



Churn Analysis



Prediction

Total Customers

6,418

New Joiners

411

Total Churn

1,732

Churn Rate

27%

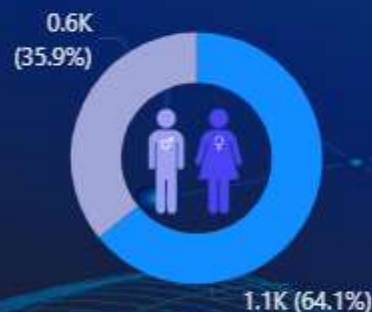
Monthly Charge Status

All

Married

All

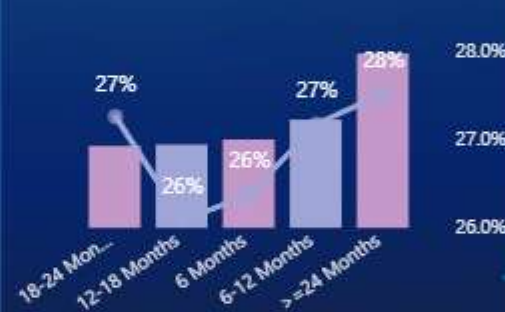
Total Churn by Gender



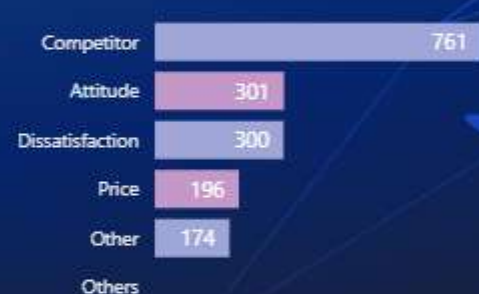
Customers & Churn Rate by Age



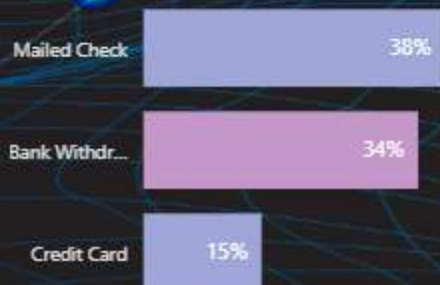
Customers & Churn Rate by Tenure



Total Churn by Churn_Category



Churn Rate by Payment_Method



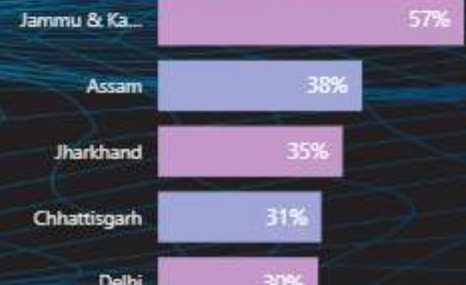
Churn Rate by Contract



Churn Rate by Internet_Type



Churn Rate by State



Churn_Reason	Total Churn
Competitor had better devices	289
Competitor made better offer	274
Attitude of support person	208
Don't know	124
Competitor offered more data	106
Attitude of service provider	93
Competitor offered higher download speeds	92
Price too high	72
Product dissatisfaction	71
Total	1,732



