

EXECUTIVE SUMMARY

Total Customers

7.03K

Churned Customers

2K

Churn Rate (%)

26.58

Avg Monthly Charges

64.80

Churn

All

Contract

All

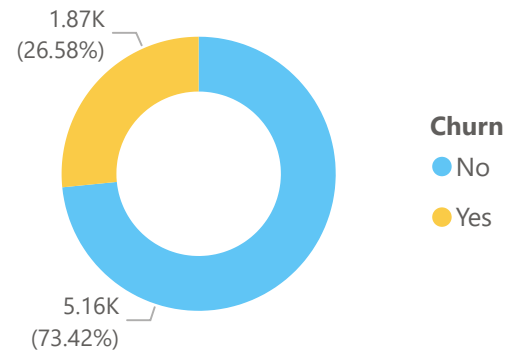
gender

All

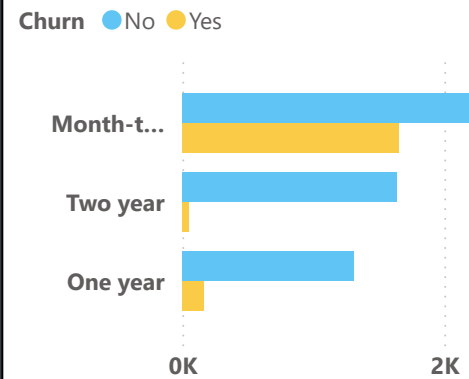
SeniorCitizen

All

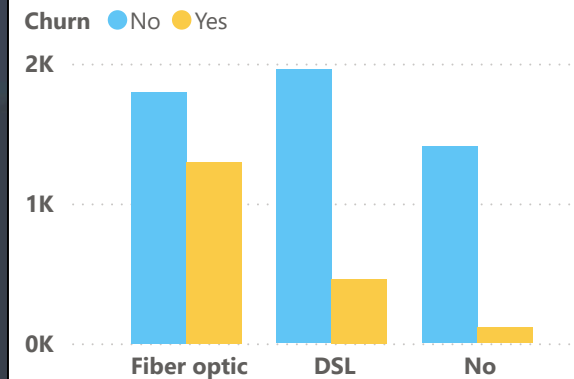
Churn Distribution



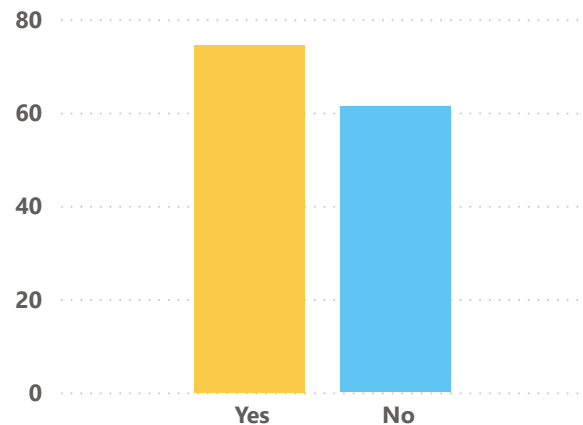
Churn by Contract Type



Churn by Internet Service



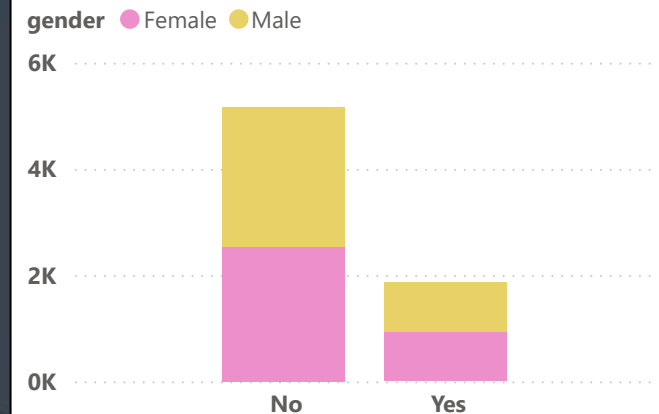
Churn by Avg Monthly Charges



customerID	MonthlyCharges	TotalCharges	tenure	Contract
0002-ORFBO	65.60	593.30	9	One year
0003-MKNFE	59.90	542.40	9	Month-to-month
0004-TLHLJ	73.90	280.85	4	Month-to-month
0011-IGKFF	98.00	1,237.85	13	Month-to-month
0013-EXCHZ	83.90	267.40	3	Month-to-month
0013-MHZWF	69.40	571.45	9	Month-to-month
0013-SMEOE	109.70	7,904.25	71	Two year
0014-BMAQU	84.65	5,377.80	63	Two year
0015-HGCOI	40.20	240.25	7	Month-to-month

