

Total Customers

6687

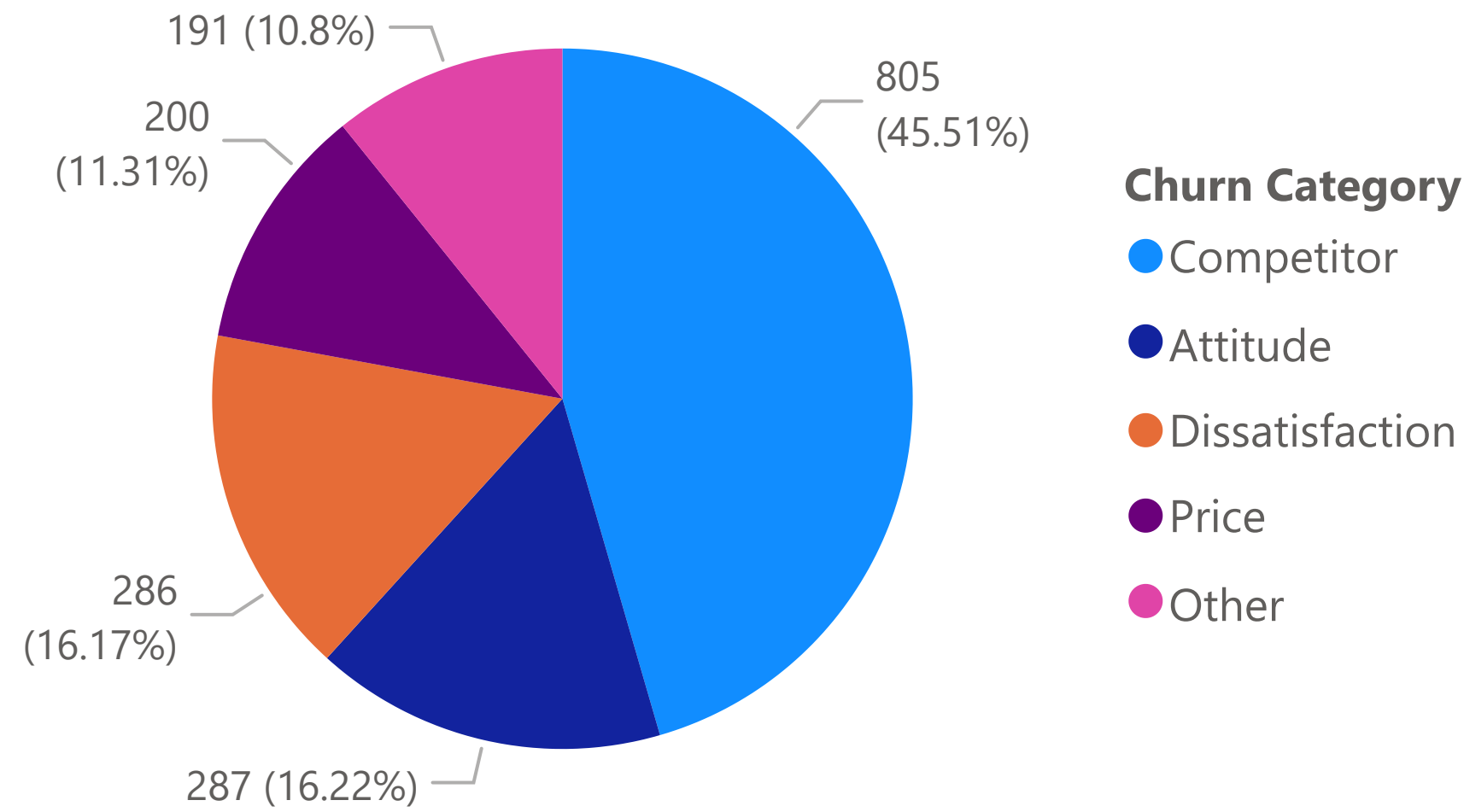
Customers Churned

1796

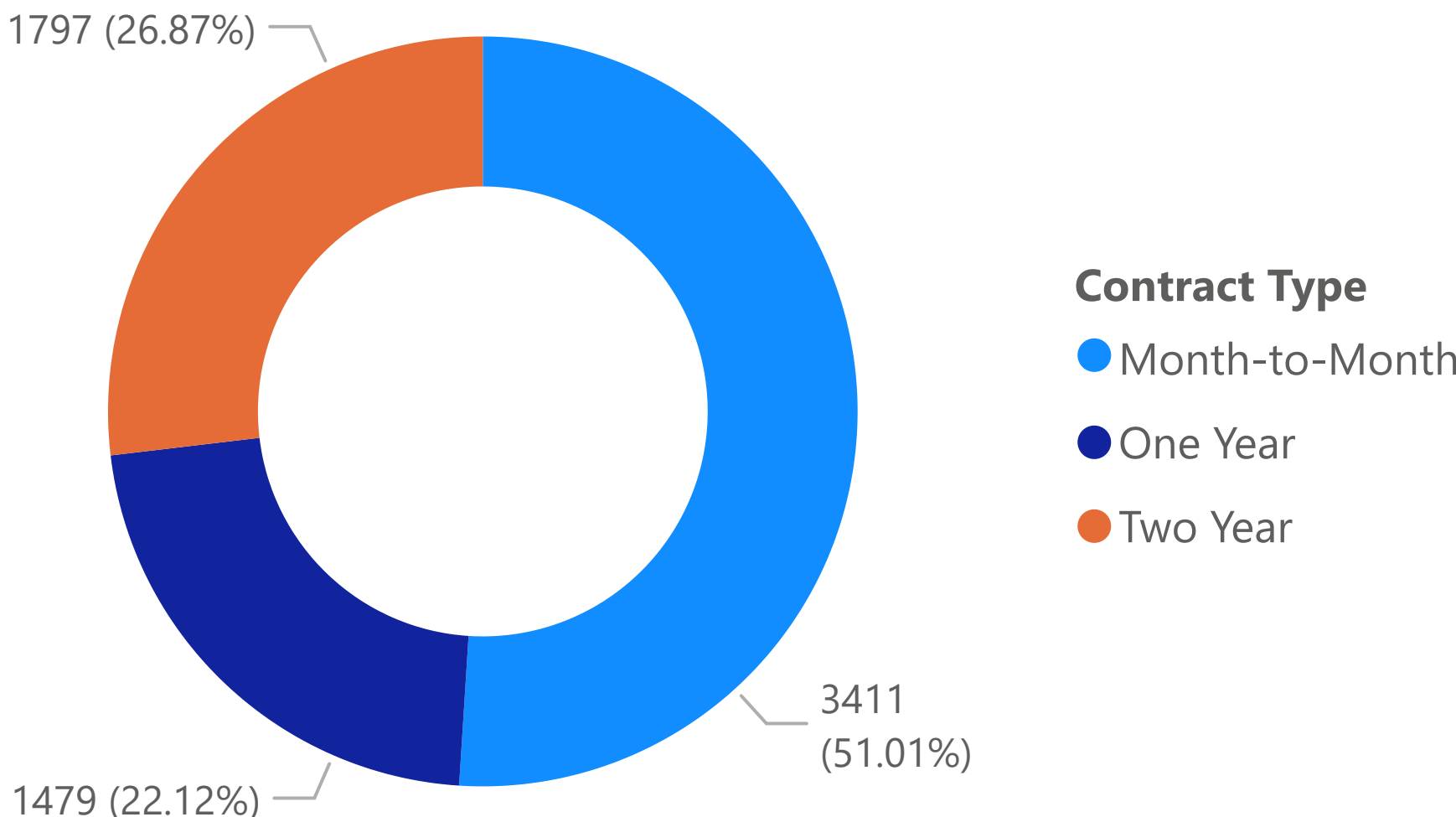
Churn Rate

26.86%

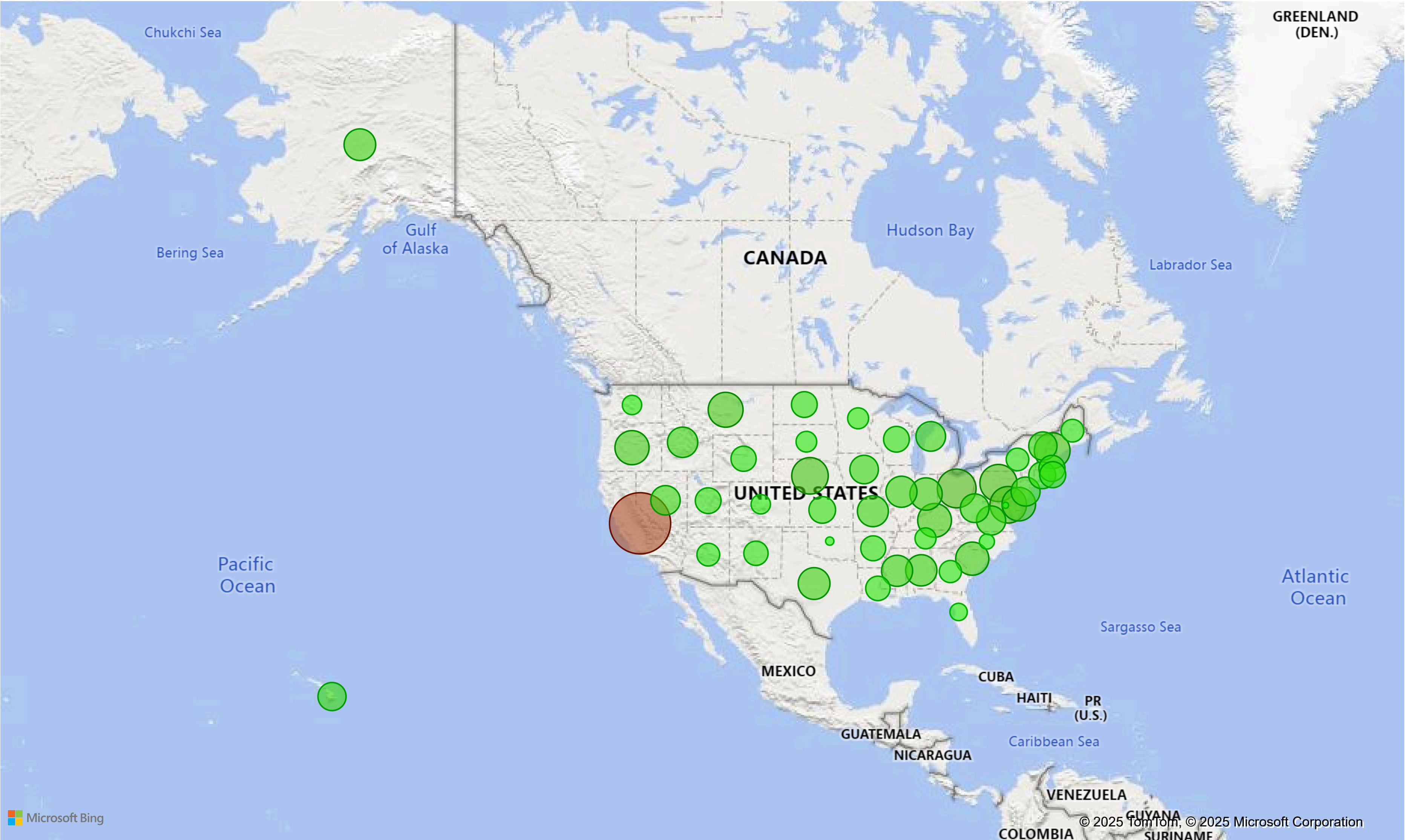
Customers Churn By Category



