

# CUSTOMER\_CHURN

who

why

sol

1869

total customerID

1869

left subcription

(Blank)

stay subscribed

Churn

No

Yes

Contract

Month-to-month

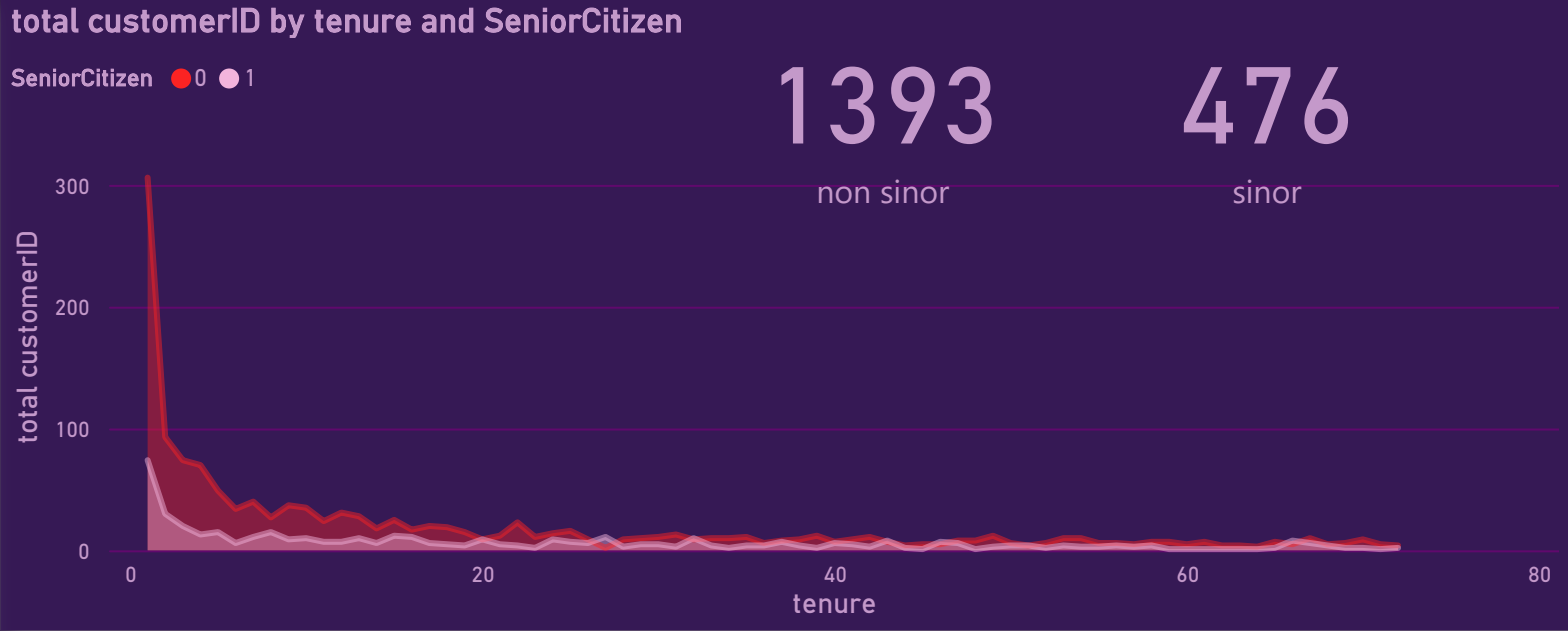
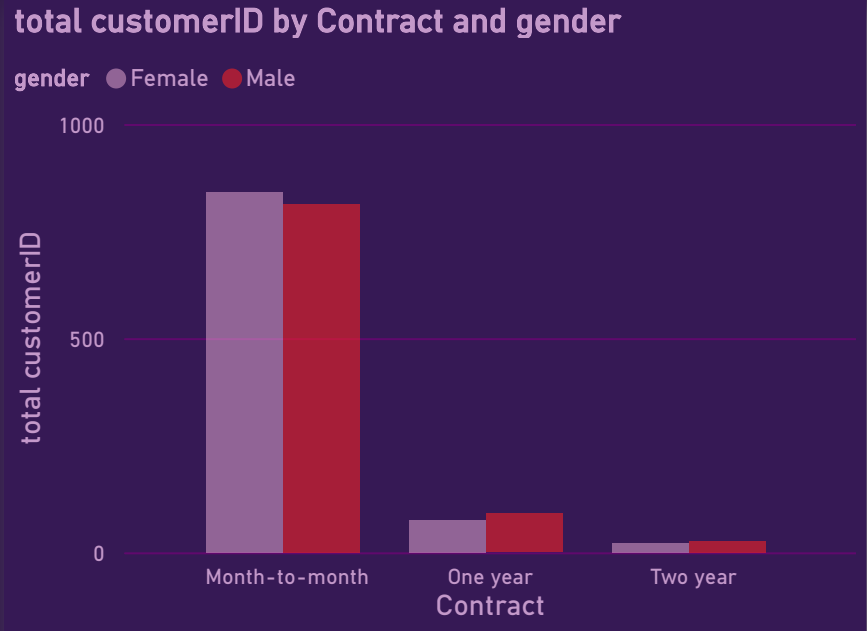
One year

