TELECOM CHURN CASE STUDY

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PROBLEM STATEMENT

In the telecom industry, customers are able to choose from multiple service providers and actively switch from one operator to another. In this highly competitive market, the telecommunications industry experiences an average of 15-25% annual churn rate. Given the fact that it costs 5-10 times more to acquire a new customer than to retain an existing one, customer retention has now become even more important than customer acquisition. To reduce customer churn, telecom companies need to predict which customers are at high risk of churn.

In this project, customer-level data of a leading telecom firm is analysed, predictive models are built to identify customers at high risk of churn and the main indicators of churn are identified.

The dataset contains customer-level information for a span of four consecutive months - June, July, August and September. The months are encoded as 6, 7, 8 and 9, respectively. The business objective is to predict the churn in the last (i.e. the ninth) month using the data (features) from the first three months.

ANALYZING THE DATA:

```
In [6]: #Import Libraries
         import pandas as pd
         import numpy as np
         import warnings
         import matplotlib.pyplot as plt
         import seaborn as sns
         warnings.filterwarnings('ignore')
         #Reading the data from csv
         rawdata_read= pd.read_csv('telecom_churn_data.csv', sep=',', encoding='ISO-8859-1')
         rawdata_read.head()
Out[6]:
             mobile_number circle_id loc_og_t2o_mou std_og_t2o_mou loc_ic_t2o_mou last_date_of_month_6 last_date_of_month_7 last_date_of_month_8 last_date_of
         0
               7000842753
                               109
                                              0.0
                                                              0.0
                                                                            0.0
                                                                                           6/30/2014
                                                                                                              7/31/2014
                                                                                                                                  8/31/2014
                7001865778
                               109
                                              0.0
                                                             0.0
                                                                            0.0
                                                                                           6/30/2014
                                                                                                              7/31/2014
                                                                                                                                  8/31/2014
                7001625959
                               109
                                               0.0
                                                              0.0
                                                                                           6/30/2014
                                                                                                              7/31/2014
                                                                                                                                  8/31/2014
                7001204172
                                                             0.0
                                                                                           6/30/2014
                                                                                                              7/31/2014
                                                                                                                                  8/31/2014
                               109
                                               0.0
                                                                            0.0
                                                             0.0
                                                                            0.0
                                                                                           6/30/2014
                                                                                                              7/31/2014
                7000142493
                               109
                                                                                                                                  8/31/2014
         5 rows × 226 columns
```

<pre>In [9]: #Lets get the distribution of numeric data all the columns. rawdata_read.describe()</pre>	
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0	u	- L	

	mobile number	circle id	loc on t2o mou	std og t2o mou	loc ic t2o mou	arpu 6	arpu_7	arpu 8	arpu 9	onnet mou 6	
	mobile_number	on ore_ra	loc_og_tzo_mou	Std_Og_tzO_iiiou	100_10_120_11100	u.pu_0	u.pu_,	u.pu_0	u.pu_5		
count	9.999900e+04	99999.0	98981.0	98981.0	98981.0	99999.000000	99999.000000	99999.000000	99999.000000	96062.000000	
mean	7.001207e+09	109.0	0.0	0.0	0.0	282.987358	278.536648	279.154731	261.645069	132.395875	
std	6.956694e+05	0.0	0.0	0.0	0.0	328.439770	338.156291	344.474791	341.998630	297.207406	
min	7.000000e+09	109.0	0.0	0.0	0.0	-2258.709000	-2014.045000	-945.808000	-1899.505000	0.000000	
25%	7.000606e+09	109.0	0.0	0.0	0.0	93.411500	86.980500	84.126000	62.685000	7.380000	
50%	7.001205e+09	109.0	0.0	0.0	0.0	197.704000	191.640000	192.080000	176.849000	34.310000	
75%	7.001812e+09	109.0	0.0	0.0	0.0	371.060000	365.344500	369.370500	353.466500	118.740000	
max	7.002411e+09	109.0	0.0	0.0	0.0	27731.088000	35145.834000	33543.624000	38805.617000	7376.710000	
0	v 044 kumana										

8 rows × 214 columns

<

FINDING OUT THE NULL % IN THE DATA SET:

```
In [10]: #Get the null % of all the columns
         print('\n Null % \n',round(100*(rawdata read.isnull().sum()/len(rawdata read.index)), 2))
          Null %
          mobile_number
                            0.00
         circle_id
                           0.00
         loc og t2o mou
                           1.02
         std_og_t2o_mou
                           1.02
         loc ic t2o mou
                           1.02
                           0.00
         aon
         vbc_3g_8
                           0.00
         vbc_3g_7
                           0.00
         vbc 3g 6
                           0.00
         vbc 3g 9
                           0.00
         Length: 226, dtype: float64
```

Lets look at the features that we need to filter high value customers. There are no null values in the total_rech_amt columns. But there are null values in av_rech_amt_data and total_rech_data columns. Lets look at them

Out[12]: av_rech_amt_data_6 av_rech_amt_data_7 total_rech_data_6 total_rech_data_7
av reco ami data b av reco ami data /
1 NaN 154.0 1 NaN 1.0
2 NaN NaN NaN
3 NaN NaN 3 NaN NaN
4 56.0 NaN
5 NaN NaN 5 NaN NaN
6 NaN NaN NaN
7 NaN NaN 7 NaN NaN
8 NaN 177.0 8 NaN 2.0
9 NaN 154.0 9 NaN 1.0

av_rech_amt_data indicates average recharge amount of data while total_rech_data represents recharge done or not done.

They have the same percentage of null values, lets impute them with 0's.

HANDLING THE MISSING VALUES IN DATA SET

```
n [14]: #Fill missing values to filter high value customers
rawdata_read[['av_rech_amt_data_6','av_rech_amt_data_7','av_rech_amt_data_8','av_rech_amt_data_9','total_rech_data_6','total_rech_

<
```

Let's filter the high value customers from the original set who have recharged with an amount more than or equal to the 70th percentile of the average recharge amount in the first two Months.

```
In [15]: #Get the top 30% customers based on the sum of recharges in month 6 and 7
high_value_cust=rawdata_read[rawdata_read[['total_rech_amt_6', 'total_rech_amt_7','av_rech_amt_data_6','av_rech_amt_data_7']].mea

**The stand the no of datapoints, column and column types
high_value_cust.info()

**Class 'pandas.core.frame.DataFrame'>
Int64Index: 29949 entries, 0 to 99998
Columns: 226 entries, mobile_number to vbc_3g_9
dtypes: float64(179), int64(35), object(12)
memory usage: 51.9+ MB
```

```
In [17]: #Getting the string columns in the data frame
str_cols = high_value_cust.select_dtypes(['object'])
#Stripping the leading and trailing whitespaces from the data set
high_value_cust[str_cols.columns]=str_cols.apply(lambda x: x.str.strip())

In [18]: #Converting all the string columns to upper case in the Data set
high_value_cust[str_cols.columns]=str_cols.apply(lambda x: x.str.upper())

In [19]: #Getting the no of unique mobile numbers, this is an id column
len(high_value_cust['mobile_number'].unique())

Out[19]: 29949

In [20]: #setting the option to display a maximum of 250 rows
pd.set_option("display.max_rows",250)
```

```
In [21]: #Get null% of all columns
         round(100*(high_value_cust.isnull().sum()/len(high_value_cust.index)), 2)
Out[21]: mobile number
                                      0.00
         circle id
                                      0.00
         loc og t2o mou
                                      0.74
         std og t2o mou
                                      0.74
         loc_ic_t2o_mou
                                      0.74
         last date of month 6
                                      0.00
         last_date_of_month_7
                                      0.09
         last_date_of_month_8
                                      0.52
         last_date_of_month_9
                                      1.19
         arpu_6
                                      0.00
         arpu_7
                                      0.00
         arpu_8
                                      0.00
         arpu_9
                                      0.00
         onnet_mou_6
                                      1.65
         onnet_mou_7
                                      1.62
         onnet_mou_8
                                      3.63
         onnet_mou_9
                                      6.06
         offnet_mou_6
                                      1.65
         offnet_mou_7
                                      1.62
         offnet_mou_8
                                      3.63
         offnet_mou_9
                                      6.06
         roam_ic_mou_6
                                      1.65
```

```
dtype: float64

In [22]: #Identify churn based on the criteria that the usage of 'vol_3g_mb_9', 'vol_2g_mb_9', 'total_ic_mou_9', 'total_og_mou_9' should be high_value_cust['churn']=high_value_cust[['vol_3g_mb_9', 'vol_2g_mb_9', 'total_ic_mou_9', 'total_og_mou_9']].apply(lambda x: 1 if (

In [23]: #Get only the data where the customers churned churned_total = high_value_cust[high_value_cust['churn']==1]

In [24]: #No of churned datapoints len(churned_total)

Out[24]: 2451

In [25]: #No of non churned customers len(high_value_cust[high_value_cust['churn']==0])

Out[25]: 27498
```

