

26.86%

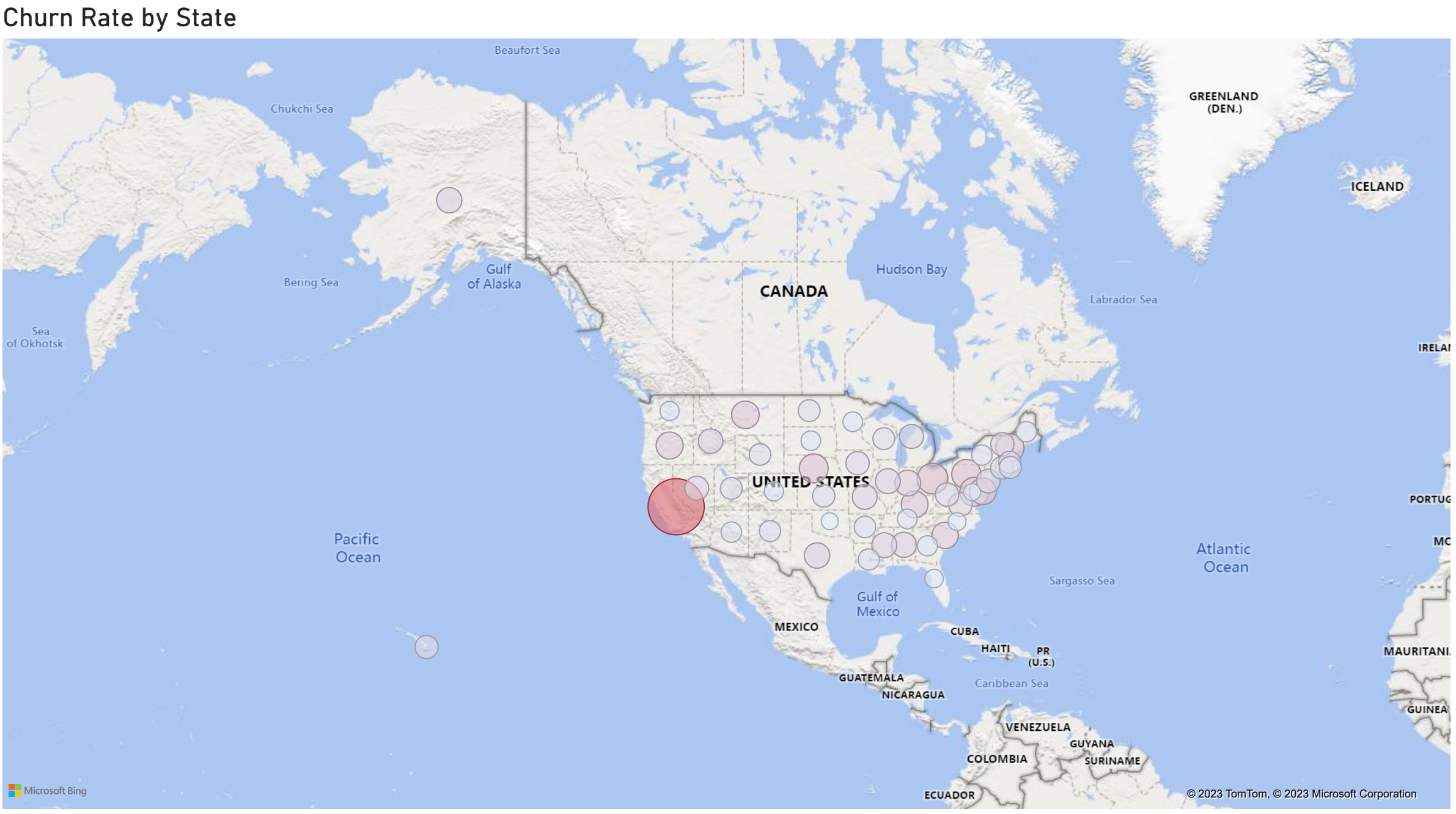
