Importing the Neccessary Libraries

```
In [1]: import opendatasets as od
    import pandas as pd
    import numpy as np
    import plotly.express as px
    import seaborn as sns
    import matplotlib.pyplot as plt
    from sklearn.model_selection import train_test_split
    from sklearn.preprocessing import MinMaxScaler
    from sklearn.linear_model import LogisticRegression
    from sklearn.tree import DecisionTreeClassifier
    from sklearn.ensemble import RandomForestClassifier
    from sklearn.ensemble import GradientBoostingClassifier
    from sklearn.metrics import accuracy_score,classification_report,confusion_matrix
```

Data Extraction From Kaggle

Data Exploration and Cleaning

In [4]:	data							
Out[4]:		PTY_PROFILE_SUB_TYPE	SOCIO_ECONOMIC_SEGMENT	PARTY_NATIONALITY	PARTY_GENDER_CD	TARGET	YEAR_JOINED	CU
	0	Residential	EMIRATI	United Arab Emirates	М	0	1994	
	1	Prestige	EMIRATI	United Arab Emirates	М	0	1994	
	2	Residential	EMIRATI	United Arab Emirates	М	0	1994	
	3	Prestige	EMIRATI	United Arab Emirates	М	0	1994	
	4	Residential	EMIRATI	United Arab Emirates	М	0	1994	
	1140610	Residential	EMIRATI	United Arab Emirates	М	0	2017	
	1140611	Residential	YOUTH	United Arab Emirates	М	0	2017	
	1140612	Consumer via Retailer	EXPATS	Comoros	М	0	2017	
	1140613	Residential	EXPATS	Philippines	М	0	2017	
	1140614	Residential	EXPATS	Syrian Arab Republic	М	0	2017	
	1140604	rows × 27 columns						
	4							•

```
In [5]: data.info()
```

<class 'pandas.core.frame.DataFrame'> Int64Index: 1140604 entries, 0 to 1140614 Data columns (total 27 columns): # Column Non-Null Count Dtype -----0 PTY_PROFILE_SUB_TYPE 1140604 non-null object SOCIO_ECONOMIC_SEGMENT 1140604 non-null 1 object PARTY_NATIONALITY 2 1140604 non-null object PARTY_GENDER_CD 3 1140604 non-null object TARGET 1140604 non-null int64 4 YEAR JOINED 1140604 non-null int64 6 CURRENT_YEAR 1140604 non-null int64 7 BILL_AMOUNT 1140604 non-null float64 8 PAID AMOUNT 1140604 non-null float64 PAYMENT_TRANSACTIONS 9 1140604 non-null int64 PARTY REV 10 1140604 non-null float64 PREPAID_LINES 1140604 non-null int64 12 POSTPAID_LINES 1140604 non-null int64 OTHER LINES 1140604 non-null int64 13 LINE_REV 14 1140604 non-null float64 15 STATUS 1140604 non-null object 16 MOUS TO LOCAL MOBILES 1140604 non-null float64 MOUS_FROM_LOCAL_MOBILES 1140604 non-null float64
MOUS_TO_LOCAL_LANDLINES 1140604 non-null float64 17 18 19 MOUS_FROM_LOCAL_LANDLINES 1140604 non-null float64 MOUS_TO_INT_NUMBER 1140604 non-null float64 20 MOUS_FROM_INT_NUMBER 21 1140604 non-null float64 DATA_IN_BNDL 22 1140604 non-null float64 1140604 non-null float64 DATA_OUT_BNDL 23 DATA USG PAYG 1140604 non-null float64 24 25 COMPLAINTS 1140604 non-null int64 26 Years_stayed 1140604 non-null int64 dtypes: float64(13), int64(9), object(5) memory usage: 243.7+ MB

