

Overview

Total Customers

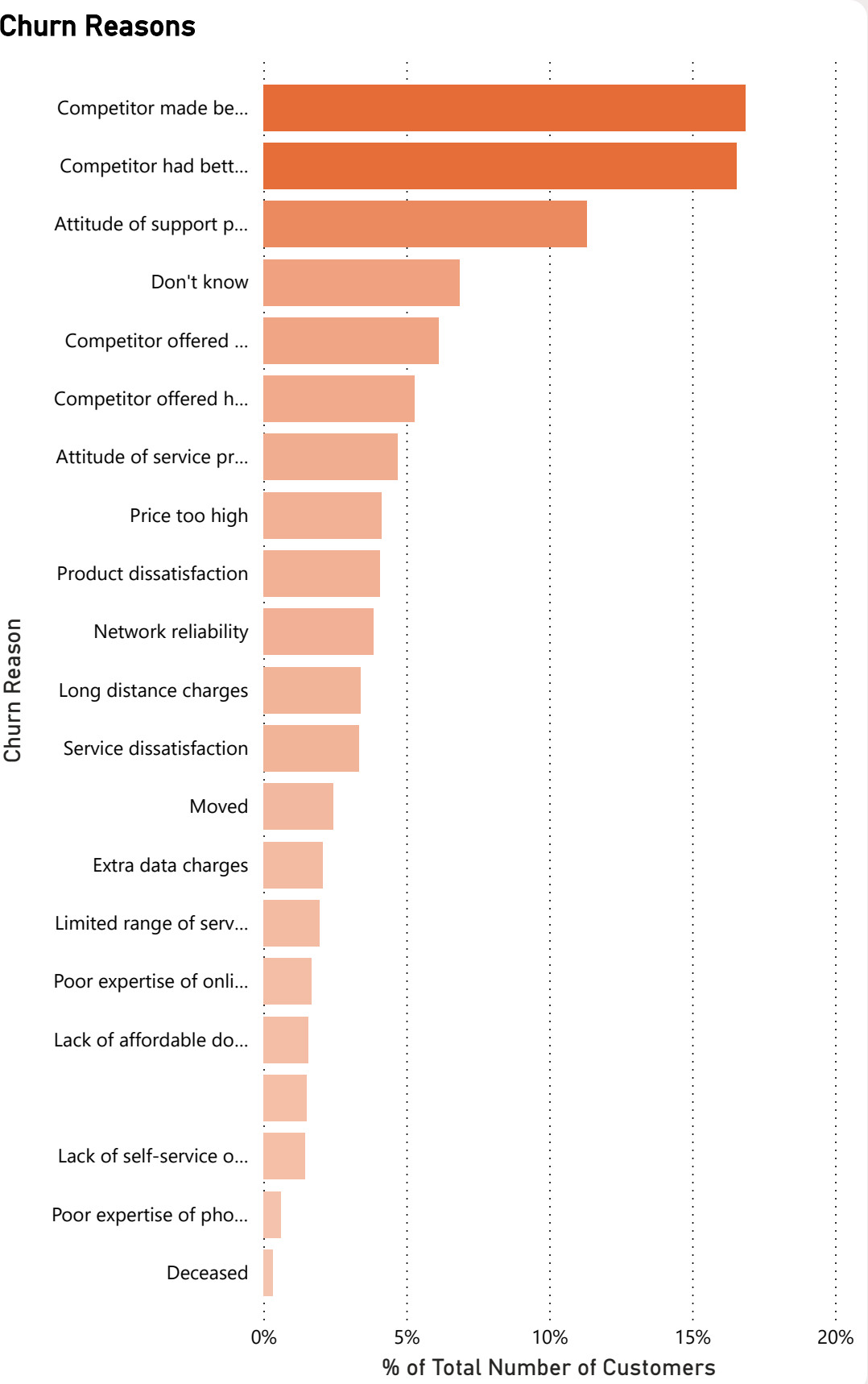
