Source : <https://www.kaggle.com/datasets/ahmedgaitani/customer-churn-prediction-dataset>

**Customer Churn Prediction Dataset**

**About Dataset**

**Description:**

In today's competitive telecom industry, retaining customers is crucial for business success. Customer churn, or the loss of customers, can significantly impact a company's revenue and growth. This dataset aims to provide a comprehensive set of features that can help in predicting whether a customer will churn or not.

The dataset contains various customer-related features such as demographics, account information, and service usage details. By analyzing these features, you can build machine learning models to predict customer churn, identify key factors leading to churn, and develop strategies to retain customers.

**Dataset Columns:**

customerID: Unique ID for each customer  
gender: Gender of the customer (Male/Female)  
SeniorCitizen: Whether the customer is a senior citizen (1, 0)  
Partner: Whether the customer has a partner (Yes/No)  
Dependents: Whether the customer has dependents (Yes/No)  
tenure: Number of months the customer has stayed with the company  
PhoneService: Whether the customer has phone service (Yes/No)  
MultipleLines: Whether the customer has multiple lines (Yes/No, No phone service)  
InternetService: Customer's internet service provider (DSL, Fiber optic, No)  
OnlineSecurity: Whether the customer has online security (Yes/No, No internet service)  
OnlineBackup: Whether the customer has online backup (Yes/No, No internet service)  
DeviceProtection: Whether the customer has device protection (Yes/No, No internet service)  
TechSupport: Whether the customer has tech support (Yes/No, No internet service)  
StreamingTV: Whether the customer has streaming TV (Yes/No, No internet service)  
StreamingMovies: Whether the customer has streaming movies (Yes/No, No internet service)  
Contract: The contract term of the customer (Month-to-month, One year, Two year)  
PaperlessBilling: Whether the customer has paperless billing (Yes/No)  
PaymentMethod: The customer's payment method (Electronic check, Mailed check, Bank transfer, Credit card)  
MonthlyCharges: The amount charged to the customer monthly  
TotalCharges: The total amount charged to the customer  
Churn: Whether the customer churned (Yes/No)