

Overview

6687

Number of Customers

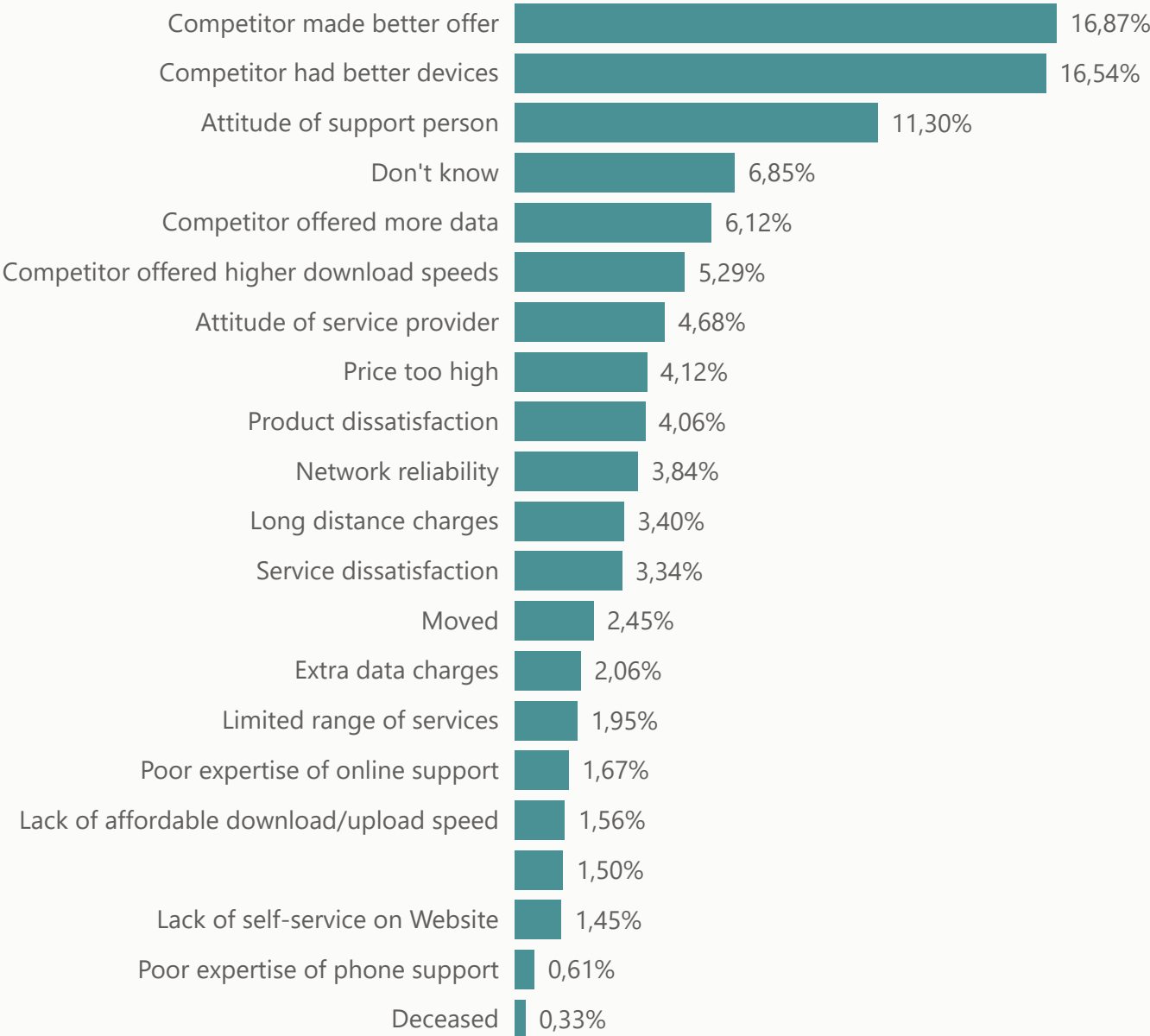
1796

Churned

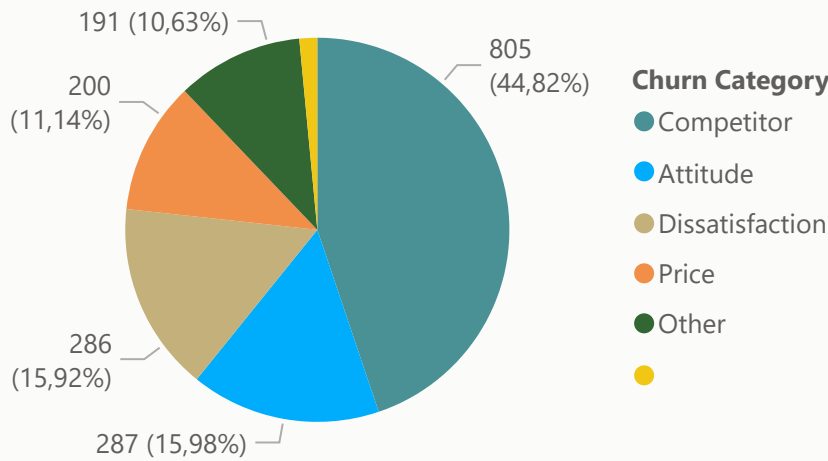
26,86%

Churn Rate

