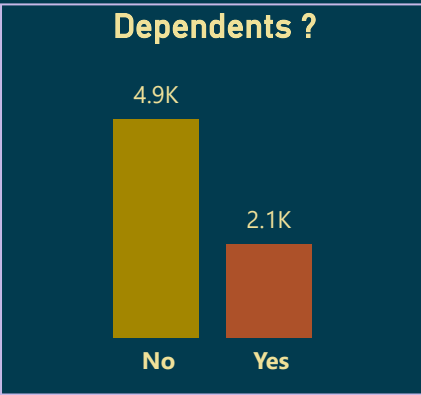
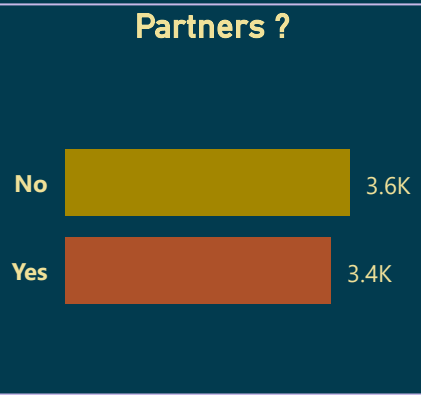
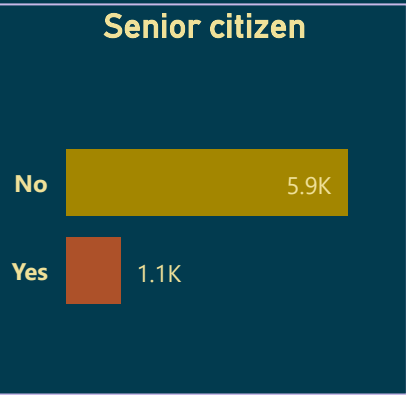
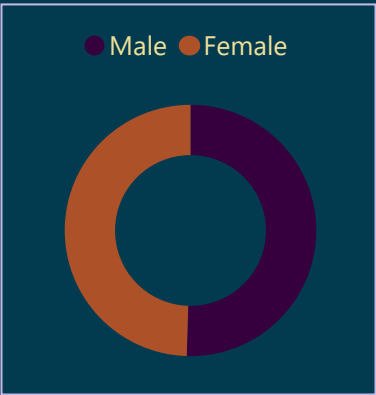


# TELCO CUSTOMER CHURN ANALYSIS

## ALL CUSTOMER PROFILE

7043

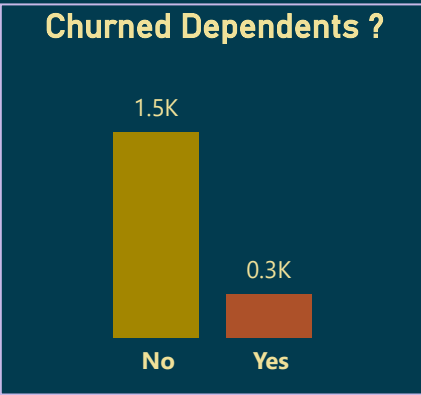
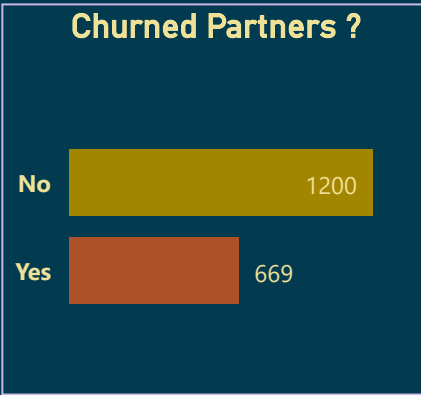
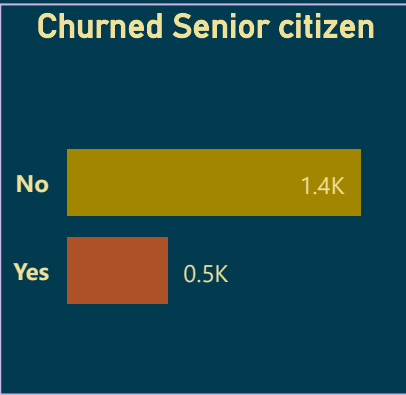
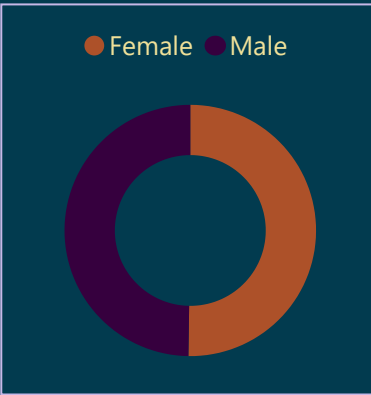
### Demographics