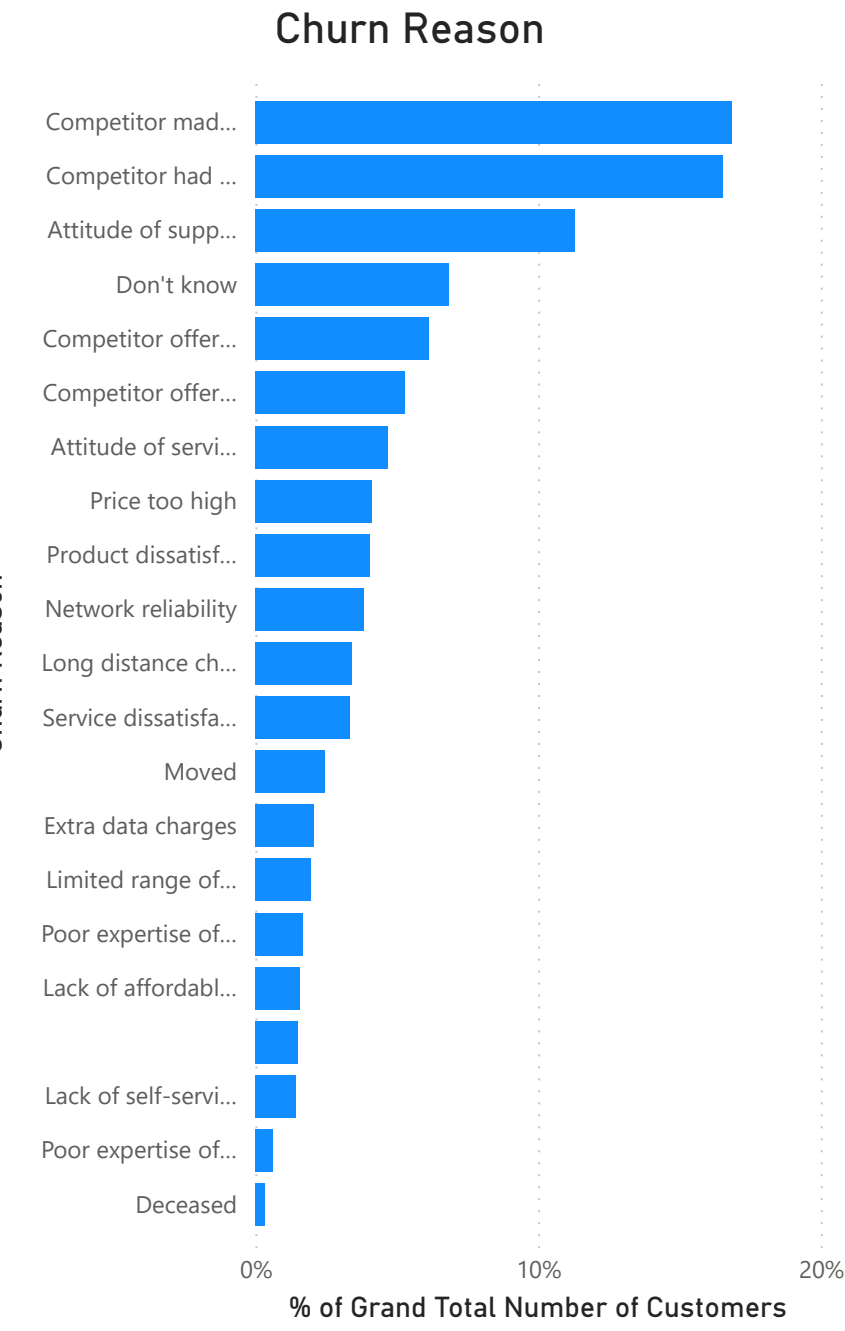
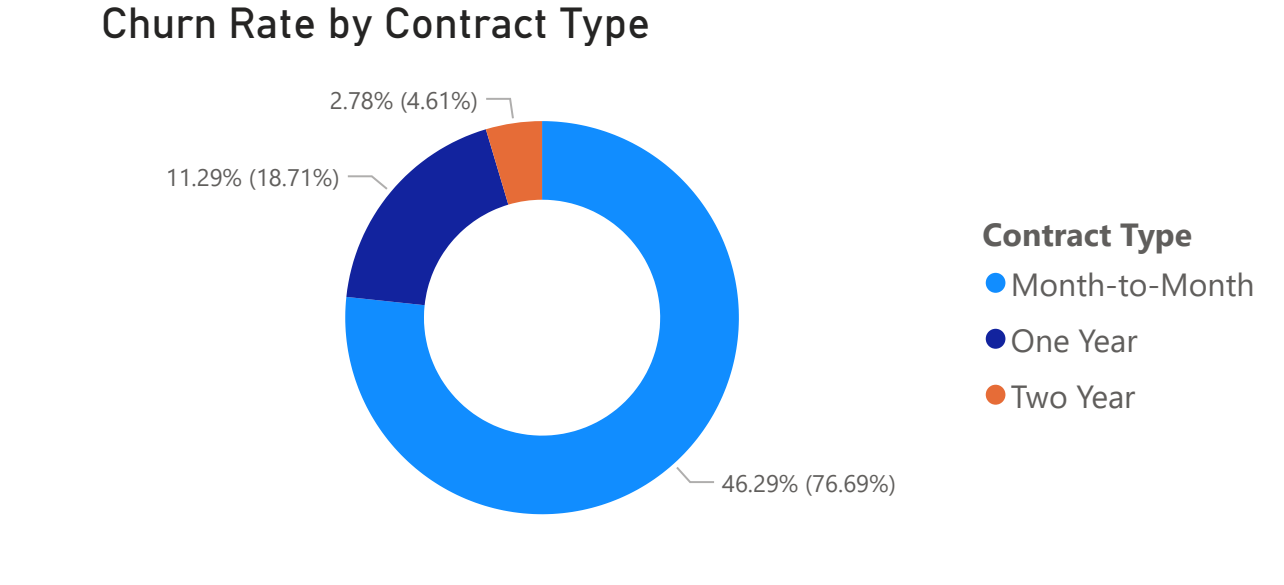