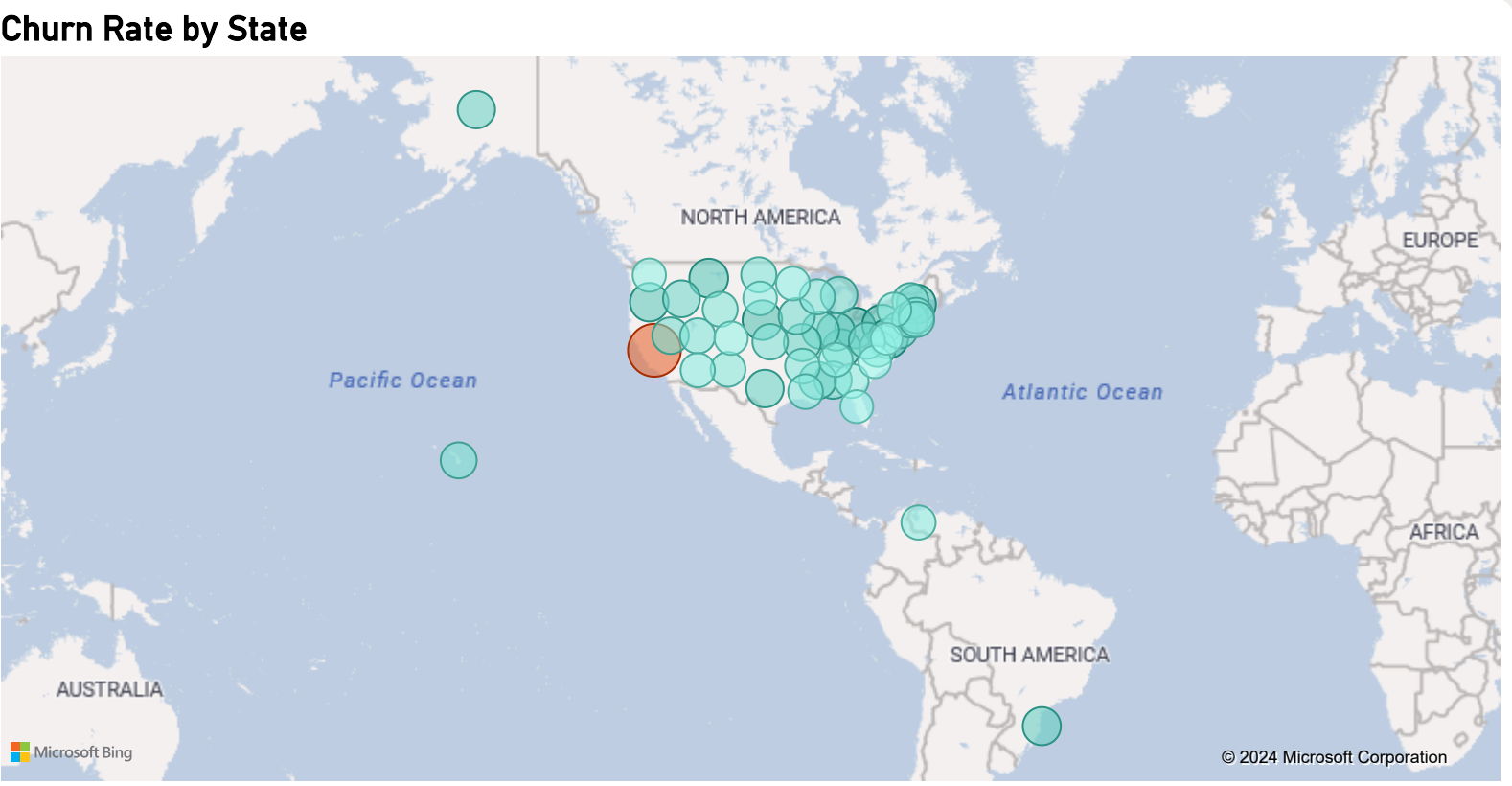
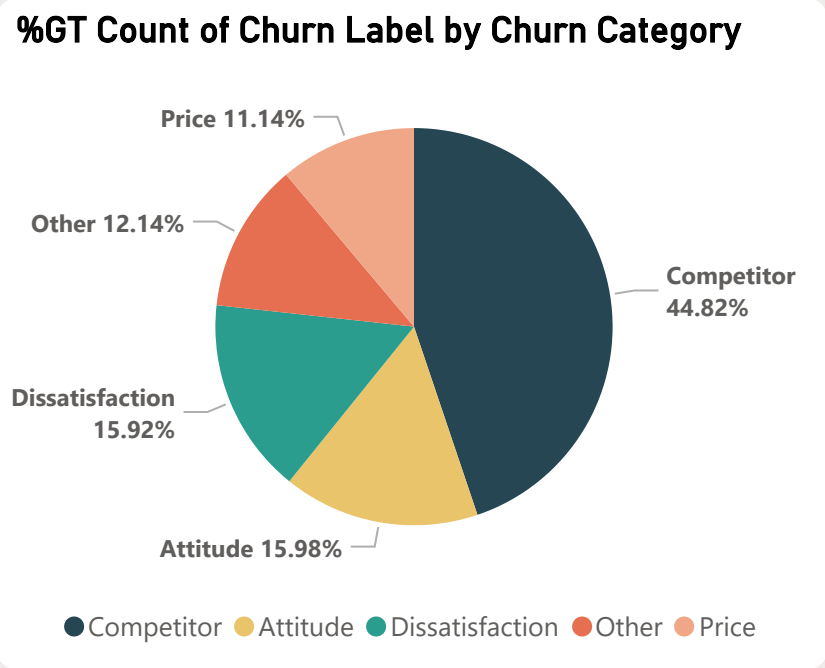
