

CHURN ANALYSIS - SUMMARY

Monthly Charge Range

All

Married

All

Dashboard

6418

Total Customers

1732

Total Churn

411

New Joiners

27.0%

Churn Rate



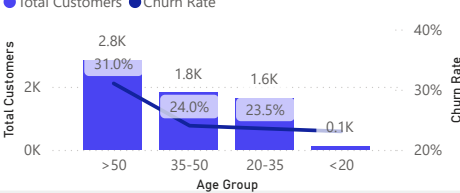
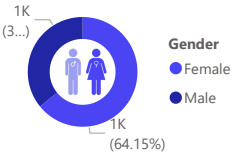
Total Churn by Gender

Total Customers and Churn Rate by Age Group

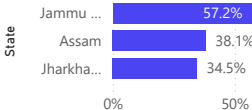
GEOGRAPHIC

SERVICES USED

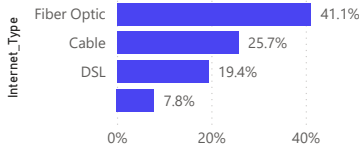
DEMOGRAPHIC



Churn Rate by State



Churn Rate by Internet Type



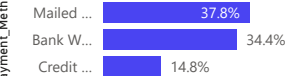
Churn Rate by Payment Method

Total Customers and Churn Rate by Tenure Group

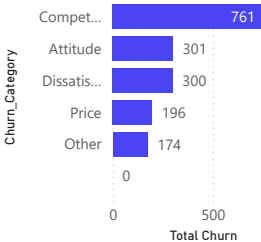
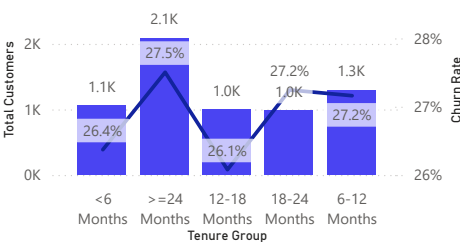
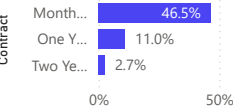
CHURN DISTRIBUTION

Total Churn by Churn Category

ACCOUNT INFO



Churn Rate by Contract



Churn by Services

Services	No	Yes
Device_Protection_Plan	6.3%	64.7%
Internet_Service	6.3%	93.7%
Multiple_Lines	9.4%	45.4%
Online_Security	6.3%	78.3%
Paperless_Billing		25.4%
Phone_Service		9.4%
Premium_Support	6.3%	77.2%
Streaming_Movies	6.3%	49.7%
Streaming_Music	6.3%	54.8%
Streaming_TV	6.3%	50.5%
Unlimited_Data	6.3%	13.6%

CHURN ANALYSIS - PREDICTION

Summary

PREDICTED CHURNER PROFILE

364

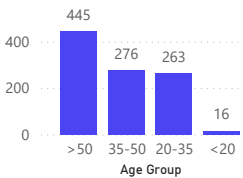
Male



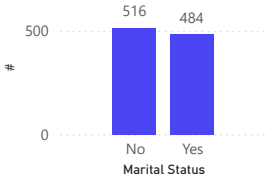
636

Female

by Age Group



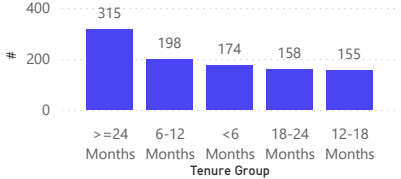
by Marital Status



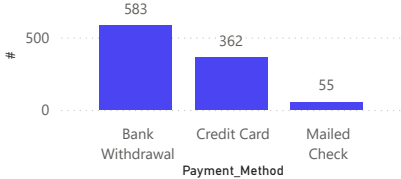
by Contract



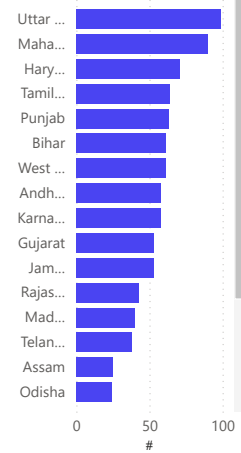
by Tenure Group



by Payment Method



by State



COUNT OF PREDICTED CHURNERS : 6418

Customer_ID	Monthly_Charge	Sum of Total_Revenue	Sum of Total_Refunds	Sum of Total_Profit
11244-JAM	76.00	1,957.25	7.30	1,950.00
11264-MAH	-4.00	24.80	0.00	24.80
11288-MAD	20.20	3,029.77	0.00	3,029.77
11310-RAJ	102.15	6,270.75	0.00	6,270.75
11340-JAM	19.95	298.10	0.00	298.10
11543-WES	49.40	1,250.28	0.00	1,250.28
11647-TAM	93.75	5,751.52	0.00	5,751.52
11799-MAH	99.40	6,867.80	0.00	6,867.80
11922-PUN	105.00	8,063.56	0.00	8,063.56
11925-MAH	25.20	2,877.80	0.00	2,877.80
11952-RAJ	71.35	865.61	0.00	865.61
11952-TEL	95.60	1,859.49	0.00	1,859.49
11958-TAM	108.45	5,233.35	0.00	5,233.35
11991-RAJ	113.35	7,679.87	0.00	7,679.87
12016-TAM	20.05	502.39	0.00	502.39
12052-PUN	115.00	10,368.31	0.00	10,368.31
12069-UTT	59.65	915.79	0.00	915.79
12210-DEL	20.30	455.86	0.00	455.86
12225-TAM	85.25	6,296.46	1.31	6,295.15
12266-HAR	79.65	4,299.42	0.00	4,299.42
12341-HAR	83.05	2,051.42	0.00	2,051.42
12377-UTT	24.35	1,642.96	0.00	1,642.96
12511-DEL	78.40	2,721.28	0.00	2,721.28
12762-TAM	19.70	1,605.25	0.00	1,605.25
12842-TAM	101.15	424.14	0.00	424.14
12853-HAR	80.00	4,695.81	41.74	4,654.07
Total		33,32,246.95	1,982.86	33,30,264.09