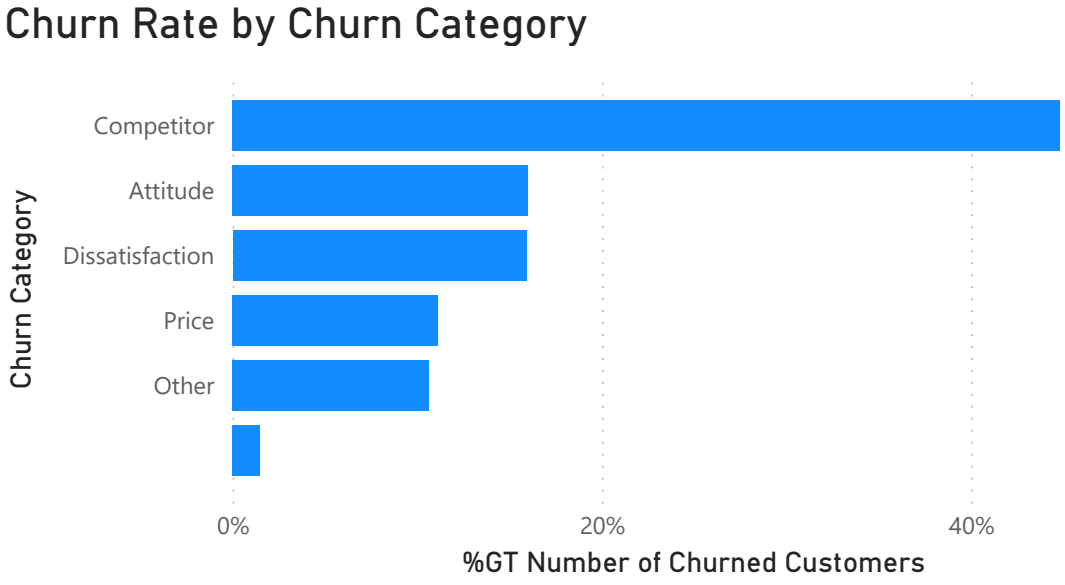
Churn Rate

