

6,418

Total Customers

411

New Joiners

1,732

Total Churn

26.99%

Churn Rate

Churn Prediction

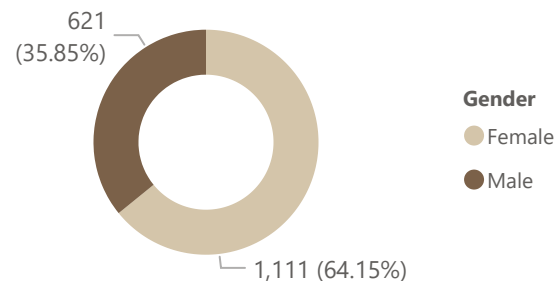
Monthly Charge Range

All

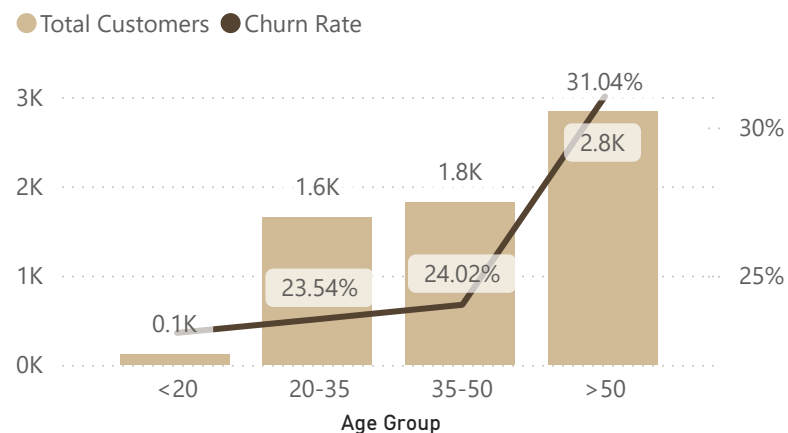
Married

All

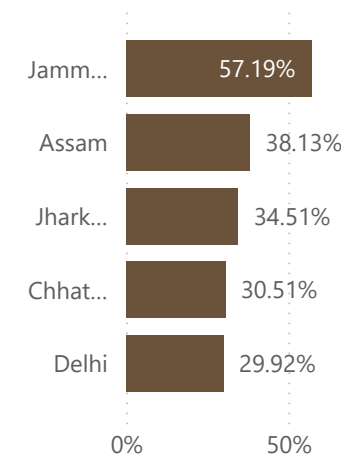
Total Churn by Gender



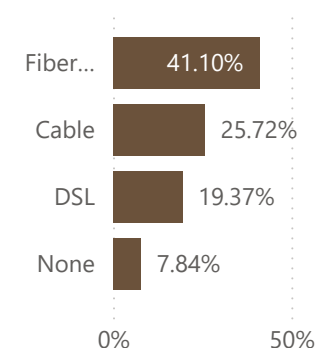
Total Customers and Churn Rate by Age Group



