**Top 5 Features Most Strongly Correlated with Churn**:

| **Feature** | **Correlation** | **Interpretation** |
| --- | --- | --- |
| international plan | **+0.26** | Customers with international plans are **more likely to churn**. Possibly due to high charges or unmet expectations. |
| customer service calls | **+0.21** | Customers who call support frequently tend to **churn more** — likely due to frustration or unresolved issues. |
| total day minutes | **+0.21** | Heavy daytime users show higher churn — possibly more sensitive to service quality or pricing. |
| total day charge | **+0.21** | This mirrors total day minutes, which is expected since charges are calculated from usage. |
| voice mail plan | **–0.10** | Customers with voicemail plans are **slightly less likely to churn**, possibly due to perceived value or engagement. |