

# CUSTOMER TELCO DETAIL REPORT

REPORT



CUSTOMER DETAIL



SUMMARY





# TELCO CUSTOMER CHURN

Filter by Churn

No

Yes

7043

Total Customer

888M

Total Changes

25M

Total Monthly Changes

228K

Total Tenure

5174

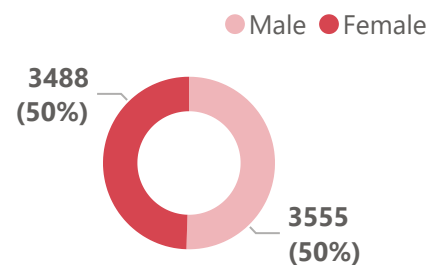
Churn no

1869

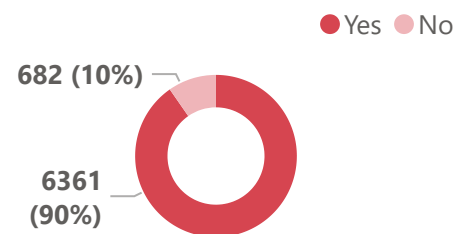
Churn yes

## SERVICE SUBSCRIPTION

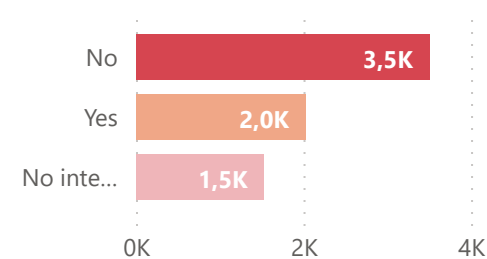
### Gender



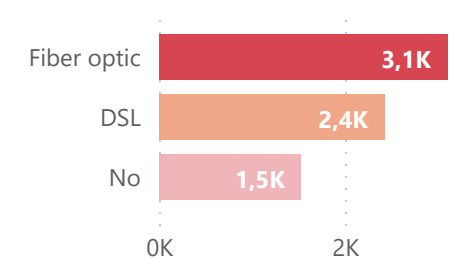