Telecom Churn Classification Model With Data Analysis On Churning Factor - Jupyter Notebook In [6]: data.describe().T Out[6]: 75% count mean std min 25% 50% m TARGET 1140604.0 0.052783 0.223601 0.000000 1.0000 0.000000 0.000000 0.000000 YEAR_JOINED 1140604.0 2013.380685 6.082378 1994.000000 2013.000000 2016.000000 2017.000000 2018.0000 2019.000000 **CURRENT YEAR** 1140604.0 2018.947217 2018.000000 2019.0000 0.223601 2019.000000 2019.000000 **BILL_AMOUNT** 1140604.0 381.180390 369.703950 -2810.494133 174.137757 290.723940 460.977100 27026.2861 PAID_AMOUNT 1140604.0 392.139052 372.560750 0.000000 181.666667 300.729167 476.423333 22743.6350 PAYMENT_TRANSACTIONS 1140604.0 0.000000 1.346936 0.730928 1.000000 1.000000 2.000000 30.0000 **PARTY_REV** 1140604.0 1910.808512 18370.153789 -2011.420000 423.187917 834.713333 1553.675000 545537.0616 PREPAID_LINES 1140604.0 2.144700 5.751809 0.000000 0.000000 1.000000 3.000000 956.0000 POSTPAID_LINES 1140604.0 3.989309 43.951146 1.000000 1.000000 2.000000 3.000000 1282.0000 **OTHER_LINES** 1140604.0 0.899103 7.864311 0.000000 0.000000 0.000000 1.000000 1853.0000 LINE_REV 1140604.0 382.747476 361.962754 -1367.315000 176.663333 295.601667 464.870417 26446.0300 MOUS_TO_LOCAL_MOBILES 1140604.0 393.181442 901.601659 0.000000 28.920000 170.380000 469.540000 41513.4450 MOUS_FROM_LOCAL_MOBILES 1140604.0 129.417629 298.945225 0.000000 0.425000 29.445000 141.895000 31391.9900 MOUS_TO_LOCAL_LANDLINES 1140604.0 17 171341 38 574464 0.000000 0.350000 7 160000 22 035000 21851 1200 MOUS_FROM_LOCAL_LANDLINES 1140604.0 36.186004 120.017158 0.000000 0.015000 10.025000 39.260000 20344.3350 MOUS_TO_INT_NUMBER 1140604.0 51.084417 114.449291 0.000000 0.000000 2.175000 54.090000 4021.3650 MOUS_FROM_INT_NUMBER 1140604.0 6.840673 35.604586 0.000000 0.000000 0.000000 1.710000 16166.9550 DATA_IN_BNDL 1140604.0 10491.521078 33572.216744 0.000000 708.101562 4394.218506 9955.910278 898452.5976 DATA_OUT_BNDL 1140604.0 0.151718 7.416291 0.000000 0.000000 0.000000 0.000000 1912.5585 DATA_USG_PAYG 1140604.0 168.279280 6918.395813 0.000000 0.000000 0.000000 0.000000 999000.0000 **COMPLAINTS** 1140604.0 0.078777 0.324774 0.000000 0.000000 0.000000 0.000000 13.0000 Years_stayed 1140604.0 5.566531 6.104279 0.000000 2.000000 3.000000 6.000000 25.0000 In [5]: data.duplicated().value counts() Out[5]: False 1140124 True 480

dtype: int64

In [6]: data.drop_duplicates(inplace=True) data.duplicated().value_counts()

Out[6]: False 1140124 dtype: int64

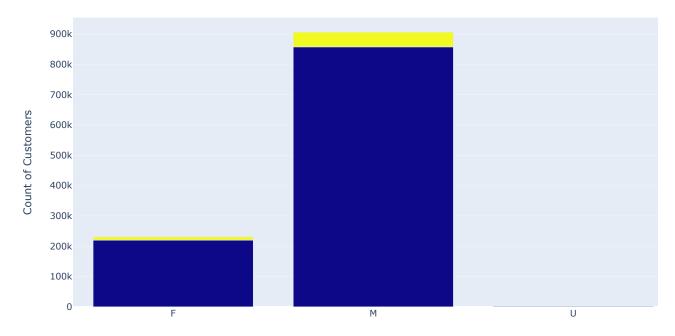
```
In [7]: data.isnull().sum()
Out[7]: PTY_PROFILE_SUB_TYPE
                                       0
         SOCIO_ECONOMIC_SEGMENT
                                       0
        PARTY_NATIONALITY
PARTY_GENDER_CD
                                       0
                                       0
         TARGET
                                       0
         YEAR_JOINED
         CURRENT_YEAR
                                       0
         BILL_AMOUNT
                                       0
         PAID_AMOUNT
         PAYMENT_TRANSACTIONS
                                       0
         PARTY REV
                                       0
         PREPAID_LINES
                                       0
         POSTPAID_LINES
                                       0
         OTHER LINES
         LINE_REV
                                       0
         STATUS
                                       0
         MOUS_TO_LOCAL_MOBILES
        MOUS_FROM_LOCAL_MOBILES
                                       0
         MOUS TO LOCAL LANDLINES
                                       0
         MOUS_FROM_LOCAL_LANDLINES
                                       0
        MOUS_TO_INT_NUMBER
                                       0
         MOUS FROM INT NUMBER
         DATA_IN_BNDL
                                       0
         DATA_OUT_BNDL
                                       0
         DATA_USG_PAYG
                                       0
         COMPLAINTS
                                       0
         Years_stayed
         dtype: int64
```