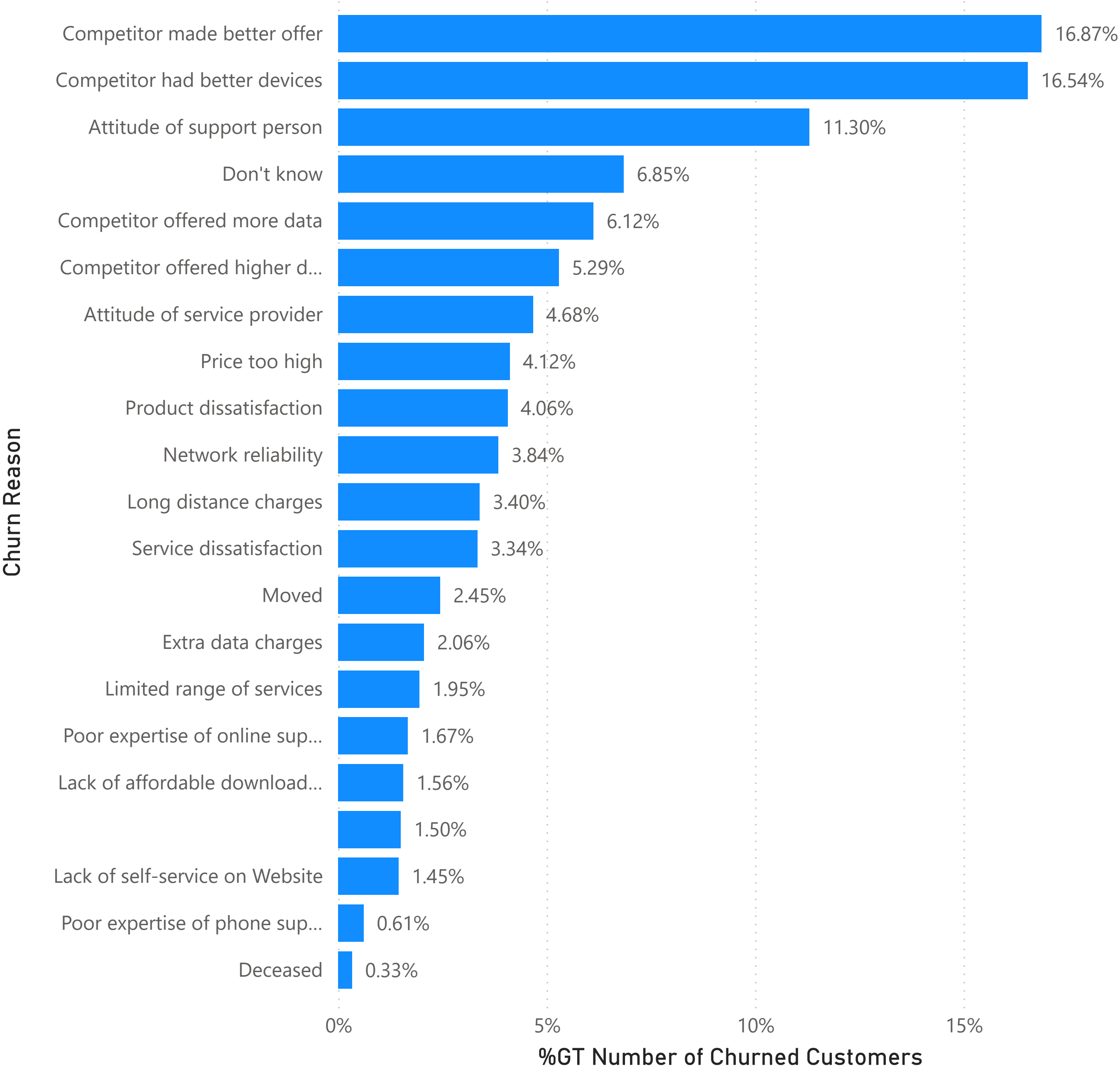
Customers by Contract Type



Churn Rate by State



%GT Number of Churned Customers by Churn Reason



Total Customer Calls

6123

Average Customer Calls

0.92

Contract Category

