

# Churn Dataset Analysis



1869

Customers are in Risk

2173

Total Tech Tickets

885

Total Admin Tickets

\$2.9M

Total annual changes

\$139.1K

Total monthly charges

Demography

Gender Ratio

Male 50%

Female 50%

55.8%

%partner

Subscription time

<6 months

6.7K

<12 month

2.3K

+4 years

2.0K

<3 years

1.7K

<1.5 years

1.7K

<4 years

1.3K

<2 years

1.1K

21.1%

%dependent

34.2%

Senior citizenship

Customer account information

Payment method

Electronic check

9.6K

Mailed check

2.8K

Bank transfer (automatic)

2.3K

Credit card (automatic)

2.1K

Paperless Billing

No

25.09%

Yes

74.91%

Average charges

\$74.4

Monthly

\$1,531.8

Annual

Type of contact

Month-to-month

14.9K

One year

1.5K

Two year

0.4K

Services customers sign up for

90.9%

Phone Service

45.5%

Multiple Lines

43.8%

Streaming Movies

43.6%

Streaming TV

29.2%

Device Protection

28.0%

Online Backup

16.6%

Tech Support

15.8%

%OnlineSecurity

Internet Service

DSL

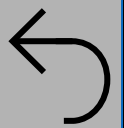
24.56%

Fiber optic

69.4%

No

6.05%



7043

Customers are in Risk

\$16.1M

Sum of TotalCharges

26.54%

churn rate %

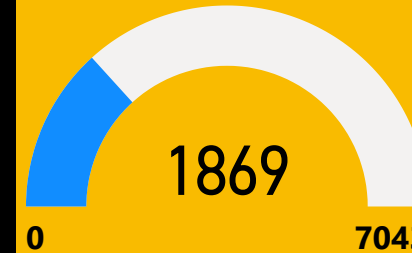
2955

Tech Tickets

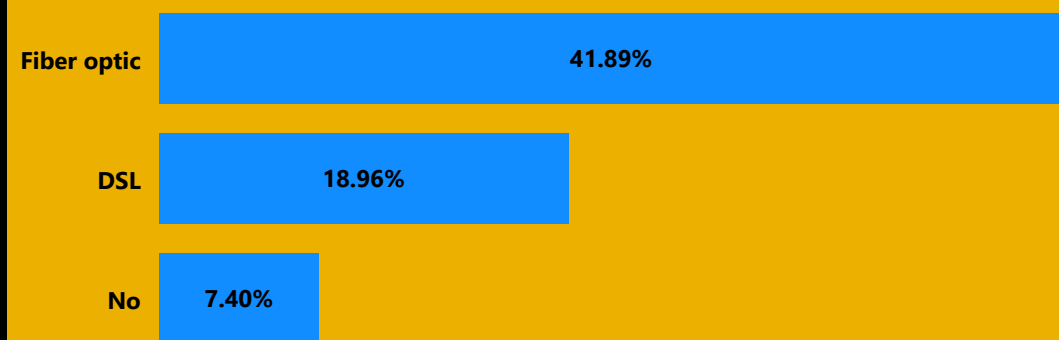
3632

Admin Tickets

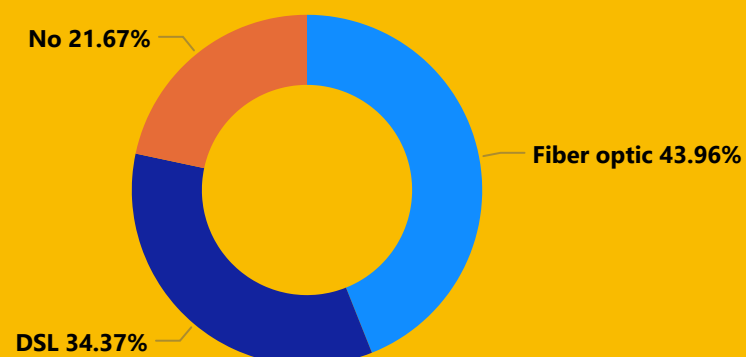
Count of Churn



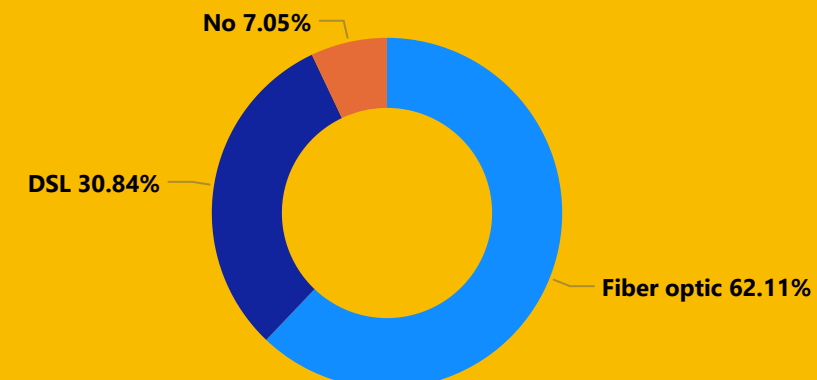
Distribution of churn by internet services