Hence only 2451 data points are present for churned customers, so dropping null rows would significantly affect the minority class

CALCULATING THE NULL PERCENTAGE:

```
In [26]: #Get the null % of columns where the customers churned
         print('\n Null % \n',round(100*(churned total.isnull().sum()/len(churned total.index)), 2))
          mobile number
                                       0.00
         circle id
                                       0.00
         loc_og_t2o_mou
                                      3.75
                                       3.75
         std og t2o mou
         loc ic t2o mou
                                      3.75
                                      0.00
         last_date_of_month_6
         last date of month 7
                                      1.14
         last date of month 8
                                      6.32
         last_date_of_month_9
                                      14.48
         arpu 6
                                      0.00
         arpu_7
                                       0.00
         arpu 8
                                      0.00
         arpu 9
                                       0.00
         onnet_mou_6
                                       6.16
         onnet_mou_7
                                      8.04
         onnet mou 8
                                      30.52
         onnet mou 9
                                      64.46
         offnet_mou_6
                                      6.16
         offnet_mou_7
                                      8.04
                                      30.52
         offnet mou 8
         offnet_mou_9
                                      64.46
                                       6.16
         roam ic mou 6
                                      8.04
         roam_ic_mou_7
         roam ic mou 8
                                      30.52
                                      64.46
         roam_ic_mou_9
                                      6.16
         roam og mou 6
                                      8.04
         roam_og_mou_7
         roam_og_mou_8
                                      30.52
                                      64.46
         roam_og_mou_9
         loc_og_t2t_mou_6
                                      6.16
         loc_og_t2t_mou_7
                                      8.04
         loc_og_t2t_mou_8
```

The data columns are having high percentage of null values for churned customers wheareas call columns are having low percentage of null values. It could mean most customers are using the mobile service for calls rather than data. Since majority of the columns are having null values we cannot simply drop them. We cant drop the rows as this would further diminish minority class. Before imputing the values lets look at all the columns having null values

```
In [28]: #Get the data of all the rows with null values in more than 40 columns
          high value cust[high value cust.isnull().sum(axis=1)>=40]
Out[28]:
                  mobile_number circle_id loc_og_t2o_mou std_og_t2o_mou loc_ic_t2o_mou last_date_of_month_6 last_date_of_month_7 last_date_of_month_8 last_d
                      7000842753
                                      109
                                                     0.0
                                                                                                   6/30/2014
                                                                                                                        7/31/2014
                                                                                                                                             8/31/2014
                      7000701601
                                     109
                                                     0.0
                                                                     0.0
                                                                                    0.0
                                                                                                   6/30/2014
                                                                                                                        7/31/2014
                                                                                                                                             8/31/2014
                      7000800341
                                     109
                                                     0.0
                                                                     0.0
                                                                                    0.0
                                                                                                   6/30/2014
                                                                                                                        7/31/2014
                                                                                                                                             8/31/2014
                                     109
                                                     0.0
                                                                                    0.0
                                                                                                   6/30/2014
                                                                                                                        7/31/2014
                                                                                                                                             8/31/2014
                      7001328263
                                                                     0.0
                                     109
                                                     0.0
                                                                     0.0
                                                                                    0.0
                                                                                                   6/30/2014
                                                                                                                        7/31/2014
                                                                                                                                             8/31/2014
              111
                      7001300706
           99726
                      7000224828
                                     109
                                                     0.0
                                                                     0.0
                                                                                    0.0
                                                                                                   6/30/2014
                                                                                                                        7/31/2014
                                                                                                                                             8/31/2014
                                                                     0.0
                                                                                    0.0
                                                                                                   6/30/2014
                                                                                                                        7/31/2014
                                                                                                                                             8/31/2014
           99790
                      7000008246
                                     109
                                                     0.0
           99827
                      7000231239
                                     109
                                                     0.0
                                                                     0.0
                                                                                    0.0
                                                                                                   6/30/2014
                                                                                                                        7/31/2014
                                                                                                                                             8/31/2014
                                                     0.0
                                                                                    0.0
                                                                                                   6/30/2014
                                                                                                                        7/31/2014
                                                                                                                                             8/31/2014
           99961
                      7000992757
                                     109
                                                                     0.0
                                                                     0.0
                                                                                    0.0
                                                                                                                                             8/31/2014
                      7001905007
                                     109
                                                     0.0
                                                                                                   6/30/2014
                                                                                                                        7/31/2014
           1914 rows × 227 columns
          <
```

```
In [29]: #Lets see which columns are null when 'date_of_last_rech_data_6' are null
                                                             high_value_cust[high_value_cust[isnull().sum(axis=1)>=40].columns[high_value_cust[pd.isnull(high_value_cust['date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_las
                                                             <
 Out[29]: ['date_of_last_rech_data_6',
                                                                      'max rech data 6',
                                                                     'count_rech_2g_6',
                                                                      'count rech 3g 6',
                                                                     'arpu 3g 6',
                                                                      'arpu_2g_6',
                                                                      'night pck user 6',
                                                                      'fb_user_6']
In [30]: #Lets see which columns are null when 'date_of_last_rech_data_7' are null
                                                           high_value_cust[high_value_cust.isnull().sum(axis=1)>=40].columns[high_value_cust[pd.isnull(high_value_cust['date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_last_rech_date_of_las
Out[30]: ['date_of_last_rech_data_7',
                                                                      'max_rech_data_7',
                                                                     'count_rech_2g_7',
                                                                      'count_rech_3g_7',
                                                                     'arpu_3g_7',
                                                                      'arpu_2g_7',
                                                                      'night_pck_user_7',
                                                                      'fb_user_7']
```