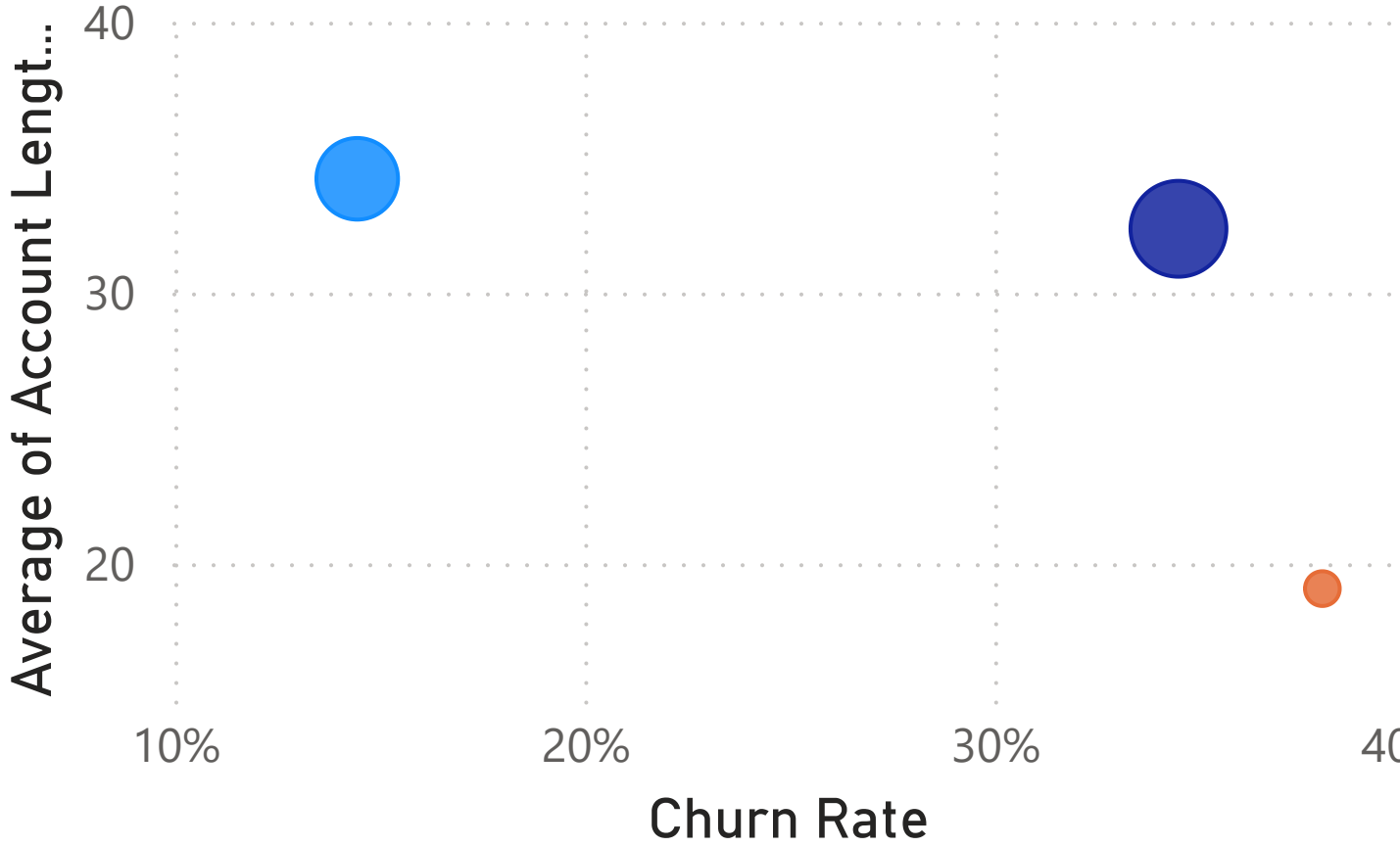
- Monthly
- Yearly

Payment Method

- Credit Card
- Direct Debit
- Paper Check

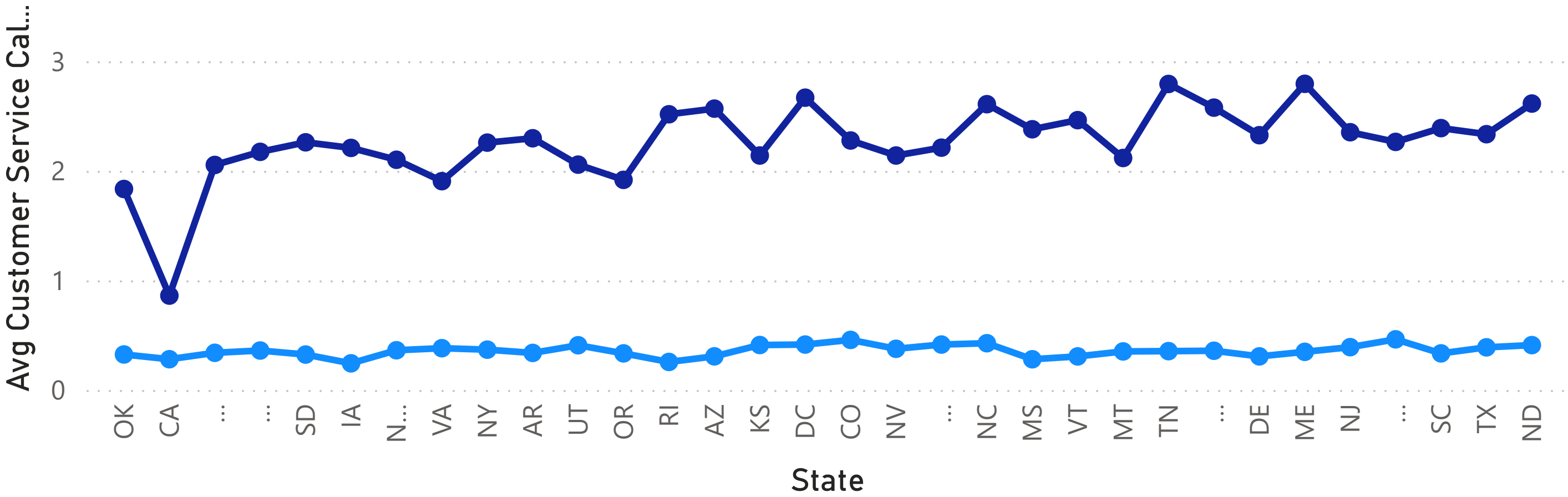
Churn Rate vs Average Account Length (in months) vs Churn Category by Payment Method