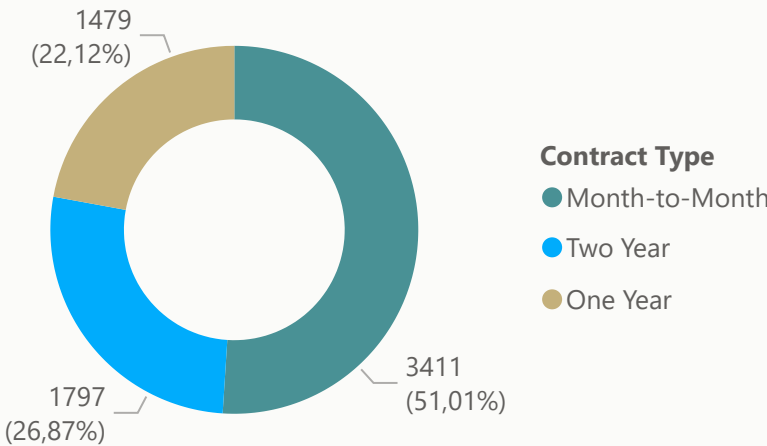
% of Churned Customers by Churn Reason



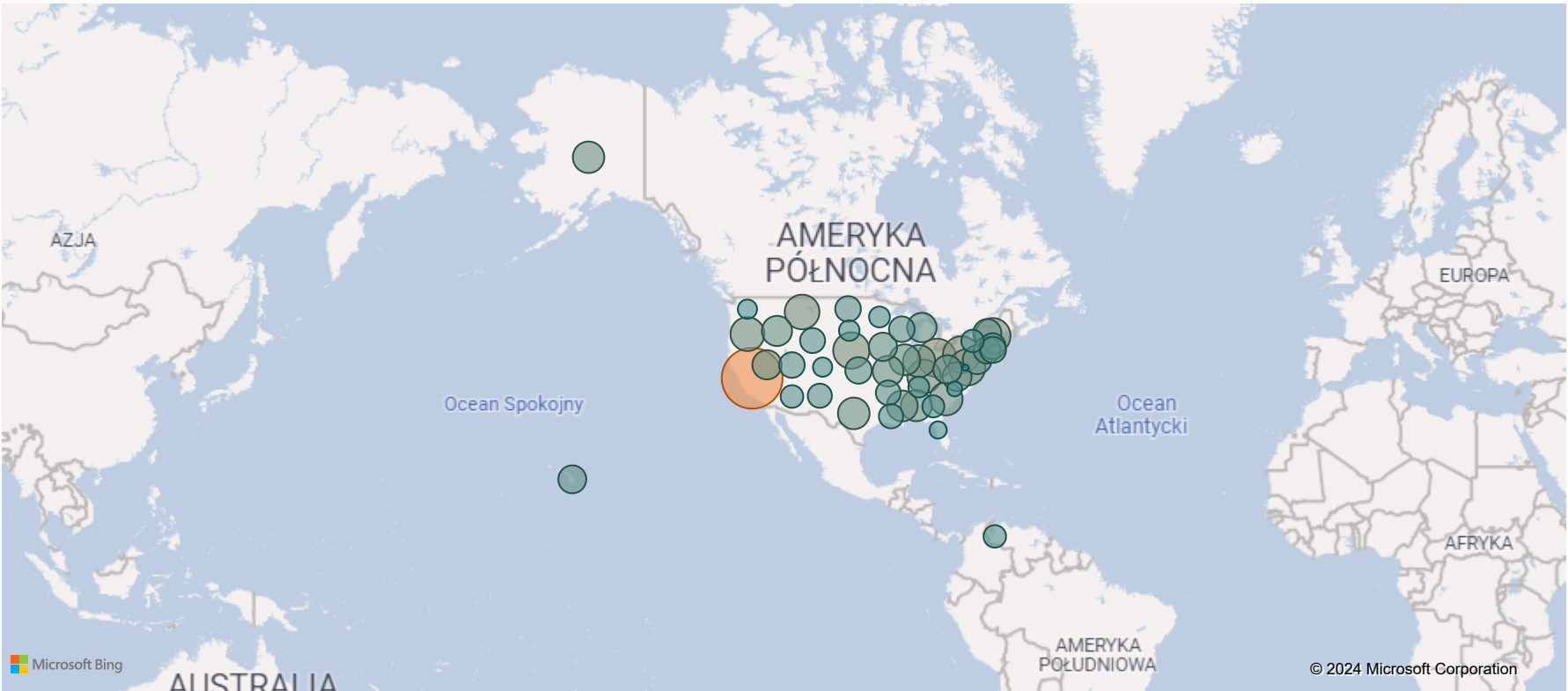
Number of Churned Customers by Churn Category