Exploratory Data Analysis

TARGET

```
In [10]: plt.figure(figsize=(10,6))
    gender_group = data.groupby(['PARTY_GENDER_CD', 'TARGET'])['PARTY_GENDER_CD'].count().reset_index(name='count')
    fig = px.bar(gender_group, x='PARTY_GENDER_CD', y='count', color='TARGET', barmode='group')
    fig.update_layout(title_text='Churn by Gender', xaxis_title='Gender', yaxis_title='Count of Customers')
    fig.show()
```

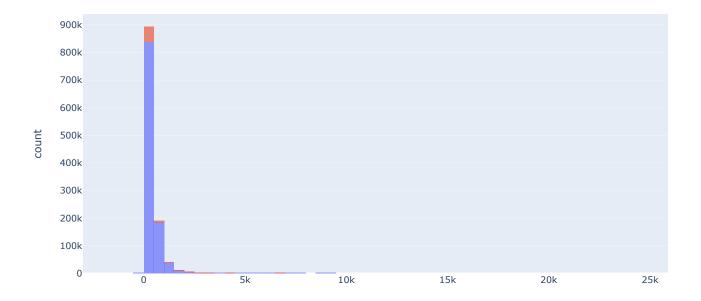
Churn by Gender



<Figure size 720x432 with 0 Axes>

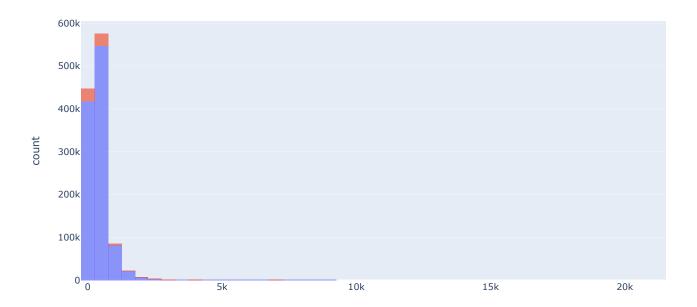
This suggests that the majority of the churned customers are male (80%) while only a small percentage are female (20%). The distribution of gender among the customer base is skewed towards males and females, with fewer customers identifying as other.

Distribution of Bill Amount



The analysis of the bill amount column reveals that the majority of non-churned customers have a bill amount ranging from 0 to 2500 or around 250000. On the other hand, a significant number of non-churned customers have negative or defaulted bill amounts. In contrast, churned customers tend to have much lower bill amounts compared to the overall distribution. This suggests that bill amount may be a factor in customer churn.

Distribution of PAID Amount



It appears that there is a correlation between a customer's bill amount and their likelihood to churn. Customers with lower bill amounts tend to be more likely to churn compared to those with higher bill amounts. However, it is worth noting that even some high bill amount customers are still churning, indicating that there may be other factors at play. Further analysis is needed to determine the reasons behind these churns among high bill amount customers.

```
In [13]: mean_churned = data[data["TARGET"] == 1]["BILL_AMOUNT"].mean()
    mean_not_churned = data[data["TARGET"] == 0]["BILL_AMOUNT"].mean()

std_churned = data[data["TARGET"] == 1]["BILL_AMOUNT"].std()
    std_not_churned = data[data["TARGET"] == 0]["BILL_AMOUNT"].std()

print("Mean Bill Amount for Churned Customers:", mean_churned)
    print("Mean Bill Amount for Non-Churned Customers:", std_churned)

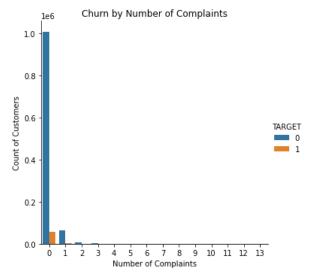
print("Standard Deviation of Bill Amount for Churned Customers:", std_churned)

mean Bill Amount for Churned Customers: 292.88632541951256

Mean Bill Amount for Non-Churned Customers: 386.26845276523153
```

The mean bill amount for customers who have churned is significantly lower, at 292.92 Dollar, compared to the mean bill amount for customers who have not churned, at 386.29 Dollar. This suggests that customers who spend less on their monthly bill may be more likely to churn. Additionally, the standard deviation of the bill amount for churned customers is lower than that for non-churned customers, which suggests that the amount spent by churned customers is more consistent and predictable.

