

Married

All

Monthly charge group

All

1869

Total churn

454

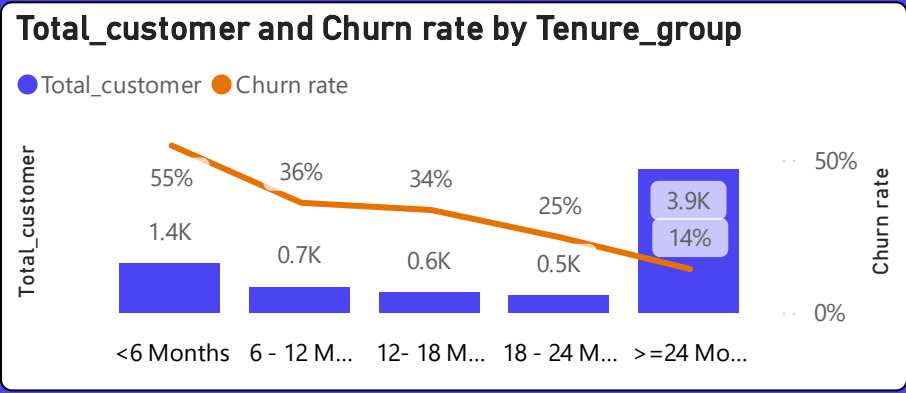
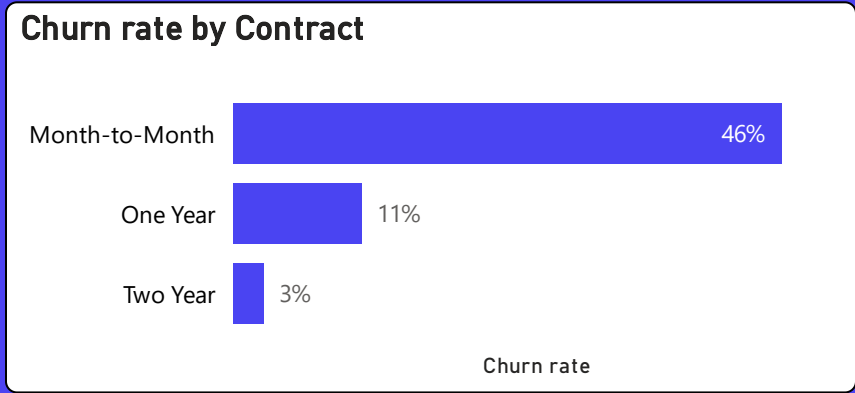
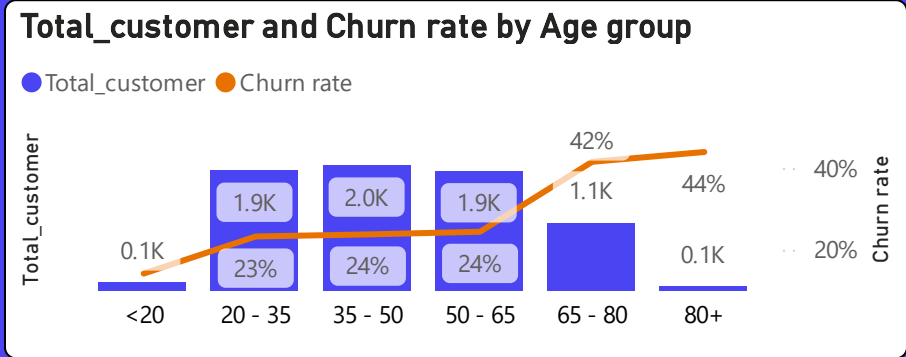