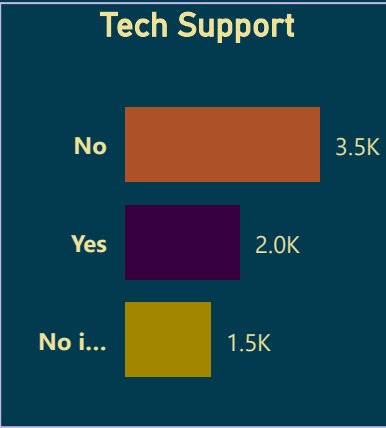
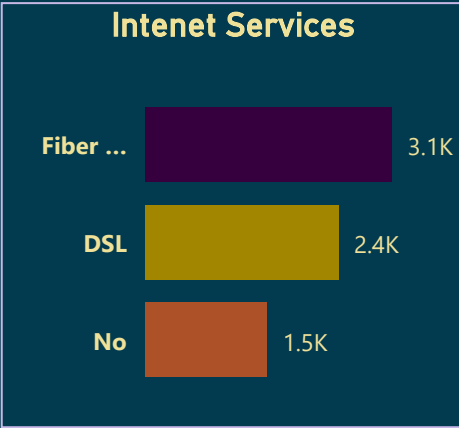
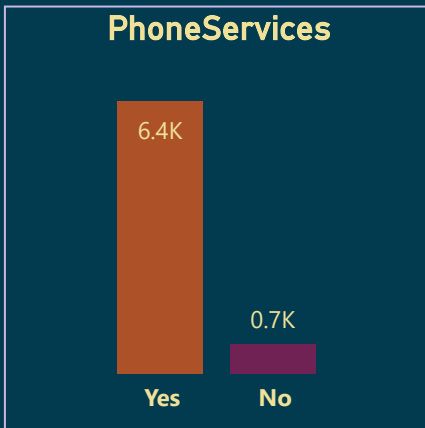
## CHURNED CUSTOMERS PROFILE

1869

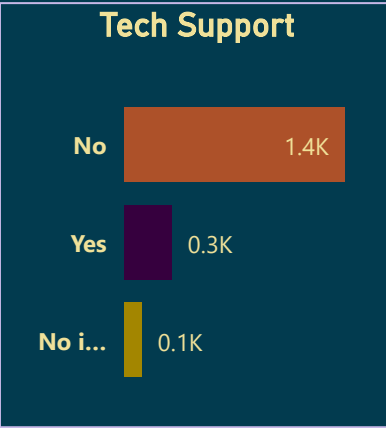
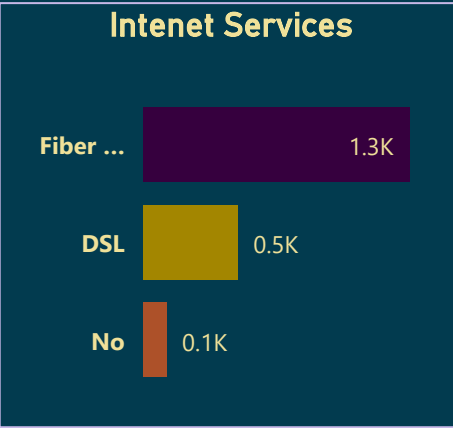
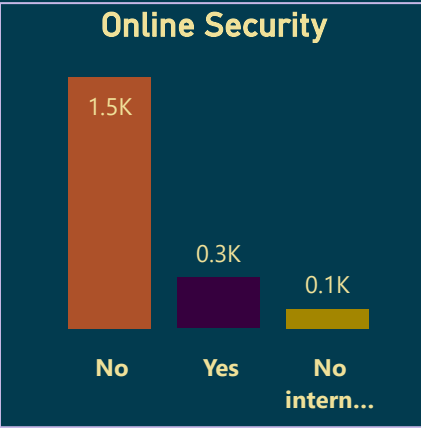
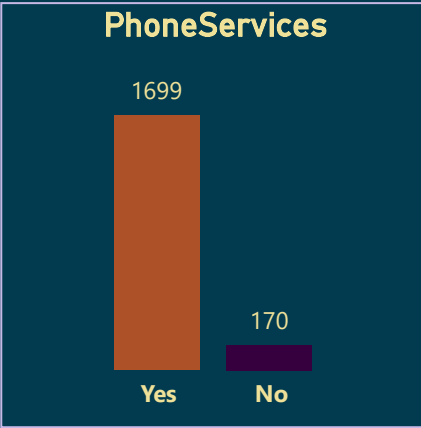
### Demographics