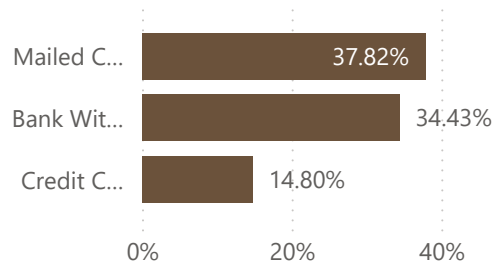
Churn Rate by State Top-5



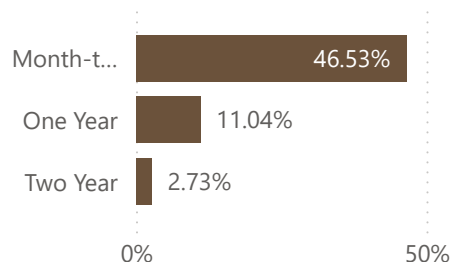
Churn Rate by Internet_Type



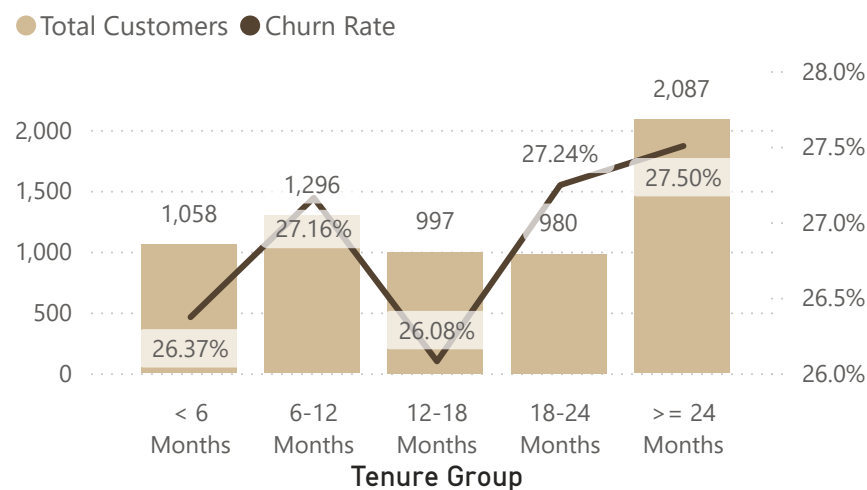
Churn Rate by Payment_Method



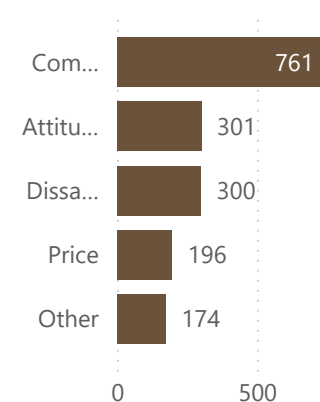
Churn Rate by Contract



Total Customers and Churn Rate by Tenure Group



Total Customers by Churn_Category



Churn by Servies

Servies	No	Yes
Device_Protection_Plan	71.0%	29.0%
Internet_Service	6.3%	93.7%
Multiple_Lines	54.8%	45.2%
Online_Backup	71.9%	28.1%
Online_Security	84.6%	15.4%
Paperless_Billing	25.4%	74.6%
Phone_Service	9.4%	90.6%

Churn_Reason	Total
Attitude of service provider	
Attitude of support person	
Competitor had better devices	
Competitor made better offer	
Competitor offered higher download speeds	
Competitor offered more data	
Deceased	
Total	

251

Female

133

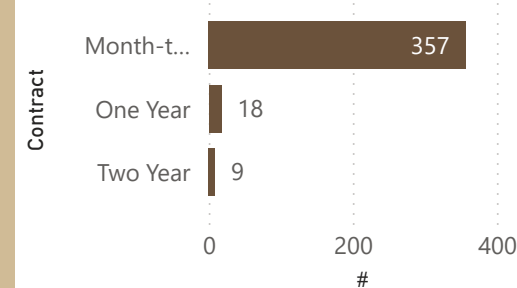
Male

COUNT OF PREDICTED CHURNERS : 384

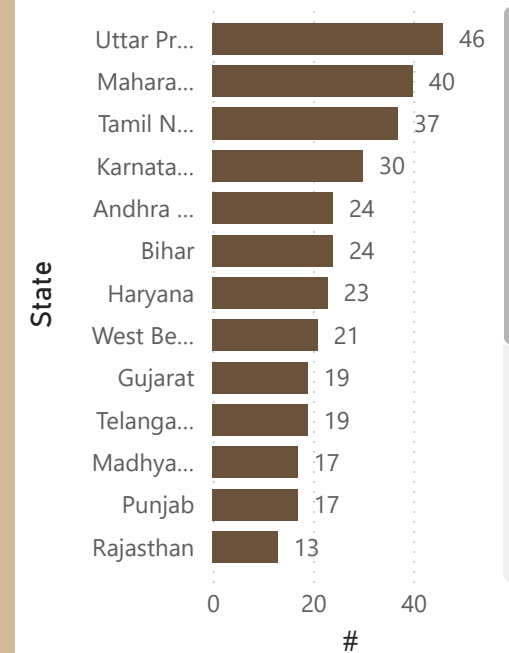
Customer_ID	Monthly_Charge	Total_Revenue	Total_Refunds	Number_of_Referrals
11751-TAM	24.30	38.45	0.00	5
12056-WES	90.40	362.89	0.00	2
12136-RAJ	19.90	31.73	0.00	2
12257-ASS	19.55	29.75	0.00	9
12340-DEL	62.80	104.99	0.00	0
12469-AND	55.30	91.99	0.00	11
12490-TEL	74.75	236.76	38.84	9
13058-MAD	46.10	138.13	0.00	13
13123-BIH	100.20	253.62	0.00	13
13666-UTT	95.40	344.18	0.00	15
13744-AND	19.65	33.50	0.00	8
13823-TEL	24.50	46.40	0.00	1
13946-HAR	19.65	43.32	0.00	1
14567-TAM	20.35	64.44	0.00	1
15349-UTT	50.15	90.02	0.00	9
15591-KAR	20.40	66.31	0.00	3
15803-UTT	19.15	41.52	0.00	6
16032-AND	46.60	91.64	0.00	8
16068-BIH	25.25	35.25	0.00	4
Total				

Summary

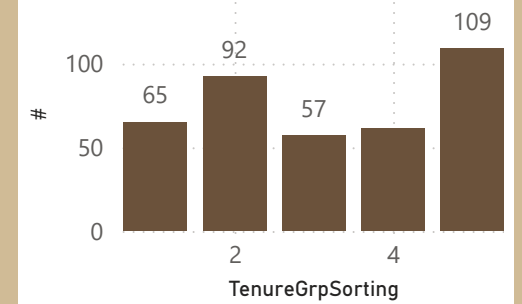
by Contract



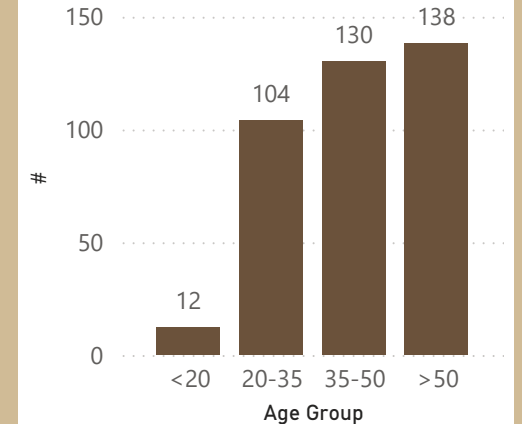
by State



by TenureGrpSorting



by Age Group



by Marital Status