Two year

gender

Female

Male



why customer left :

139.13K

Sum of MonthlyCharges

2.86M

Sum of TotalCharges

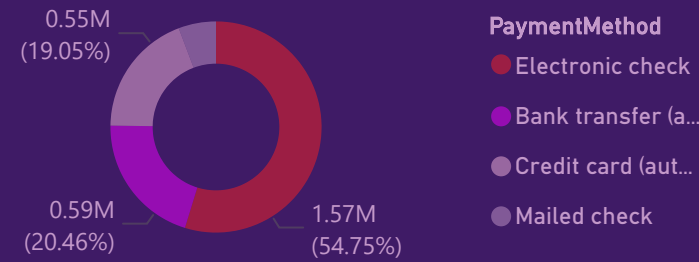
74.44

Average of MonthlyCharges

1.53K

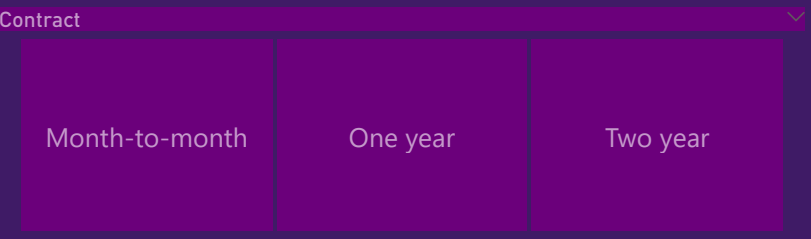
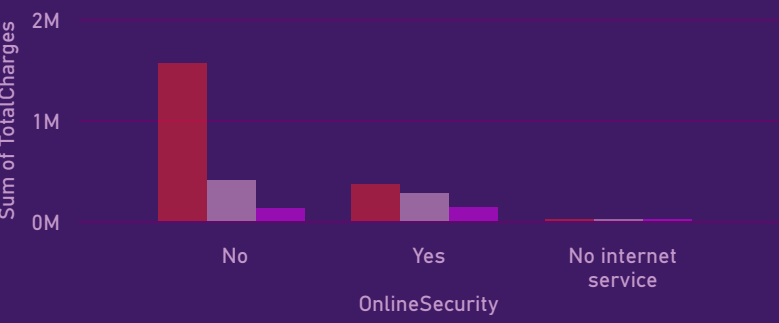
Average of TotalCharges

