

Telcom Customer Churn Analysis

Total Customers

7032

Churned Customers

1869

Churn Rate

26.58%

Total Revenue

\$16.06M

Avg. Monthly Charges

\$64.80

Average Tenure

32

TenureSegment

All

Contract

- ☐ Monthly
☐ One year
☐ Two year

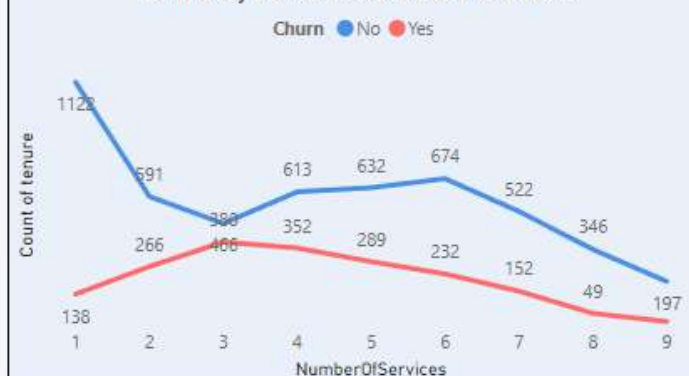
Gender

- ☐ Female
☐ Male

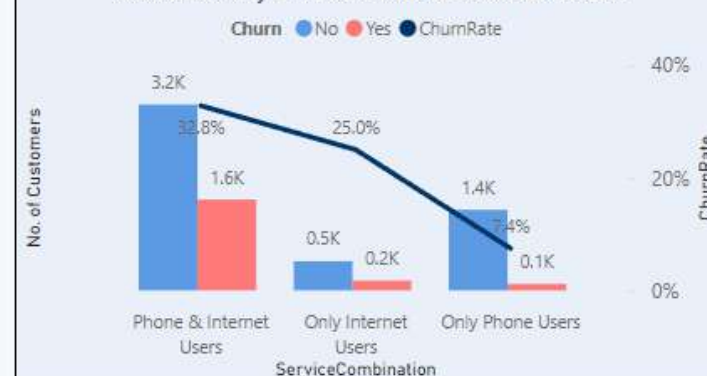
No. Of Services and Churn Rate



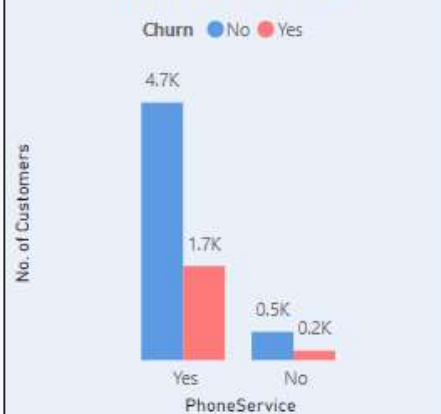
Tenure by NumberOfServices and Churn



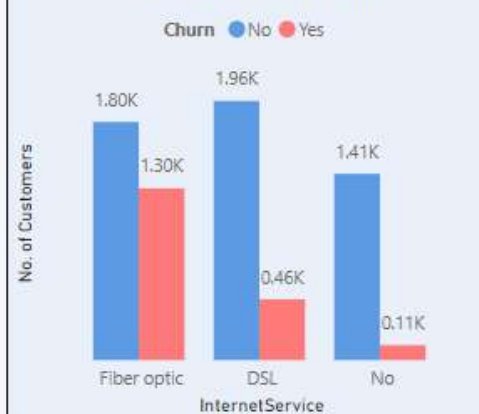
Customers by Service Combinations and Churn



Phone Service Count



Internet Service Count



Customers by Number of Services



Total Subscribed Services

Services	Count	Subscribed %
DeviceProtection	2418	34.39%
InternetService	5512	78.38%
MultipleLines	2967	42.19%
OnlineBackup	2425	34.49%
OnlineSecurity	2015	28.65%
PhoneService	6352	90.33%
StreamingMovies	2731	38.84%
StreamingTV	2703	38.44%
TechSupport	2040	29.01%