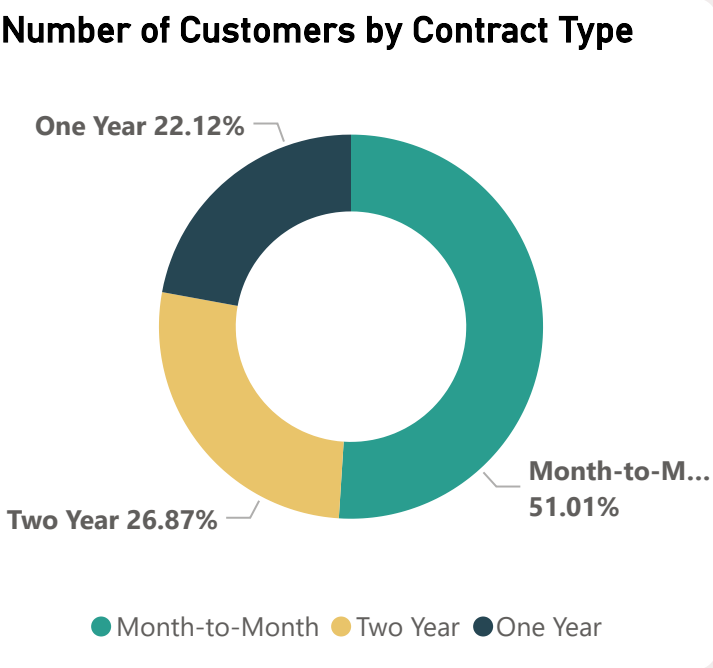
6687