1796

Number of Churned Customers

6687

Number of Customers



26.86%

Churn Rate

Demographics

All

Gender

All

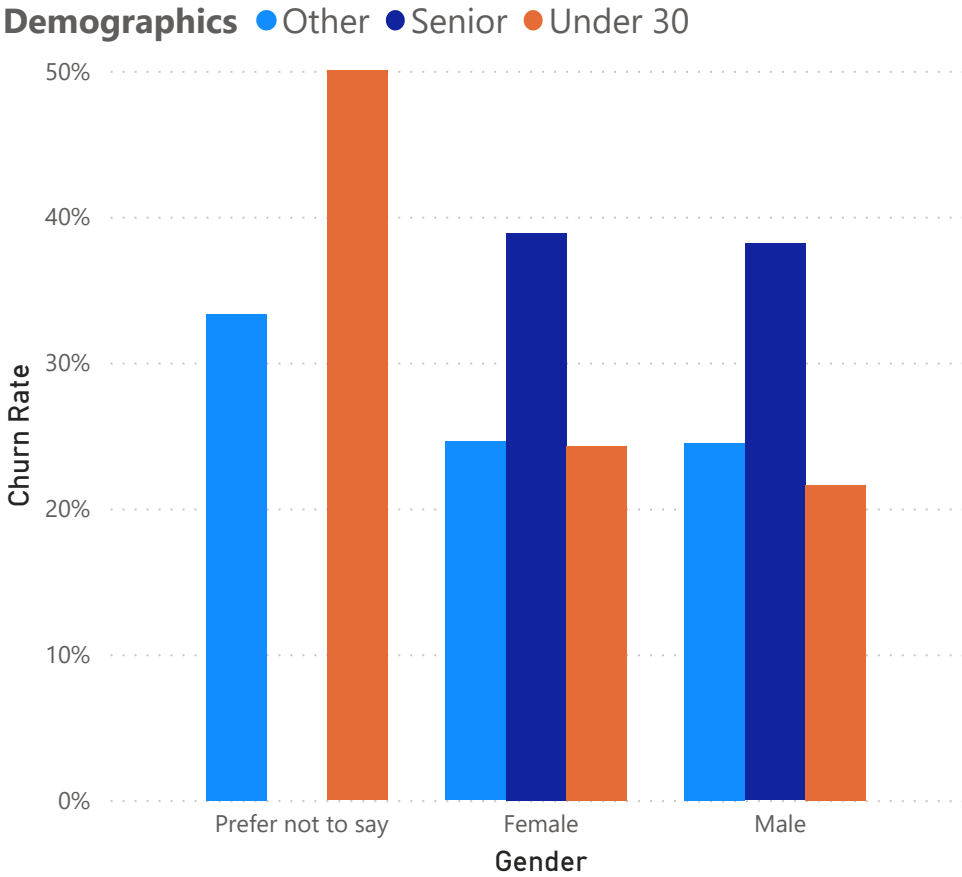
Group

All