Sum of TotalCharges by PaymentMethod

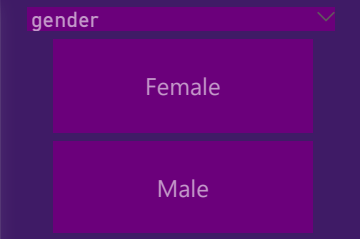
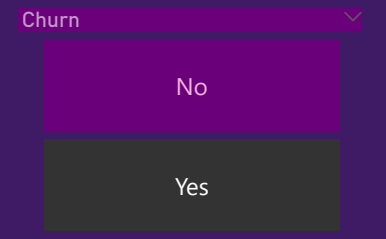
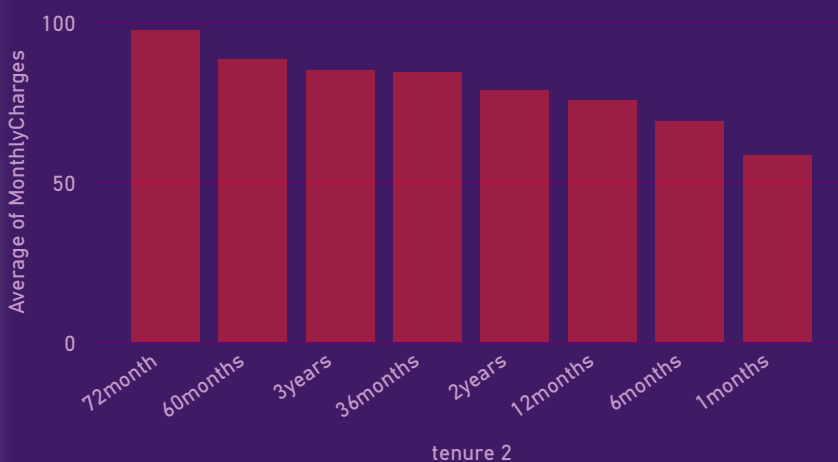


Sum of TotalCharges by OnlineSecurity and Contract

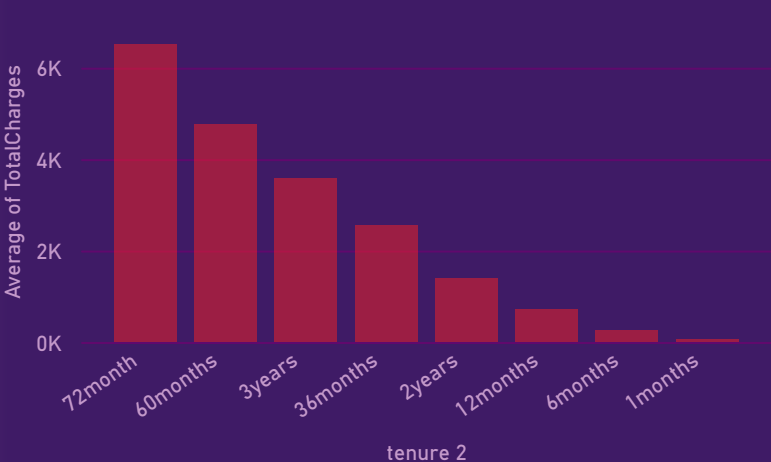
Contract ● Month-to-month ● One year ● Two year