Number of Customers by Contract Type

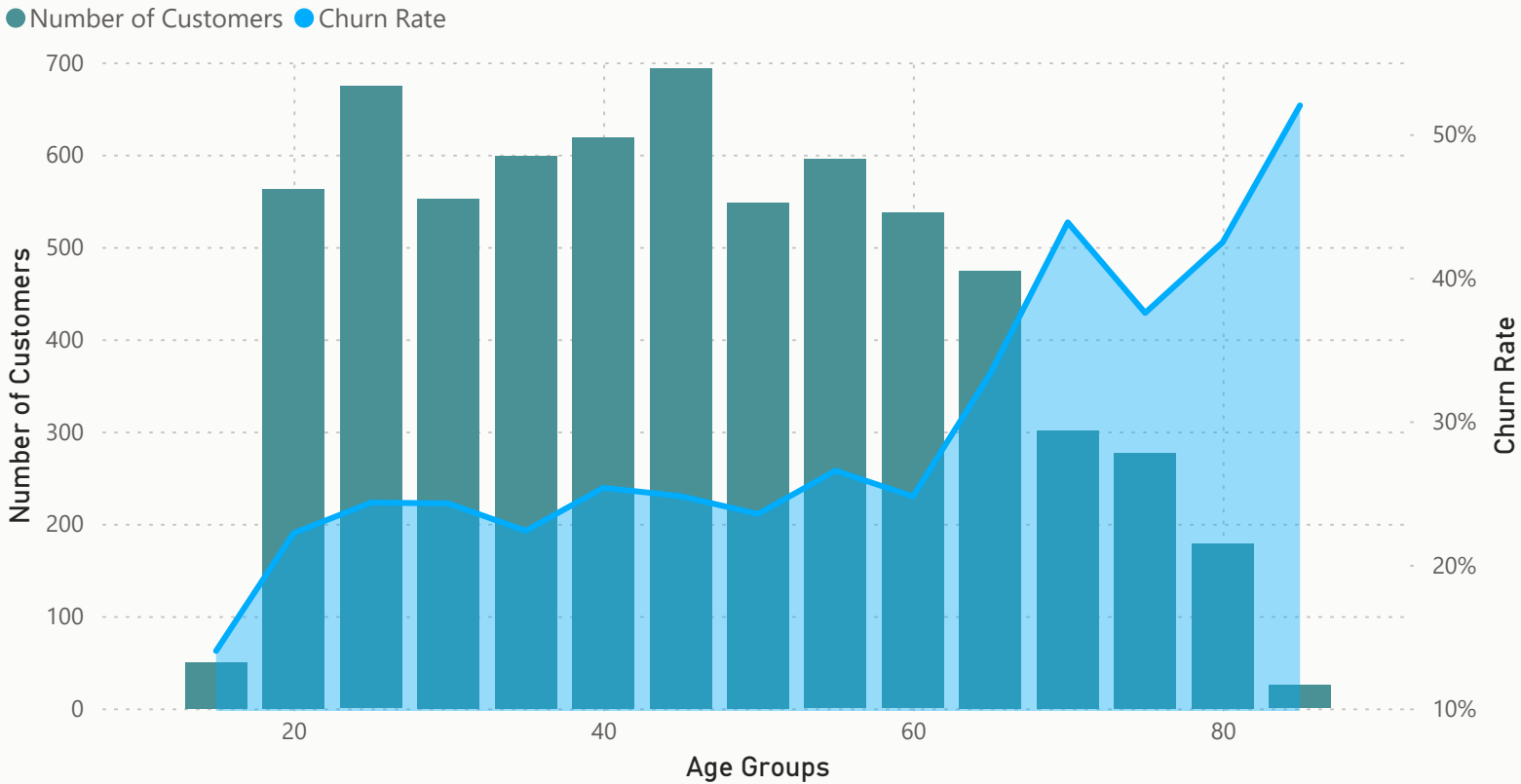


Churn Rate by State



Age Groups, Payment, and Contracts

Number of Customers and Churn Rate by Age Groups



Select Account Length (months)