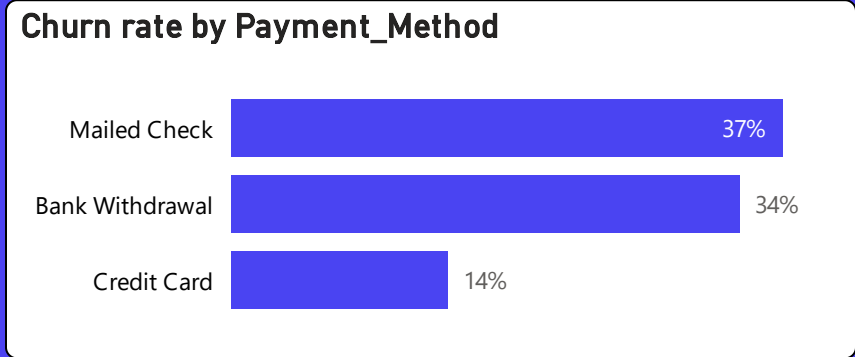
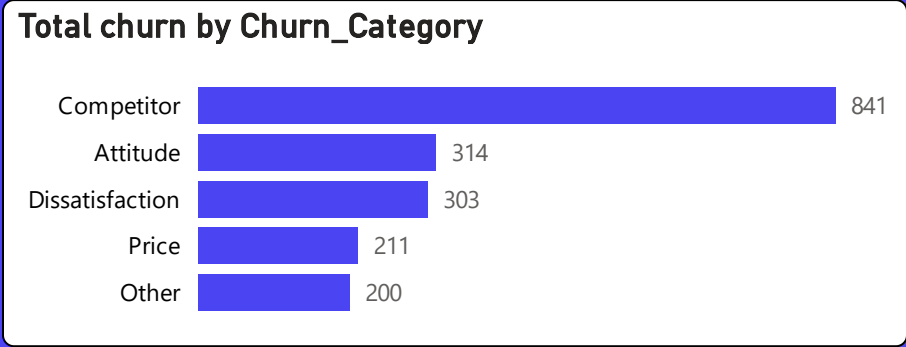
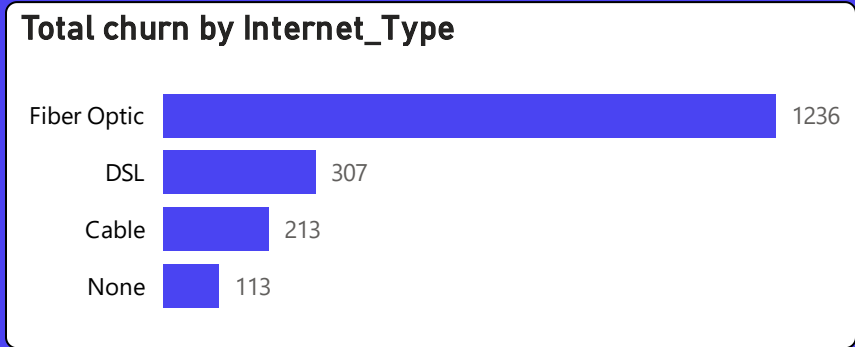
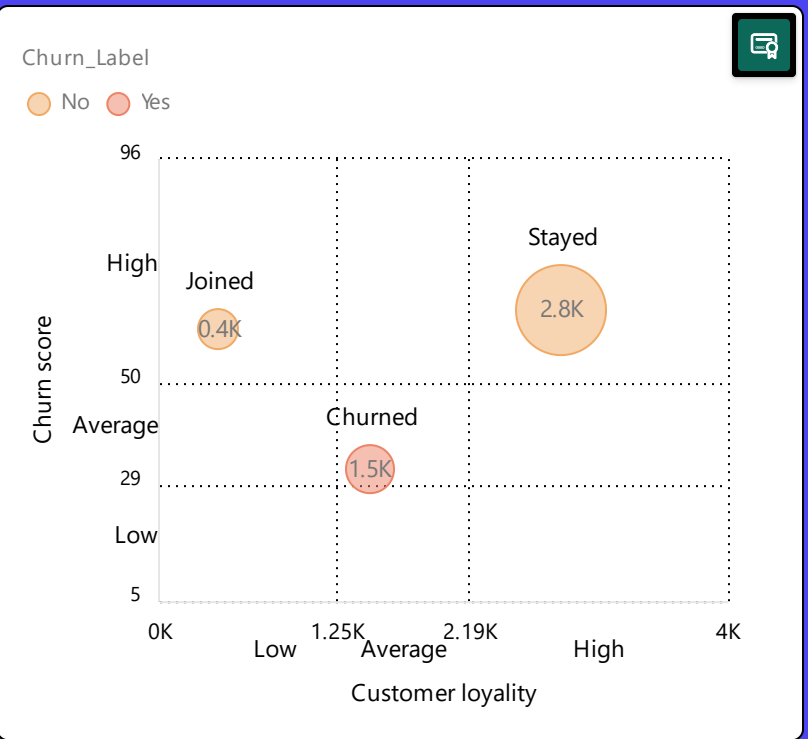
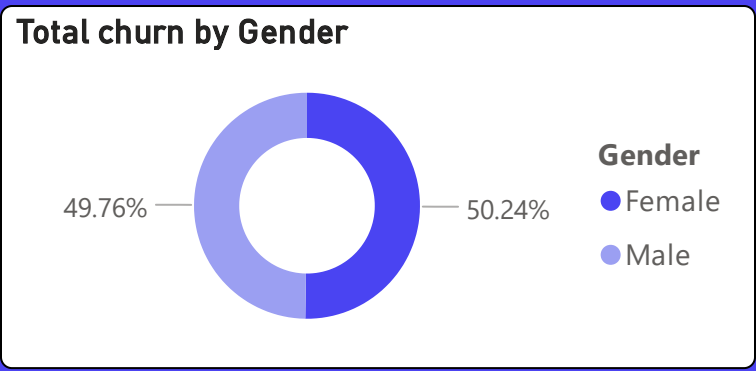
New\_joiners