Average of MonthlyCharges by tenure 2

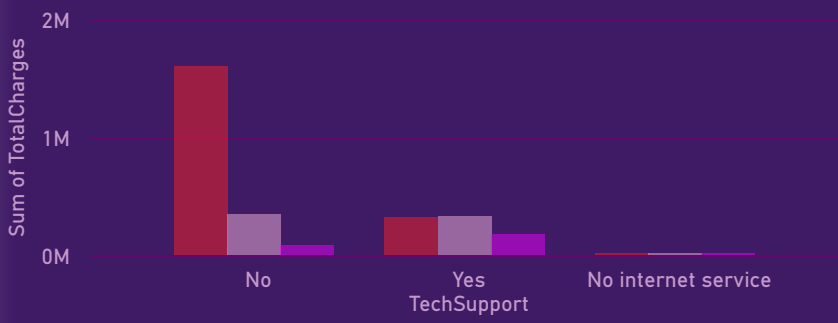


Average of TotalCharges by tenure 2



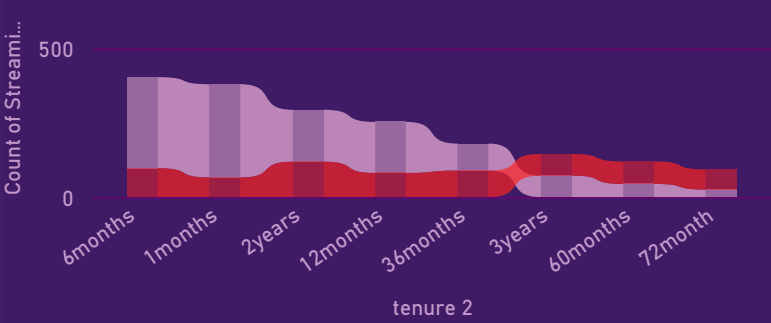
Sum of TotalCharges by TechSupport and Contract

Contract ● Month-to-month ● One year ● Two year



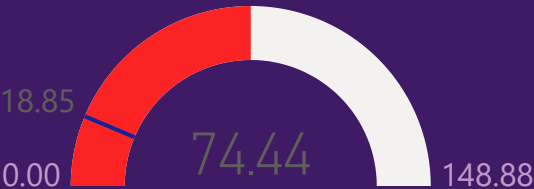
Count of StreamingTV by tenure 2 and Partner

Partner ● No ● Yes



|solution possible :