	<pre>#Convert the date columns from string to date type dateColumns = ['last_date_of_month_6','last_date_of_month_7','last_date_of_month_8','date_of_last_rech_6','date_of_last_rech_7', high_value_cust[dateColumns]=high_value_cust[dateColumns].apply(lambda x: pd.to_datetime(x, format='%m/%d/%Y', errors='coerce')) high_value_cust[dateColumns]</pre>										
	<							>			
Out[35]:		last_date_of_month_6	last_date_of_month_7	last_date_of_month_8	date_of_last_rech_6	date_of_last_rech_7	date_of_last_rech_8	date_of_last_rech_da			
	0	2014-06-30	2014-07-31	2014-08-31	2014-06-21	2014-07-16	2014-08-08	2014-0			
	7	2014-06-30	2014-07-31	2014-08-31	2014-06-27	2014-07-25	2014-08-26				
	8	2014-06-30	2014-07-31	2014-08-31	2014-06-25	2014-07-31	2014-08-30				
	16	2014-06-30	2014-07-31	2014-08-31	2014-06-30	2014-07-31	2014-08-14				
	21	2014-06-30	2014-07-31	2014-08-31	2014-06-30	2014-07-31	2014-08-31				
	99984	2014-06-30	2014-07-31	2014-08-31	2014-06-21	2014-07-31	2014-08-27	2014-0			
	99986	2014-06-30	2014-07-31	2014-08-31	2014-06-20	2014-07-28	2014-08-18	2014-0			
	99988	2014-06-30	2014-07-31	2014-08-31	2014-06-30	2014-07-28	2014-08-29				
	99997	2014-06-30	2014-07-31	2014-08-31	2014-06-17	2014-07-19	2014-08-20	2014-0			
	99998	2014-06-30	2014-07-31	2014-08-31	2014-06-16	NaT	NaT	2014-0			
	29949 r	ows × 9 columns									
	<							>			

The missing values of the last recharge date for call or data can be assumed there is no recharge done for that particular month. Let's create new columns which indicate whether a recharge has been done or not for that particular month for both data and calls

```
In [36]: #Transform the existing date of last recharge columns with 1 indicating a recharge and 0 indicating no recharge
         dateColumnsToTransform = ['date_of_last_rech_6','date_of_last_rech_7','date_of_last_rech_8','date_of_last_rech_data_6','date_of_l
         high_value_cust[['rech_amt_6','rech_amt_7','rech_amt_8','rech_data_6','rech_data_7','rech_data_8']] = high_value_cust[dateColumn
In [37]: #Convert the features to category
         high_value_cust[['rech_amt_6','rech_amt_7','rech_amt_8','rech_data_6','rech_data_7','rech_data_8']] = high_value_cust[['rech_amt
         <
In [38]: #Lets look at the columns we created
         high_value_cust[['rech_amt_6','rech_amt_7','rech_amt_8','rech_data_6','rech_data_7','rech_data_8']]
Out[38]:
                rech_amt_6 rech_amt_7 rech_amt_8 rech_data_6 rech_data_7 rech_data_8
           99984
           99986
           99988
           99997
           99998
         29949 rows × 6 columns
```

In [41]: #Lets get the info of all columns
high_value_cust.describe()

Out[41]:

				-4-4 48							
	mobile_number	circle_ia	loc_og_t2o_mou	std_og_t2o_mou	loc_ic_t2o_mou	arpu_6	arpu_7	arpu_8	arpu_9	onnet_mou_6	
count	2.994900e+04	29949.0	29726.0	29726.0	29726.0	29949.000000	29949.000000	29949.000000	29949.000000	29455.000000	
mean	7.001216e+09	109.0	0.0	0.0	0.0	577.006877	578.921924	525.105455	481.919263	281.138675	
std	6.867758e+05	0.0	0.0	0.0	0.0	449.261901	469.335744	496.373165	498.689560	463.649942	
min	7.000000e+09	109.0	0.0	0.0	0.0	-2258.709000	-2014.045000	-945.808000	-1899.505000	0.000000	
25%	7.000631e+09	109.0	0.0	0.0	0.0	345.808000	347.071000	266.252000	219.637000	29.030000	
50%	7.001221e+09	109.0	0.0	0.0	0.0	490.933000	489.043000	443.470000	404.792000	106.610000	
75%	7.001806e+09	109.0	0.0	0.0	0.0	702.776000	700.512000	666.980000	632.975000	325.685000	
max	7.002411e+09	109.0	0.0	0.0	0.0	27731.088000	35145.834000	33543.624000	38805.617000	7376.710000	

8 rows × 215 columns

CHECKING FOR ALL THE COLUMNS WITH NULL VALUES

```
In [42]: #Get all the null columns
         null cols=high value cust.columns[high value cust.isna().any()].tolist()
In [43]: #Date columns to list
         datecols=['date of last rech 6',
         'date of last rech 7',
         'date of last rech 8',
         'date_of_last_rech_9',
         'date of last rech data 6',
          'date_of_last_rech_data_7',
         'date of last rech data 8',
         'date_of_last_rech_data_9',
         'last date of month 9']
In [44]: #Get numerical columns to explore
         cols_explore = [x for x in null_cols if x not in datecols]
In [45]:
         plt.figure(figsize = (30,10))
         ax=sns.boxplot(data=high_value_cust[cols_explore[:20]])
         ax.set xticklabels(ax.get xticklabels(),rotation=45)
Out[45]: [Text(0, 0, 'loc og t2o mou'),
          Text(1, 0, 'std og t2o mou'),
          Text(2, 0, 'loc ic t2o mou'),
          Text(3, 0, 'onnet mou 6'),
          Text(4, 0, 'onnet_mou_7'),
          Text(5, 0, 'onnet mou 8'),
                                                                                                                                        ;')]
          Text(6, 0, 'onnet_mou_9'),
          Text(7, 0, 'offnet mou 6'),
          Text(8, 0, 'offnet_mou_7'),
          Text(9, 0, 'offnet mou 8')
```

and the state of t

```
ut[56]: ['last date of month 9', 'date of last rech 9', 'date of last rech data 9']
n [57]: #Get all data columns to impute
      columnstoImpute = ['total rech data 6'
       ,'total_rech_data_7'
       ,'total rech data 8'
      ,'total_rech_data_9'
      ,'max_rech_data_6'
      ,'max_rech_data_7'
       ,'max_rech_data_8'
                                                               In [58]: #Impute the null values with 0 for all data columns
      ,'max_rech_data_9'
                                                                           high value cust[columnstoImpute] = high value cust[columnstoImpute].fillna(0, axis=1)
       , count_rech_2g_6'
       ,'count_rech_2g_7'
      ,'count rech 2g 8'
                                                               In [59]: #Recheck the null percentage
       ,'count rech 2g 9'
                                                                           print('\n Null % \n',round(100*(high value cust.isnull().sum()/len(high value cust.index)), 2))
       ,'count_rech_3g_6'
       ,'count rech 3g 7'
       ,'count_rech_3g_8'
       ,'count rech 3g 9'
                                                                            Nu11 %
      ,'av_rech_amt_data_6'
      ,'av_rech_amt_data_7'
                                                                            mobile number
                                                                                                              0.00
       ,'av_rech_amt_data_8'
                                                                           circle id
                                                                                                            0.00
      ,'av_rech_amt_data_9'
                                                                           loc og t2o mou
                                                                                                            0.74
       ,'arpu_3g_6'
       ,'arpu_3g_7'
                                                                           std og t2o mou
                                                                                                            0.74
       ,'arpu_3g_8'
                                                                           loc_ic_t2o_mou
                                                                                                            0.74
       ,'arpu_3g_9'
                                                                           last date of month 6
                                                                                                            0.00
       ,'arpu_2g_6'
                                                                           last date of month 7
                                                                                                            0.00
      ,'arpu_2g_7'
       ,'arpu_2g_8'
                                                                           last date of month 8
                                                                                                            0.00
       ,'arpu_2g_9']
                                                                           last date of month 9
                                                                                                            1.19
                                                                           arpu 6
                                                                                                            0.00
                                                                           arpu 7
                                                                                                            0.00
                                                                           arpu_8
                                                                                                            0.00
                                                                           arpu 9
                                                                                                            0.00
                                                                           onnet mou 6
                                                                                                            1.65
                                                                           onnet_mou_7
                                                                                                            1.62
                                                                           onnet mou 8
                                                                                                            3.63
                                                                           onnet mou 9
                                                                                                            6.06
```