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Churn by Gender



Demographics Breakdown vs Customer Churn

Total Customers

7.03K

Female Customers (%)

49.53

Churn Rate (%)

26.58

Senior Citizen (%)

16.24

Churn

All

Contract

All

gender

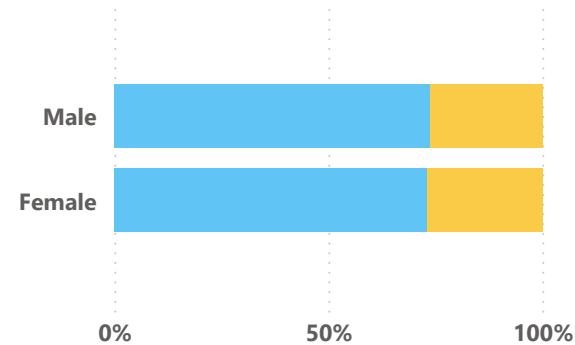
All

SeniorCitizen

All

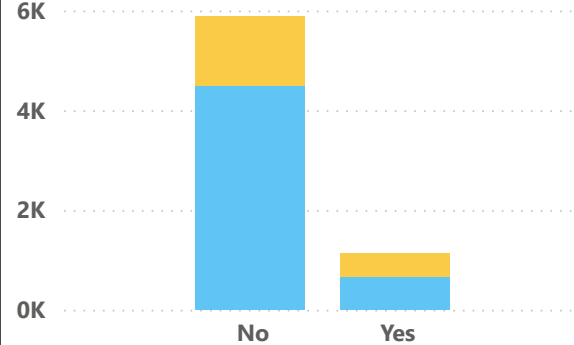
Churn vs Gender

Churn ● No ● Yes

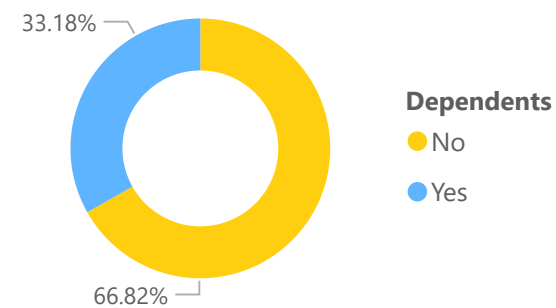


Churn count by Senior Citizen

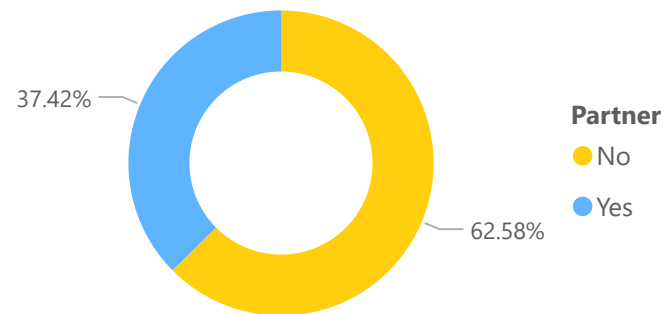
Churn ● No ● Yes



Churn Rate by Dependents



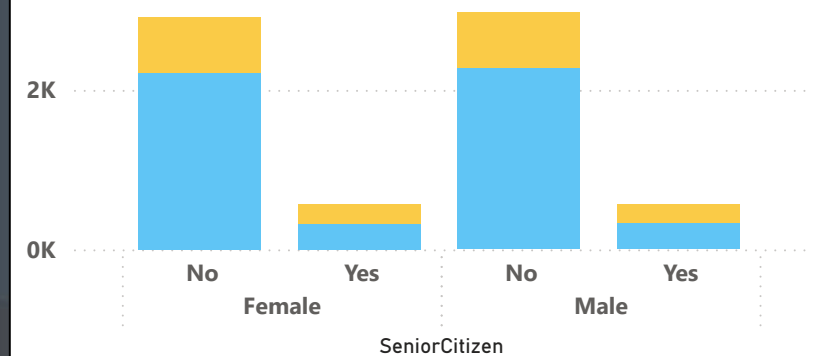
Churn Rate (%) by Partner



customerID	gender	Partner	Dependents	Churn
0002-ORFBO	Female	Yes	Yes	No
0003-MKNFE	Male	No	No	No
0004-TLHLJ	Male	No	No	Yes
0011-IGKFF	Male	Yes	No	Yes
0013-EXCHZ	Female	Yes	No	Yes
0013-MHZWF	Female	No	Yes	No
0013-SMEOE	Female	Yes	No	No
0014-BMAOIJ	Male	Yes	No	No