Payment Me... Credit Card Direct Debit Paper Check

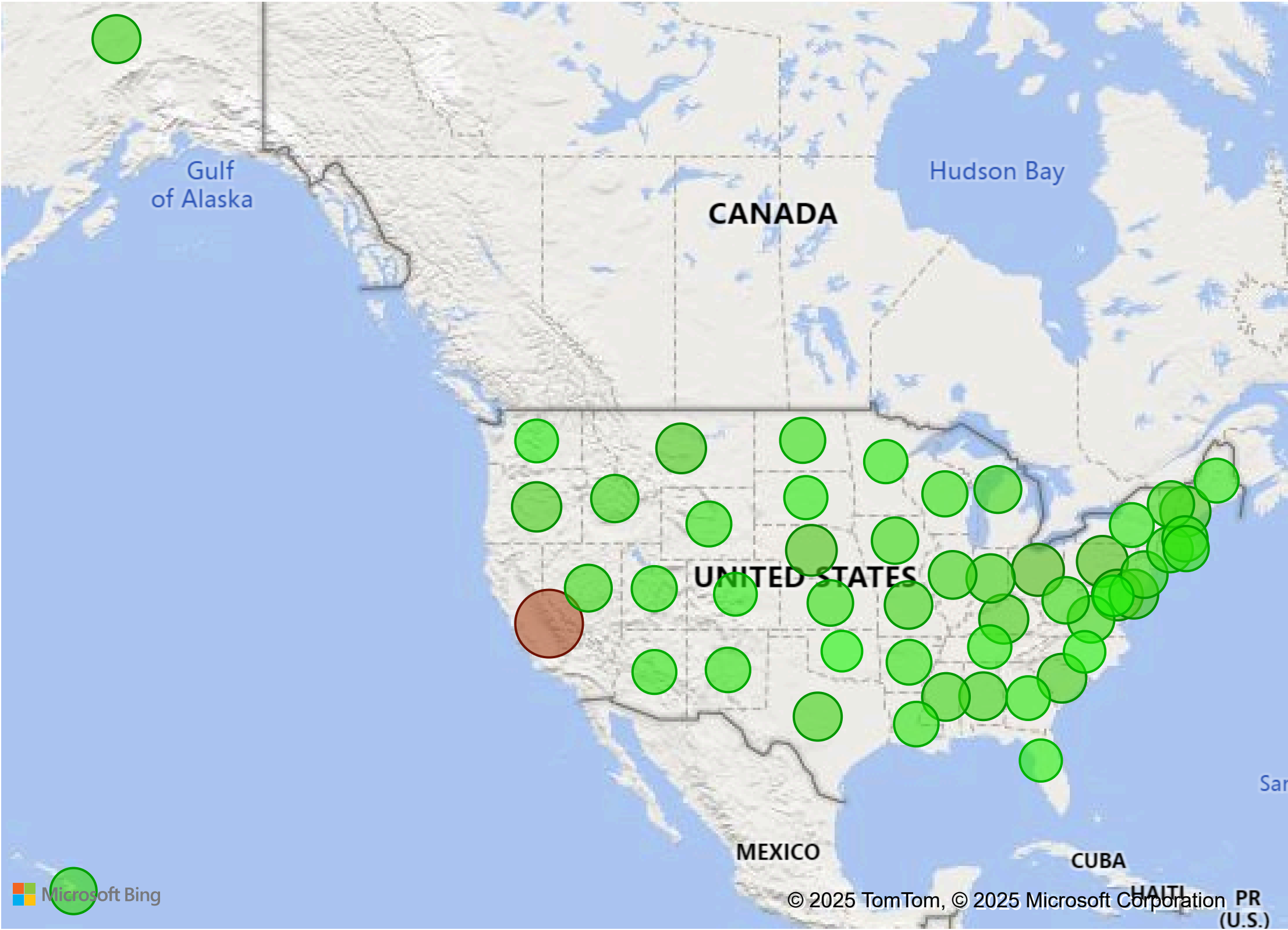


Avg Customer Service Calls by State and Churn Label

Churn Label No Yes

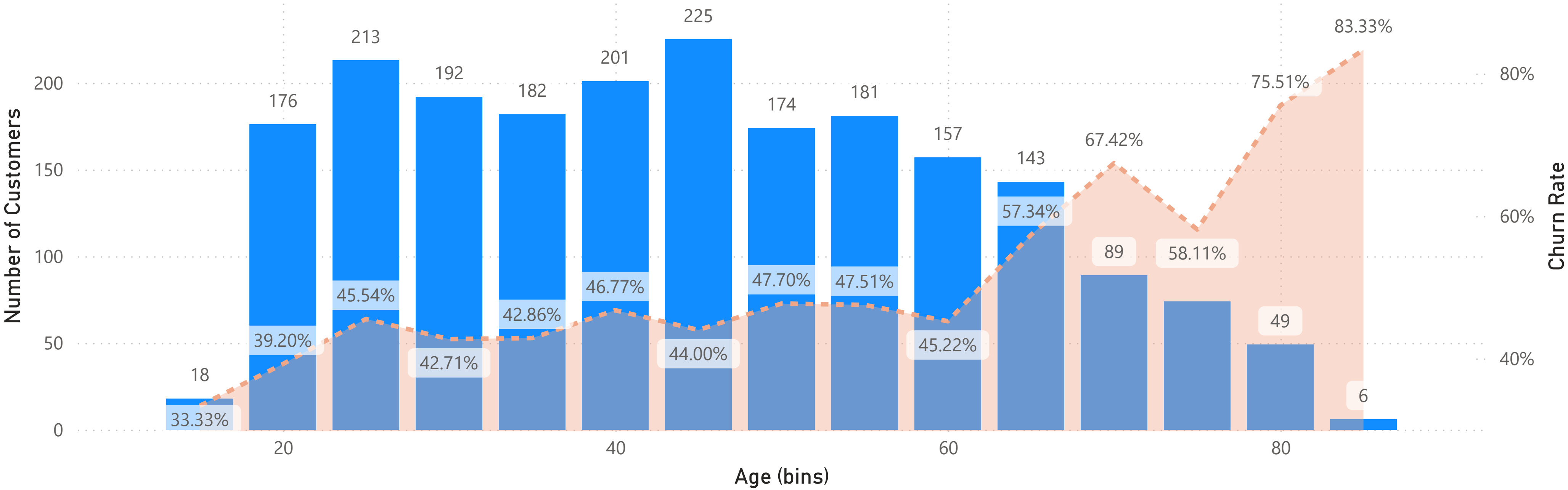


Churn Rate by State



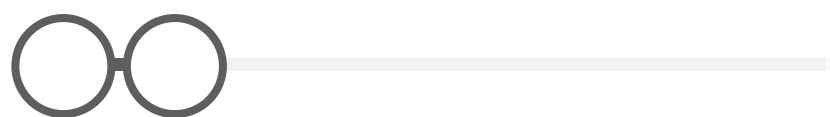
Customer's Age vs Churn Rate

● Number of Customers ● Churn Rate



