# **Generic Overview**

26.86%

Churn Rate

6687

Number of Customers

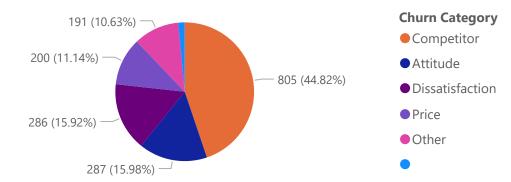
1796

Number of Churned Custo...

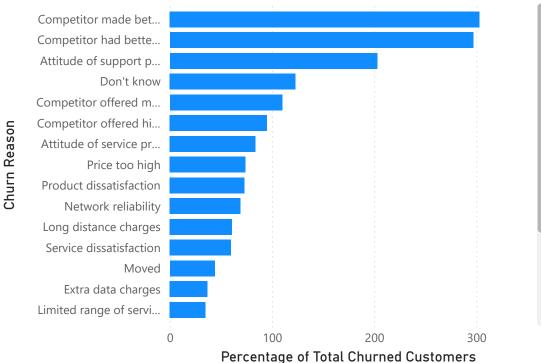
### State Wise Churn Rate



## Count of Customer ID by Churn Category



### **Churned Reasons for Churned Customers**



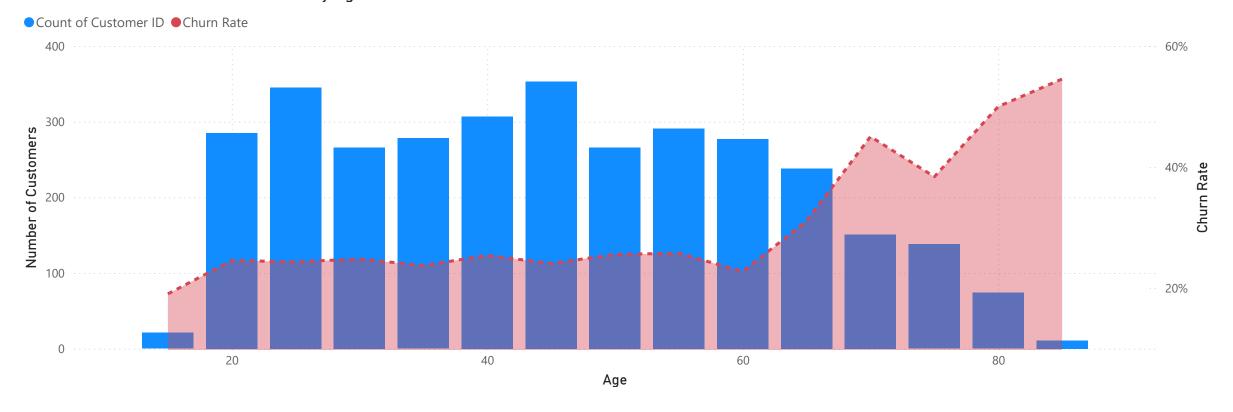
| Demographics | <b>Churn Rate</b> | <b>Number of Customers</b> | <b>Number of Churned Customers</b> |
|--------------|-------------------|----------------------------|------------------------------------|
| 30 to 64     | 24.72%            | 2055                       | 508                                |
| Senior       | 38.82%            | 595                        | 231                                |
| Under 30     | 24.27%            | 651                        | 158                                |
| Total        | 27.17%            | 3301                       | 897                                |

| G | ender  |  |  |
|---|--------|--|--|
|   | Female |  |  |

☐ Male

☐ Prefer not to say

## Number of Customers and Churn Rate by Age



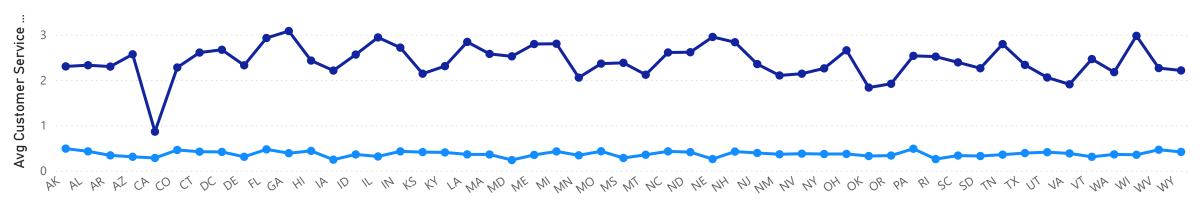
6123

Sum of Customer Service Calls

0.92
Avg Customer Service Calls

Avg Customer Service Calls by State and Churn Label





State