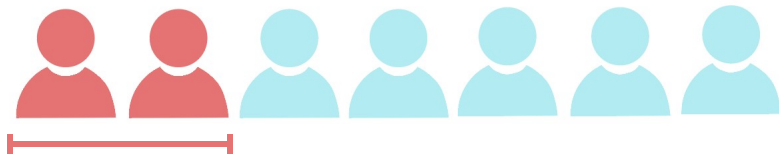
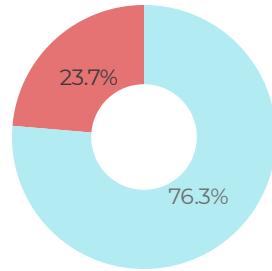
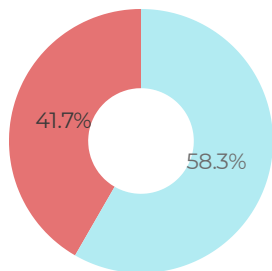


What makes customer churn ?

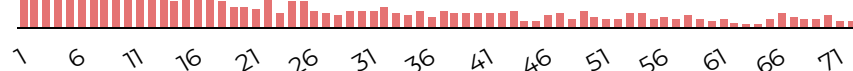
Demographic



1,869 case
from 7,032 customer



tenure ↑
customer churn ↓

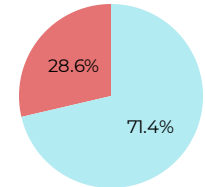


Service

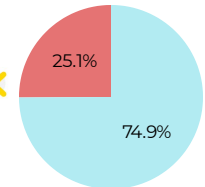
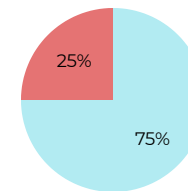
multipleline

have phone service

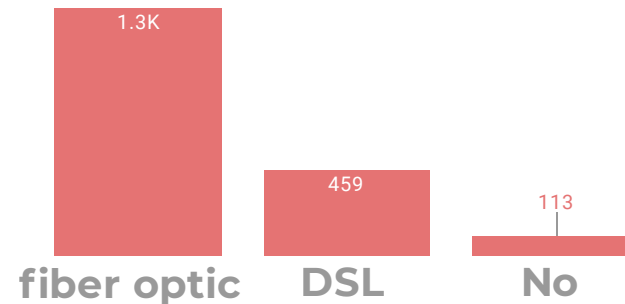
have multipleline



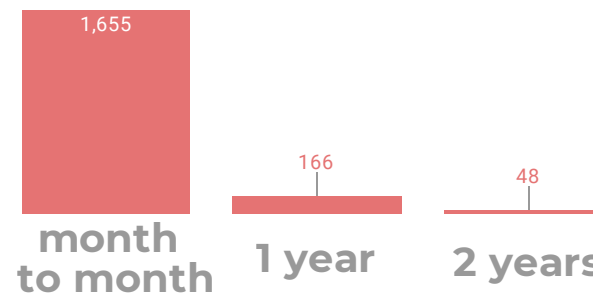
no phone service



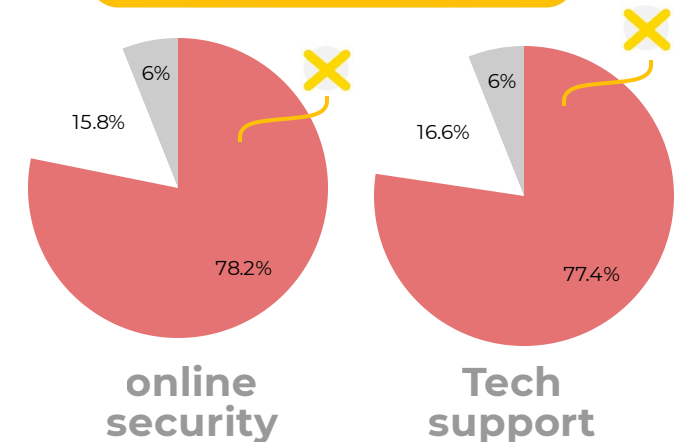
Internet service



contract



additional service



paperlessbilling

