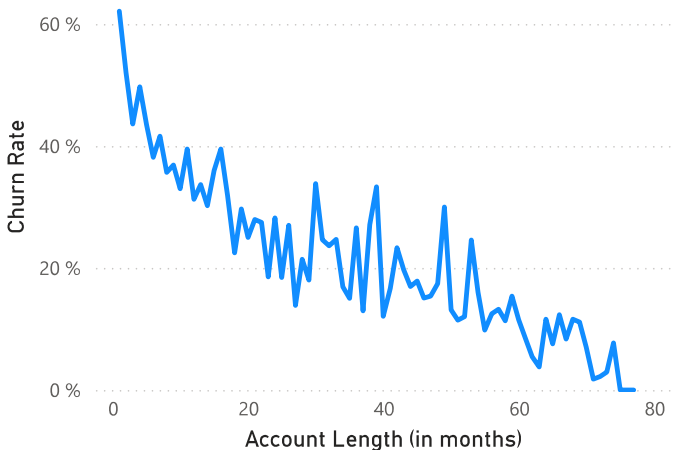
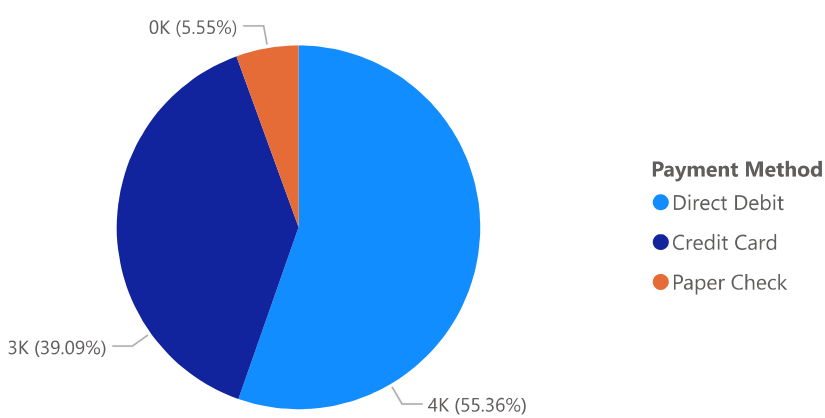


Churn Rate by Account Length (in months)

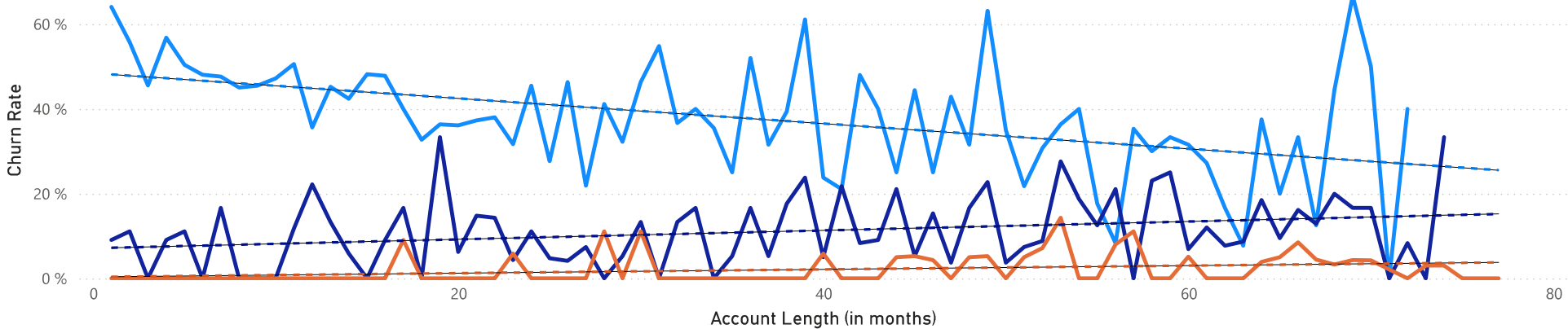


Number of Customers and Churn Rate by Payment Method



Churn Rate by Account Length (in months) and Contract Type

Contract Type ● Month-to-Month ● One Year ● Two Year



Senior	Under 30	Churn Rate
No	No	24.54 %
No	Yes	23.00 %
Yes	No	38.46 %
Total		26.86 %