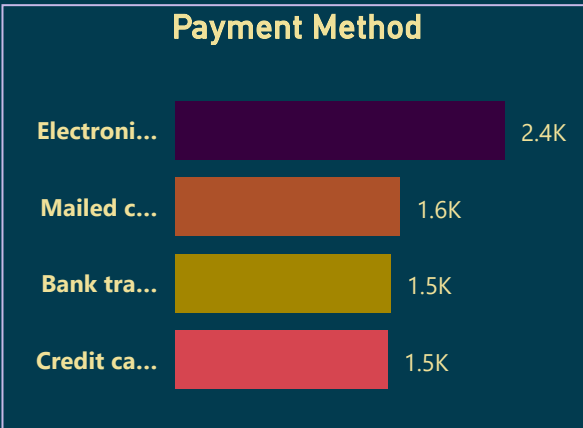
### Phone Services



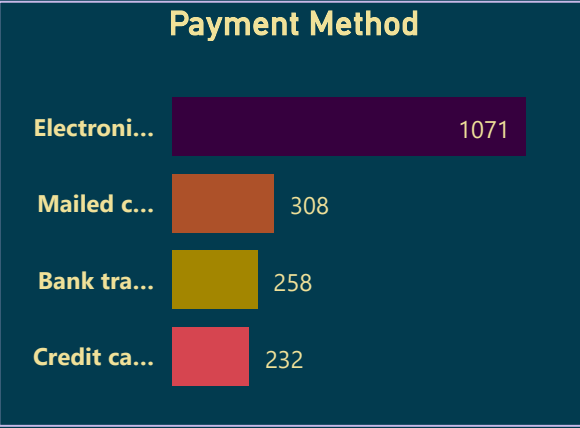
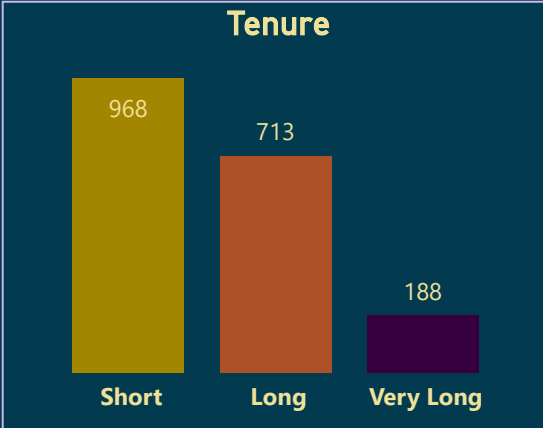
### Phone Services



### Contract



### Contract



# CHURNED CUSTOMER DETAILS

CUSTOMER ID :

All



## Personal Details

ID : 0004-TLHLJ

Gender : Female

Senior Citizen : No

## Phone Services

Phone Services : No

Internet Services : DSL

Tech Support : No

Online Backup : No

Device Protection : No

## Other Details

Partner

No

Dependent

No

## Recommendation

- The **Month to Month Contract type** should be given more attention as customers that have subscribed for that contract tend to churn.
- Customers that have used between **0-10 months** tend to churn .
- Customers using **Fiber Optic Internet service** tend to churn more .
- Customers using the **electronic check payment** method tend to churn .
- Customers without **online backup** churn more .
- Customers without **Tech Support** churn more .
- Customers without **Device protection** tends to churn more.

....More attention to be given to the above highlighted categories.

## Contract

Type

Month-to-month

Tenure

34K

Payment Method

Bank transfer (automatic)