

Churn Rate %

26.54%

High Risk Customers

153

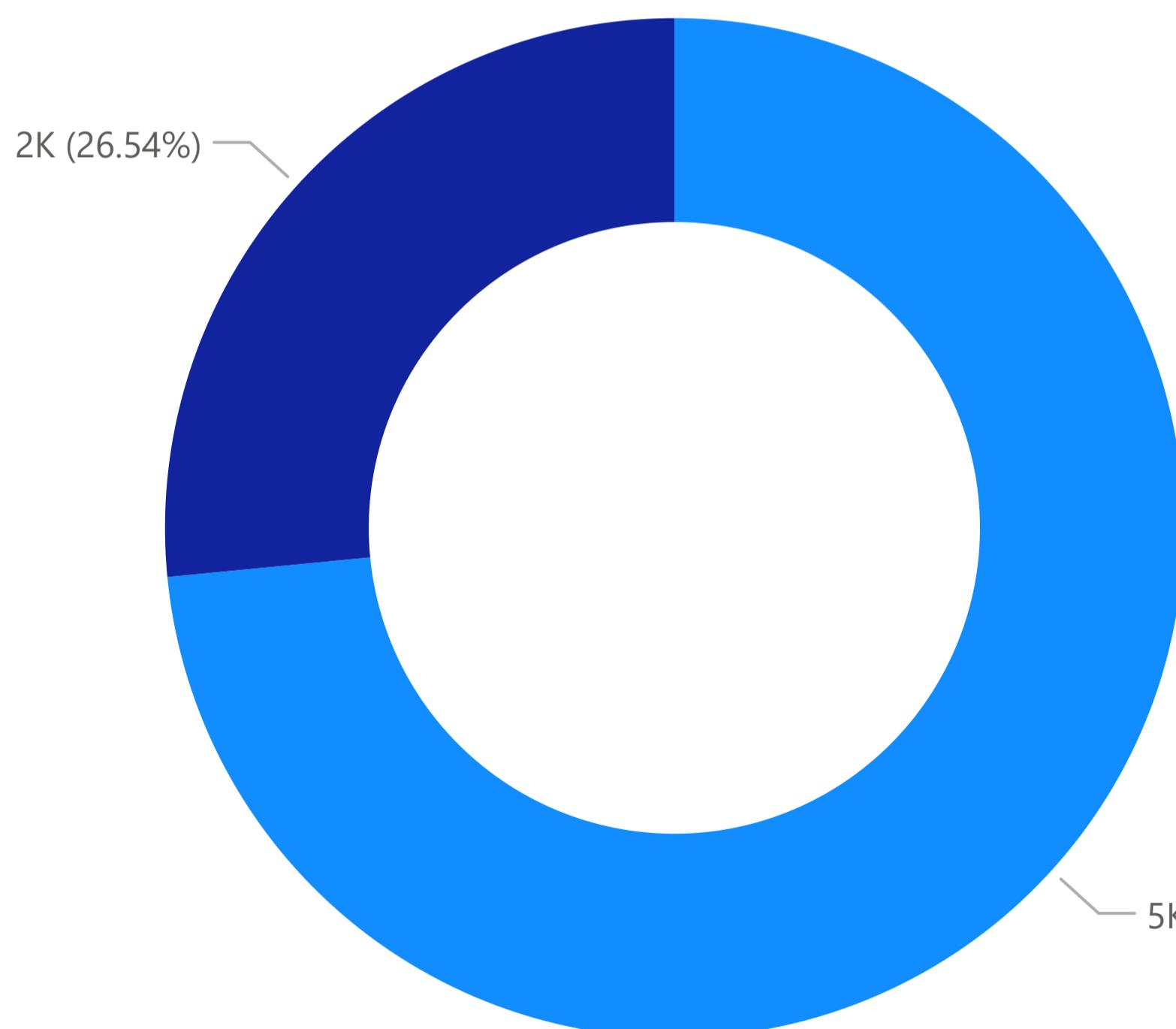
Churned Customers

1869

Total Customers

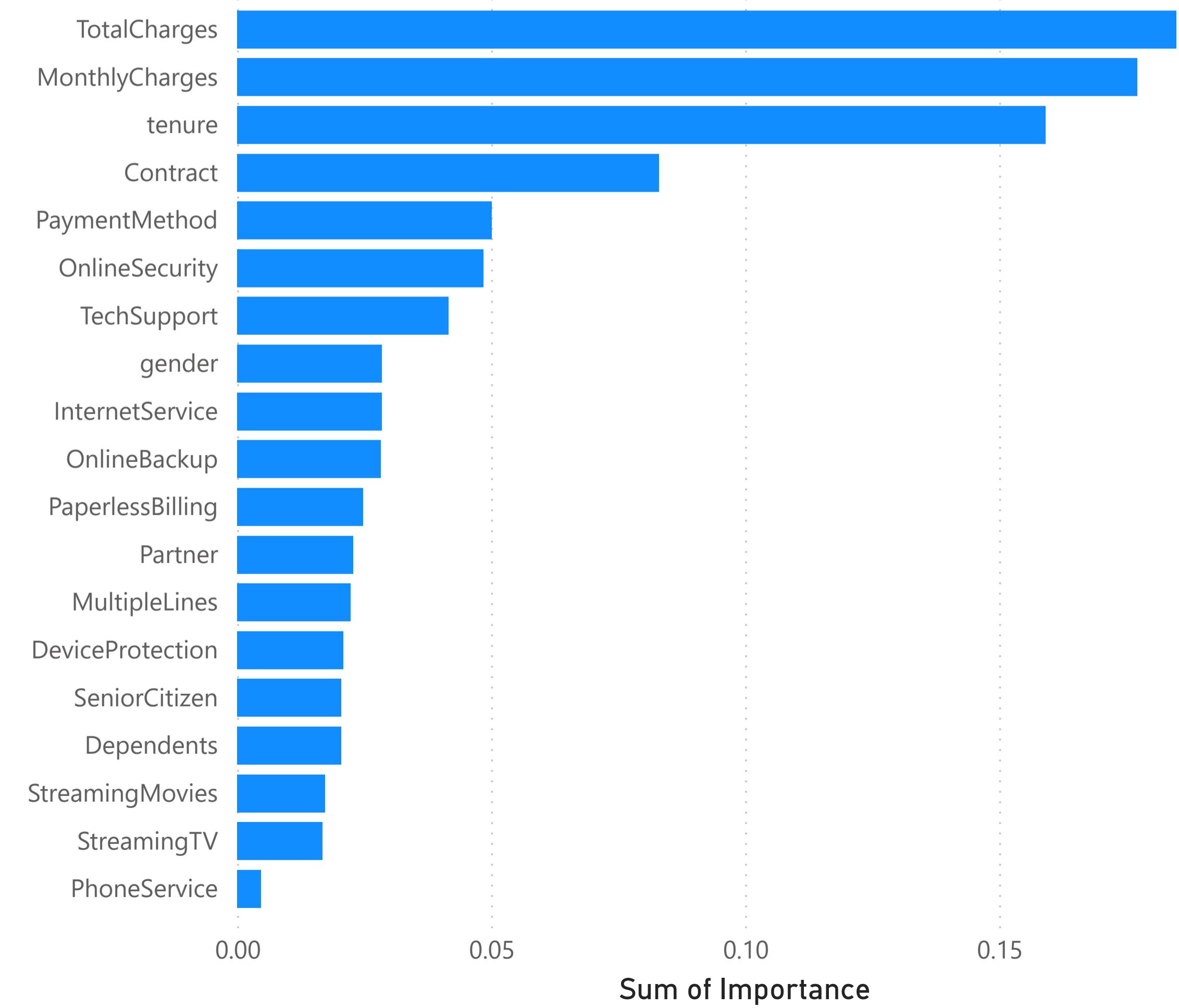
7043

Churn Distribution

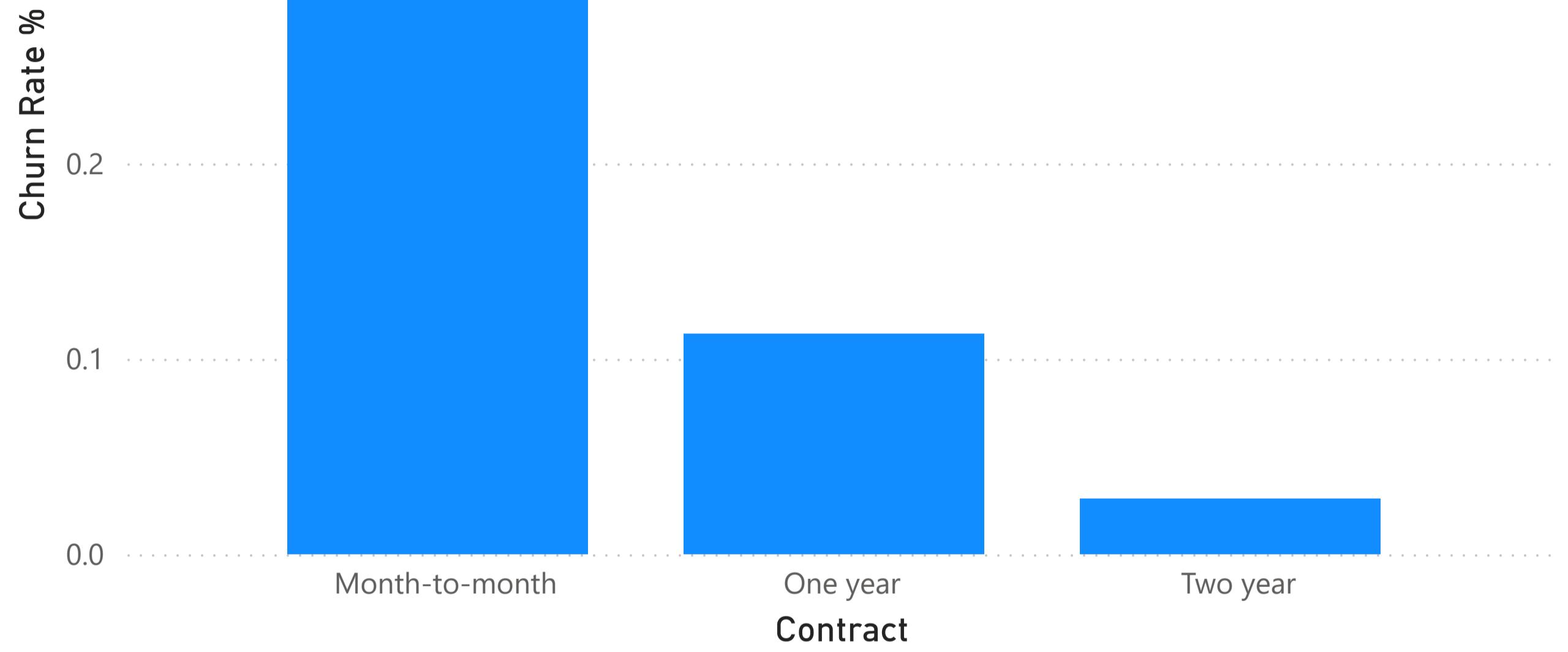


Churn
● No
● Yes