6687

Count of Customer ID

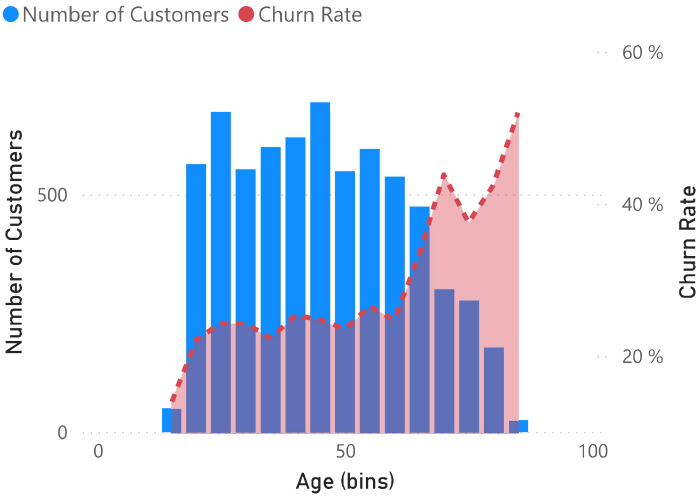
26.86 %

Churn Rate

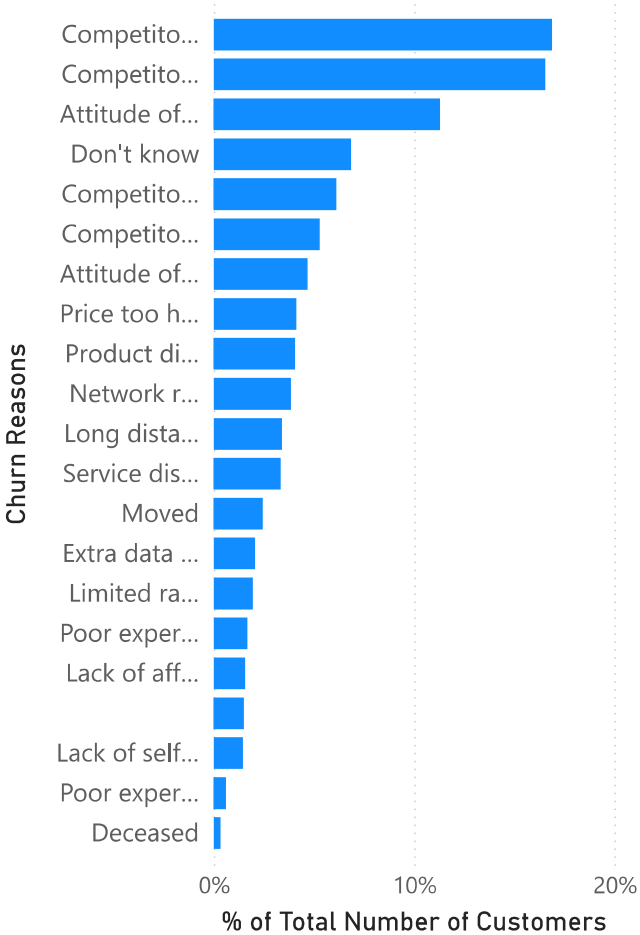
1796

Churned

Number of Customers and Churn Rate by Age (bins)



Churn Reasons



Churn Category

☐
☐ Attitude
 ☐ Competitor
 ☐ Dissatisfaction
 ☐ Other
 ☐ Price

Contract Catego...