27%

Churn rate

7043

Total\_customer



### Churn by services

Services	No	Yes
Churn_Label	0%	100%
Dependents	94%	6%
Device_Protection_Plan	71%	29%
Internet_Service	55%	45%
Married	64%	36%
Online_Backup	72%	28%
Online_Security	84%	16%
Paperless_Billing	25%	75%
Phone_Service	9%	91%
Premium_Tech_Support	83%	17%
Referred_a_friend	67%	33%
Senior_Citizen	75%	25%

Churn\_Reason



Total

churn

Service dissatisfaction

Product dissatisfaction

Price too high

Poor expertise of phone support

Poor expertise of online support

Others

**Total**

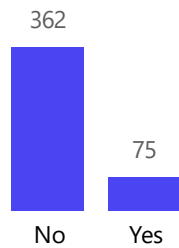
238

Male

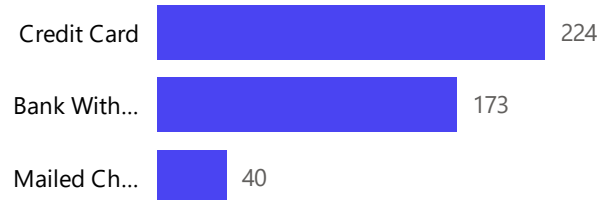
199

Female

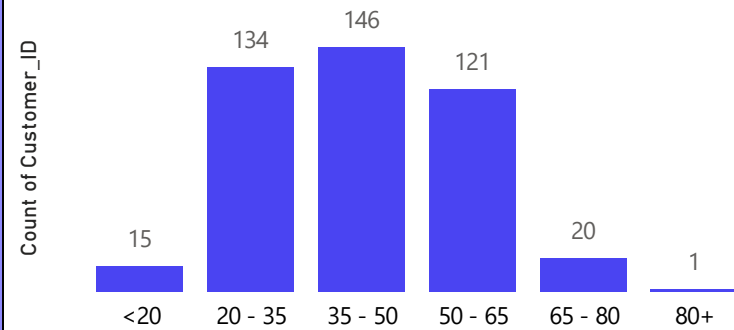
Count of Customer\_ID by Married



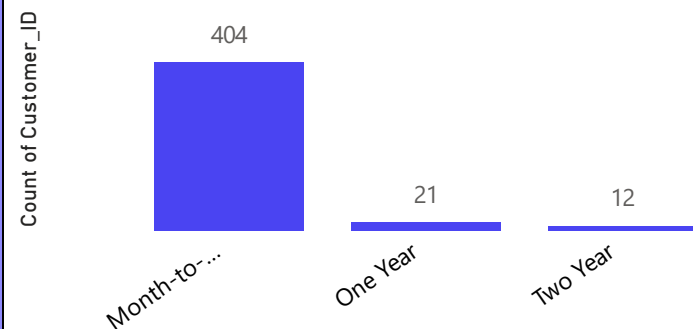
Count of Customer\_ID by Payment\_Method



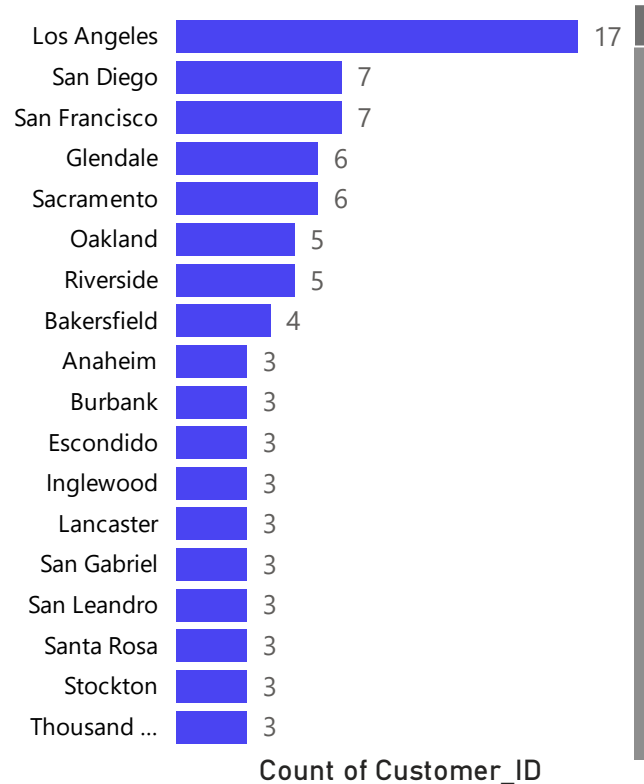
Count of Customer\_ID by Age group



Count of Customer\_ID by Contract



Count of Customer\_ID by City



COUNT OF PREDICTED CHURNERS : 437

Customer_ID	Sum of Monthly Charge	Sum of Total Revenue	Sum of Total Refunds
2081-VEYEH	107.95	356.58	
5760-IFJOZ	107.95	456.10	
7379-FNIUJ	100.20	253.62	
6645-MXQJT	97.10	262.85	
1393-IMKZG	95.85	98.55	
4929-XIHVW	95.50	257.85	
2984-AFWNC	95.40	344.18	
3318-NMQXL	92.00	313.60	
4927-WWOOZ	91.45	280.27	
5091-HFAZW	91.15	272.06	
4137-BTIKL	90.75	229.09	
0432-CAJZV	90.70	253.82	
0258-NOKBL	90.40	362.89	
0139-IVFJG	90.35	199.80	
1941-HOSAM	90.10	114.43	
3071-VBYPO	89.85	348.30	
7952-OBOYL	89.85	319.75	
4273-MBHYA	89.35	94.71	
Total	18,666.30	50,418.01	