The columns night_pack_user and fb_user are categorical variables where 1 indicates usage of the service and null indicates no usage. Let's impute the missing values with -1 and convert the type to category

IMPUTING THE MISSING VALUES

```
#Impute the missing values and convert the features to category
                high_value_cust[['night_pck_user_6', 'night_pck_user_7', 'night_pck_user_8', 'fb_user_6', 'fb_user_7', 'fb_user_8']]=high_value_cust[
                high_value_cust[['night_pck_user_6','night_pck_user_7','night_pck_user_8','fb_user_6','fb_user_7','fb_user_8']] = high_value_cust
   In [61]: high value cust[['night pck user 6','night pck user 7','night pck user 8','fb user 6','fb user 7','fb user 8']].head()
   Out[61]:
                      night pck user 6 night pck user 7 night pck user 8 fb user 6 fb user 7 fb user 8
                  0
                                      -1
                 16
                                      -1
In [62]: #Get all the data when loc oa t20 mou are nulls
        high_value_cust[pd.isnull(high_value_cust['loc_og_t2o_mou'])]
                                                                                           2014-07-31
                                                                           2014-06-30
                                                                           2014-06-30
                                                                                                          2014-08-31
                                                                           2014-06-30
                                                                                          2014-07-31
                                                                                                          2014-08-31
                                                                           2014-06-30
                                                                                          2014-07-31
                                                                                                          2014-08-31
                                                                           2014-06-30
                                                                                          2014-07-31
                                                                                                          2014-08-31
                                                                           2014-06-30
                                                                                          2014-07-31
                                                                                                          2014-08-31
                                                                           2014-06-30
                                                                                          2014-07-31
                                                                                                          2014-08-31
                                                                           2014-06-30
                                                                                           2014-07-31
                                                                                                          2014-08-31
                                                                           2014-06-30
                                                                                          2014-07-31
                                                                                                          2014-08-31
                7001126462
                                                                           2014-06-30
                                                                                          2014-07-31
                                                                                                          2014-08-31
                            109
                                                                           2014-06-30
                                                                                          2014-07-31
                                                                                                          2014-08-31
                7002368732
                                                                           2014-06-30
                                                                                          2014-07-31
                                                                                                          2014-08-31
                            109
                                                                           2014-06-30
                                                                                          2014-07-31
                                                                                                          2014-08-31
                7000144821
                                                                           2014-06-30
                                                                                          2014-07-31
                                                                                                          2014-08-31
```

2014-06-30

2014-06-30

2014-06-30

2014-06-30

2014-06-30

2014-06-30

7000664549

7000604685

109

NaN

2014-07-31

2014-07-31

2014-07-31

2014-07-31

2014-07-31

2014-07-31

2014-08-31

2014-08-31

2014-08-31

2014-08-31

2014-08-31

2014-08-31

'loc_og_t2o_mou','std_og_t2o_mou','loc_ic_t2o_mou' are having same null% and are from same customers. So lets impute them with o.

```
In [63]: #Impute 'loc_og_t2o_mou', 'std_og_t2o_mou', 'loc_ic_t2o_mou' columns with 0's
         high_value_cust[['loc_og_t2o_mou','std_og_t2o_mou','loc_ic_t2o_mou']] = high_value_cust[['loc_og_t2o_mou','std_og_t2o_mou','loc_i
In [64]: #Recheck the null percentage
         print('\n Null % \n',round(100*(high_value_cust.isnull().sum()/len(high_value_cust.index)), 2))
          Null %
          mobile_number
                                       0.00
         circle_id
                                      0.00
         loc_og_t2o_mou
                                      0.00
         std_og_t2o_mou
                                      0.00
         loc_ic_t2o_mou
                                      0.00
         last_date_of_month_6
                                      0.00
         last_date_of_month_7
                                      0.00
         last_date_of_month_8
                                      0.00
         last_date_of_month_9
                                      1.19
         arpu_6
                                      0.00
                                      0.00
         arpu_7
         arpu_8
                                      0.00
         arpu_9
                                      0.00
         onnet mou 6
                                     1.65
         onnet_mou_7
                                      1.62
         onnet mou 8
                                      3.63
         onnet_mou_9
                                      6.06
```

ANALYZING THE METRICS OF THE DATA SET

		et the mterics of all numeric columns gh_value_cust.describe()										
Out[77]:		mobile number	circle id	loc og t2o mou	std og t2o mou	loc ic t2o mou	arpu 6	arpu_7	arpu 8	onnet mou 6	onnet mou 7	C
	count	2.994900e+04	29949.0	29949.0	29949.0		29949.000000	· -	29949.000000	29949.000000	29949.000000) 2
	mean	7.001216e+09	109.0	0.0	0.0	0.0	577.006877	578.921924	525.105455	276.501375	284.502051	
	std	6.867758e+05	0.0	0.0	0.0	0.0	449.261901	469.335744	496.373165	461.202260	483.088197	
	min	7.000000e+09	109.0	0.0	0.0	0.0	-2258.709000	-2014.045000	-945.808000	0.000000	0.000000)
	25%	7.000631e+09	109.0	0.0	0.0	0.0	345.808000	347.071000	266.252000	26.410000	25.540000)
	50%	7.001221e+09	109.0	0.0	0.0	0.0	490.933000	489.043000	443.470000	102.690000	100.530000)
	75%	7.001806e+09	109.0	0.0	0.0	0.0	702.776000	700.512000	666.980000	319.590000	322.760000)
	max	7.002411e+09	109.0	0.0	0.0	0.0	27731.088000	35145.834000	33543.624000	7376.710000	8157.780000	1
	<											>

The columns 'mobile_number', 'circle_id', 'loc_og_t2o_mou', 'std_og_t2o_mou', 'loc_ic_t2o_mou', 'std_og_t2c_mou_6', 'std_og_t2c_mou_7', 'std_og_t2c_mou_8', 'std_ic_t2o_mou_6', 'std_ic_t2o_mou_7', 'std_ic_t2o_mou_8' have no new information to provide to the learning algorithm so lets drop them

	arpu_6	arpu_7	arpu_8	onnet_mou_6	onnet_mou_7	onnet_mou_8	offnet_mou_6	offnet_mou_7	offnet_mou_8	roam_ic_mou_6	roa
count	29949.000000	29949.000000	29949.000000	29949.000000	29949.000000	29949.000000	29949.000000	29949.000000	29949.000000	29949.000000	2
mean	577.006877	578.921924	525.105455	276.501375	284.502051	248.826141	393.905095	398.808925	352.778474	16.762548	
std	449.261901	469.335744	496.373165	461.202260	483.088197	462.953151	478.888295	494.947243	480.726120	77.987846	
min	-2258.709000	-2014.045000	-945.808000	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000	
25%	345.808000	347.071000	266.252000	26.410000	25.540000	16.930000	98.510000	96.210000	66.890000	0.000000	
50%	490.933000	489.043000	443.470000	102.690000	100.530000	79.680000	251.340000	247.640000	209.510000	0.000000	
75%	702.776000	700.512000	666.980000	319.590000	322.760000	265.710000	507.610000	512.380000	459.710000	0.000000	
max	27731.088000	35145.834000	33543.624000	7376.710000	8157.780000	10752.560000	8362.360000	9667.130000	14007.340000	2613.310000	