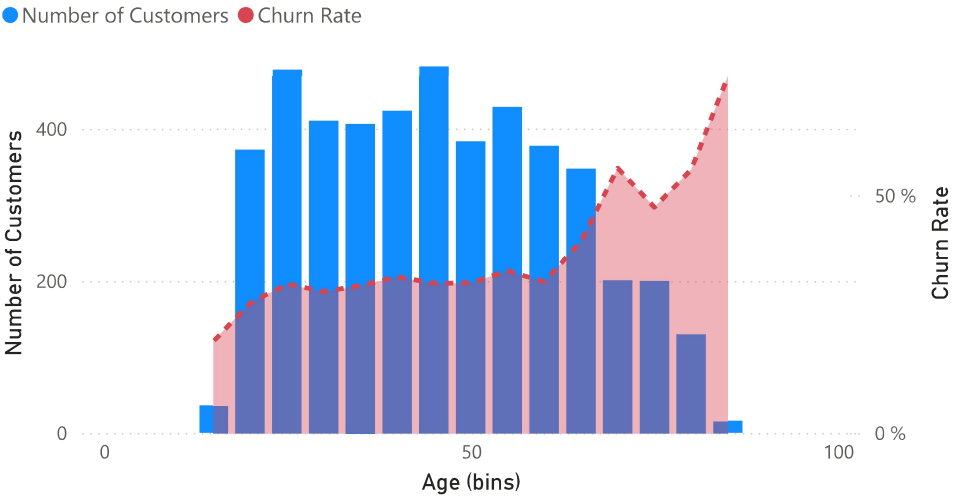
☐ Monthly
 ☐ Yearly

Churn Rate by State

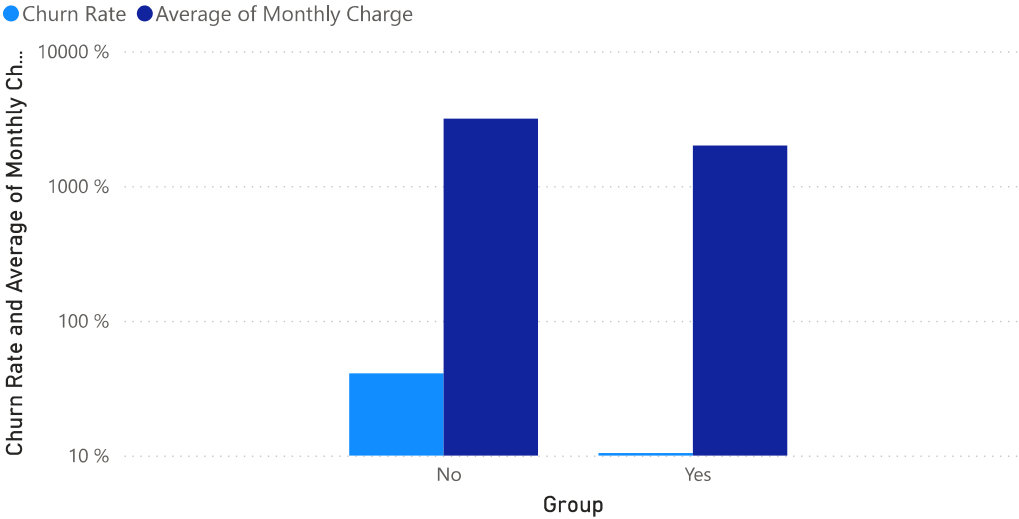




Number of Customers and Churn Rate by Age (bins)