Churned

1796

Churn Rate

26.86%



- Overview
- Age Groups
- Payment and Contract
- Extra Charges
- Insights

Age Groups

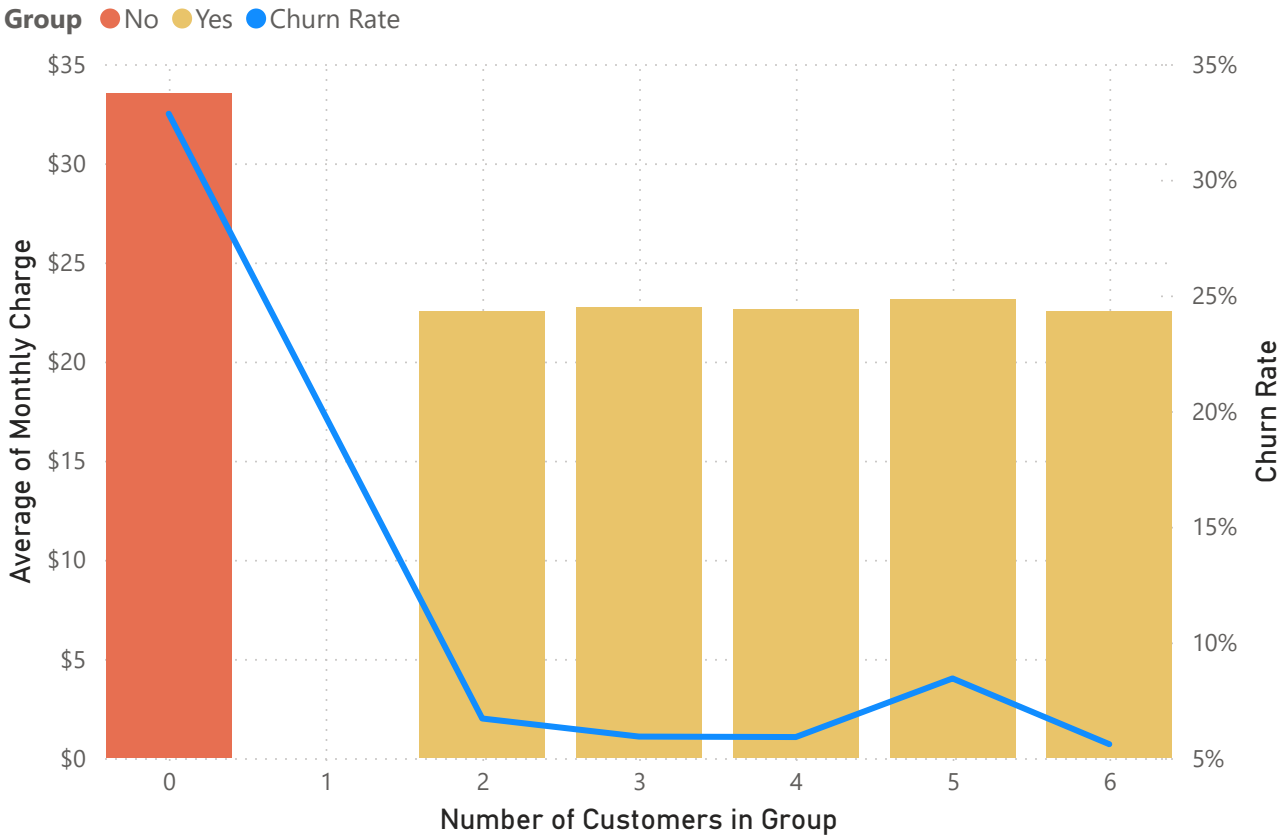
Senior Under 30 Churn Rate

No	No	24.54%
No	Yes	23.00%
Yes	No	38.46%
Total		26.86%

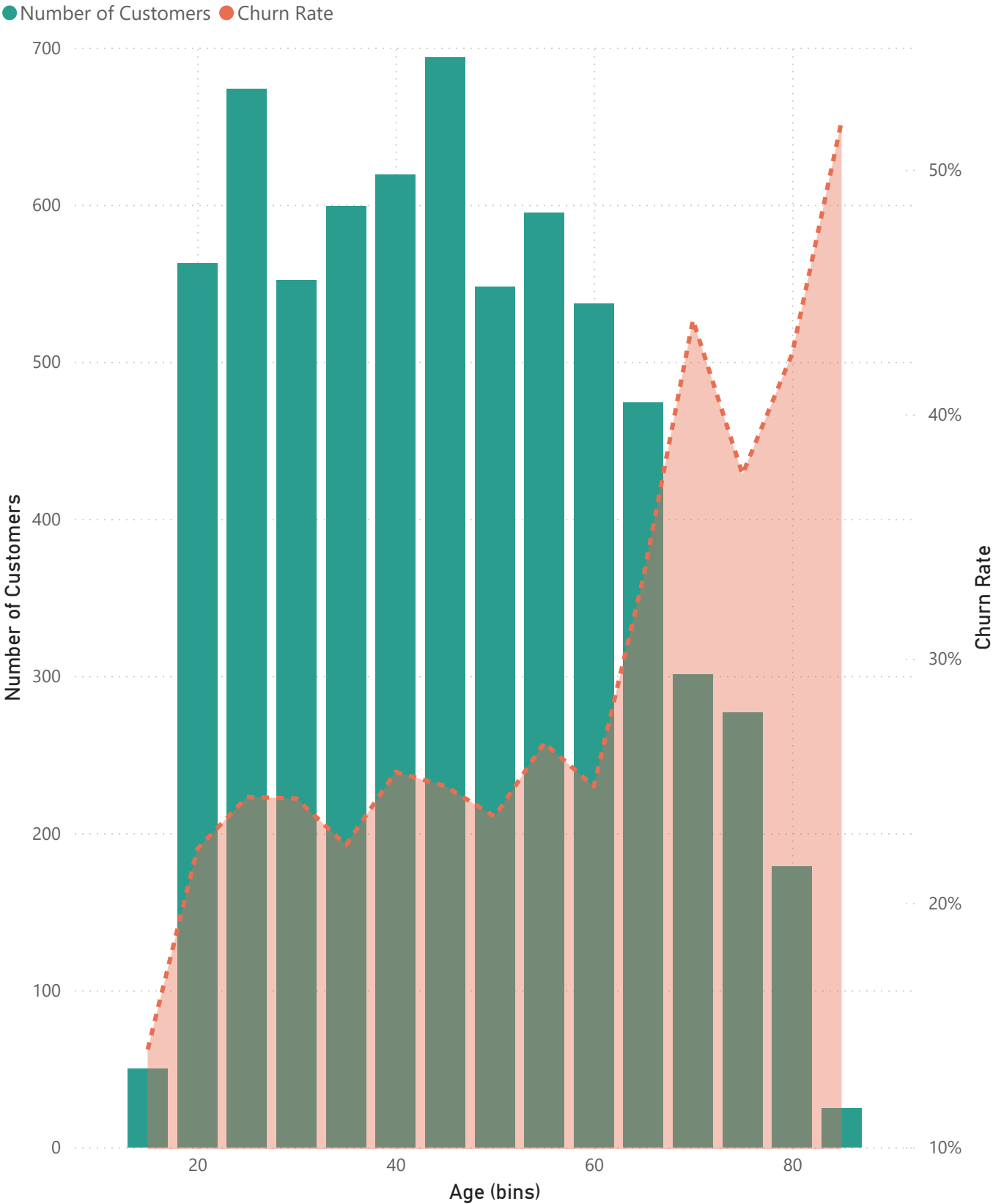
Account Length in Months



Average of Monthly Charge and Churn Rate by Number of Customers in Group and Group



Number of Customers and Churn Rate by Age (bins)



- Overview
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Payment and Contract