Select Payment Method

- ☐ Credit Card
- ☐ Direct Debit
- ☐ Paper Check

Select Contract Category

- ☐ Monthly
- ☐ Yearly

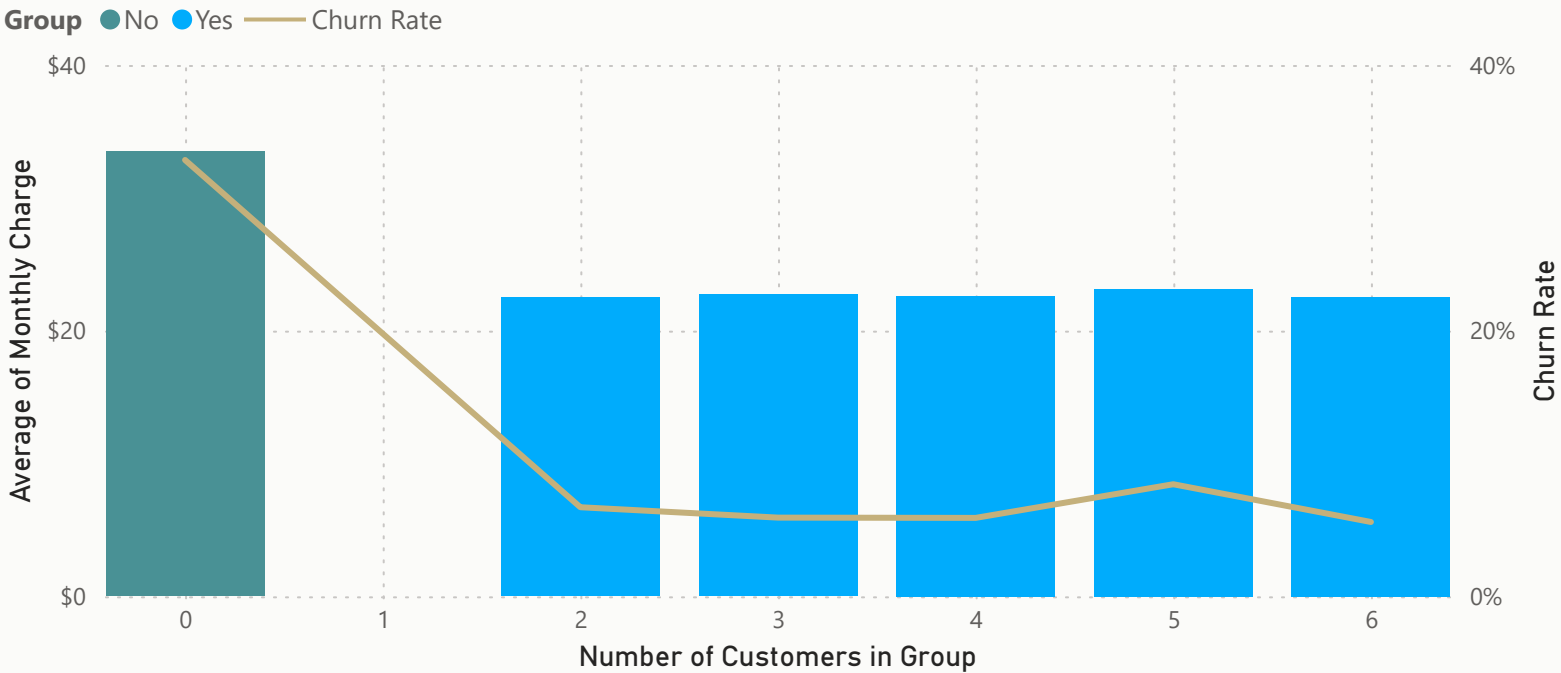
0,92

Avg Customer Service Calls

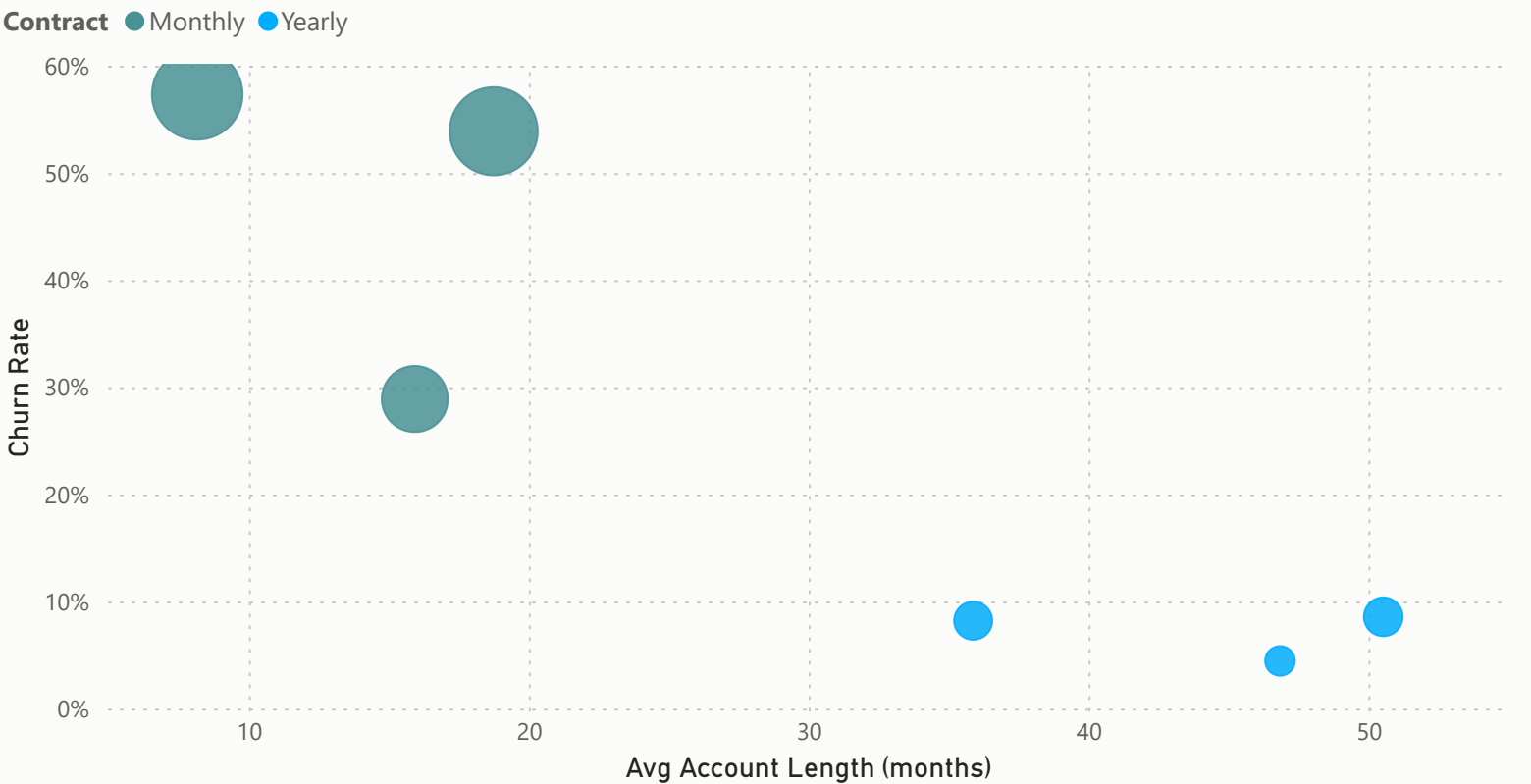