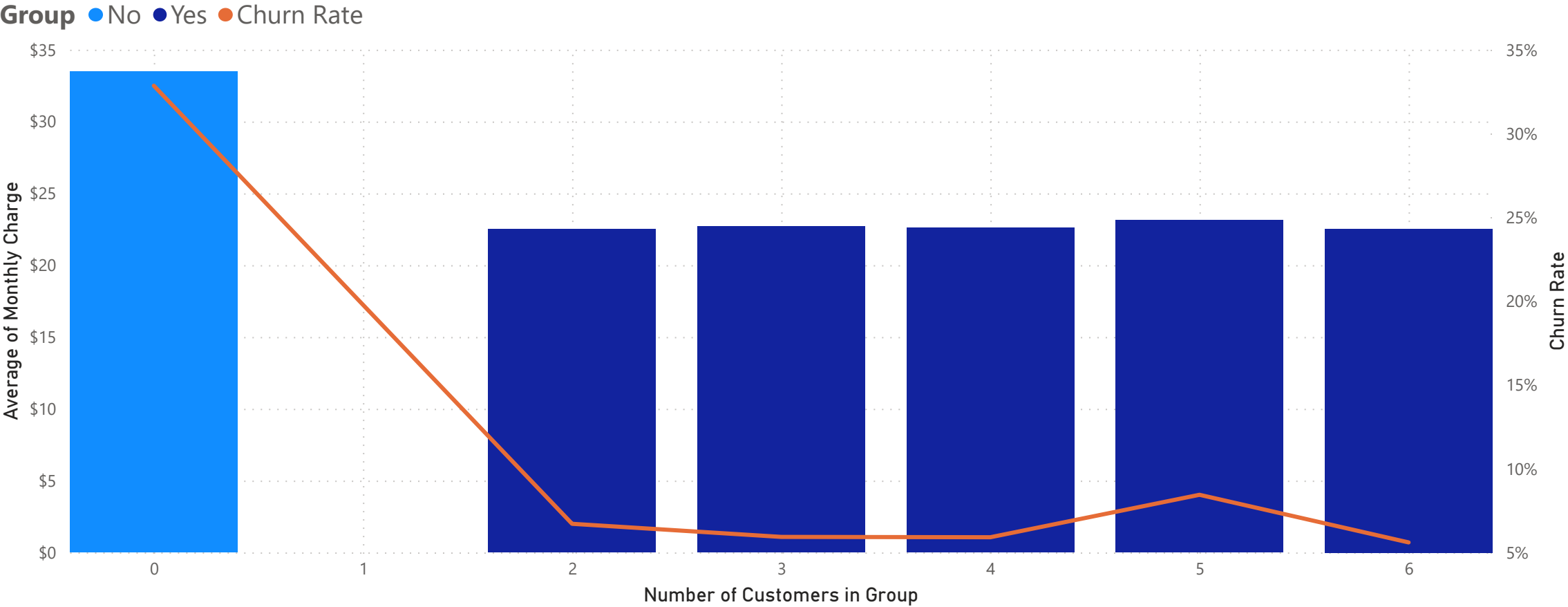
Contract Type

All

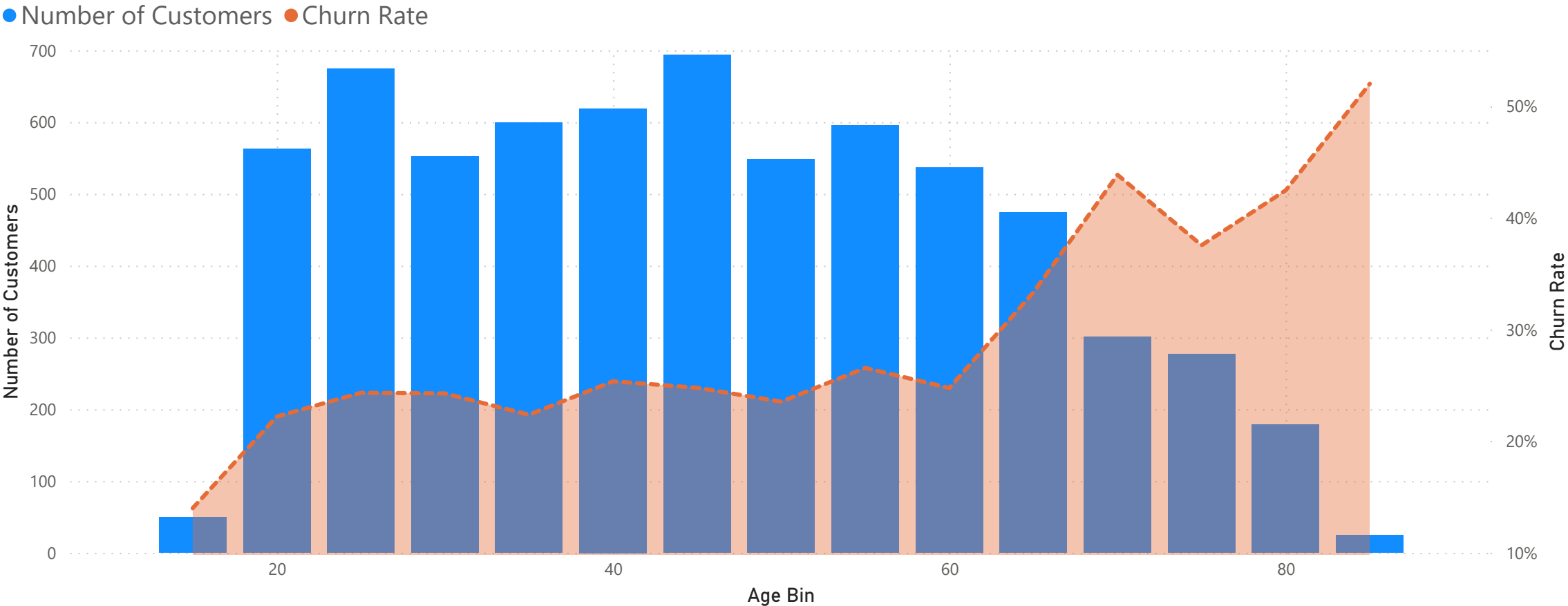
Churn Rate and Number of Customers by Gender and Demographics