0.92

Average of Customer Service Calls

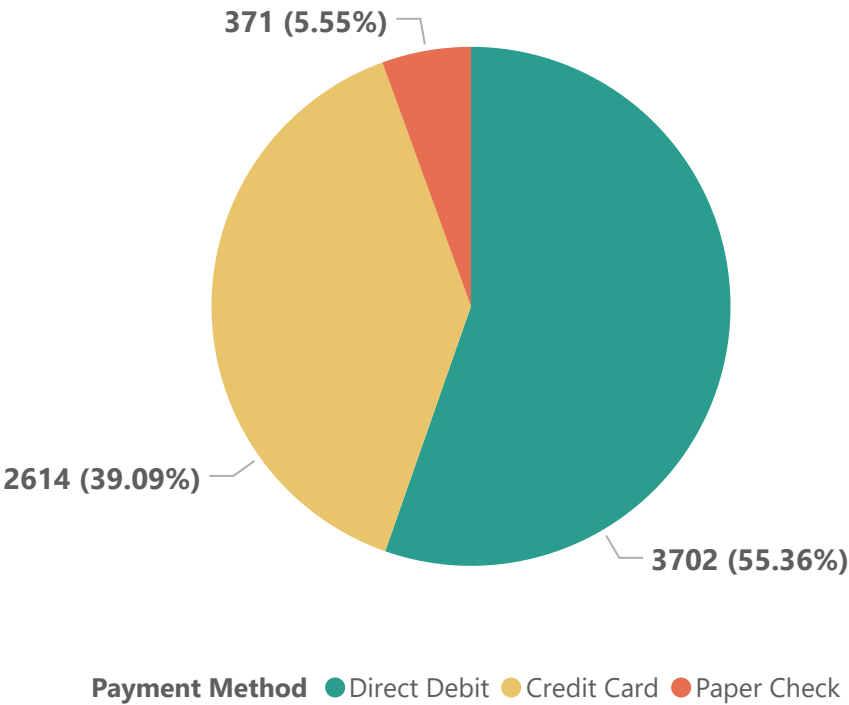
6123

Sum of Customer Service Calls

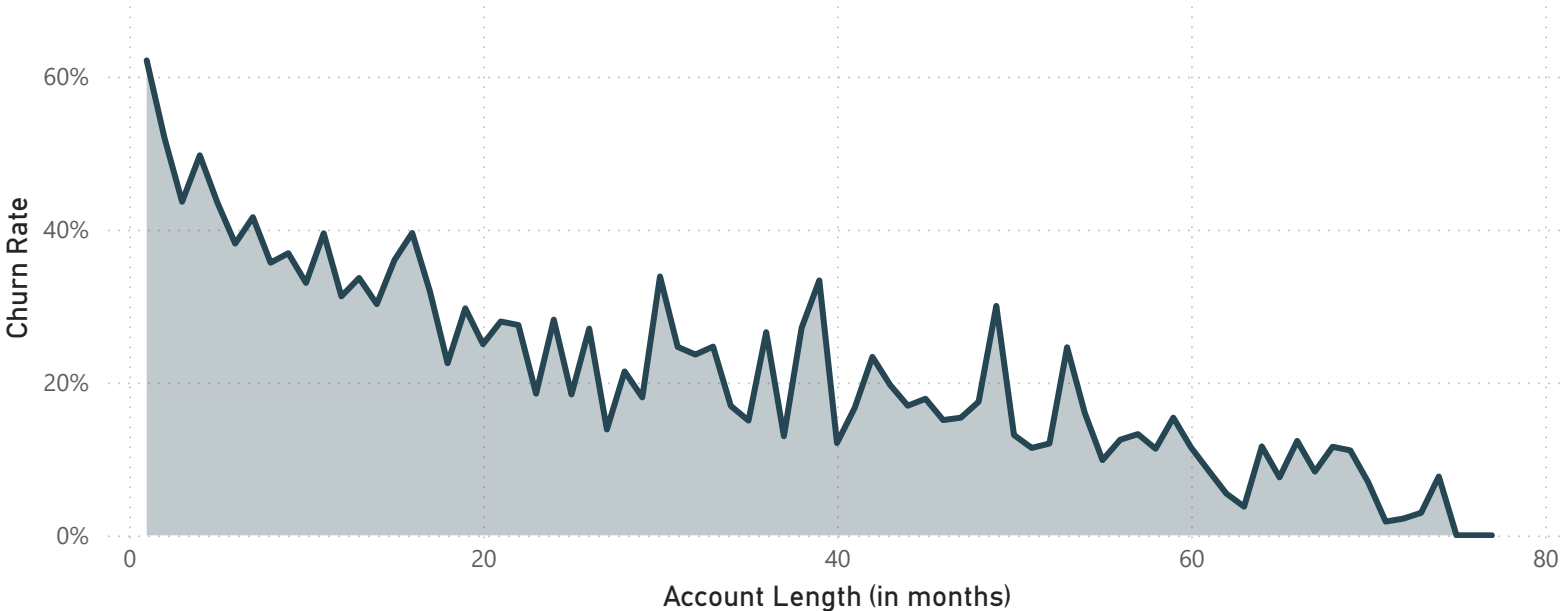
Contract Category, Payment Method

All

Churn Rate by Payment Method

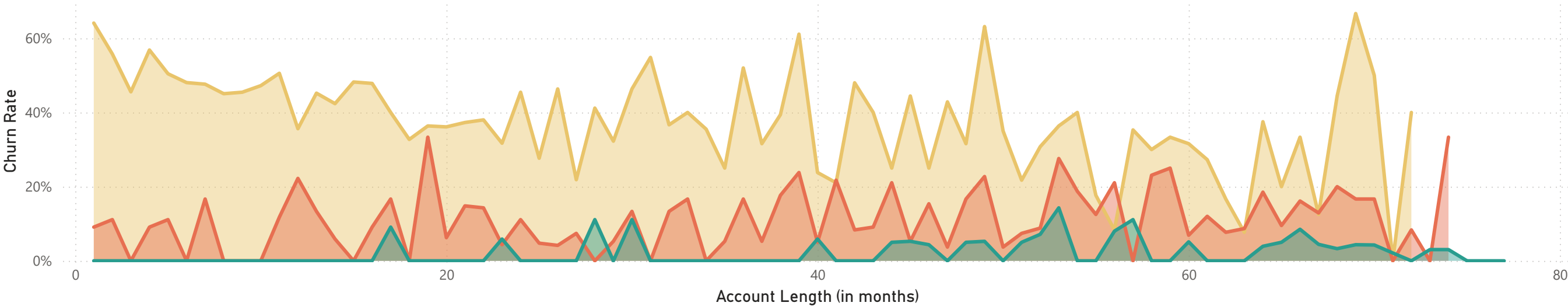


Churn Rate by Account Length (in months)