### Phone Service



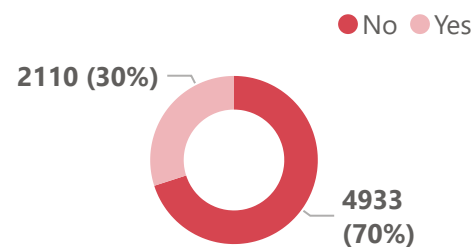
### Online Security



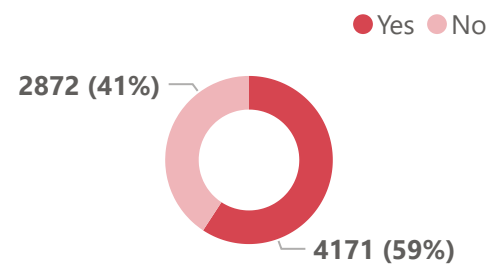
### Internet Service



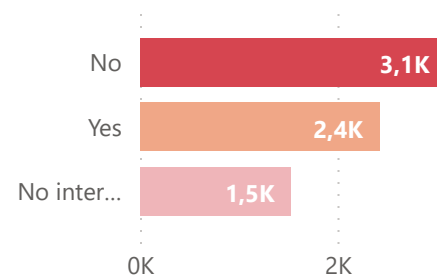
### Dependents



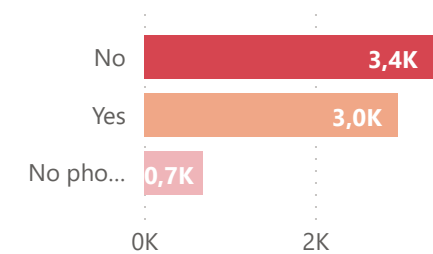
### Paperless Billing



### Device Protection



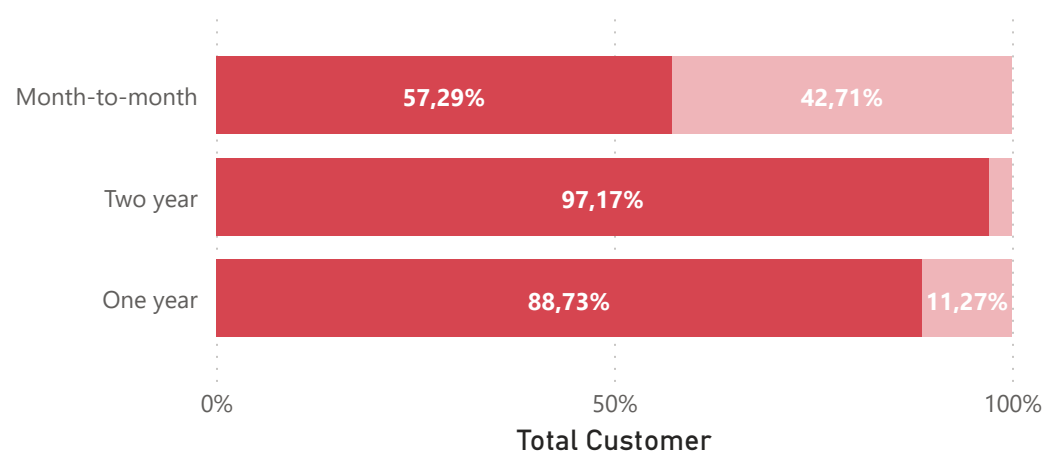
### MultipleLines



## CUSTOMER PROFILE

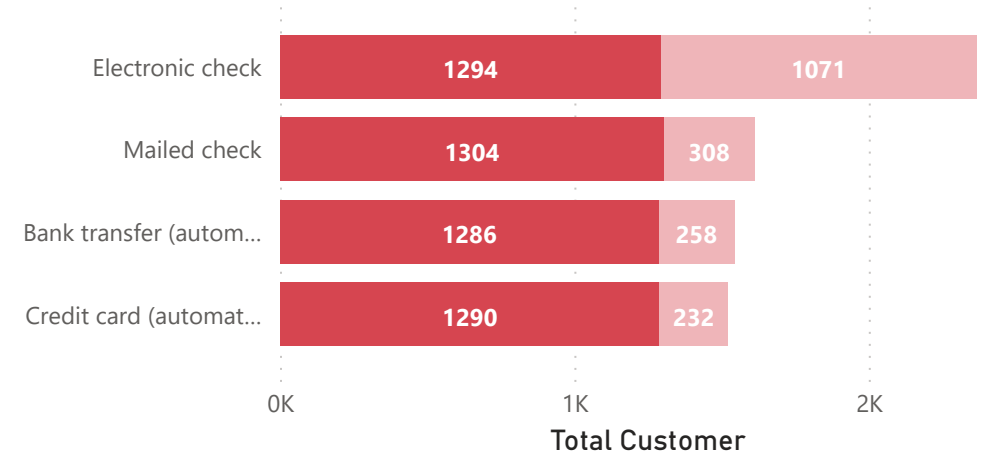
### Total Customer by Contract and Churn