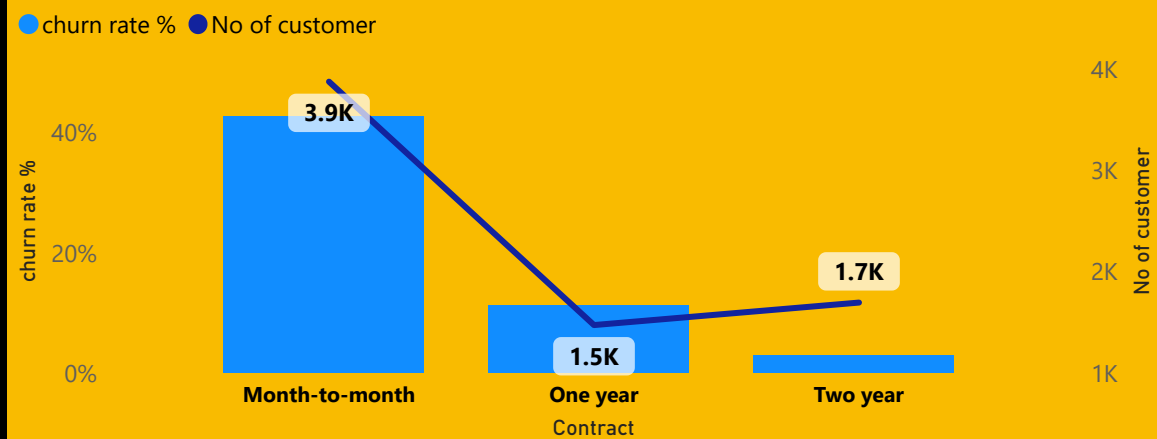
Distribution of customers by internet services



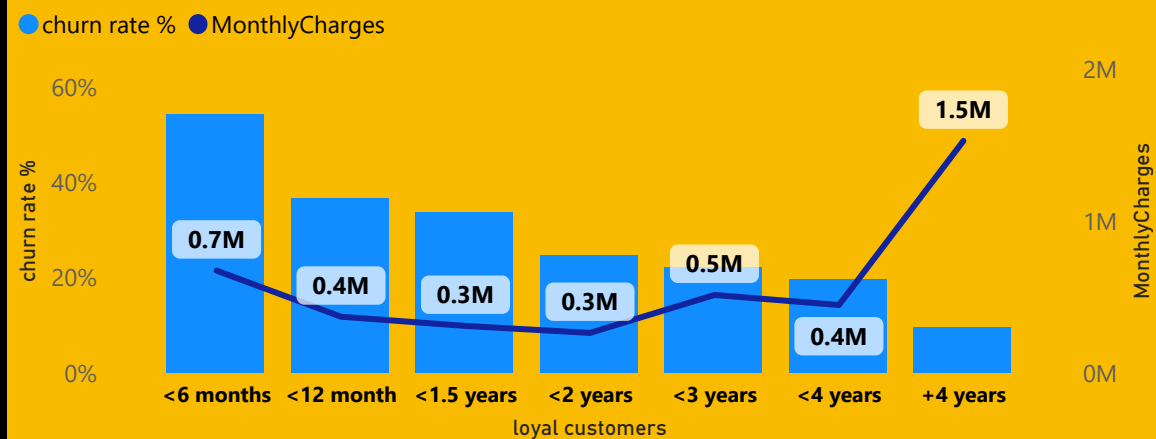
Distribution of monthly charges by internet services



