Frequency of use      0
Frequency of SMS      0
Distinct Called Numbers      0
Age Group      0
Tariff Plan      0
Status      0
Age      0
Customer Value      0
FN      0
FP      0
Churn      0
dtype: int64
```

```
In [13]: a['Churn'].unique()
```

```
Out[13]: array([0, 1], dtype=int64)
```

```
In [14]: x=a.drop(['Churn'],axis=1)
x
```

```
Out[14]:
```

	Call Failure	Complains	Subscription Length	Charge Amount	Seconds of Use	Frequency of use	Frequency of SMS	Distinct Called Numbers	Age Group
0	8	0	38	0	4370	71	5	17	3
1	0	0	39	0	318	5	7	4	2
2	10	0	37	0	2453	60	359	24	3
3	10	0	38	0	4198	66	1	35	1

3150 rows × 15 columns

```
y=a[ 'Churn' ]
y
```

0	0
1	0
2	0
3	0
4	0
	...
3145	0
3146	0
3147	0
3148	0
3149	1

```
from sklearn.model_selection import train_test_split
x_train,x_test,y_train,y_test=train_test_split(x,y,test_size=0.30,random_state=56)
```

```
from sklearn.linear_model import LogisticRegression
classifier=LogisticRegression()
classifier.fit(x_train, y_train)
```

- ▼ LogisticRegression

```
LogisticRegression()
```

```
y_pred=classifier.predict(x_test)
y_pred
```

[illegible]

```
dtype=int64)
```

```
from sklearn.metrics import confusion_matrix
confusion_matrix(y_test,y_pred)
```

```
array([[772, 11],
       [132, 30]], dtype=int64)
```

```
from sklearn.metrics import accuracy_score
accuracy_score(y_test,y_pred)
```

0.8486772486772487

```
from sklearn.model_selection import GridSearchCV
from sklearn.ensemble import RandomForestClassifier
cls=RandomForestClassifier()
n_estimators=[25,50,75,100,125,150,175,200]
criterion=['gini','entropy']
max_depth=[3,5,10]
parameters={'n_estimators': n_estimators,'criterion':criterion,'max_depth':max_depth}
RFC_cls = GridSearchCV(cls, parameters)
RFC_cls.fit(x_train,y_train)
```

```
Out[22]: ▶ GridSearchCV
          ▶ estimator: RandomForestClassifier
            ▶ RandomForestClassifier
```

```
In [23]: RFC_cls.best_params_
```

```
Out[23]: {'criterion': 'gini', 'max_depth': 10, 'n_estimators': 75}
```

```
In [24]: cls=RandomForestClassifier(n_estimators=75,criterion='gini',max_depth=10)
cls.fit(x_train,y_train)
```

```
Out[24]: ▼ RandomForestClassifier
RandomForestClassifier(max depth=10, n estimators=75)
```

```
In [25]: y_pred2=cls.predict(x_test)
          y_pred2
```

[illegible]

```
dtype=int64)
```

```
from sklearn.metrics import confusion_matrix
confusion_matrix(y_test,y_pred2)
```

```
array([[762, 21],
       [ 38, 124]], dtype=int64)
```

```
from sklearn.metrics import accuracy_score
accuracy_score(y_test,y_pred2)
```

0.9375661375661376

```
from sklearn.tree import DecisionTreeClassifier
```

```
cls=DecisionTreeClassifier()  
cls.fit(x_train,y_train)
```

```
▼ DecisionTreeClassifier
DecisionTreeClassifier()
```

```
y_pred3=cls.predict(x_test)
y_pred3
```

[illegible]


```

0, 0, 0, 0, 1, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 1, 0, 1, 0, 1,
0, 1, 0, 0, 0, 0, 0, 1, 0, 0, 0, 1, 0, 1, 0, 0, 0, 0, 0, 0,
1, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 1, 0, 0, 0, 0,
0, 0, 0, 0, 1, 0, 1, 0, 0, 0, 0, 0, 0, 0, 1, 0, 1, 0, 0, 1,
1, 0, 0, 0, 0, 0, 0, 1, 0, 1, 1, 0, 0, 0, 0, 0, 0, 0, 1, 0,
1, 1, 0, 0, 0, 0, 0, 0, 0, 0, 1, 0, 0, 0, 0, 0, 0, 0, 0, 0,
0, 0, 0, 0, 0, 0, 0, 0, 1, 0, 0, 1, 1, 0, 0, 0, 0, 0, 0, 0,
0, 0, 0, 0, 1, 0, 1, 0, 0, 0, 0, 1, 0, 0, 1, 0, 0, 0, 1, 0,
0, 0, 0, 0, 0, 1, 0, 0, 0, 0, 0, 1, 1, 0, 1, 0, 0, 0, 0, 1,
0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 1, 0, 0, 0, 0,
0, 1, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 1, 0, 0, 0, 0, 0, 0, 0,
0, 0, 0, 0, 0, 0, 1, 0, 1, 0, 0, 1, 0, 1, 0, 0, 0, 0, 1, 0,
1, 0, 0, 1, 1, 0, 0, 0, 1, 0, 0, 0, 0, 0, 0, 1, 0, 0, 0, 0,
0, 0, 0, 0, 1, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0,
1, 0, 0, 0, 0, 0, 0, 1, 0, 0, 0, 0, 0, 0, 0, 1, 0, 0, 0, 0],
dtype=int64)

```

```

In [31]: from sklearn.metrics import confusion_matrix
         confusion_matrix(y_test,y_pred3)

```

```

Out[31]: array([[758, 25],
               [ 37, 125]], dtype=int64)

```

```

In [32]: from sklearn.metrics import accuracy_score
         accuracy_score(y_test,y_pred3)

```

```

Out[32]: 0.9343915343915344

```

```

In [33]: from sklearn.svm import SVC
         svm_classifier = SVC(kernel='linear', random_state=42)
         svm_classifier.fit(x_train, y_train)

```

```

Out[33]: SVC
         SVC(kernel='linear', random_state=42)

```

```

In [34]: y_pred4 = svm_classifier.predict(x_test)
         confusion_matrix(y_pred4,y_test)

```

```

Out[34]: array([[755, 57],
               [ 28, 105]], dtype=int64)

```

```

In [35]: accuracy_score(y_test,y_pred4)

```

```

Out[35]: 0.91005291005291

```

```

In [ ]:

```