Churn Count by Gender and Senior Citizen

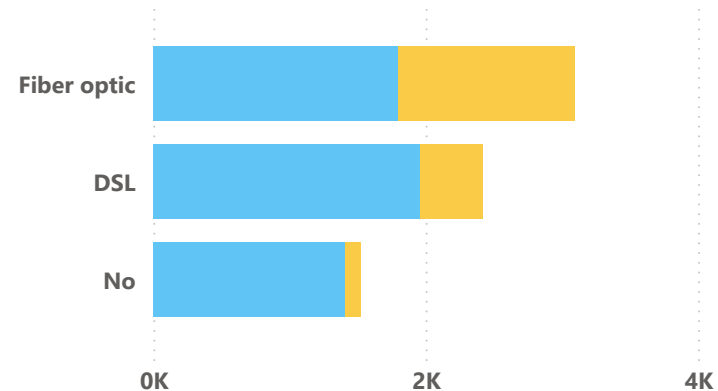
Churn ● No ● Yes



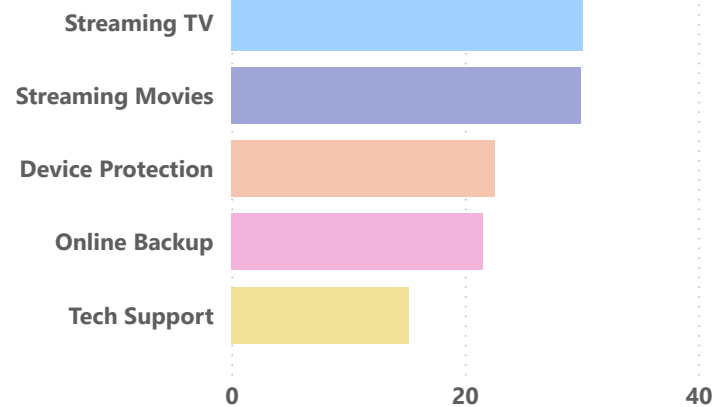
Services Usage vs Churn

Churn Count by Internet Service Type

Churn ● No ● Yes



Churn % by each Service



gender

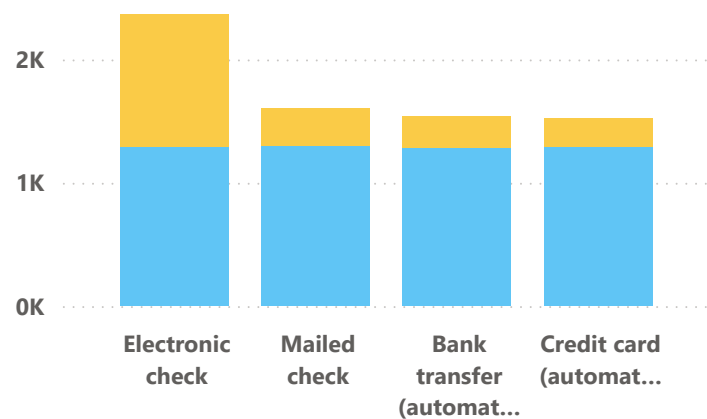
All

Contract

All

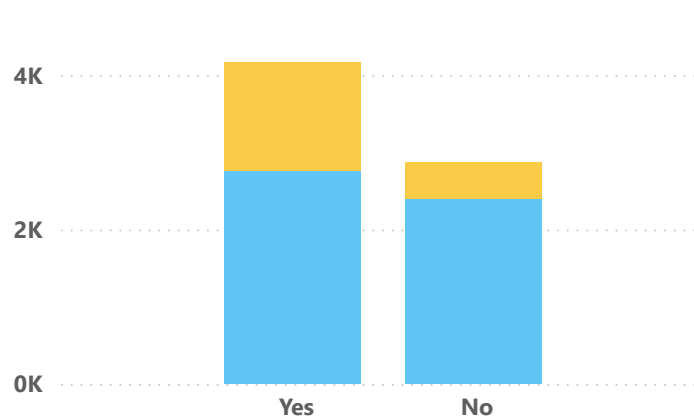
Churn Count by Payment Method

Churn ● No ● Yes



Churn Count by Paperless Billing

Churn ● No ● Yes



Count of Customer by Churn and ServicesCount

