

Demographic

ACCOUNT INFO

Churn_Reason ▲	Total Churn
Attitude of service provider	93
Attitude of support person	208
Competitor had better devices	289
Competitor made better offer	274
Competitor offered higher download speeds	92
Competitor offered more data	106
Deceased	5

# CHURN ANALYSIS - PREDICTION

Summary

## PREDICTED CHURNER PROFILE

241

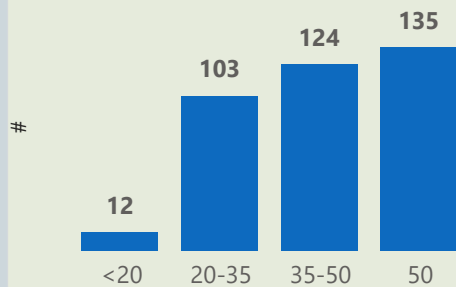
Female



133

Male

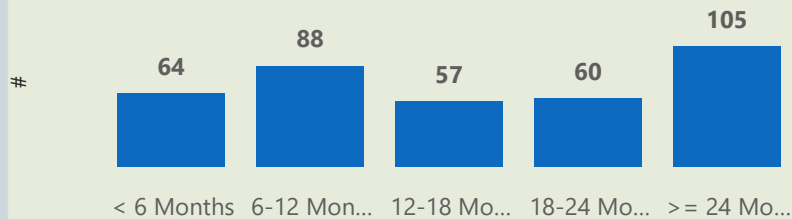
### # by Age Group



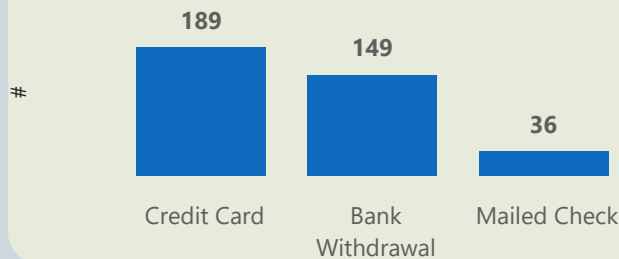
### # by Marital Status



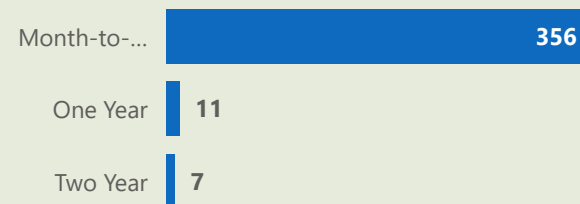
### # by TenureGroup1



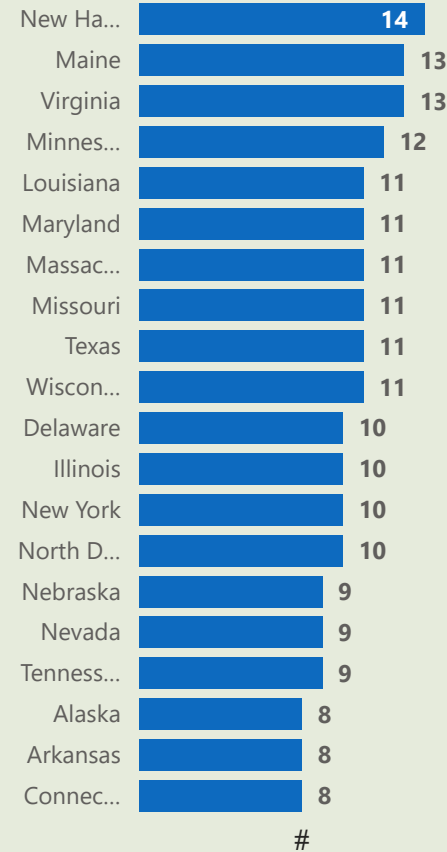
### # by Payment\_Method



### # by Contract



### # by State



## AT RISK CUSTOMERS

COUNT OF PREDICTED CHURNER : 374

Customer_ID	Monthly_Charge	Total_Revenue	Total_Refunds	Number_of_Referrals
11751-VER	24.30	38.45	0.00	5
12056-MAS	90.40	362.89	0.00	2
12136-COL	19.90	31.73	0.00	2
12257-MAI	19.55	29.75	0.00	9
12340-PEN	62.80	104.99	0.00	0
12469-MAR	55.30	91.99	0.00	11
12490-TEN	74.75	236.76	38.84	9
13058-COL	46.10	138.13	0.00	13
13123-OKL	100.20	253.62	0.00	13
13666-ARI	95.40	344.18	0.00	15
13744-ARK	19.65	33.50	0.00	8
13823-CON	24.50	46.40	0.00	1
13946-KEN	19.65	43.32	0.00	1
14567-ORE	20.35	64.44	0.00	1
15349-TEX	50.15	90.02	0.00	9
15591-GEO	20.40	66.31	0.00	3
15803-WYO	19.15	41.52	0.00	6
16032-COL	46.60	91.64	0.00	8
16068-HAW	25.25	35.25	0.00	4
16244-TEX	19.55	24.65	0.00	5
16733-TEX	45.85	86.23	0.00	10
16764-KAN	20.80	68.94	0.00	15
16931-ALA	19.30	27.96	0.00	8
17154-NEB	18.80	62.37	0.00	13
17250-MIN	49.25	178.50	0.00	12