7043 1869 **Customer Profile Churner Profile** Senior Citizen Senior Citizen Gender Tenure Gender Tenure 100% 100% ■ Male ■ Female ● Female ● Male 1142 476 0-20 0-20 3.56K 2878 1251 939 (50.48%)(50.24%)Partner Partner 21-40 1408 21-40 210 61-100 41-60 1407 3.6K 3.4K 1.2K 41-60 1350 61-100 93 0.7K 3.49K (49.52%)(49.76%)46.9% 7.4% Yes Nο Yes Nο Tech Support Phone Service Online Security Internet Service Online Security Tech Support Internet Service Phone Service ● Fiber optic ● DSL ● No ● Fiber optic ● DSL ● No No 3.5K 1.5K 3.1K (21.7%)(44.0%)2.0K Yes (24.6%)No 0.2K 0.7K No i... 0.1K No i... 0.1K 1.5K No i... 1.5K No i... 2.4K (34.4%) 1.3K (69.4%) Contract Payment Method Payment Method Contract Monthly Annual Biennial MonthlyBiennialAnnual 2.4K Electronic check Electronic check 1071 1.5K (20.9%) 0.2K (8.9%) 308 Mailed check Mailed check Bank transfer (automatic) 1.5K Bank transfer (automatic) 258 1.5K Credit card (automatic) Credit card (automatic) 232 1.7K 3.9K Monthly Charges (Avg) Total Charges (Avg) Monthly Charges (Avg) Total Charges (Avg) (24.1%)─ 1.7K (88.6%) (55.0%)74.44 2.28K 1.53K 64.76