Churn Prediction



Summary

Female

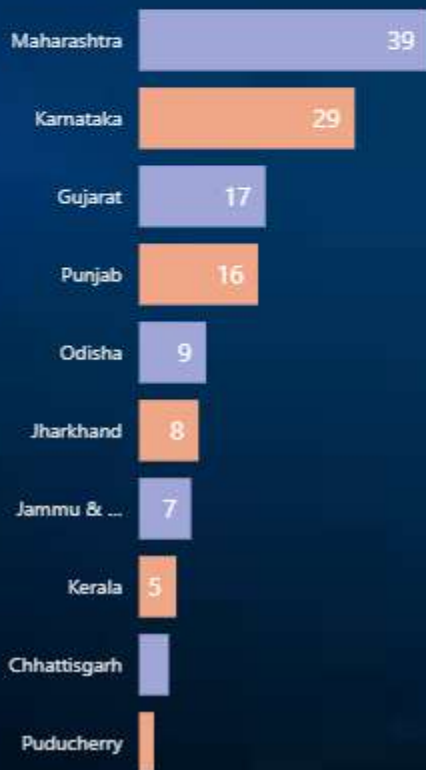
238



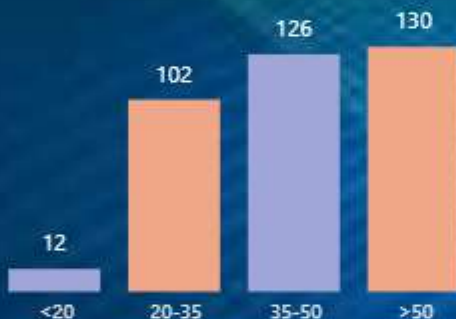
Male

132

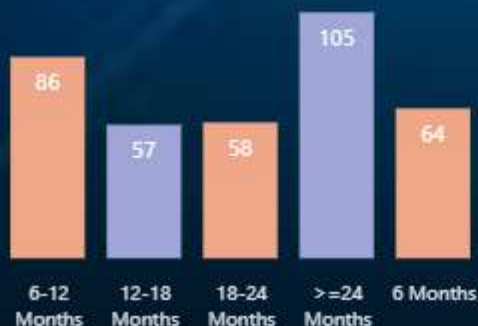
Count of Customer_ID by State



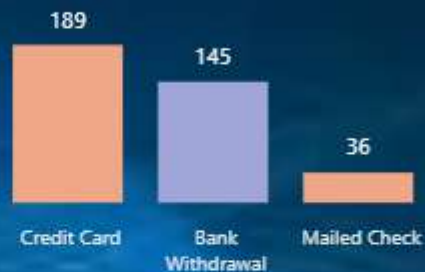
Count of Customer_ID by Age Group



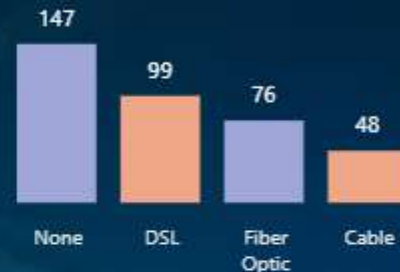
Count of Customer_ID by Tenure Group



Count of Customer_ID by Payment_Method



Count of Customer_ID by Internet_Type



Customer_ID	Monthly_Charge	Total_Revenue	Tenure_in_Months	No._of_Referral
85027-KAR	19.75	21.36	27	14
51597-MAD	19.90	21.40	18	10
33773-UTT	20.60	22.08	6	3
86703-WES	20.65	22.12	35	14
42768-TAM	19.40	22.25	14	13
53449-MAH	19.90	22.28	17	8
86315-TAM	20.95	23.24	13	6
92527-KAR	20.05	23.28	16	7
71564-KAR	19.05	24.07	5	6
18415-KAR	19.10	24.12	36	7
82118-JAM	24.20	24.20	6	3
27553-UTT	20.30	24.39	18	0
77658-AND	24.40	24.40	4	0
99488-KAR	24.40	24.40	31	10
16244-UTT	19.55	24.65	7	5
68826-MAH	24.70	24.70	1	14
Total	4,08,524.10	1,94,71,390.40	6084	47672

State	Total_Revenue	Monthly_Charge	Total_Charges	Tenure_in_Months
Andhra Pradesh	3,340.77	1,092.50	2,469.25	319
Assam	652.61	303.80	460.10	94
Bihar	3,202.85	1,100.75	2,172.10	343
Chhattisgarh	424.20	216.95	338.05	70
Delhi	876.46	378.40	600.20	117
Gujarat	1,737.35	719.95	1,105.70	313