Average of Monthly Charge and Churn Rate by Number of Customers in Group and Group



Number of Customers and Churn Rate by Age (bins)



26.86%

Churn Rate

0.92

Avg Customer Service Calls

6123

Sum of Customer Service Calls

Account Length (in months)

1

77



Payment Method

All

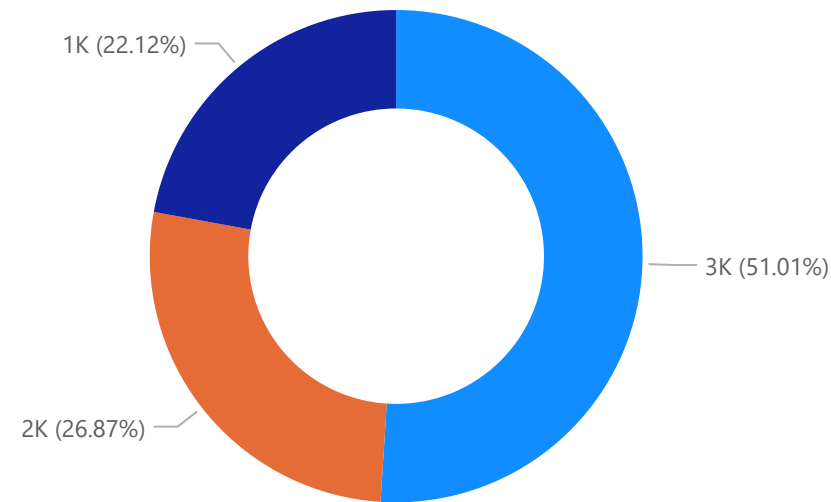
Contract Type

All

Customers by Contract Type

Contract Type

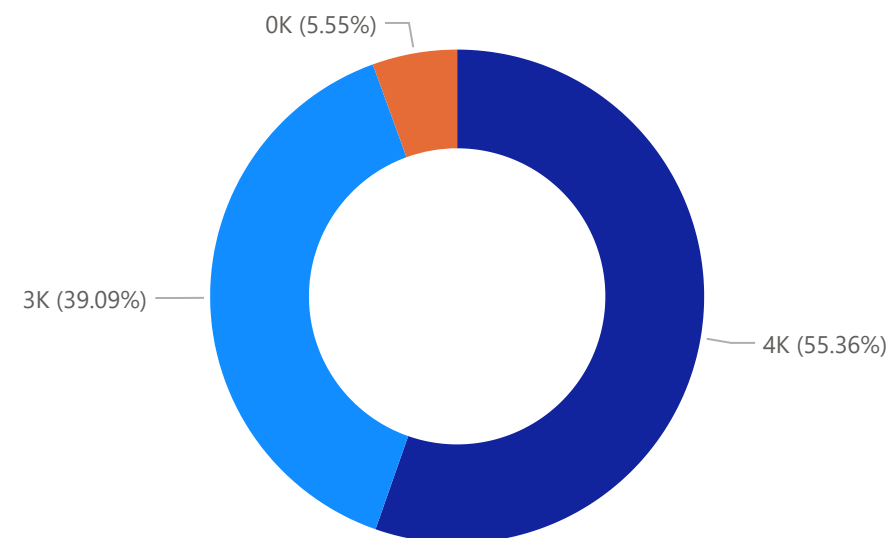
Month-to-Month Two Year One Year



