

6418

Total Customers

411

New Joiners

1732

Total Churn

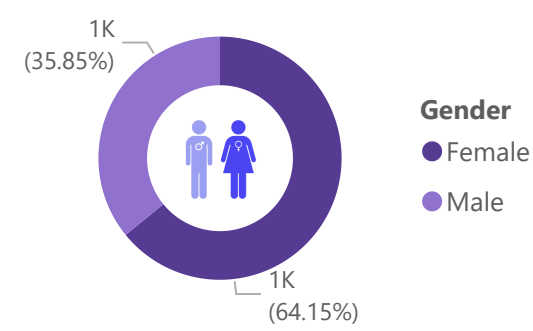
27.0%

Churn Rate

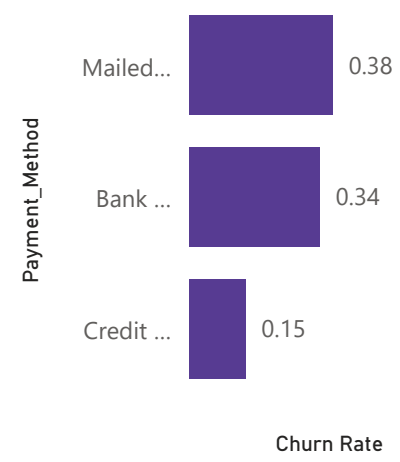
Monthly Charge Ra...
All

Married
All

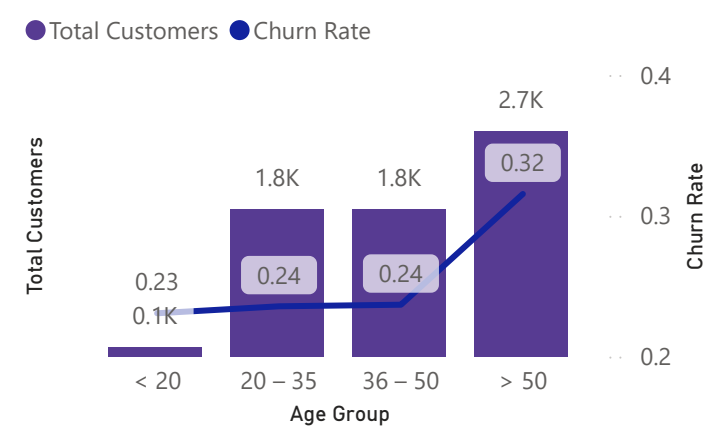
Total Churn by Gender



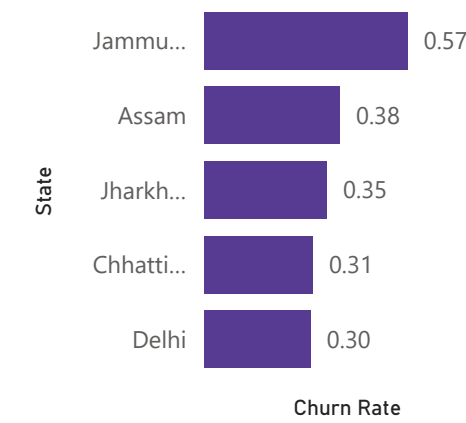
Churn Rate by Payment_Method



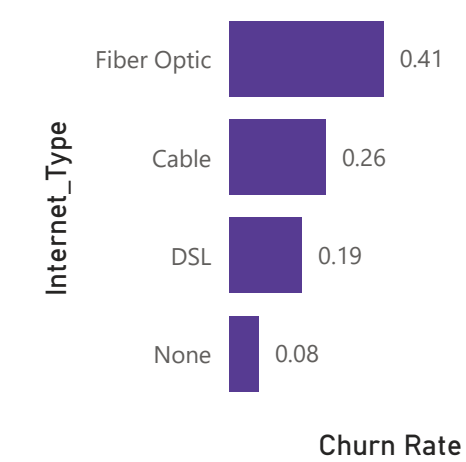
Total Customers and Churn Rate by Age Group



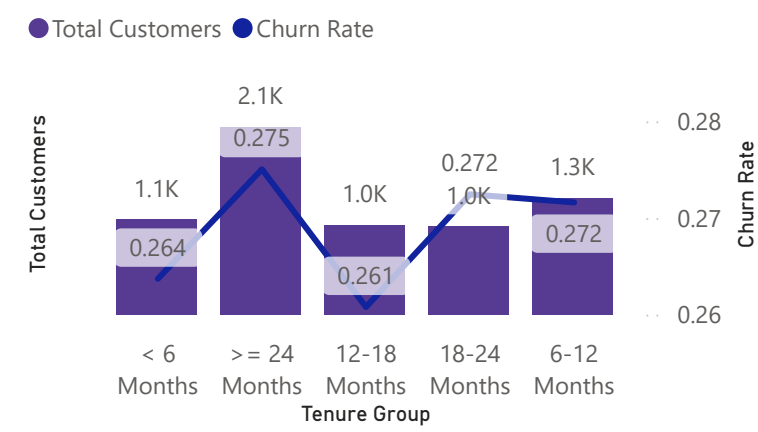
Churn Rate by State Top 5



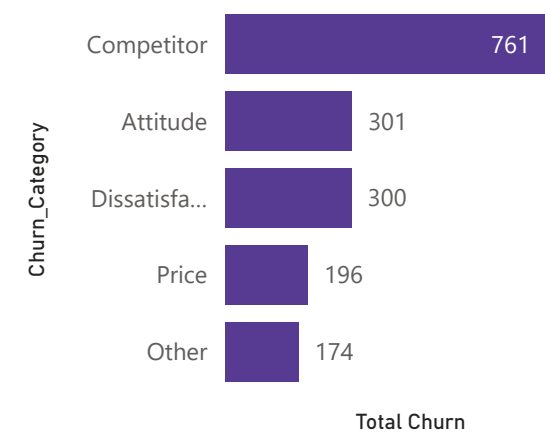
Churn Rate by Internet_Type



Total Customers and Churn Rate by Tenure Group



Total Churn by Churn_Category



Churn By Services

services	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



Attitude of service provider

Attitude of support person

Competitor had better devices

Competitor made better offer

Competitor offered higher download

Total