Churn Rate and Average of Monthly Charge by Group



Average Customer Service Calls

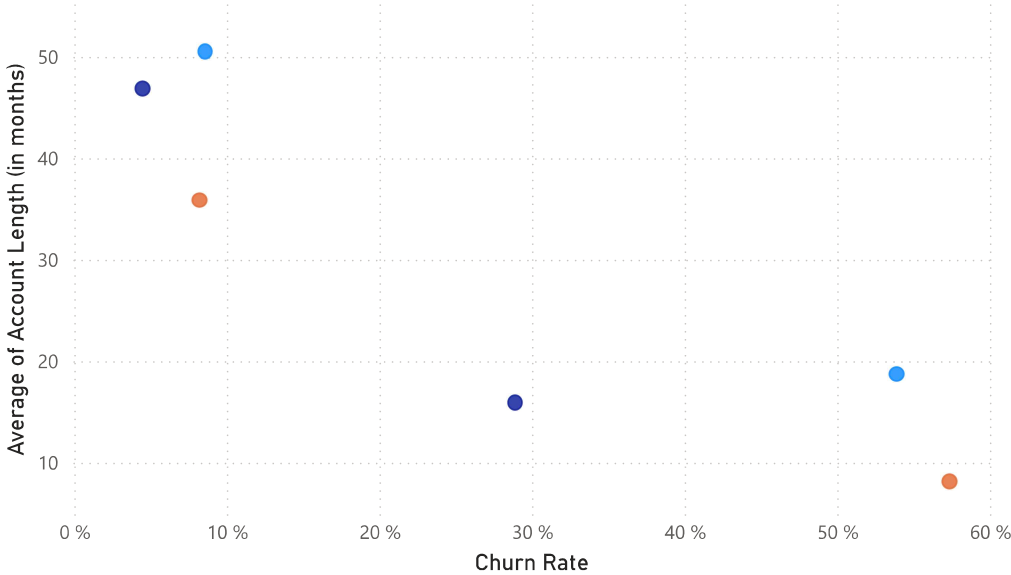
0.92

Number of Customers

7K

Churn Rate and Average of Account Length (in months) by Contract Category and Payment Method

Payment Method ● Credit Card ● Direct Debit ● Paper Check



Contract Category

- Monthly
- Yearly

Payment Method

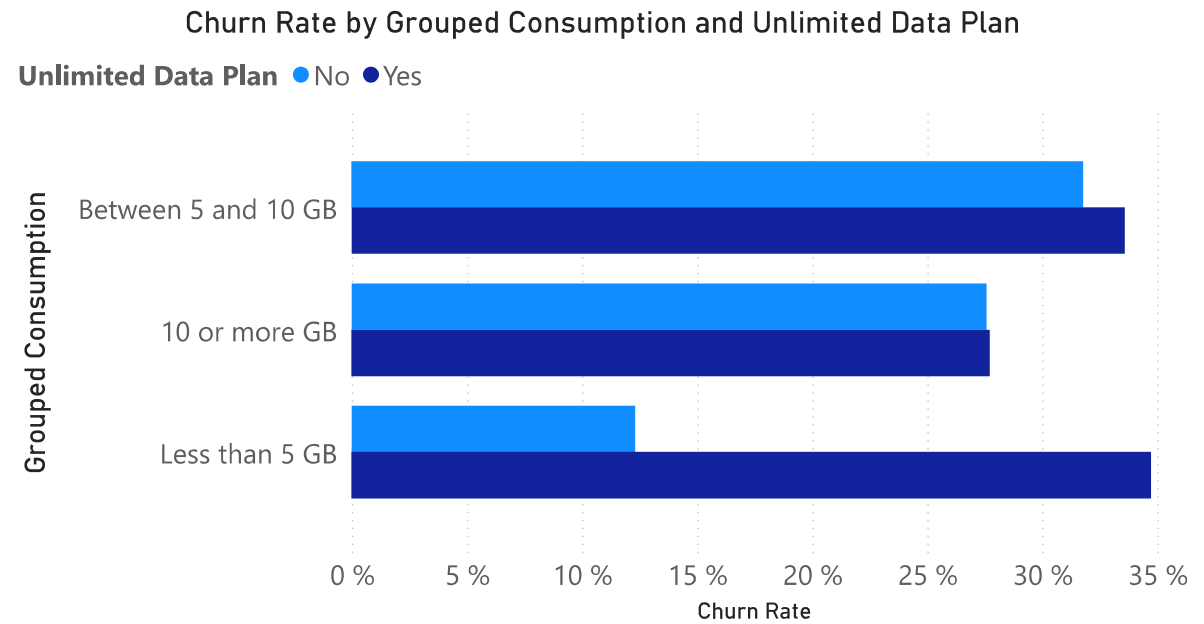
- Credit Card
- Direct Debit
- Paper Check

Average Extra Data Charges

3.37

Average Extra International...