Customers by Payment Method

Payment Method

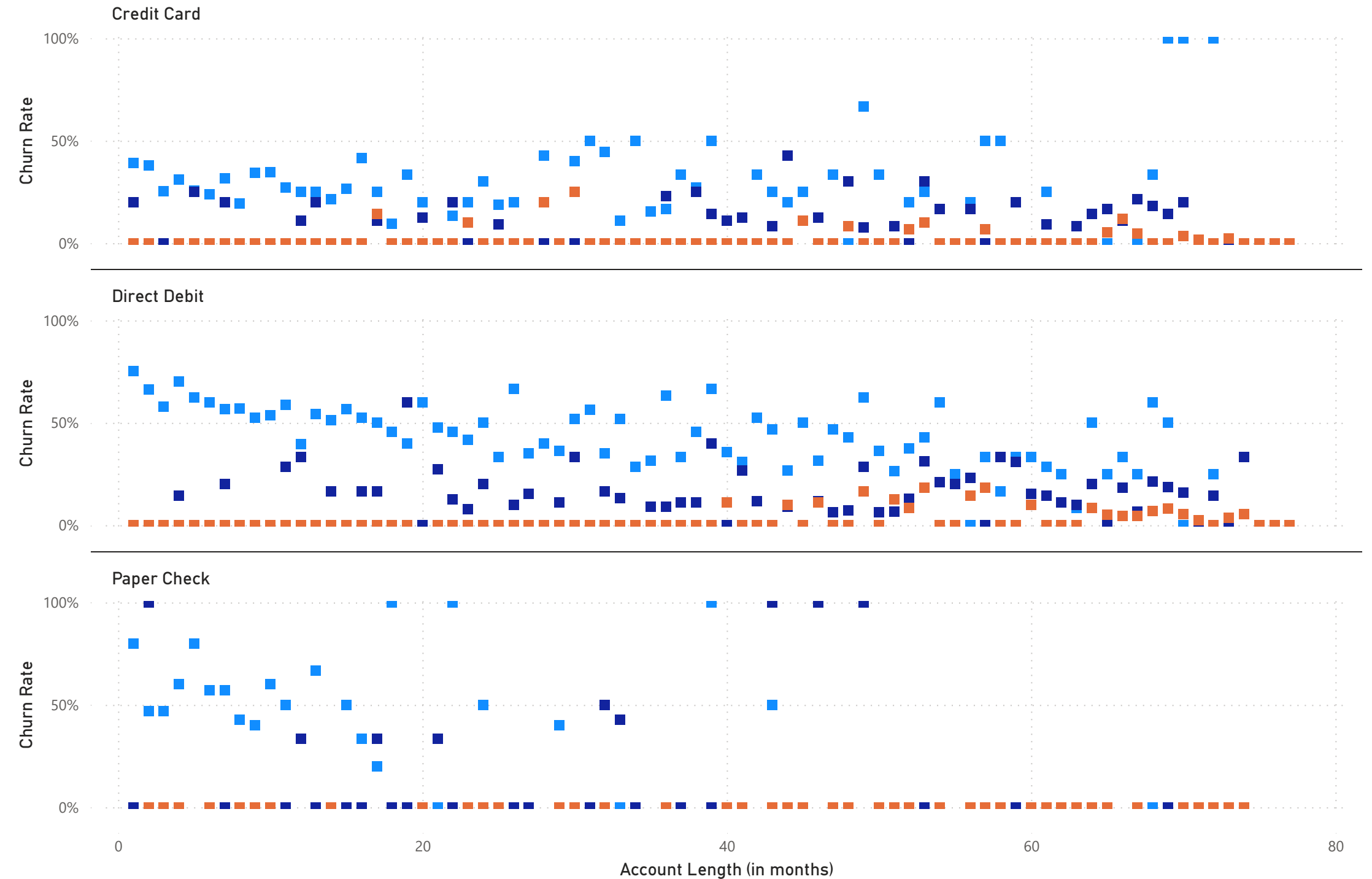
Direct Debit Credit Card Paper Check



Churn Rate by Account Length (in months), Contract Type and Payment Method

Contract Type

Month-to-Month One Year Two Year



26.86%

Churn Rate

3.37

Avg Extra Data Charges

33.64

Avg Extra International Charges

Contract Type

☐ Month-to-Month

☐ One Year

☐ Two Year



Group

☐ No

☐ Yes



Churn Rate by Group Consumption and Unlimited Data Plan

