**Telcom Customer Churn Prediction Project**

Customer attrition (a.k.a customer churn) is one of the biggest expenditures of any organization. If we could figure out why a customer leaves and when they leave with reasonable accuracy, it would immensely help the organization to strategize their retention initiatives manifold.

As a data scientist in the telecommunication industry, you are to help the organization in dealing with customer attrition by building a machine learning model to predict the likelihood of a customer leaving the company. This will in turn help the company minimize the rate at which customers leave and increase their customer retention rate. You are to do this based on historical data of customers.

Each row represents a customer, each column contains customer’s attributes described on the column Metadata.

The data set includes information about:

* Customers who left within the last month – the column is called Churn
* Services that each customer has signed up for – phone, multiple lines, internet, online security, online backup, device protection, tech support, and streaming TV and movies
* Customer account information – how long they’ve been a customer, contract, payment method, paperless billing, monthly charges, and total charges
* Demographic info about customers – gender, age range, and if they have partners and dependents

Project submission deadline: 10th December, 2021.

**Good Luck!**