The columns roam_ic_mou, roam_og_mou, loc_og_t2f_mou, loc_og_t2c_mou, loc_og_t2c_mou, std_og_t2f_mou, isd_og_mou, spl_og_mou, og_others, std_ic_t2f_mou, spl_ic_mou, isd_ic_mou, ic_others, total_rech_data, max_rech_data, count_rech_2g, count_rech_3g, av_rech_amt_data, vol_2g_mb, vol_3g_mb, arpu_3g, arpu_2g, night_pck_user, monthly_2g, monthly_sachet_2g, monthly 3g, monthly sachet 3g, fbb user, vbc_3g all are having values 0 for more than 50% of datapoints. So lets create a new dataframe to have totals of all three monehts for respective features

```
In [81]: #Create a new dataframe
         total data = pd.DataFrame()
In [82]: #Get columns excluding date columns
         cols = high_value_cust.select_dtypes(exclude=['datetime64[ns]','object','category']).columns.tolist()
In [83]: #Remove aon and churn columns
         cols.remove('aon')
         cols.remove('churn')
In [84]: #Create an empty list
         sublist=[]
         #Get the columns names removing last two characters
         for col in cols:
             sublist.append(col[:-2])
In [85]: #Import ordered dict package
         from collections import OrderedDict
         #Get unique column names after removing last two characters into a list
         collist=[]
         collist=list(OrderedDict.fromkeys(sublist))
         collist
Out[85]: ['arpu',
          'onnet_mou',
          'offnet_mou',
          'roam_ic_mou',
          'roam_og_mou',
```

CORRELATION MATRIX OF THE DATA SET:

```
#%matplotlib inline
                                                         %matplotlib inline
                                                         # Let's see the correlation matrix
                                                         plt.figure(figsize = (30,20))
                                                                                                                                                                                                                                                                                     # Size of the figure
                                                         sns.heatmap(total data.corr(),annot = True)
Out[89]: <AxesSubplot:>
                                                                                                                            129 1 0.0520 0.310 0.99 0.460 0.100 0.550 0.66 0.28 0.85 0.69 0.03 0.65 0.00 0.34 0.61 0.018 0.12 0.02 5 0.72 0.0840 0.650 0.40 0.0950 130 0.050 0.050 0.020 0.650 0.094 0.016 0.20 0.0850 25 0.28 0.050 0.030 0.030 36 13 0.22 0.11 0.1 0.2 0.11 0.13 0.12 0.13 0.15 0.08 0.12 0.049 0.13 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050 0.050
                                                                                                                            0.3 0.0160 45 0.0320 0420 21 1 0.2 0.002 0.78
                                                                  29 0 28 0 33 0 0 24 0 0 4 0 77 0 78 0 22 0 0 1 2 1 0 140 0 9 0 0 48 0 1 50 0 0 3 p 0 25 0 0 2 9 0 4 3 0 1 7 0 4 5 0 0 1 p 0 0 3 p 0 25 0 0 7 0 0 4 0 0 0 8 0 0 7 0 0 4 0 0 1 p 0 0 3 p 0 25 0 0 2 9 0 1 7 0 1 7 0 1 7 0 0 8 0 0 5 8 0 0 7 7 0 0 4 0 0 6 8 0 0 8 10 0 4 9 0 0 1 6 0 5
                                                                 total_std_og_t2t_mou_-022_085_0230.012003-0.0680.140.09.0065-0.14 1 011.0.04 0.74 0.0180.120.021 0.6 0.0750.140.0880.15 0.19.00048.0320.0770.110.00580.0320.0130.25 022_0.080.0430.13.0.220.0990.0980.210.0970.13.0.13.0.13.0.13.0.15.0.0730.120.0410.14.0.13.0.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.00048.013.00048.013.00048.013.00048.013.00048.013.00048.013.00048.00048.00048.00048.00048.00048.00048.00048.00048.00048.00048.00048.00048.00048.00048.00048.00048.00048.00048.00048.00048.00048.00
                                                                                                                             260 069 083 0 0020 05 0 05 0 080 0770 05 50 090 17 1 1 0 009 275 0 0 180 0960 017 055 0 060 110 0890 130 014 0 160 0260 12 0 060 0030 020 025 0 26 0 060 0 290 12 0 210 086 0 1 0 190 0830 13 0 12 0 13 0 13 0 040 12 0 0480 13 0 1500
                                                                  5720 0180 0830 0051 00490 027 0039 0130 0052 0038 0130 0075 0038 0130 0075 0038 0130 0180 018 00270 024 0 00770 038 0039 010 00370 0370 038 0039 010 00370 038 0039 010 00370 038 0039 010 00370 038 0039 010 0039 014 0038 014 0038 014 0038 014 0038 014 0038 014 0038 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039 018 0039
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                                                                     total_loc_ic_t2f_mou -0.0460.0480.0180.0220.0470.0680.16 0.340.00100.170.0880.0880.046-0.120.00400040.0130.0130.013 0.026 1 0.390.00930.0120.0930.027.0350.0098.0140.0170.0640.04 0.13 0.11-0.0140.0520.028.0088.0120.0088
                                                                            0350 0220 01 0 0270 0048 0130 0410 0730 0090 0390 0320 0260310 0 0380 010078 0390 0370 0260310 0 0390 0078 0310 0078 0310 0610 0930 0720 0750 076 1 024 016 0 0180 0420 0250 0530 03 00750 0620 0180 0260 028 0024 0180 0038 0110 0230 0190 0120 0230 0210 0100 0240 0530
                                                                            total std ic mou -0.110.063.011.0.0860.0390.014.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.0019.0380.0140.001
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                                                                             total total rech_num - 0.28 0.25 0.26-0 0.110 0.270 0.570 0.63 0.11 0.11 0.071 0.25 0.25 0.05 0.05 0.05 0.33 0.046 0.2 0.091 0.35 0.020 0.090 0.040 0.290 0.41 0.030 0.530 0.090 0.036 0.010 0.06 1 0.26 0.33 0.32 0.25 0.26 0.26 0.05 0.0 110 0.020 0.650 0.900 0.940 1.7 0.29 0.13 0.17 0.11 0.180 0
                                                                     total last day rch amt -0.36 0003811 006800940055 02 024-0.035017-0.0430029013-0.045013-0.045013-0.04300230650032 01 011 011 001600370.0620044 012-0.0480043000290 32 038 076 1 -0.13 024 -0.180048 017-0.052018 026 02400080019 02 -0.067015 017-0.05
                                                                  total total rech data -0.04-0.13-0.160-0.370.0590.0390.0940.060.0350.0860.13-0.120.0360.160.0130.000029-0.2-0.0130.0390.0140.0390.0140.0390.040.0000.0340.040.0000.0390.0520.25-0.0440.0960.13 1 0.18 0.9 055 0.46 0.29 0.3 0.24 0.260.064 0.89 0.15 0.57 0.190.0750.07
                                                                    total max_rech_data - 0.049 0 22 0 220 00820 050 0380 0580 0230 0310 0580 22 0 210 00170 240 0380 060 044 0 3 0 0120 0180 0550 0260 0110 0110 026 0 010 0230 050 0280 00110 26 0 010 037 024 018 1 0014 039 084 0 23 07 074 075 036 0 0510 64 0 067 0580 0420 0
```

