Assignment No. 2

Churn_Telco -a telecommunications company maintains a customer database that includes, among other things, information on how much each customer spent on long distance, toll-free, equipment rental, calling card, and wireless services in the previous month.

Use the data on Churn data and do the following

Problem I: One objective is to understand how customer behavior changes wrt to the usage of various services like long distance calls, toll-free calls, and equipment rental etc.

1. We understand this by computing various descriptive measures. Obtain these and comment
2. Since many of the customers are not using some of the services and '0' is marked against such attribute which is incorrect. Treat these values as 'missing ' and repeat 1 and comment
3. Also obtain histogram and study skewness
4. Obtain Z-score(Normalize) and obtain box plots –comment

Problem-II: Obtain 10 SRS WR and 10 SRSWOR samples of size 100 each and repeat (1) above . Comment on your findings.

Problem-III: Take 0ne SRSWOR sample using Stratified sampling method of size 100 from Non-churners and 100 from Churner group. Besides computing summary statistics for Age , gender , repeat Problem-1 and compare the findings with Problem-II findings