6123

Total Customer Service Calls

Avg Monthly Charge and Churn Rate by Number of Customers in a Group



Avg Account Length and Churn Rate by Payment Method and Contract Category



Extra Charges

\$3,37

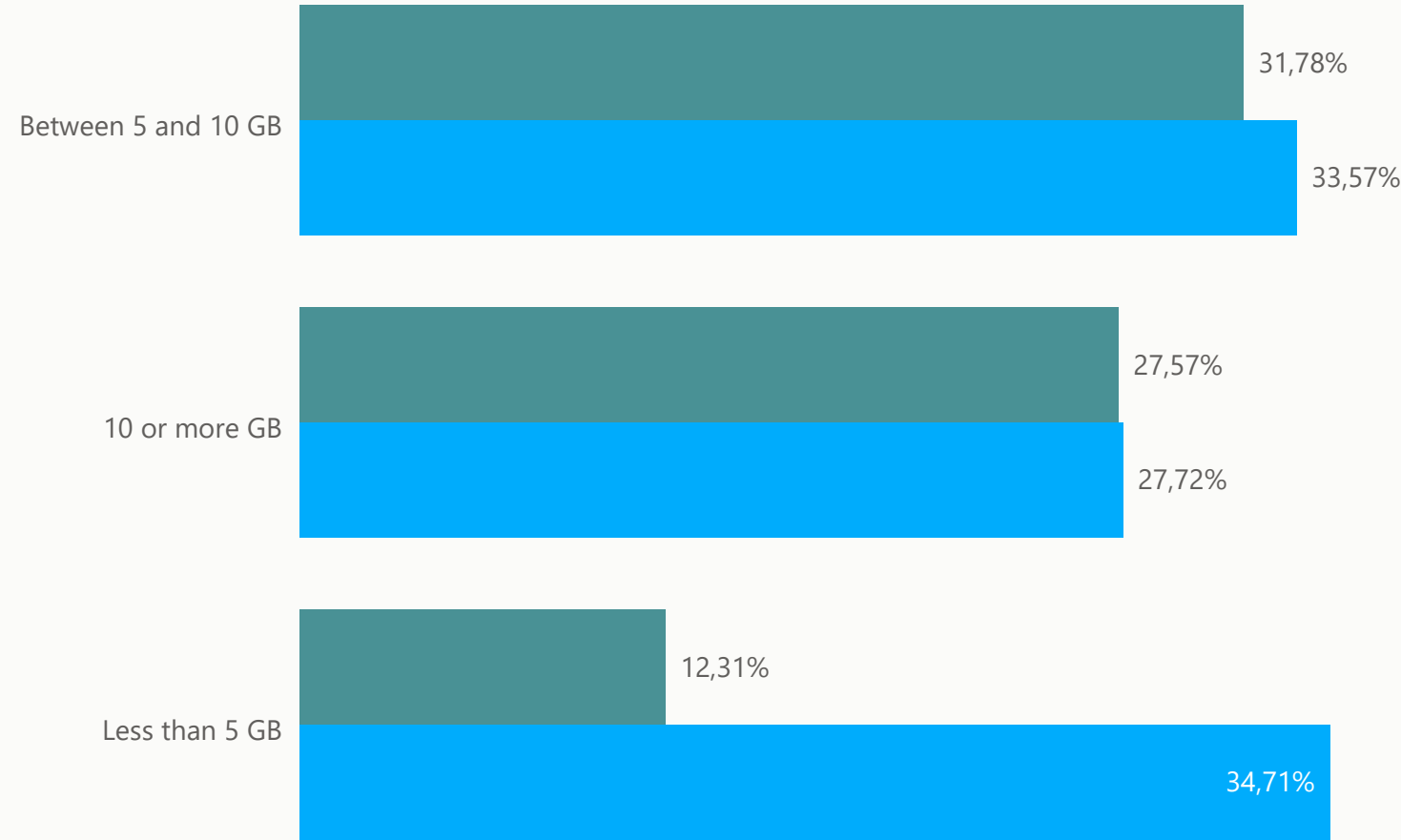
Avg Extra Data Charges

\$33,64

Avg Extra International Charges

Churn Rate by Consumption and Data Plan

Unlimited Data Plan ● No ● Yes



Insights

6123

Total Customer Service Calls

0,92

Avg Customer Service Calls