OBSERVING THE OUTLIERS:

```
In [90]: #Pair plot of all the columns with respect to churn
sns.pairplot(total_data, x_vars=total_data.drop('churn', axis=1).columns, y_vars='churn', size=5, aspect=0.5,kind='scatter')
Out[90]: <seaborn.axisgrid.PairGrid at 0x23928a88430>
```

There are outliers present in some of the columns, lets observe them and remove the outliers





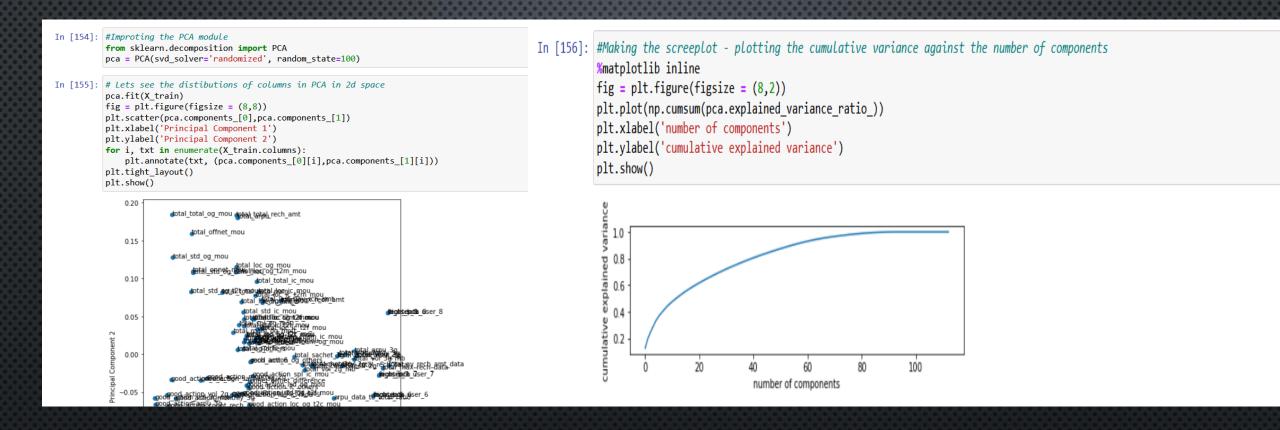


<class 'pandas.core.frame.DataFrame'> Int64Index: 29935 entries, 0 to 99998 Data columns (total 50 columns): Column Non-Null Count Dtype _____ total_arpu 29935 non-null float64 total onnet mou 29935 non-null float64 total offnet mou 29935 non-null float64 total roam ic mou 29935 non-null float64 total_roam_og_mou 29935 non-null float64 total loc og t2t mou 29935 non-null float64 total loc og t2m mou 29935 non-null float64 total_loc_og_t2f_mou 29935 non-null float64 total loc og t2c mou 29935 non-null float64 total loc og mou 29935 non-null float64 total std og t2t mou 29935 non-null float64 total std og t2m mou 29935 non-null float64 total std og t2f mou 29935 non-null float64 total std og mou 29935 non-null float64 total_isd_og_mou 29935 non-null float64 total spl og mou 29935 non-null float64 total og others 29935 non-null total total og mou 29935 non-null float64 total_loc_ic_t2t_mou 29935 non-null float64 total loc ic t2m mou 29935 non-null float64 19 total_loc_ic_t2f_mou 29935 non-null float64 total loc ic mou float64 29935 non-null total std ic t2t mou 29935 non-null float64 total std ic t2m mou 29935 non-null float64 total_std_ic_t2f_mou 29935 non-null float64 total std ic mou float64 29935 non-null total_total_ic_mou 29935 non-null float64 total spl ic mou 29935 non-null float64

Lets create another derived features where we indicate 1 if average first two months value(good months) is greater than last month(action month)

```
In [116]: #Create new feature as difference of incoming and outgoing usages. Since we have 0 values we cannot use ratio
          total data['in out difference']=total data['total total ic mou']-total data['total total og mou']
In [117]: #Create new feature as difference of onnet and offnet usages. Since we have 0 values we cannot use ratio
          total data['onnet offnet difference'] = total data['total onnet mou']-total data['total offnet mou']
In [118]: #Get ratio of data arpu to amount arpu
          total data['arpu data to total ratio'] = (total data['total arpu 2g']+total data['total arpu 3g'])/total data['total arpu']
In [119]: #Get the ratio of average data recharge to amount recharge
          total data['data to amt ratio']=total data['total av rech amt data']/total data['total total rech amt']
In [120]: #Drop aon and churn columns from total data
          total data=total data.drop(['aon','churn'], axis=1)
In [121]: #Get info of total data dataframe
          total_data.info()
          <class 'pandas.core.frame.DataFrame'>
          Int64Index: 29935 entries, 0 to 99998
          Data columns (total 52 columns):
               Column
                                         Non-Null Count Dtype
              total_arpu
                                         29935 non-null float64
```

PCA ANALYSIS:



From the graph it is clear that around 30 components convey more than 95% of variance data

```
In [162]: # fit
                                                                                                                                                rfc.fit(df_train_pca,y_train)
In [157]: #Import incremental PCA
         from sklearn.decomposition import IncrementalPCA
                                                                                                                                                                    RandomForestClassifier
         pca final = IncrementalPCA(n components=30)
                                                                                                                                                RandomForestClassifier(class_weight='balanced_subsample')
In [158]: #Fit the train data
         df_train_pca = pca_final.fit_transform(X_train)
                                                                                                                                     In [163]: # Let's check the report of our default model on training data
                                                                                                                                                print(classification_report(y_train,rfc.predict(df_train_pca)))
         df train pca.shape
                                                                                                                                                               precision
                                                                                                                                                                             recall f1-score
                                                                                                                                                                                                support
Out[158]: (14667, 30)
                                                                                                                                                                              1.00
                                                                                                                                                                                         1.00
                                                                                                                                                                                                   13487
                                                                                                                                                                                         1.00
                                                                                                                                                                                                    1180
                                                                                                                                                                    1.00
                                                                                                                                                                              1.00
In [159]: #Fit the validation data
         df val pca = pca final.fit transform(X val)
                                                                                                                                                                                                   14667
                                                                                                                                                                                         1.00
                                                                                                                                                    accuracy
         df val pca.shape
                                                                                                                                                   macro avg
                                                                                                                                                                    1.00
                                                                                                                                                                              1.00
                                                                                                                                                                                         1.00
                                                                                                                                                                                                   14667
                                                                                                                                                weighted avg
                                                                                                                                                                                                   14667
Out[159]: (6287, 30)
                                                                                                                                     In [164]: # Printing confusion matrix
In [160]: #Fit the validation data
                                                                                                                                                print(confusion_matrix(y_train,rfc.predict(df_train_pca)))
         df test pca = pca final.fit transform(X test)
                                                                                                                                                [[13487
         df test pca.shape
                                                                                                                                                [ 1 1179]]
Out[160]: (8981, 30)
                                                                                                                                     In [165]: # Let's check the report of our default model on validation data
                                                                                                                                                print(classification report(y val,rfc.predict(df val pca)))
In [161]: # Importing random forest classifier from sklearn library
                                                                                                                                                               precision
                                                                                                                                                                             recall f1-score support
         from sklearn.ensemble import RandomForestClassifier
                                                                                                                                                                                         0.96
                                                                                                                                                                                                     5768
         # Running the random forest with default parameter and balanced subsample to tackle class imbalance.
                                                                                                                                                                    0.67
                                                                                                                                                                               0.07
                                                                                                                                                                                         0.13
                                                                                                                                                                                                     519
         rfc = RandomForestClassifier(class weight='balanced subsample')
                                                                                                                                                    accuracy
                                                                                                                                                                                         0.92
                                                                                                                                                                                                    6287
```

```
In [166]: # Printing confusion matrix
print(confusion_matrix(y_val,rfc.predict(df_val_pca)))

[[5749     19]
     [ 481     38]]
```

