

# Telecom customer churn & Retention analysis

35.52

High\_Risk\_Customers

89.74

Avg\_Total\_Charge

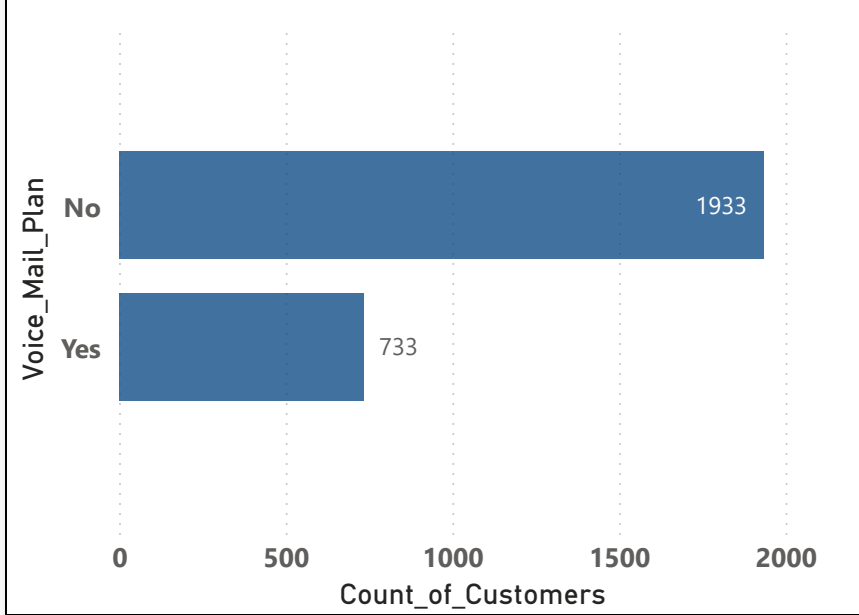
14.55

Churn\_Rate

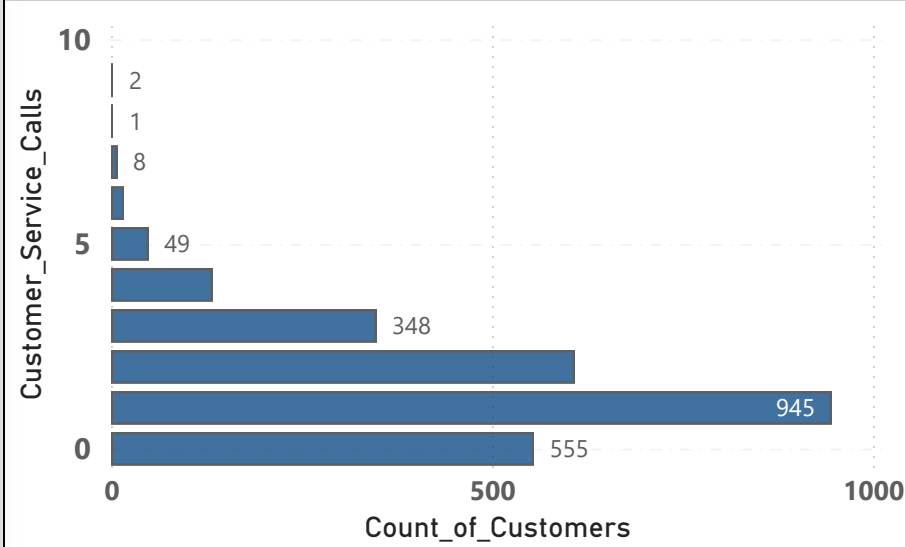
2666

Total\_Customers

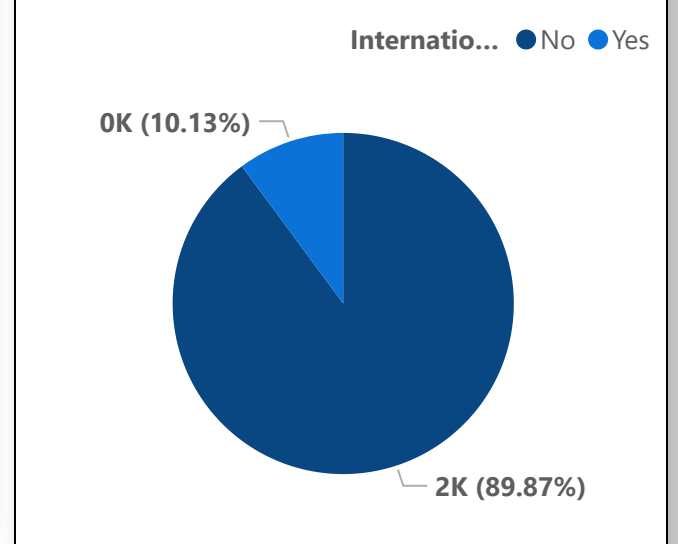
Churn Rate by Customer Category



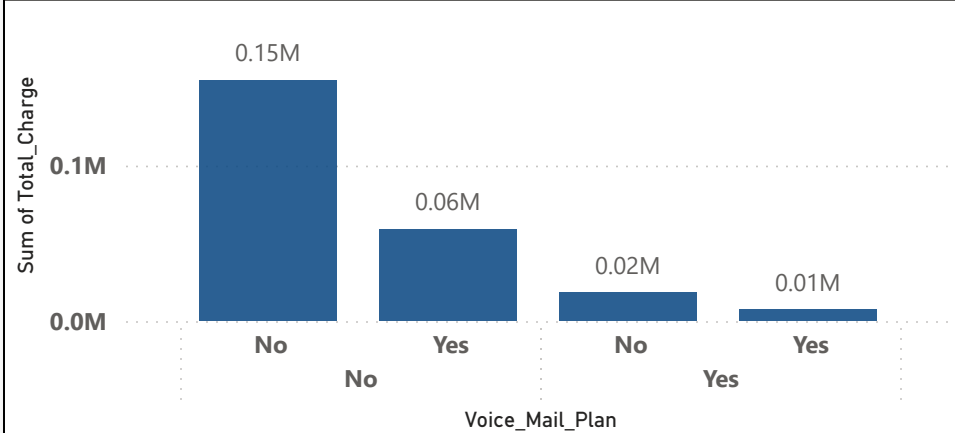
Customer Service Calls vs. Churn



Churn Distribution by Plan Type



Churn vs. Total Charge



Churn\_Rate by State



Total Charge by International Plan

