

Total Customers

7043



Total Dependents

2110



Total Partners

3402



Senior_Citizen

1142



No Internet Customers

1526



PhoneService

All

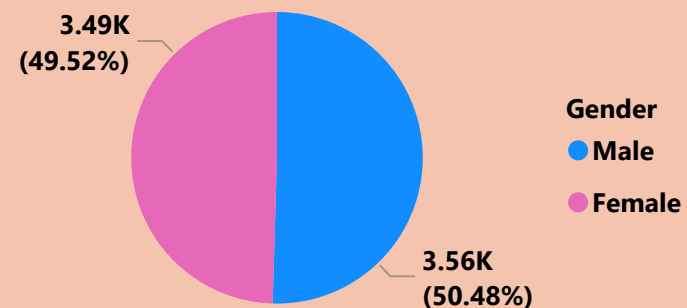
InternetService

All

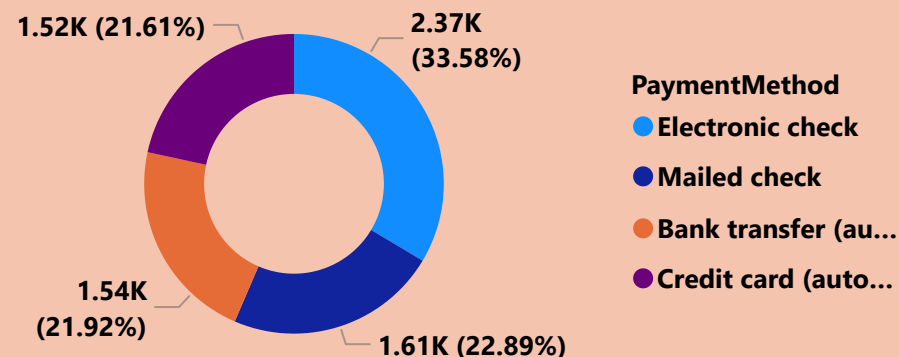
InternetService

All

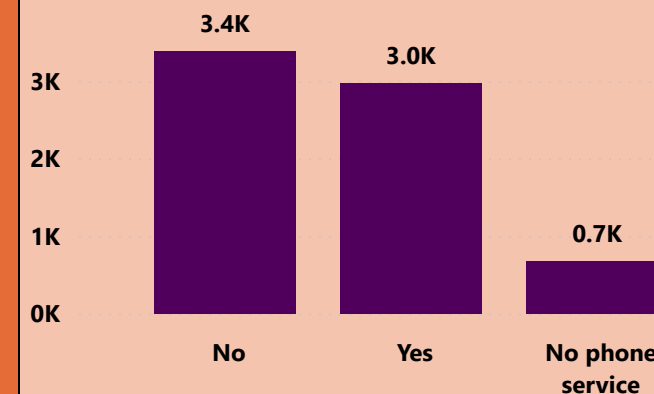
Customers by Gender



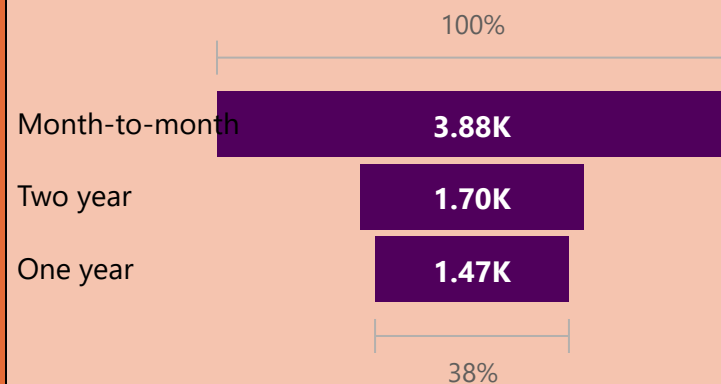
Total Customer by PaymentMethod



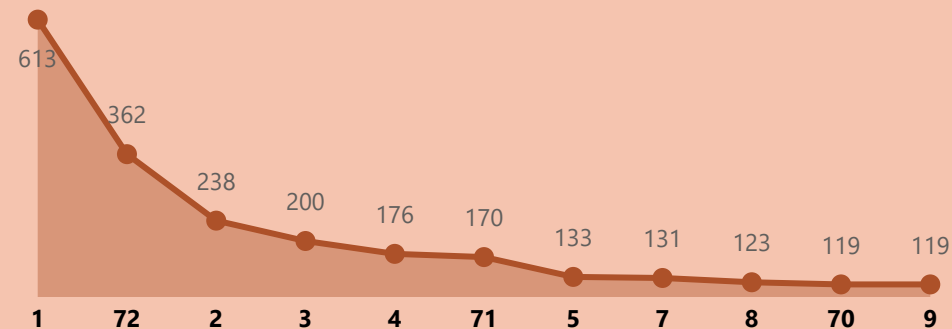
Customers by MultipleLines



Total Customer by Contract

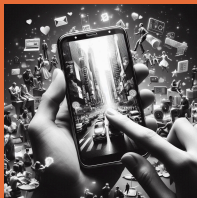


Customer Tenure on Monthly Charges



| Gender | Dependents | Partners |
|--------|------------|----------|
| Male | 1082 | 1714 |
| Female | 1028 | 1688 |
| Total | 2110 | 3402 |