33.64



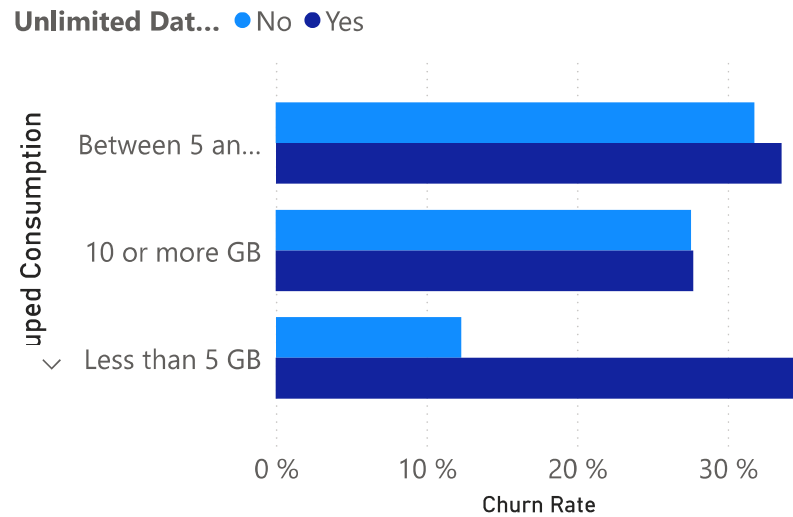
Average Extra Dat...
3.37

Average Extra...
33.64

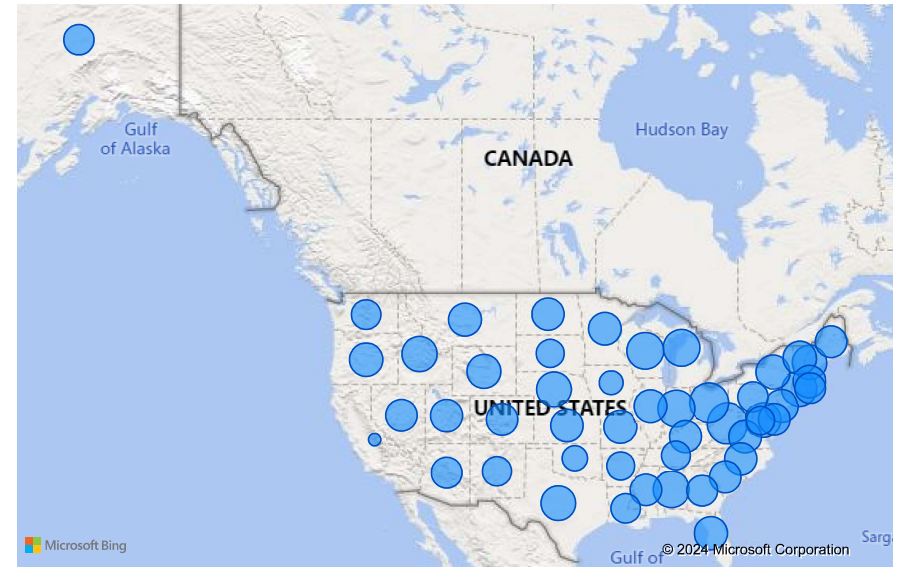
- Payment Method
- ☐ Credit Card
 - ☐ Direct Debit
 - ☐ Paper Check

- Contract Category
- ☐ Monthly
 - ☐ Yearly

Churn Rate by Grouped Consumption and Unlimited Data Plan



Customer Service Calls and Churn Rate by State



Average Customer Service Calls by State and Churn Label