Churn Rate by Account Length (in months) and Contract Type

Contract Type: Month-to-Month, One Year, Two Year



Overview

Age Groups

Payment and Contract

Extra Charges

Insights

Extra Charges

Monthly

47.31%
Churn Rate

Yearly

6.02%
Churn Rate

Unlimited Data Plan	Number of Customers	Churn Rate
No	2193	16.10%
Yes	4494	32.11%
Total	6687	26.86%

3.37

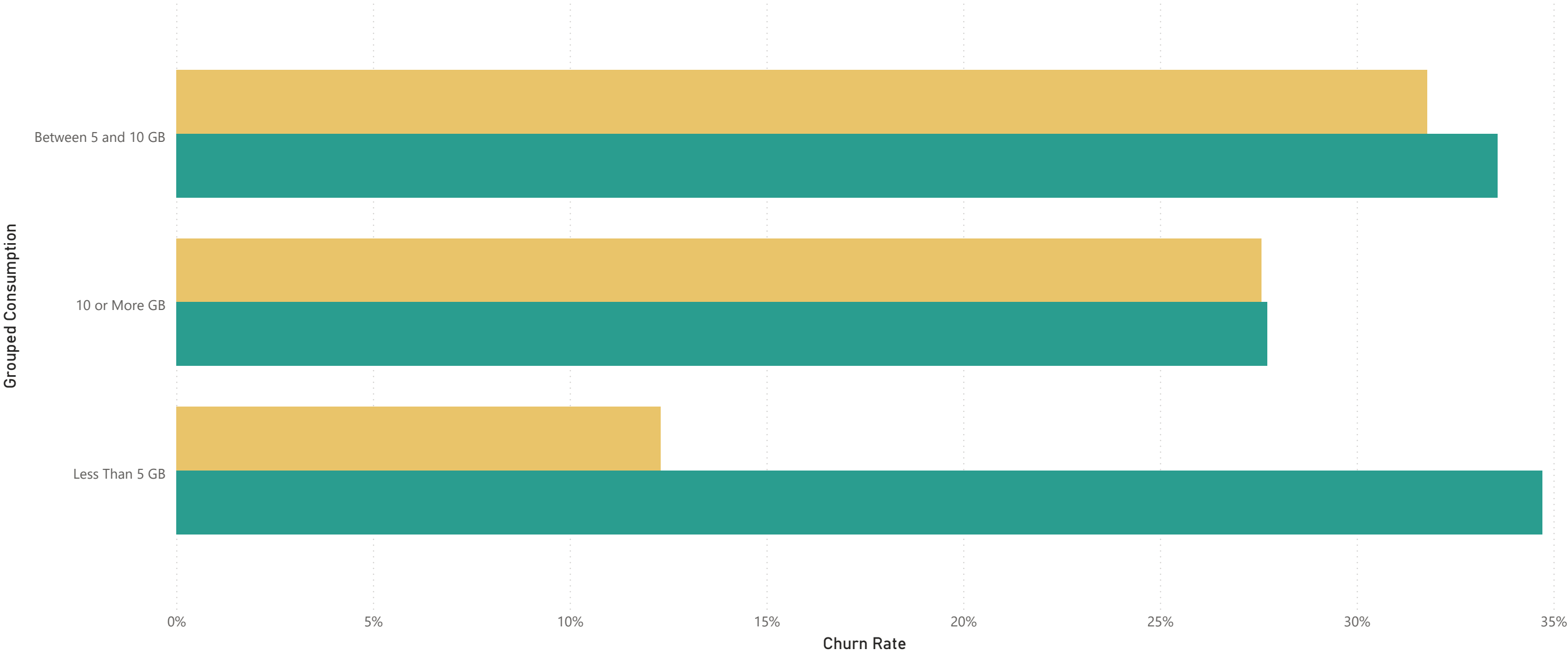