No Yes



### Total Customer by PaymentMethod and Churn

No Yes





# TELCO CUSTOMER ANALYSIS AND PREDICTION

1918

Count of Risk

24,47

Average of Probability

888M

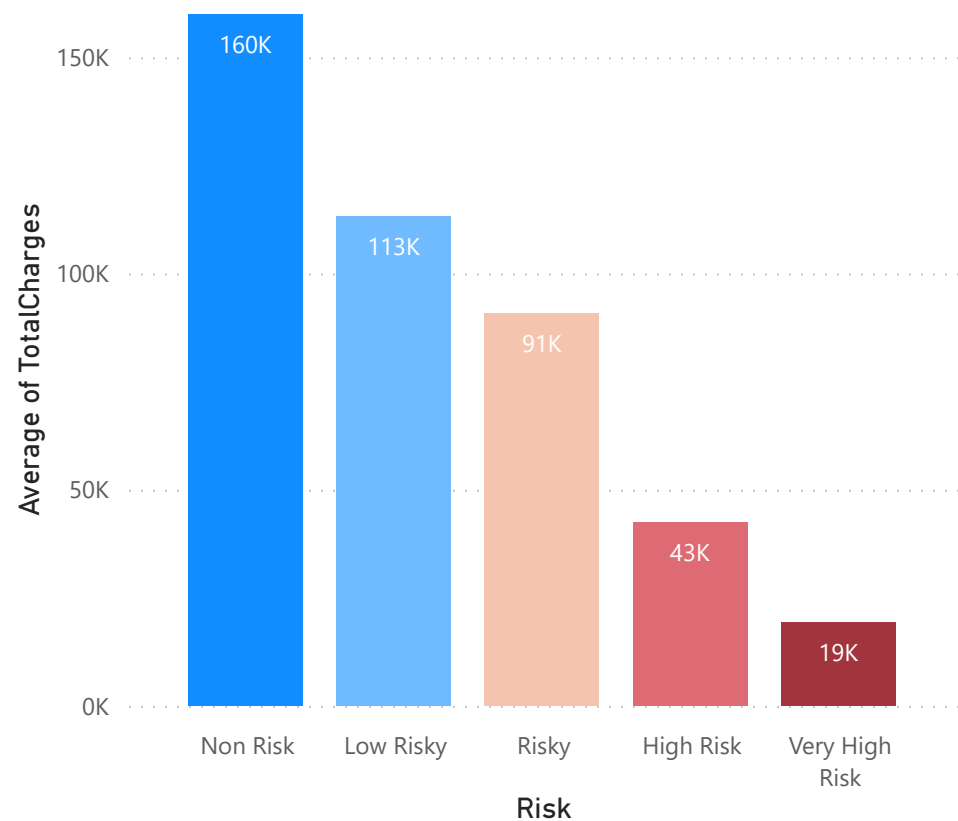
Sum of TotalCharges

127M

Sum of TotalCharges

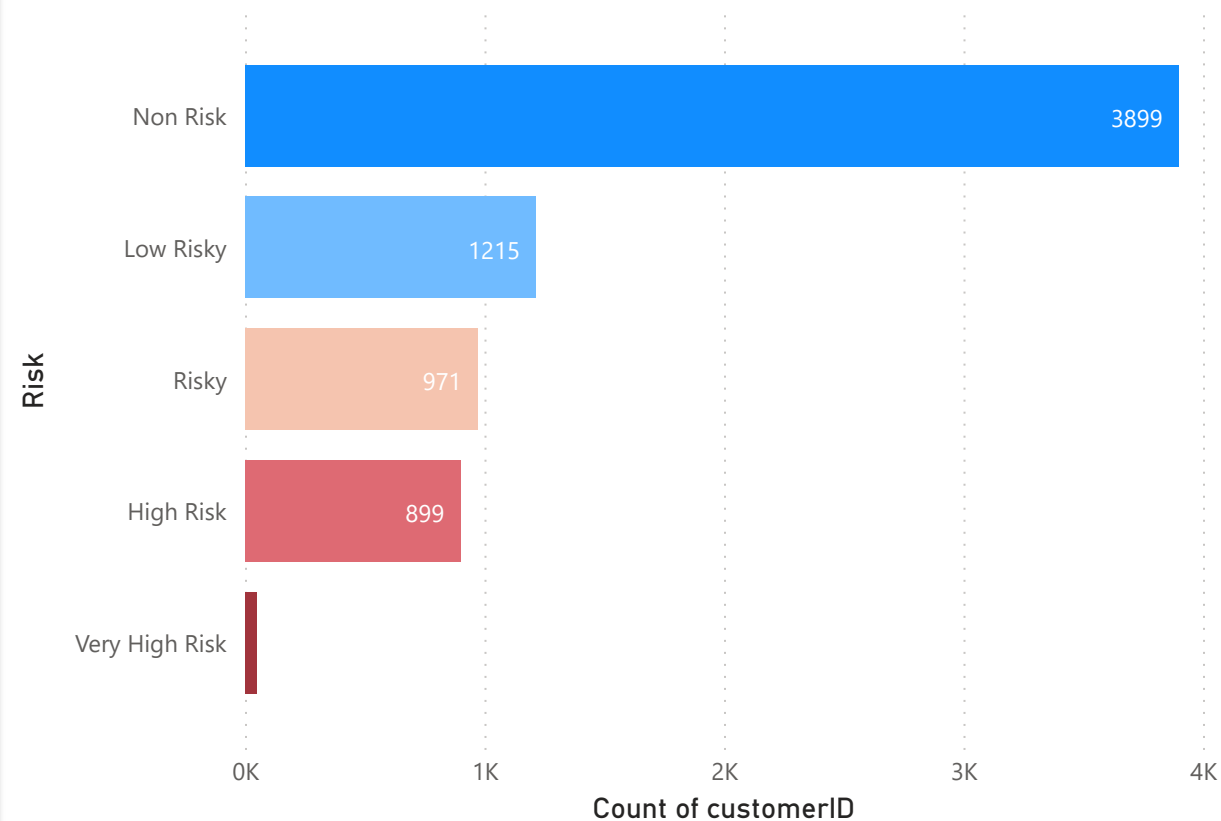
Average of TotalCharges by Risk and Risk

Risk ● Non Risk ● Low Risky ● Risky ● High Risk ● Very High Risk



Count of customerID by Risk and Risk

Risk ● Non Risk ● Low Risky ● Risky ● High Risk ● Very High Risk





## CUSTOMER DETAIL

customerID

0002-ORFBO

13,0

Sum of Probability

### Personal Details

ID : 0002  
Nama : Anonim  
Gender : Female  
Age : 31

### Other Details

Yes

Senior Citizen

9

Tenure in Month

5933

Sum of TotalCharges

### Phone Service

Device Protection

No

Paperless Billing

Yes

Online Security

No

Internet Service

DSL

### Contract

One year

Contract

Mailed  
check

Payment Method

Non  
Risk

First Risk