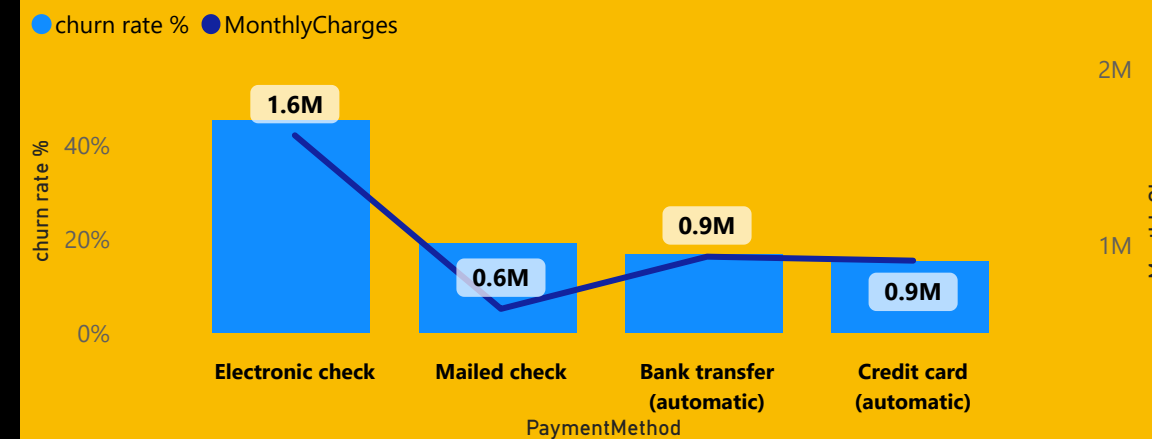
Distribution of churn by contract type

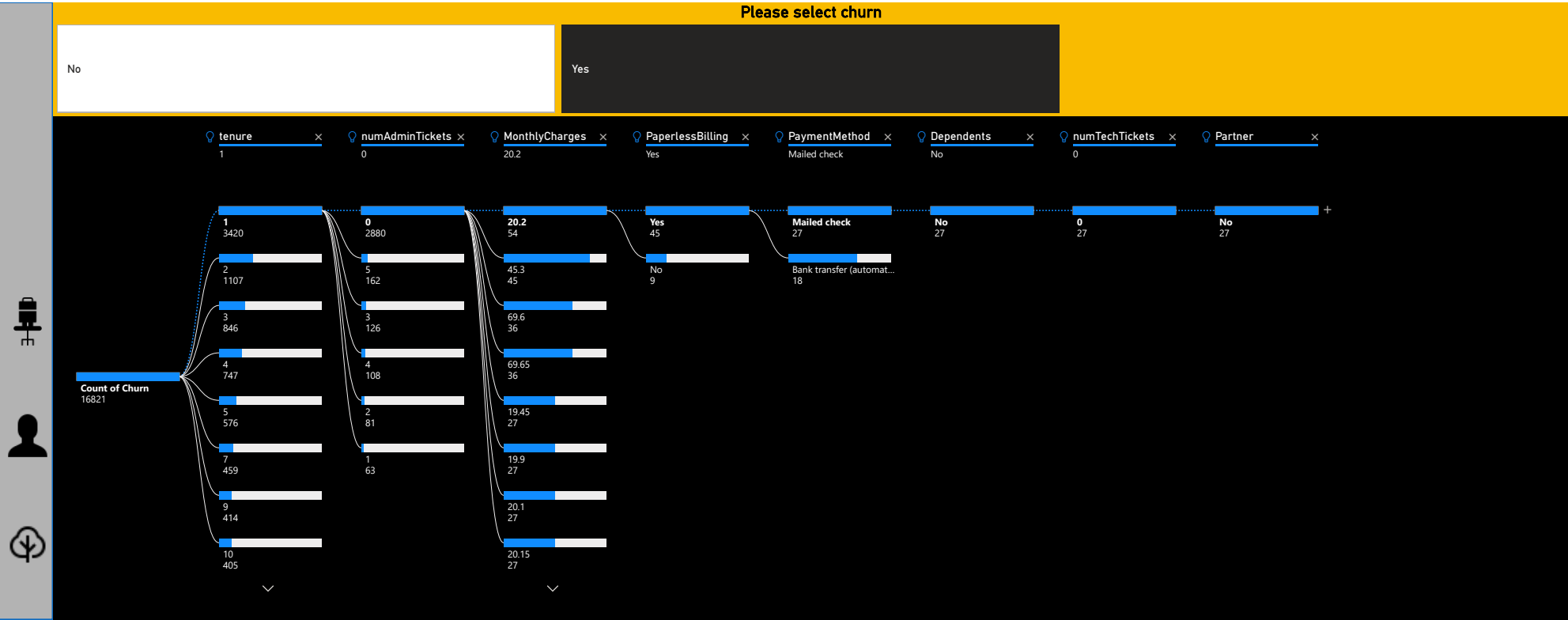


Distribution of churn by contract year



Distribution of churn by payment mode





Please select churn

No

Yes

tenure  
1

numAdminTickets  
0

MonthlyCharges  
20.2

PaperlessBilling  
Yes

PaymentMethod  
Mailed check

Dependents  
No

numTechTickets  
0

Partner  
No

Count of Churn  
16821