Unlimited Data Plan ● No ● Yes

Group Consumption

Less than 5 GB

10 or more GB

Between 5 and 10 GB

0%

5%

10%

15%

20%

25%

30%

35%

Churn Rate

26.86%

Churn Rate

6123

Sum of Customer Service Calls

0.92

Avg Customer Service Calls

3.37

Avg Extra Data Charges

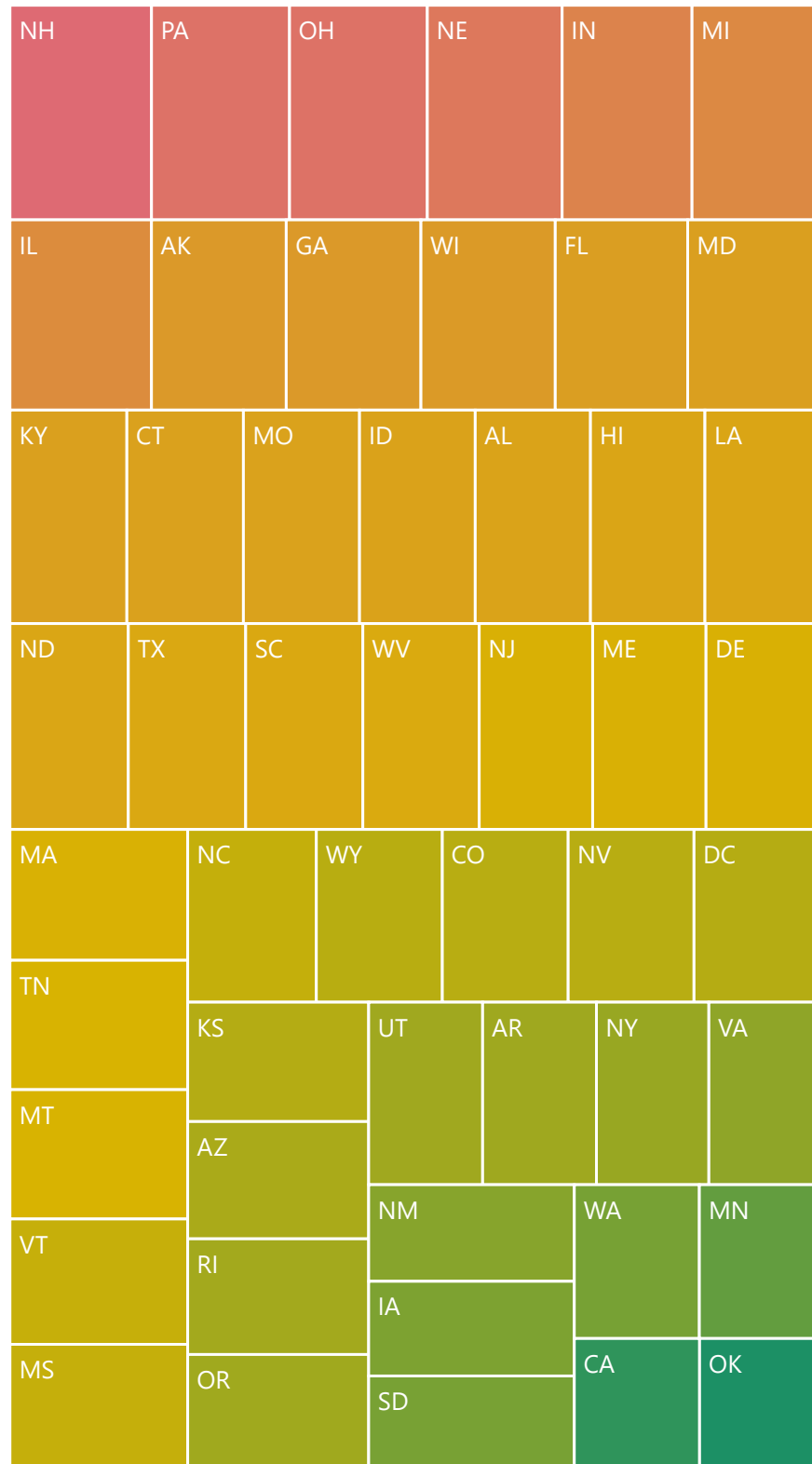
33.64

Avg Extra International Charges

Churn Label

All

Avg Customer Service Calls by State



Churn Rate by State

