

CHURN ANALYSIS - SUMMARY

Monthly Charged Range

All

Married

All

Churn Prediction

6,418

Total Customers

411

New Joiners

1,732

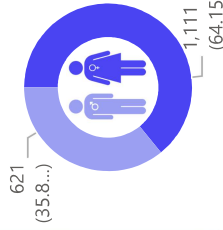
Total Churn

27.0%

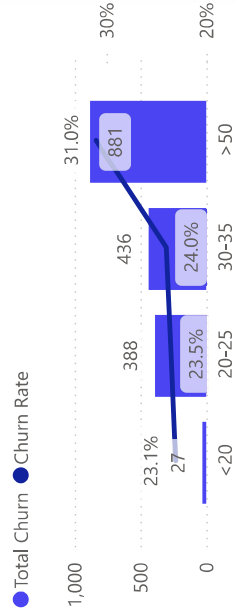
Churn Rate



Total Churn by Gender

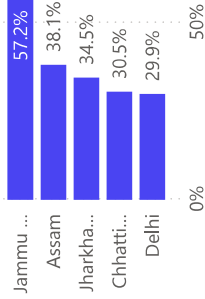


Total Churn and Churn Rate by Age Group



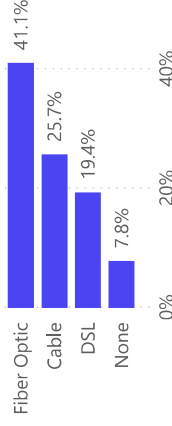
GEOGRAPHIC

Churn Rate by State (Top5)