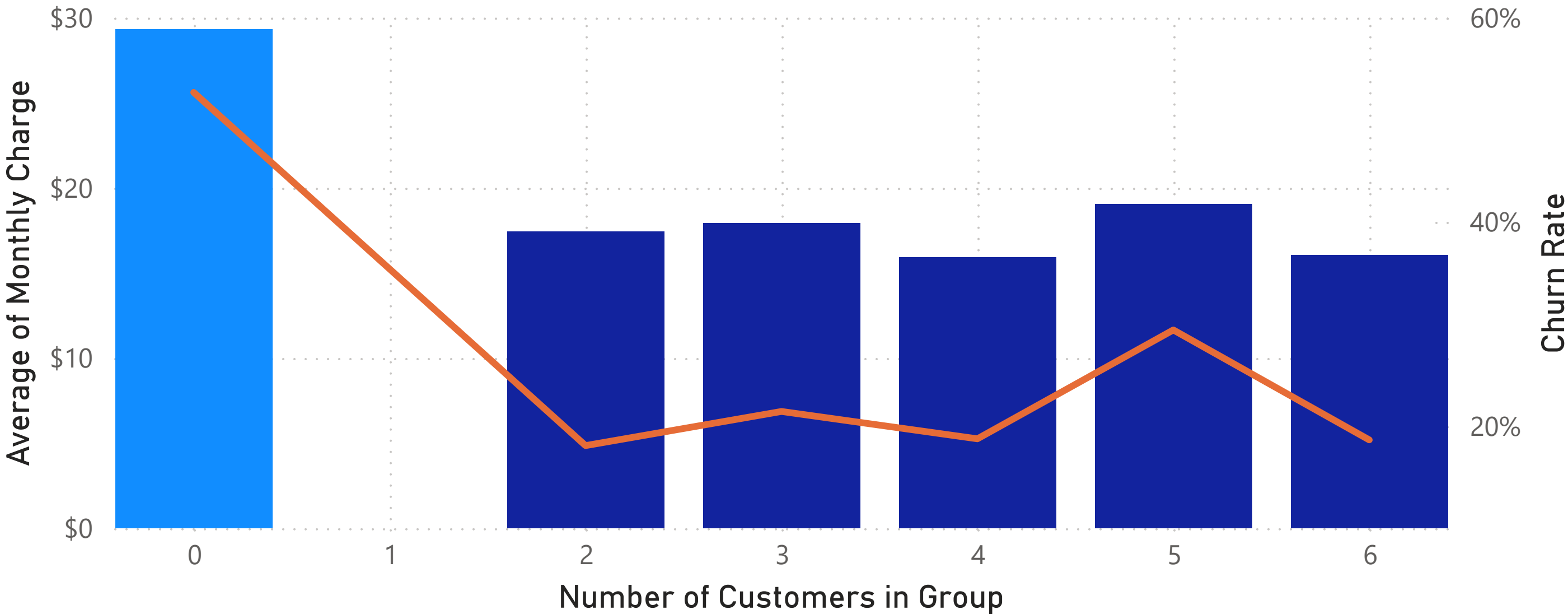
Account Length in Months

1 12



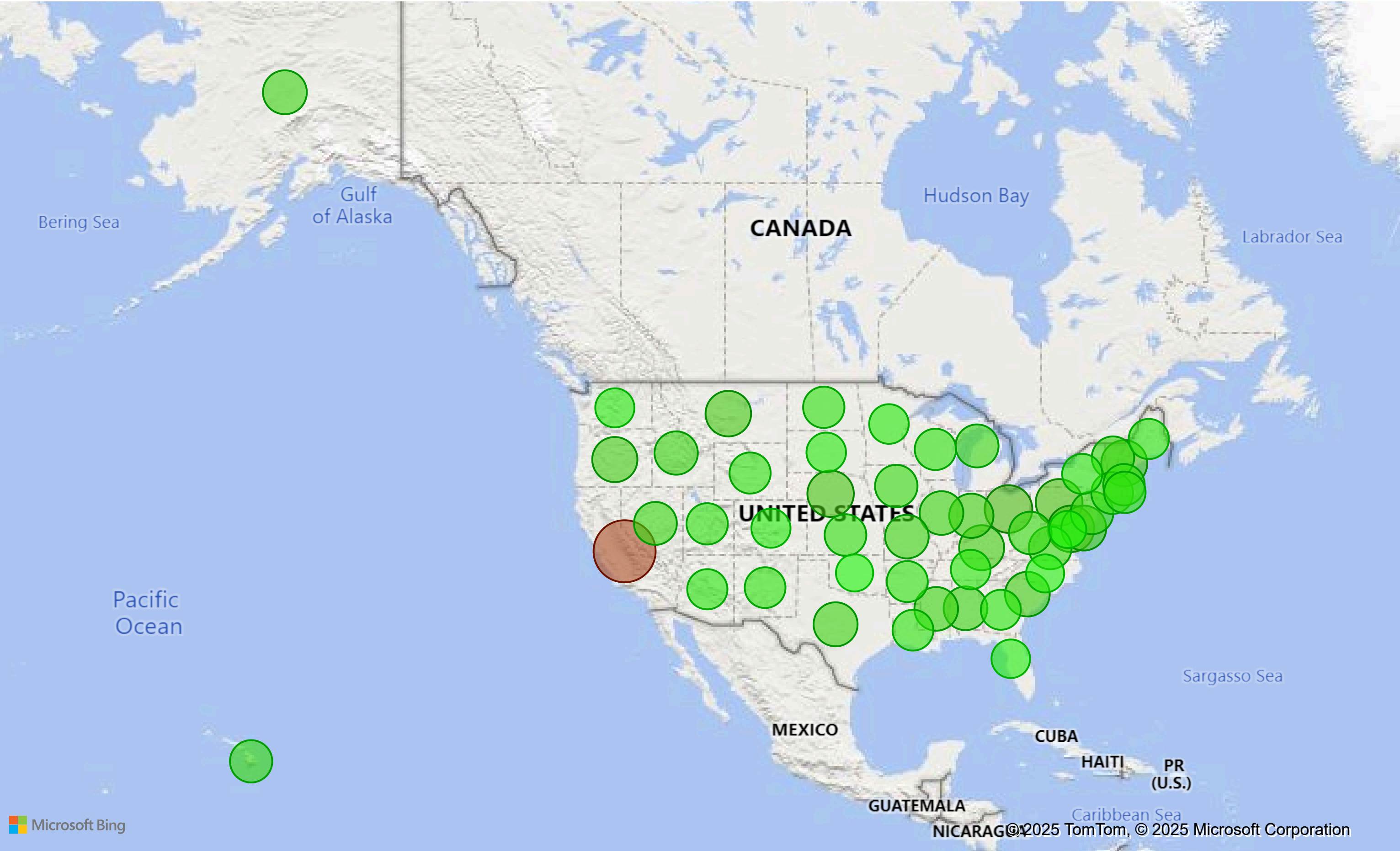
Average Monthly Charge vs Churn Rate

Group ● No ● Yes ● Churn Rate



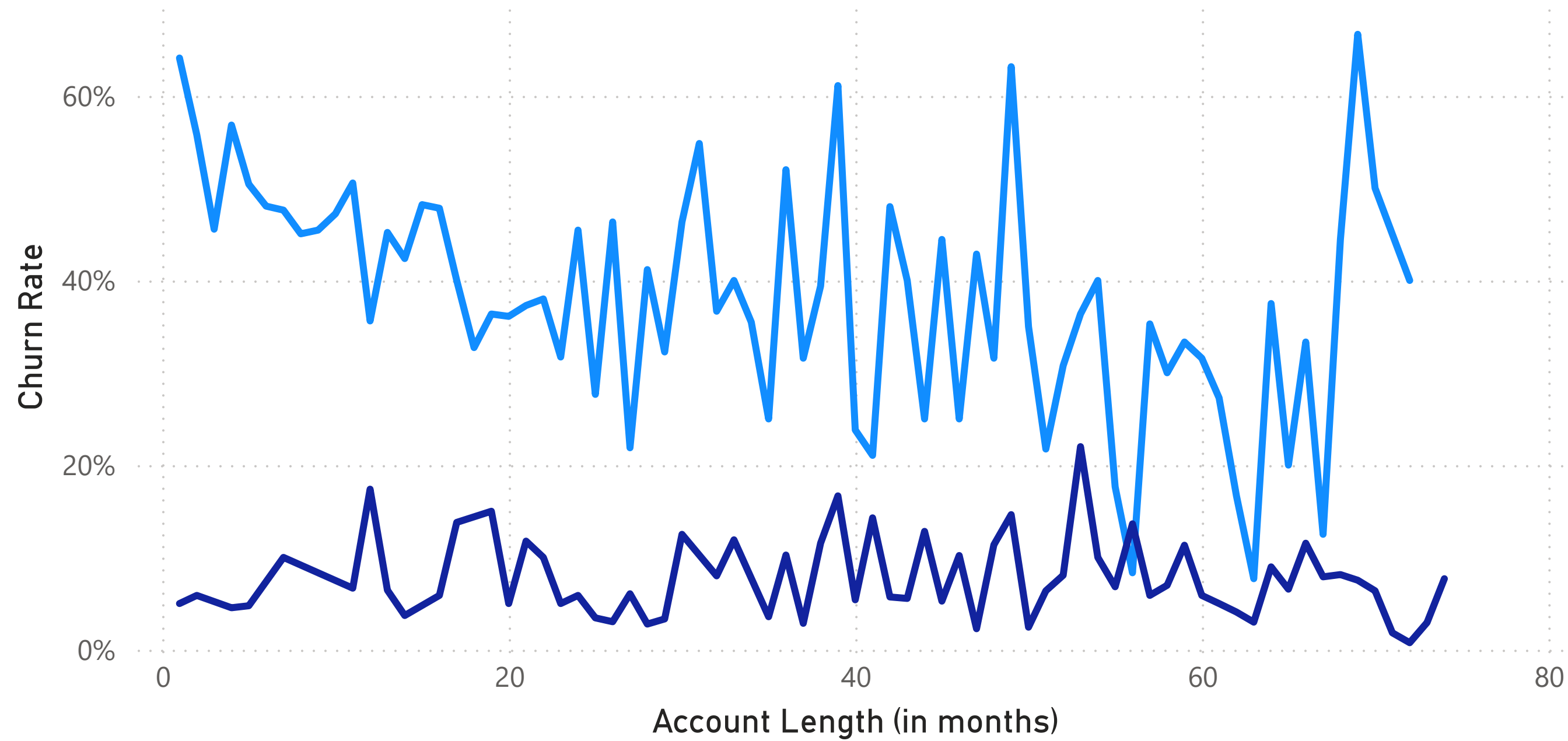
Intl Plan	No	Yes	Total
yes	71.19%	7.59%	24.88%
no	20.01%	40.34%	27.07%
Total	22.21%	34.31%	26.86%