Avg Extra Data Charges

33.64

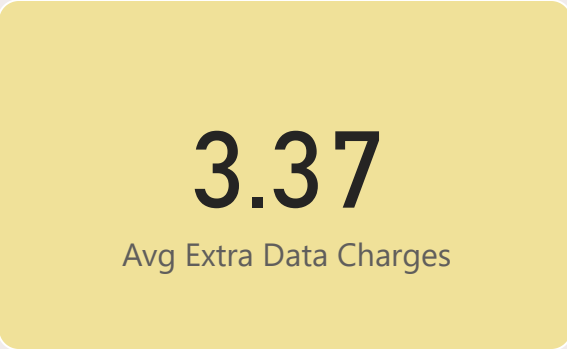
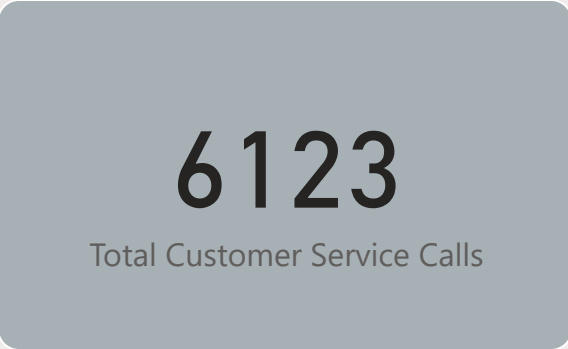
Avg Extra International Charges

Churn Rate by Consumption and Data Plan

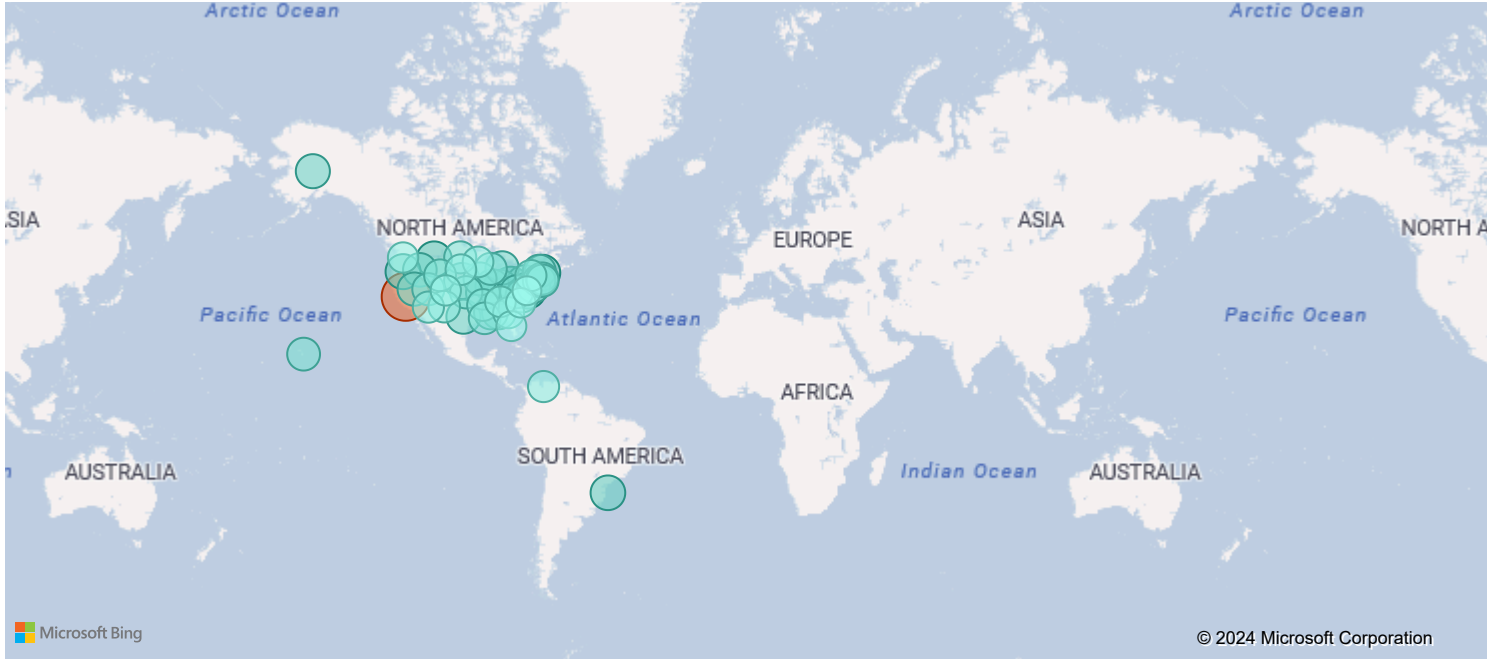
Unlimited Data Plan ● No ● Yes



Insights



Churn Rate by State



Avg Customer Service Calls by State and Churn Label

Churn Label ● No ● Yes