The F1 score for training data is almost 1 whereas for validation data it is much less. It is clearly overfitting. We will use GridSearch on each parameter to check the optimal range. Since it is the classification we use auc_score for our scoring metric. We will use greedy based algorithm to identify best hyperparameters using grid search

GRIDSEARCHCV TO FIND OPTIMAL MAX DEPTH

```
# GridSearchCV to find optimal max_depth
       from sklearn.model_selection import KFold
       from sklearn.model_selection import GridSearchCV
       # specify number of folds for k-fold CV
       n \text{ folds} = 5
       scoring = {'AUC': 'roc auc'}
       # parameters to build the model on
       parameters = {'max_depth': range(2, 20, 1)}
       # instantiate the model
       rf = RandomForestClassifier(class_weight='balanced_subsample')
       # fit tree on training data
       grid search = GridSearchCV(rf, parameters,
                           cv=n folds,
                          scoring='roc_auc',verbose=1)
       grid_search.fit(df_train_pca, y_train)
       train results = grid search.cv results
       Fitting 5 folds for each of 18 candidates, totalling 90 fits
✓ [155] #Add the results to dataframe
       pd.DataFrame(train_results).head(10)
```

		results to da rame(train_res	ataframe sults).head(10)							<u>_</u> [15	56] #Fit the range of feature on validation data to plot auc_list = []						
	mean	_fit_time std	_fit_time mean_	_score_time std_	score_time param_max_d	depth params spli	t0_test_score split1_t	test_score split2_t	test_score split3_	test_scor	<pre>feature_list=[] for feature in range(2, 20, 1):</pre>						
	0	1.586294	0.024479	0.031552	0.000723	2 {'max_depth': 2}	0.892883	0.880500	0.880467	0.87479	<pre>rf = RandomForestClassifier(max_depth=feature,class_weight='balanced_subsample') rf.fit(df_train_pca,y_train) fpr, tpr, thresholds = roc_curve(y_val, rf.predict(df_val_pca))</pre>						
	1	2.053650	0.012873	0.034979	0.001314	3 {'max_depth': 3}	0.900509	0.887753	0.886379	0.89051	auc_list.append(auc(fpr, tpr)) feature_list.append(feature)						
	2	2.632062	0.220793	0.040322	0.005622	4 {'max_depth': 4}	0.905114	0.893452	0.892213	0.89385	61] # plotting accuracies with max_depth plt.figure()						
	3	3.015187	0.219152	0.039508	0.001031	5 {'max_depth': 5}	0.910034	0.899912	0.898000	0.89586	<pre>plt.plot(train_results["param_max_depth"],</pre>						
	4	3.287752	0.037942	0.042384	0.001283	6 {'max_depth': 6}	0.909034	0.900392	0.898156	0.90102	label="train auc score") plt.plot(train_results["param_max_depth"],						
	5	3.790820	0.278104	0.083064	0.074183	7 {'max_depth': 7}	0.908136	0.904346	0.898889	0.90698	label="test auc score") plt.plot(feature_list,						
	6	3.918222	0.022403	0.046821	0.000500	8 {'max_depth': 8}	0.911198	0.903332	0.902119	0.90354	pit.plot(reature_list, auc_list, label="valid auc score") plt.xlabel("max_depth")						
	7	4.180690	0.032951	0.053582	0.002267	9 {'max_depth': 9}	0.908585	0.900014	0.902346	0.90369	plt.ylabel("AUC Score")						
	8	4.355918	0.023397	0.052143	0.001388	10 {'max_depth': 10}	0.907620	0.904782	0.906343	0.90464	Text(0, 0.5, 'AUC Score') 0.90						
	9	4.473270	0.013283	0.052875	0.000759	11 {'max_depth': 11}	0.905766	0.902518	0.900279	0.90592	0.85						
	paramet # insta rf = Ra # fit t	antiate the mo andomForestCla	cimators': range odel () assifier(class_w)} _subsample', max_depth=	-6)					<pre>[164] #Fit the range of feature on validation data to plot auc_list = [] feature_list=[] for feature in range(200, 1800, 200): rf = RandomForestClassifier(n_estimators=feature, class_weight='balanced_subsample', max_depth=6) rf.fit(df_train_pca,y_train) fpr, tpr, thresholds = roc_curve(y_val, rf.predict(df_val_pca)) auc_list.append(auc(fpr, tpr)) feature_list.append(feature)</pre>						
	grid_se	search.fit(df_t	cv=n_folds,	',n_jobs=-1,verb	bose=10)						[166] # plotting accuracies with n_estimators plt.figure() plt.plot(train_results["param_n_estimators"], train_results["mean_test_score"], label="training auc score")						
	Fitting	5 folds for	each of 8 candi	dates, totalling	g 40 fits						<pre>plt.plot(train_results["param_n_estimators"], train_results["mean_test_score"], label="test auc score")</pre>						
(163)	pd.Data	Frame(train_r	results).head(20	9)							<pre>plt.plot(feature_list, auc_list,</pre>						
	mea	n_fit_time st	td_fit_time mea	an_score_time st	td_score_time param_n_		ams split0_test_score	split1_test_score	split2_test_scor	e split3_test_	<pre>label="valid auc score") plt.xlabel("n_estimators") plt.ylabel("auc score")</pre>						
	0	9.331249	0.117475	0.117807	0.009017		00}	0.901559	0.89895	5 0.9	plt.legend() plt.show()						
	1	18.591524	0.298544	0.216841	0.005816		00}	0.902187	0.90008	4 0.9	0.90						
	2	28.121088	0.248164	0.327308	0.008908		00}	0.902605	0.89985	9 0.5							
	3	38.198847	1.558456	0.433357	0.008767	·	00}	0.902396	0.90058	0 0.§	8 0.80 - training auc score — test auc score — valid auc score 0.75 -						
	1	AR A10666	∩ ∩07979	0.634380	0.005150	1000 {'n_estimato	rs': 0.010321	0 002000	0.00103	n n(

```
✓ [167] # parameters to build the model on max features
                                                                                                                                               # parameters to build the model on min_samples_split
       parameters = {'max features': range(2, 30, 2)}
                                                                                                                                                   parameters = {'min_samples_split': range(200, 500, 50)}
       # instantiate the model
                                                                                                                                                   # instantiate the model
       rf = RandomForestClassifier(class_weight='balanced_subsample')
                                                                                                                                                   rf = RandomForestClassifier(class_weight='balanced_subsample')
       # fit tree on training data
       grid_search = GridSearchCV(rf, parameters,
                                                                                                                                                   # fit tree on training data
                       cv=n folds,
                                                                                                                                                   grid_search = GridSearchCV(rf, parameters,
                      scoring='roc_auc',n_jobs=-1, verbose=10)
                                                                                                                                                                  cv=n_folds,
       grid_search.fit(df_train_pca, y_train)
                                                                                                                                                                  scoring='roc_auc',n_jobs=-1)
       train_results = grid_search.cv_results_
                                                                                                                                                   grid search.fit(df train pca, y train)
                                                                                                                                                   train_results = grid_search.cv_results_
      Fitting 5 folds for each of 14 candidates, totalling 70 fits

√ [178] pd.DataFrame(train_results).head(10)

√ [168] pd.DataFrame(train_results).head(20)

                                                                                  params split0_test_score split1_test_score split2_test_score split3_te
                                                                                                                                                      mean_fit_time std_fit_time mean_score_time std_score_time param_min_samples_split
                                                                                                                                                                                                                                 params split0_test_score split1_test_score split2_test_score sp
           mean_fit_time std_fit_time mean_score_time std_score_time param_max_features
                                                                                                                                                                                                                    200 {'min_samples_split
                                                                          2 {'max_features'
               3.612083
                          0.036814
                                        0.087696
                                                    0.008430
                                                                                                0.896796
                                                                                                               0.889623
                                                                                                                              0.893787
                                                                                                                                                                    0.094864
                                                                                                                                                          6 030660
                                                                                                                                                                                  0.063834
                                                                                                                                                                                              0.001238
                                                                                                                                                                                                                                              0.906716
                                                                                                                                                                                                                                                            0.900605
                                                                                                                                                                                                                                                                           0.902104
                                                                          4 {'max_features':
                                        0.080570
                                                    0.007730
                                                                                                0.900072
                                                                                                               0.897108
                                                                                                                                                                                                                        {'min_samples_split'
               5.959802
                          0.053548
                                                                                                                              0.903498
                                                                                                                                                          5.844471
                                                                                                                                                                    0.059071
                                                                                                                                                                                  0.063167
                                                                                                                                                                                              0.002786
                                                                                                                                                                                                                     250
                                                                                                                                                                                                                                              0.905473
                                                                                                                                                                                                                                                            0.903754
                                                                                                                                                                                                                                                                           0.900145
                                                                          6 {'max_features':
                                                                                                                                                                                                                    300 {'min_samples_split':
                          0.056427
                                        0.076382
                                                    0.003048
                                                                                                0.905209
                                                                                                               0.892395
                                                                                                                              0.901476
               8 451101
                                                                                                                                                          5.681923
                                                                                                                                                                    0.041294
                                                                                                                                                                                  0.061418
                                                                                                                                                                                              0.002228
                                                                                                                                                                                                                                              0.905059
                                                                                                                                                                                                                                                            0.903518
                                                                                                                                                                                                                                                                           0.898977
                                                                            {'max_features'
                          0.145556
                                       0.079285
                                                    0.006597
                                                                                                0.901637
                                                                                                               0.893259
                                                                                                                              0.893421
              10 946402
                                                                                                                                                                                                                        {'min samples split'