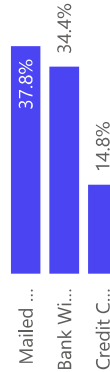


SERVICES USED

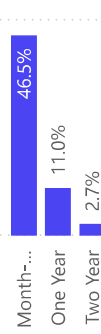
Churn Rate by Internet_Type



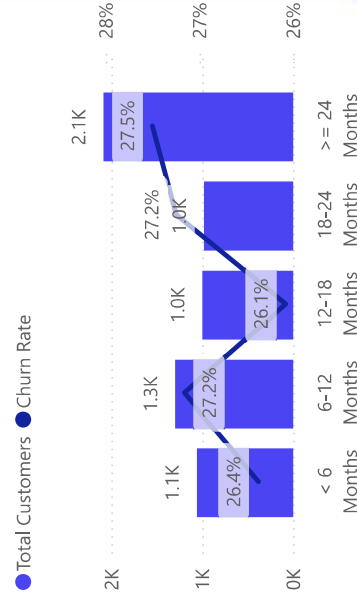
Churn Rate by Payment_Method



Churn Rate by Contract

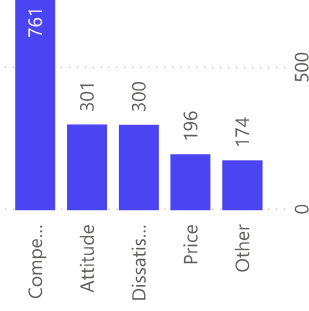


Total Customers and Churn Rate by Tenure Group

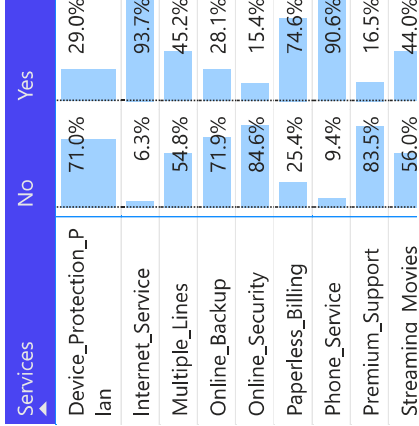


CHURN DISTRIBUTION

Total Churn by Churn_Category



Churn by Services



DEMOGRAPHIC

ACCOUNT INFO

Churn_Reason

Total

Attitude of service provider

Attitude of support person

Competitor had better devices

Competitor made better offer

Competitor offered higher download speeds

Competitor offered more data

Deceased

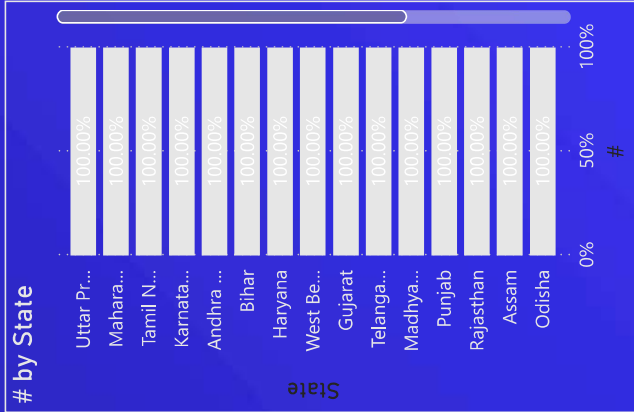
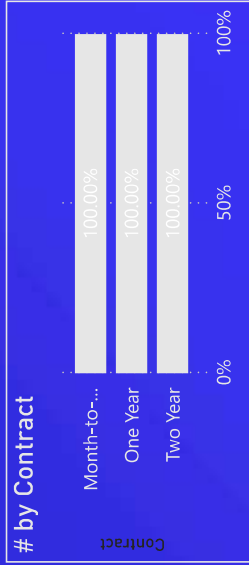
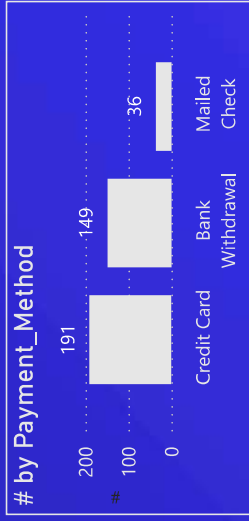
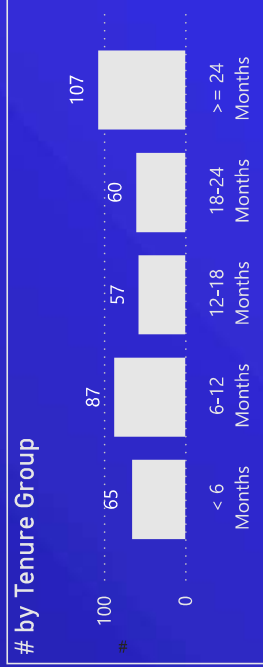
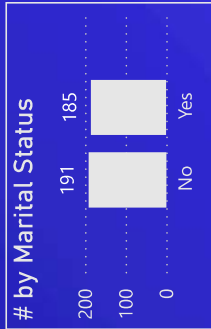
Total

CTED CHURNER PROFILE

CUSTOMERS AT RISK

Summary

245 Females 131 males



COUNT OF PREDICTED CHURNERS : 376

Customer_ID	Sum of Monthly_Charge	Sum of Number_of_Referrals	Sum of Total_Revenue
11751-TAM	24.30	5	
12056-WES	90.40	2	
12136-RAJ	19.90	2	
12257-ASS	19.55	9	
12340-DEL	62.80	0	
12469-AND	55.30	11	
12490-TEL	74.75	9	
13058-MAD	46.10	13	
13123-BIH	100.20	13	
13666-UTT	95.40	15	
13744-AND	19.65	8	
13823-TEL	24.50	1	
13946-HAR	19.65	1	
14567-TAM	20.35	1	
15349-UTT	50.15	9	
15591-KAR	20.40	3	
15803-UTT	19.15	6	
16032-AND	46.60	8	
16068-BIH	25.25	4	
16244-UTT	19.55	5	
16733-ODI	45.85	10	
Total	16,034.00	2732	10