

# TELECOM CUSTOMER CHURN ANALYSIS

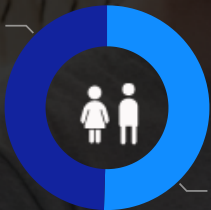
## CUSTOMER PROFILE

7043



### DEMOGRAPHIC

3.49K  
(49.52%)



0-20

21-40

61-100

41-60

3.56K  
(50.48%)

### Tenure

100%

1142

Senior Citizen

2878

1408

1407

1350

Partner

3.6K

3.4K

No

Yes

### PHONE SERVICE

Yes 6.4K

No 0.7K

No 3.5K

Yes 2.0K

N... 1.5K

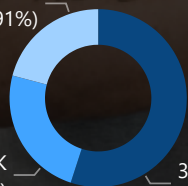
No 3.5K

Yes 2.0K

N... 1.5K

### CONTRACT

1.47K  
(20.91%)



Contract

Monthly

2 Year

1 Year

2.42K (34....)

2.4K

1.6K

1.5K

1.5K

Electronic Check

Mailed Check

Bank Transfer (Automatic)

Credit Card (Automatic)

Monthly Charges  
(Avg)

64.76

Total Charges  
(Avg)

2,283

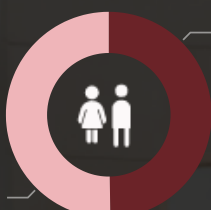
## CHURNER PROFILE

1869



### DEMOGRAPHICS

930  
(49.76%)



0-20

21-40

41-60

61-100

### PHONE SERVICE

Yes 1.7K

No 0.2K

No 1.5K

Yes 0.3K

N... 0.1K

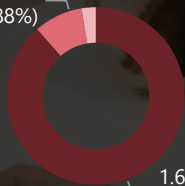
No 1.4K

Yes 0.3K

N... 0.1K

### CONTRACT

0.17K  
(8.88%)



Contract

Monthly

1 Year

2 Year

### Tenure

100%

476

Senior Citizen

315

210

93

7.4%

Partner

1.2K

0.7K

No

Yes

Internet

Fiber optic

DSL

No

0.46K  
(24.56%)

1.3K (69....)

1071

308

258

232

Electronic Check

Mailed Check

Bank Transfer (Automatic)

Credit Card (Automatic)

Monthly Charges  
(Avg)

74.44

Total Charges  
(Avg)

1,532