                                                                                                                                                                                                                     350
                                                                                                                                                                                                                                              0.905382
                                                                                                                                                          5.506897
                                                                                                                                                                    0.094370
                                                                                                                                                                                  0.059792
                                                                                                                                                                                              0.000653
                                                                                                                                                                                                                                                            0.904007
                                                                                                                                                                                                                                                                           0.901904
                                                                         10 {'max_features':
                          0.631121
                                        0.093824
                                                    0.039933
                                                                                                0.896448
                                                                                                               0.893153
                                                                                                                              0.894730
                                                                                                                                                                                                                        {'min_samples_split'
                                                                                                                                                          5.362813
                                                                                                                                                                    0.050728
                                                                                                                                                                                  0.058349
                                                                                                                                                                                              0.000481
                                                                                                                                                                                                                                              0.903820
                                                                                                                                                                                                                                                            0.903827
                                                                                                                                                                                                                                                                           0.897932
                                                                         12 ('max_features':
                                        0.073577
                          0.768545
                                                    0.001898
                                                                                                0.896145
                                                                                                               0.895663
                                                                                                                              0.903723
              16.891600
                                                                                                                                                                                                                     4E0 {'min_samples_split'
                                                                                                                                                                    0.005000
                                                                                                                                                                                  O DEEDED
                                                                                                                                                                                              0.006242
                                                                                                                                                                                                                                              0.007460
                                                                                                                                                                                                                                                            0.004045
                                                                                                                                                                                                                                                                           0.000445

√ [182] # model with the best hyperparameters

√ [187] # Printing confusion matrix
          from sklearn.ensemble import RandomForestClassifier
                                                                                                                                                          print(confusion_matrix(y_val,rfc.predict(df_val_pca)))
          rfc = RandomForestClassifier(bootstrap=True,
                                                max_depth=6,
                                                                                                                                                         [[4573 801]
                                                min samples leaf=100,
                                                                                                                                                           [ 179 284]]
                                                min_samples_split=370,
                                                max_features=28,
                                                n estimators=600,
                                                                                                                                               ✓ [188] # Let's check the report of our default model on validation data
                                                class weight='balanced subsample')
                                                                                                                                                          print(classification report(y test,rfc.predict(df test pca)))
                                                                                                                                                                                             recall f1-score
                                                                                                                                                                            precision
                                                                                                                                                                                                                      support
✓ [183] # fit
          rfc.fit(df_train_pca,y_train)
                                                                                                                                                                        0
                                                                                                                                                                                  0.96
                                                                                                                                                                                                0.87
                                                                                                                                                                                                             0.91
                                                                                                                                                                                                                          7655
                                                                                                                                                                                  0.30
                                                                                                                                                                                                0.63
                                                                                                                                                                                                             0.40
                                                                                                                                                                                                                           684
          RandomForestClassifier(class_weight='balanced_subsample', max_depth=6,
                                        max features=28, min samples leaf=100,
                                                                                                                                                              accuracy
                                                                                                                                                                                                             0.85
                                                                                                                                                                                                                          8339
                                        min_samples_split=370, n_estimators=600)
                                                                                                                                                             macro avg
                                                                                                                                                                                  0.63
                                                                                                                                                                                                0.75
                                                                                                                                                                                                             0.66
                                                                                                                                                                                                                          8339
                                                                                                                                                          weighted avg
                                                                                                                                                                                  0.91
                                                                                                                                                                                                0.85
                                                                                                                                                                                                             0.87
                                                                                                                                                                                                                          8339

√ [184] # Let's check the report of our optimal model on training data

          print(classification report(y train,rfc.predict(df train pca)))

√ [189] # Printing confusion matrix
                                                                                                                                                          print(confusion_matrix(y_test,rfc.predict(df_test_pca)))
                                              recall f1-score
                            precision
                                                                       support
                                                                                                                                                         [[6632 1023]
                        0
                                   0.98
                                                0.86
                                                             0.92
                                                                         12500
                                                                                                                                                          [ 254 430]]
                                                0.83
                        1
                                   0.34
                                                             0.49
                                                                          1118
               accuracy
                                                             0.86
                                                                         13618

✓ [190] from sklearn.ensemble import RandomForestClassifier

              macro avg
                                   0.66
                                                0.84
                                                             0.70
                                                                         13618
                                                                                                                                                          rfc base = RandomForestClassifier(bootstrap=True,
          weighted avg
                                   0.93
                                                0.86
                                                             0.88
                                                                         13618
                                                                                                                                                                                                max_depth=1,
                                                                                                                                                                                                class_weight='balanced_subsample')
/ [185] # Printing confusion matrix
          print(confusion_matrix(y_train,rfc.predict(df_train_pca)))

√ [191] #import Adaboost classifier
                                                                                                                                                          from sklearn.ensemble import AdaBoostClassifier
          [[10742 1758]
                                                                                                                                                          # parameter grid
            193 92511
```

RESULTS THROUGH PCA WE GET AROUND 0.85 F1 SCORE ON THE TEST DATA WHICH IS REASONABLE AND 0.88 OF PRECISCION AND 0.82 OF RECALL