Churn Rate by State

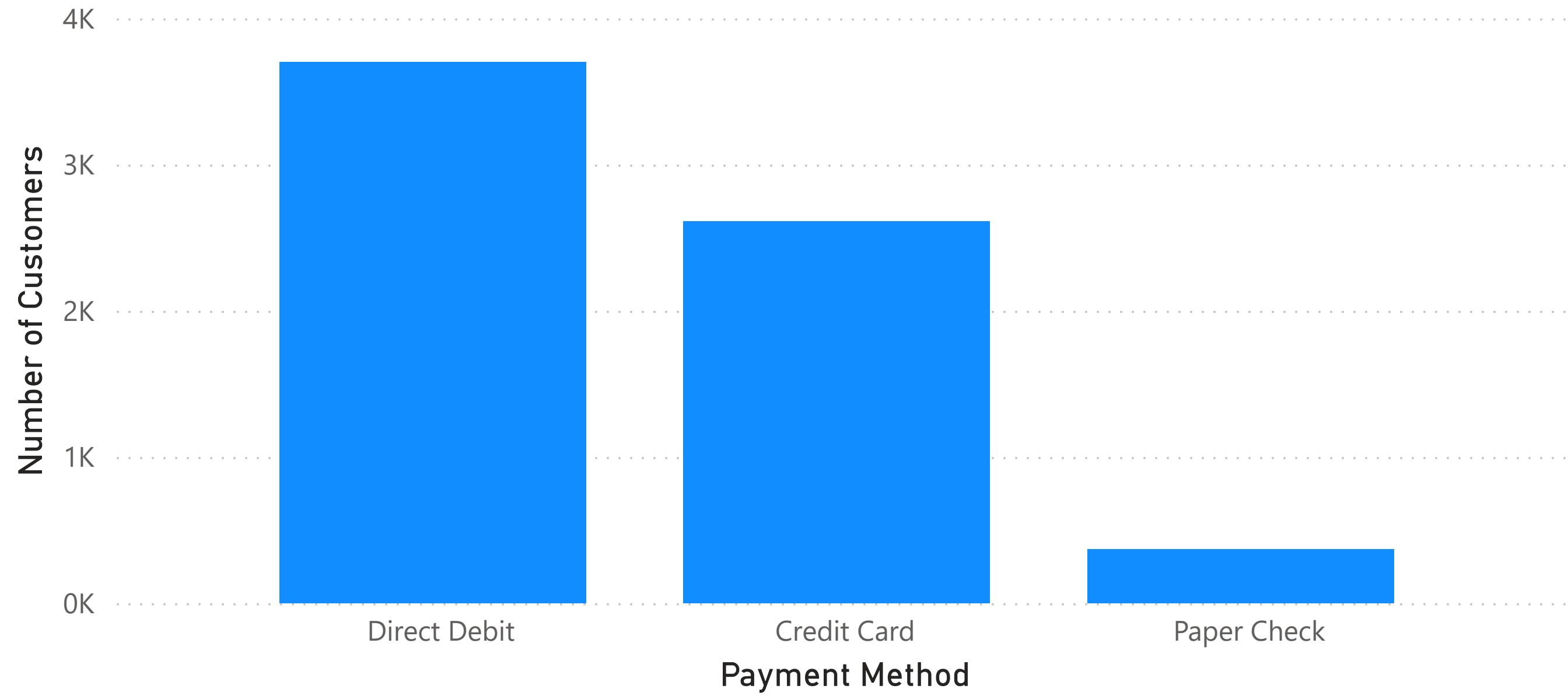


Churn Rate by Account Length (in months) and Contract Category

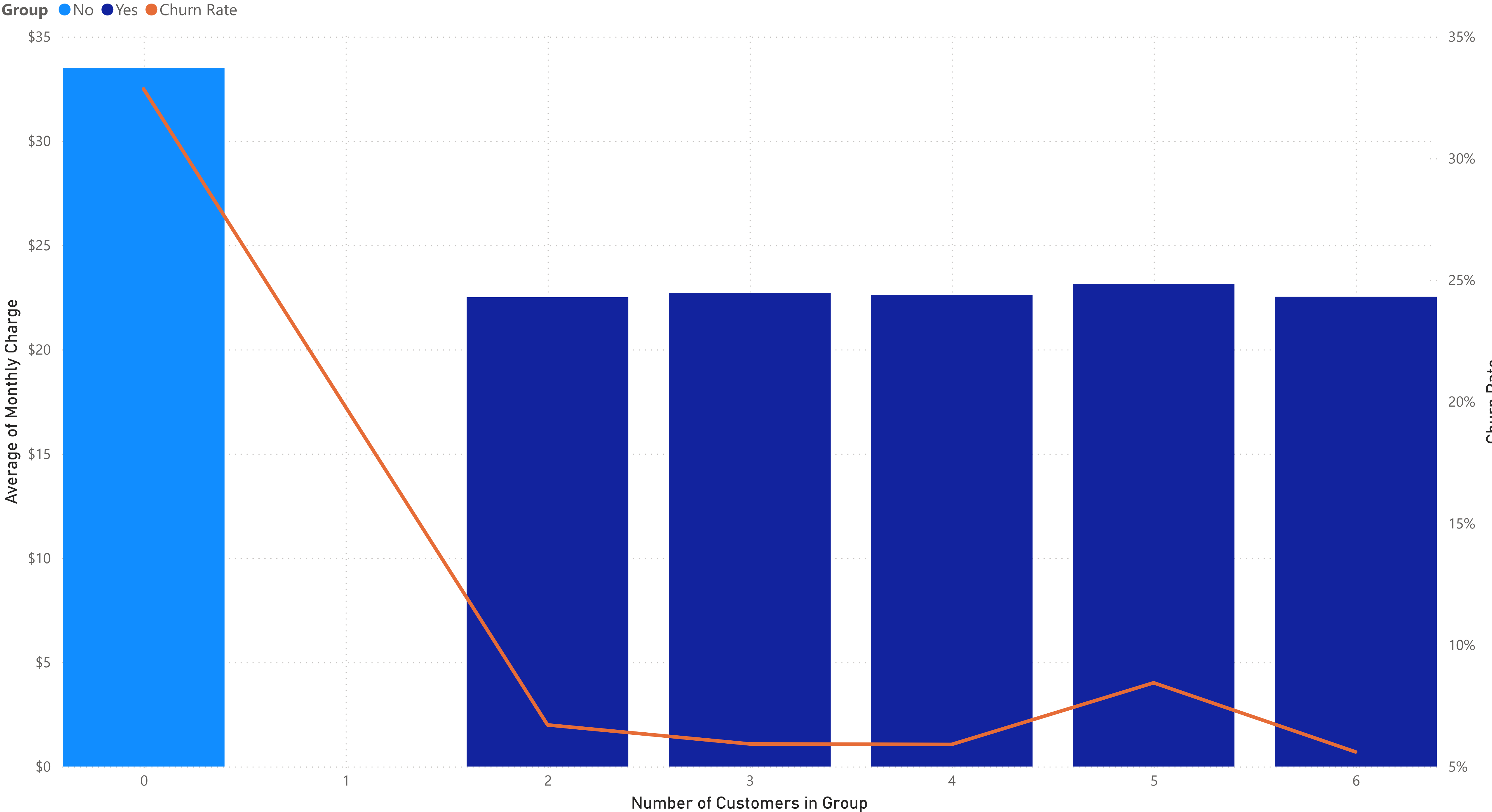
Contract Category ● Monthly ● Yearly



Number of Customers by Payment Method

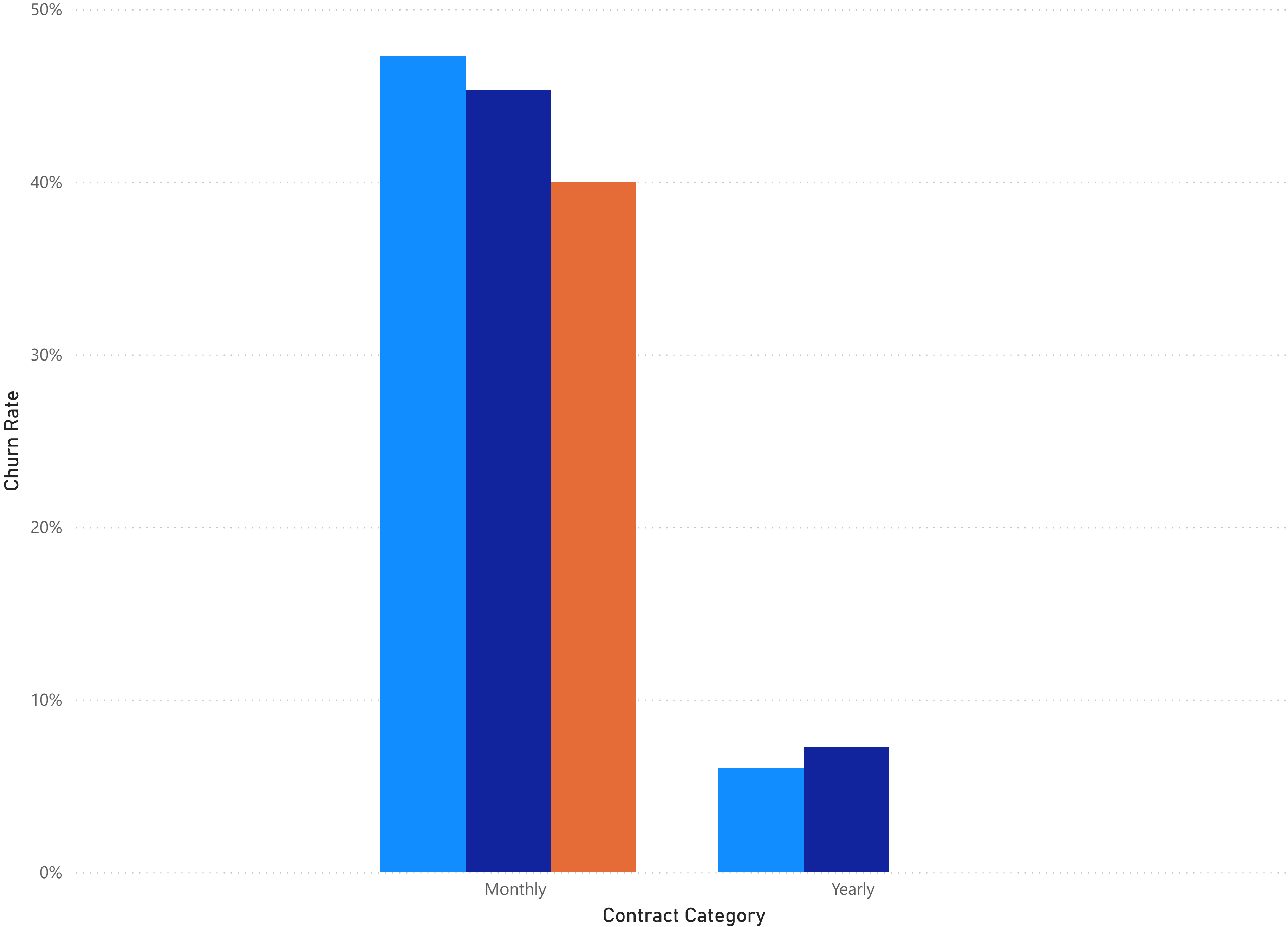


Average of Monthly Charge and Churn Rate by Number of Customers in Group and Group