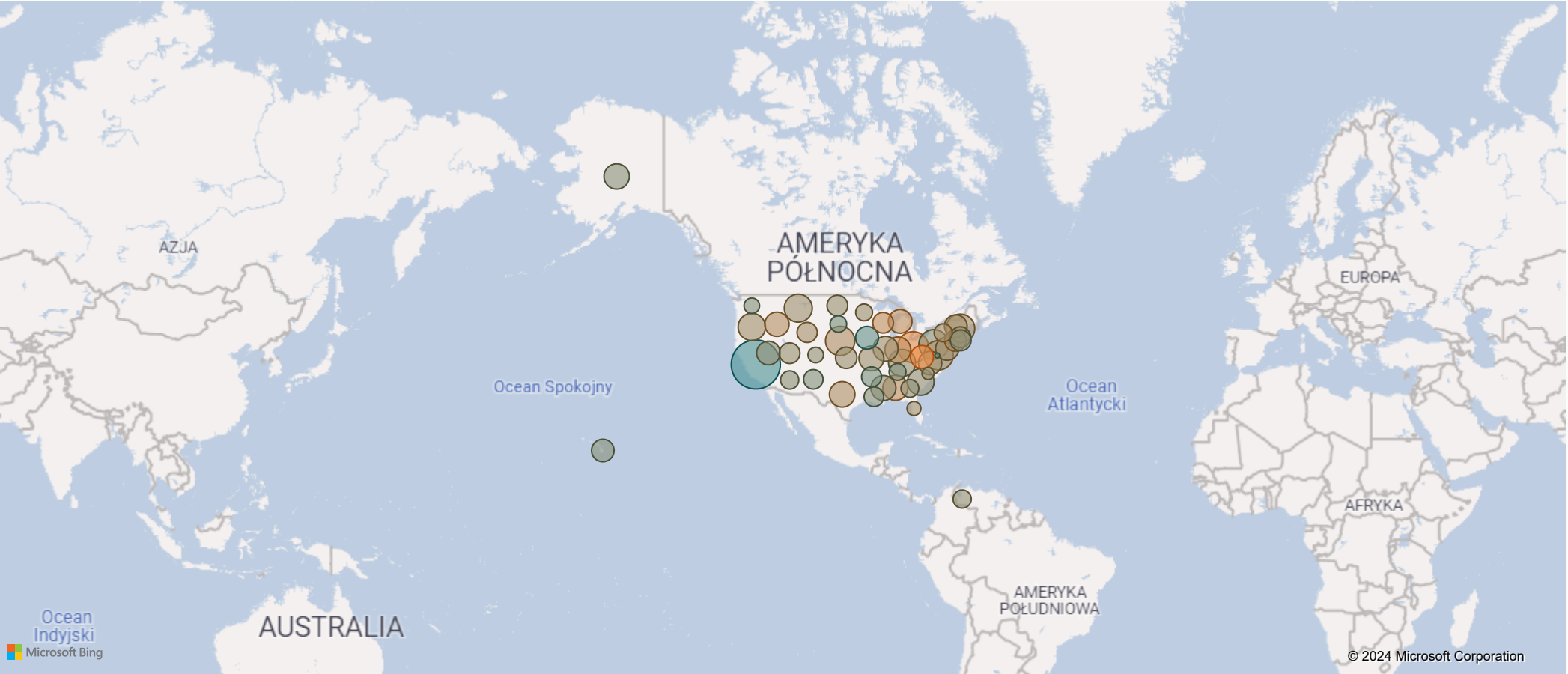
\$33,64

Avg Extra International Charges

\$3,37

Avg Extra Data Charges

Churn Rate and Customer Service Calls by State



Avg Customer Service Calls by State and Churn Label