Churn Rate
26.54%



Churned Customers
2K



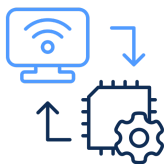
Electronic Check Churn
1K



1Month_Churn
380



Churned M2M
2K



High Risk Customers
2K



Gender

☐ Female

☐ Male

Payment Method

Bank transfer (automatic)

Credit card (automatic)

Electronic check

Mailed check

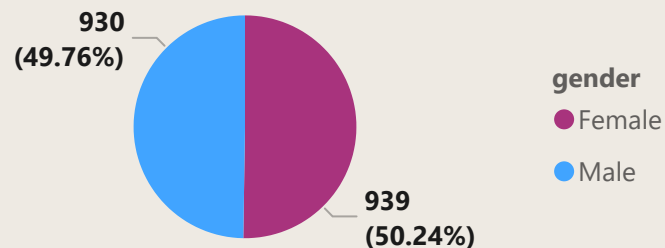
Contract

Month-to-month

One year

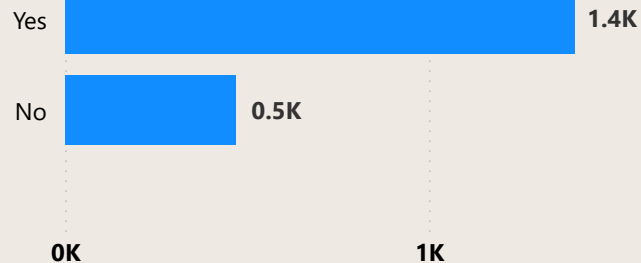
Two year

Total Churned Customers by gender

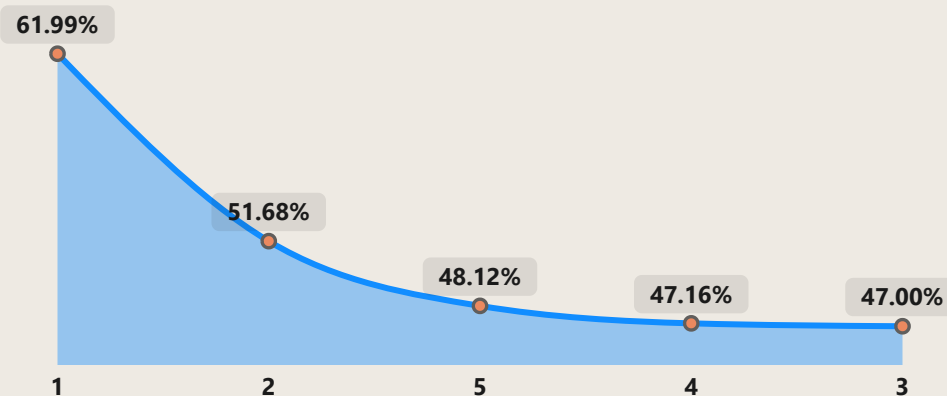


| PaymentMethod | Month-to-month | One year | Two year | Total |
|---------------------------|----------------|----------|----------|-------|
| Mailed check | 282 | 23 | 3 | 308 |
| Electronic check | 994 | 64 | 13 | 1071 |
| Credit card (automatic) | 178 | 41 | 13 | 232 |
| Bank transfer (automatic) | 201 | 38 | 19 | 258 |
| Total | 1655 | 166 | 48 | 1869 |

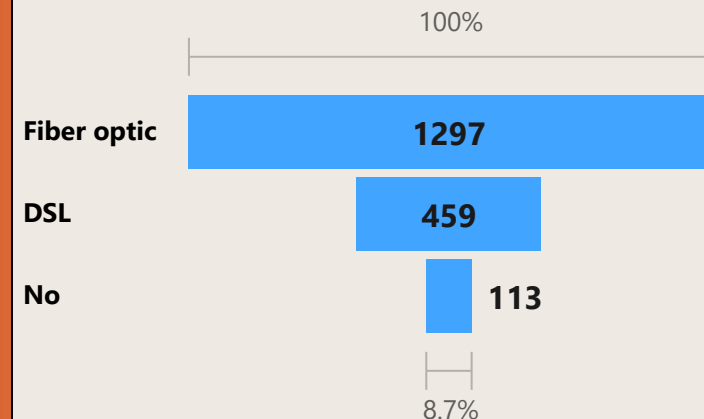
Total Churned Customers by PaperlessBilling