Churn Rate by Contract Category and Gender

Gender Female Male Prefer not to say



Monthly

46.29%

Churn Rate

Yearly

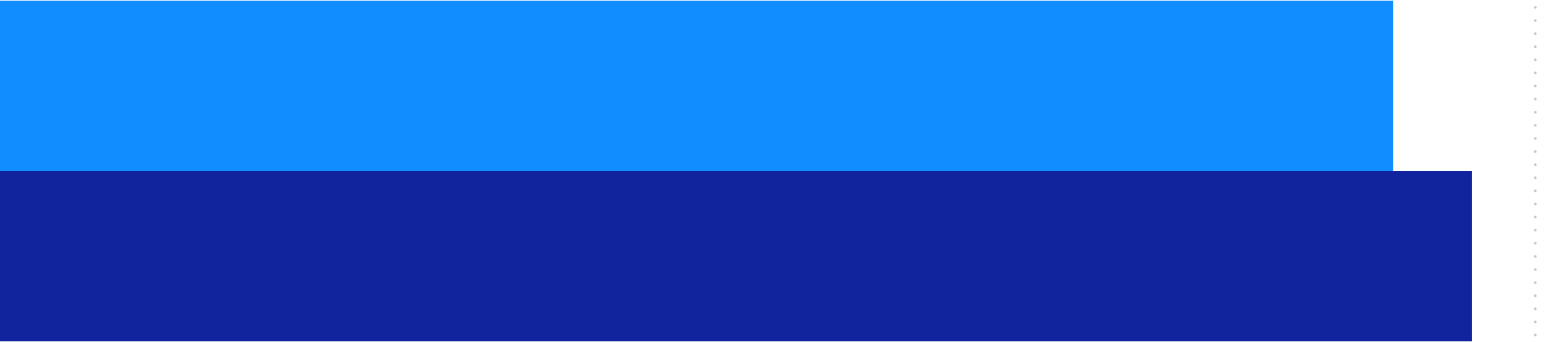
6.62%

Churn Rate

Churn Rate by Grouped Consumption and Unlimited Data Plan

Unlimited Data Plan ● No ● Yes

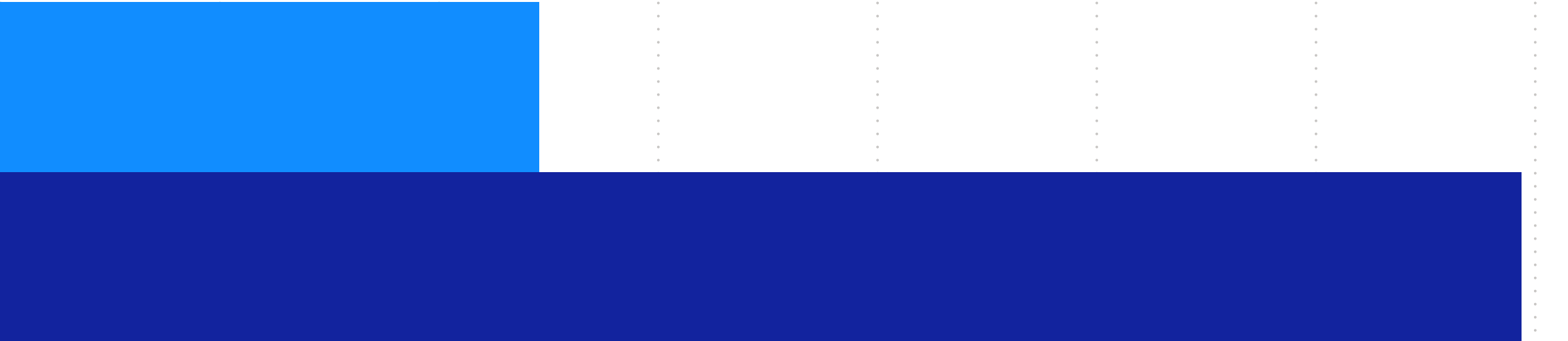
Less than 10Gb



More Than 10



Less than 5Gb



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

Total Customer Calls

837