MonthlyCharges



Contract

Month-to-month

One year

Two year

Churn

No

Yes

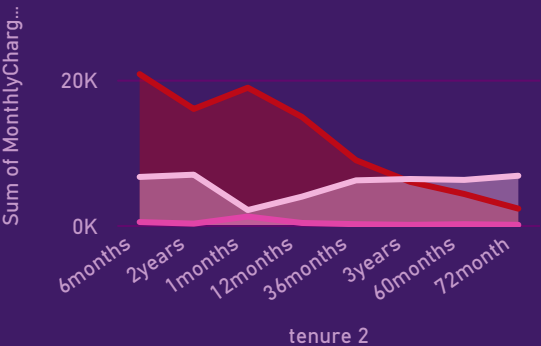
gender

Female

Male

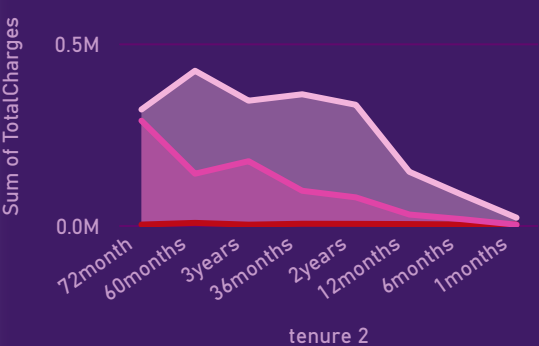
OnlineBackup

OnlineBac... No No internet service Yes



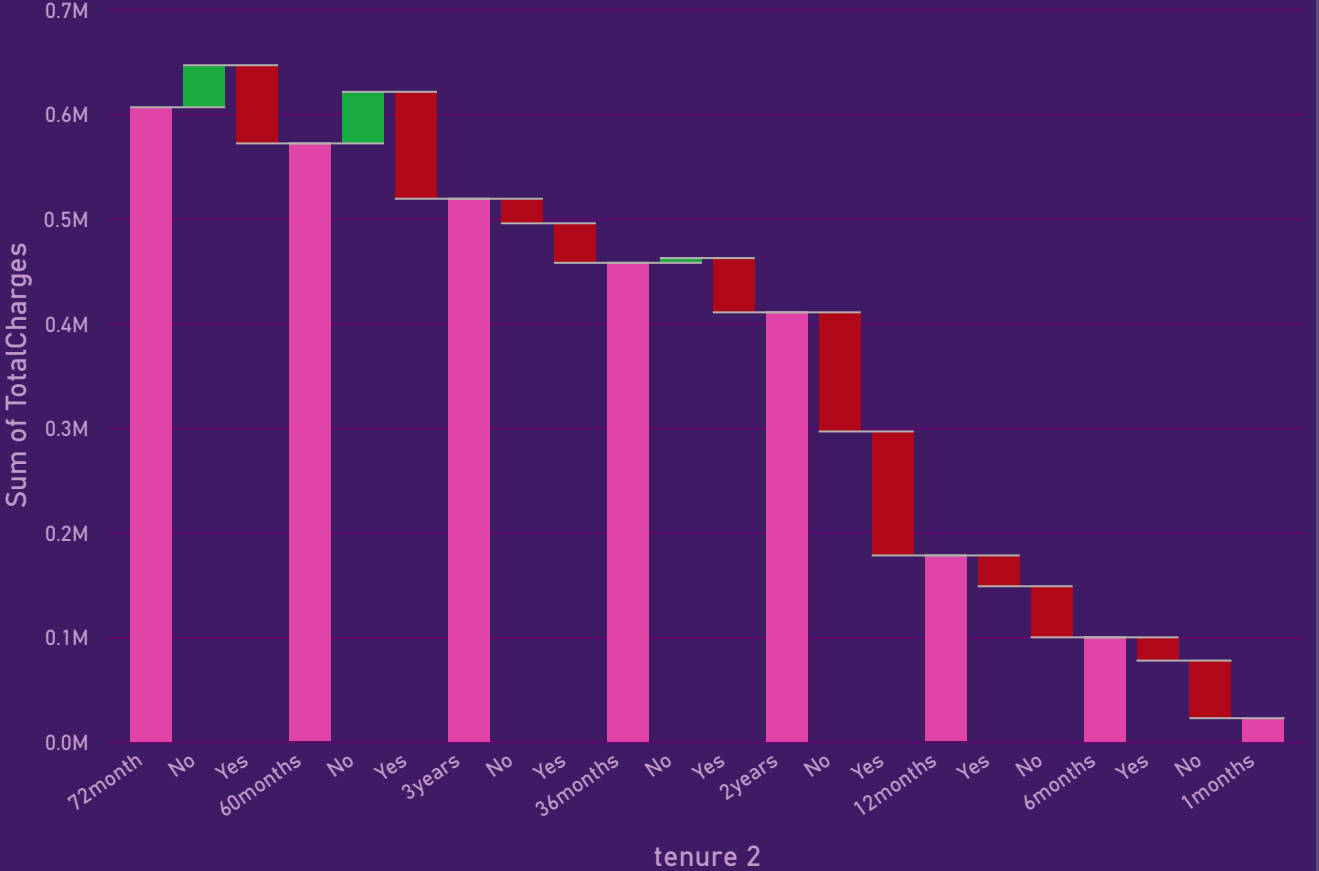
TechSupport

TechSupp... No No internet service Yes



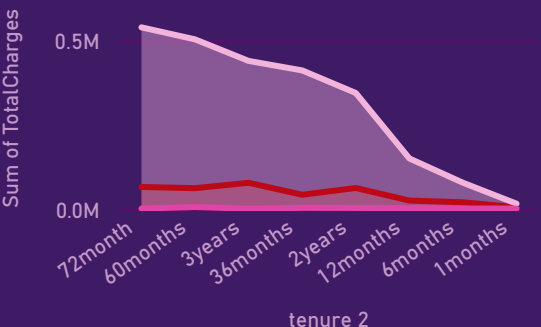
Sum of TotalCharges by tenure 2 and Partner

Increase Decrease Total Other



InternetService

InternetS... DSL Fiber optic No



OnlineSecurity

OnlineSec... No No internet service Yes