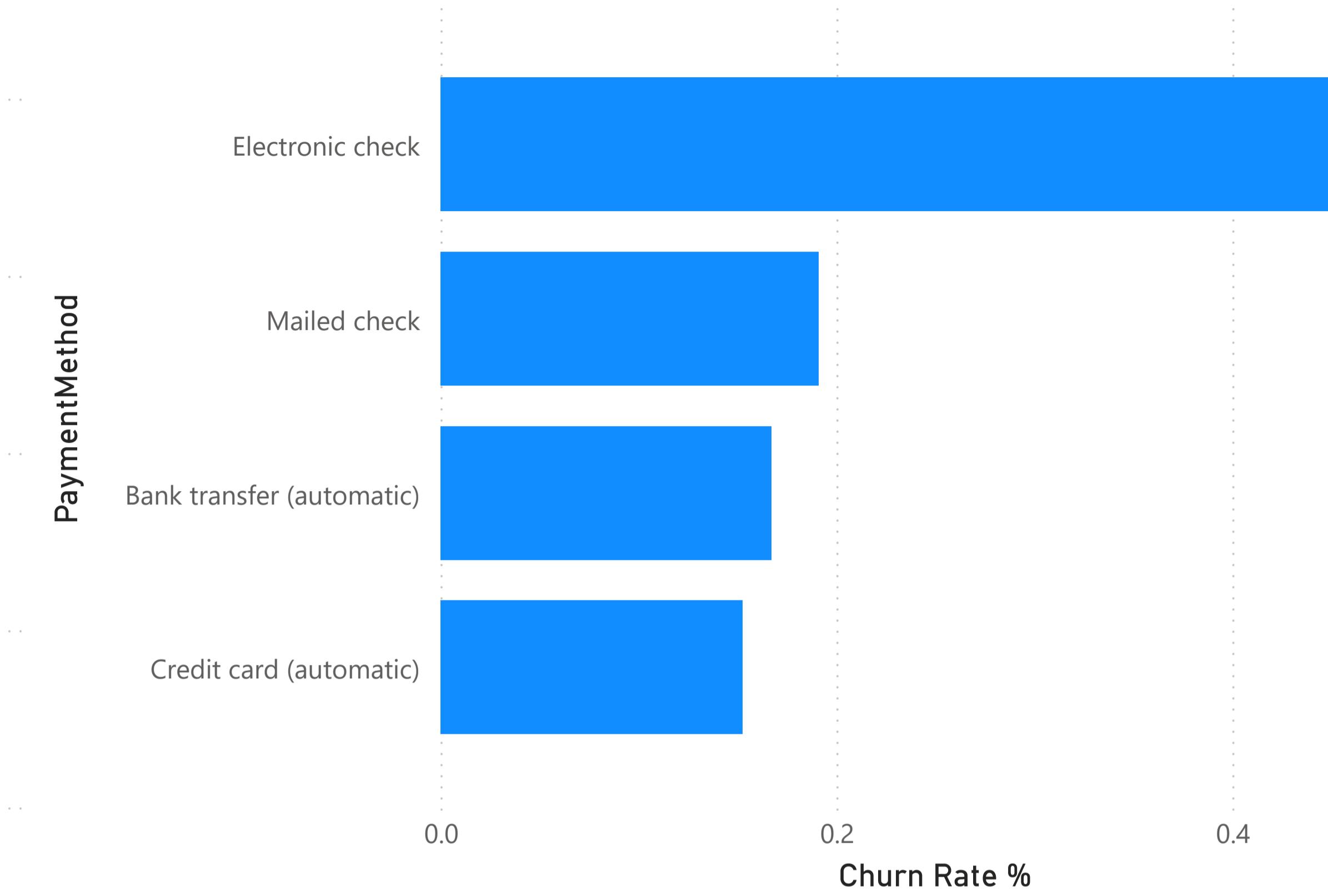
Top Churn Drivers



Contract Type VS Churn



Payment Method VS Churn



InternetService

- DSL
- Fiber optic
- No

Contract

- Month-to-month
- One year
- Two year

PaymentMethod

- Bank transfer (automatic)
- Credit card (automatic)
- Electronic check
- Mailed check

gender

- Female
- Male

High Risk Customer Table

customerID	Sum of Churn_Probability	Contract	Sum of MonthlyCharges	Sum of tenure
0002-ORFBO	390.33	One year	65.60	9
0003-MKNFE	390.33	Month-to-month	59.90	9
0004-TLHLJ	390.33	Month-to-month	73.90	4
0011-IGKFF	390.33	Month-to-month	98.00	13
0013-EXCHZ	390.33	Month-to-month	83.90	3
0013-MHZWF	390.33	Month-to-month	69.40	9
0013-SMEOE	390.33	Two year	109.70	71
0014-BMAQU	390.33	Two year	84.65	63
0015-UOCOJ	390.33	Month-to-month	48.20	7
Total	390.33		456,116.60	227990

Churn Probability Distribution