Average Customer Calls

0.53

Contract Category

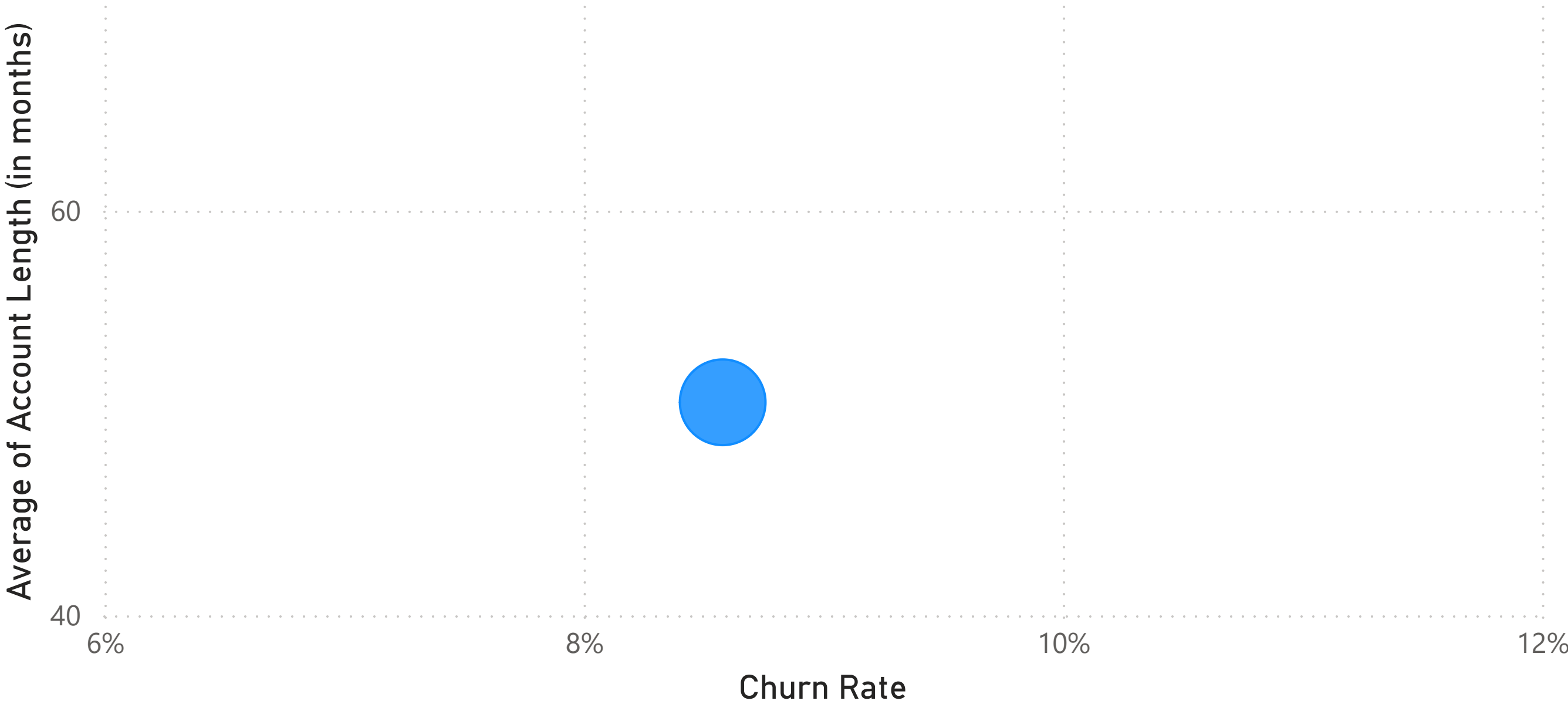
- Monthly
- Yearly

Payment Method

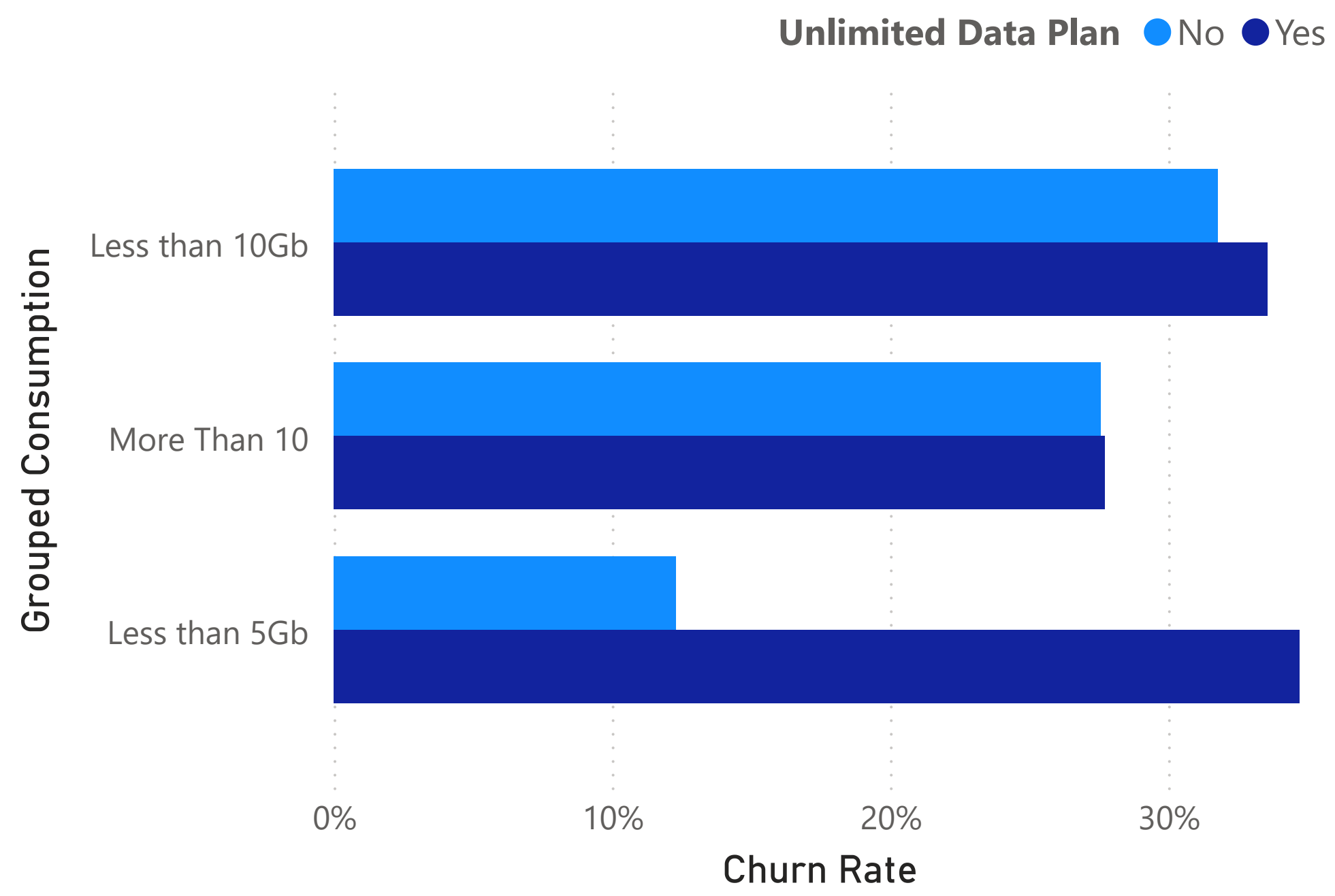
- Credit Card
- Direct Debit
- Paper Check

Churn Rate, Average of Account Length (in months) and Count of Churn Category by Payment Method

Payment Method ● Direct Debit



Unlimited Data Usage vs Churn Rate



\$51.10
Avg Extra International Charges

\$3.37
Avg Extra Data Charges