Top 5 Churn Rate by tenure



Total Churned Customers by InternetService





Retention Rate

73.46



Retained_Senior

666



Main Customers

1775



AvgMonthAmt

61



Total Charges

13.19M



Senior Citizen

0

1

Customer Segment

All

Paperless Billing

No

Yes

Churn

No

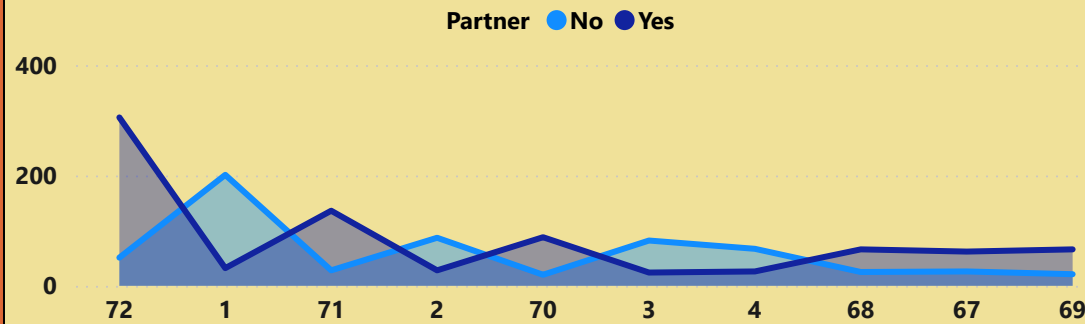
Yes

Partner

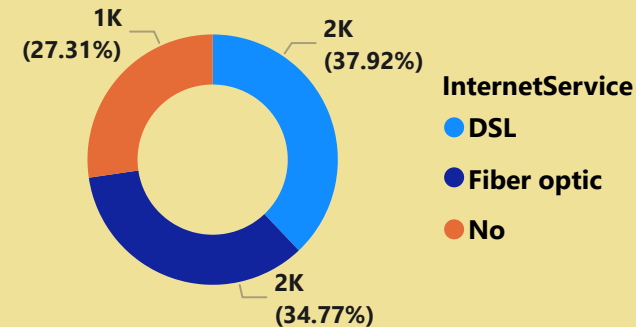
No

Yes

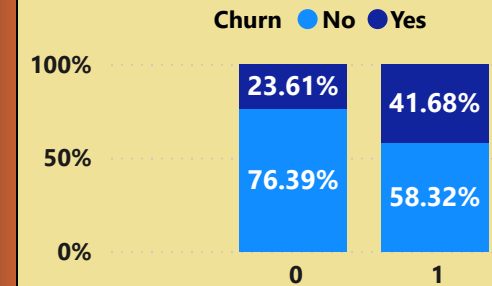
RetainedCustomers by tenure and Partner



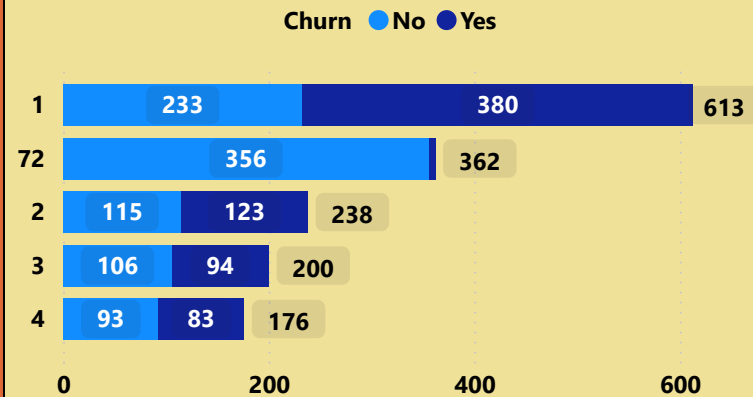
RetainedCustomers by InternetService



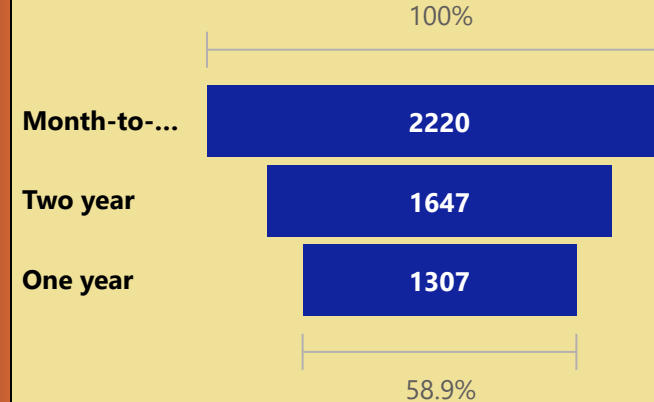
Total Customers by SeniorCitizen and Churn



Customer Distribution by Tenure and Churn



RetainedCustomers by Contract



RetainedCustomers by CustomerSegment