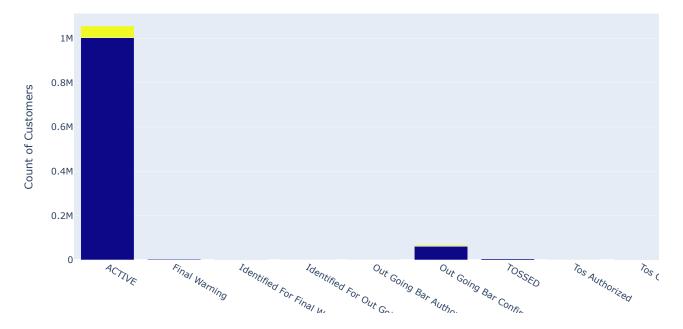
Standard Deviation of Bill Amount for Churned Customers: 251.21456181459553 Standard Deviation of Bill Amount for Non-Churned Customers: 374.5872319648818



This plot indicates that the number of complaints alone may not be the sole reason for churn. While some customers may have left after filing a complaint, it is possible that there were other unresolved issues that led to their departure. Further investigation is needed to determine the root cause of churn in these cases, and to develop strategies for reducing churn in response to complaints.

```
In [17]: status_group = data.groupby(['STATUS', 'TARGET'])['STATUS'].count().reset_index(name='count')
    fig = px.bar(status_group, x='STATUS', y='count', color='TARGET')
    fig.update_layout(title='Churn by Customer Status', xaxis_title='Customer Status', yaxis_title='Count of Customer fig.show()
```

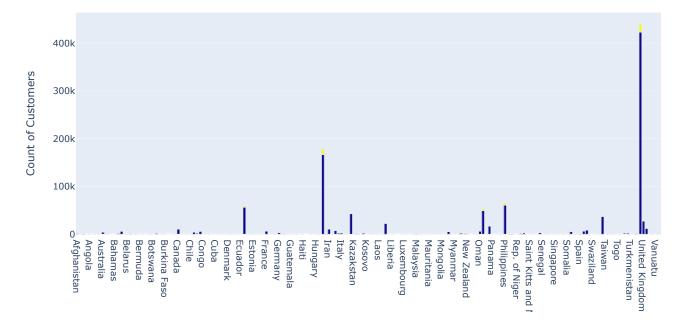
Churn by Customer Status



This indicates that a customer's status may not be the sole factor contributing to churn. The majority of churned customers were active, however 9.6% of churned customers were classified as outgoing barred or defaulted customers. Further analysis is needed to fully understand the relationship between outgoing barred and churn.

In [18]: status_group = data.groupby(['PARTY_NATIONALITY', 'TARGET'])['PARTY_NATIONALITY'].count().reset_index(name='counfig = px.bar(status_group, x='PARTY_NATIONALITY', y='count', color='TARGET')
fig.update_layout(title='Churn by Customer Nationality', xaxis_title='Customer Nationality', yaxis_title='Count (fig.show())

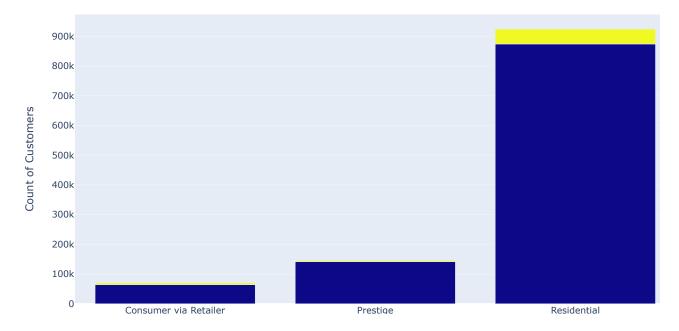
Churn by Customer Nationality



The country with the highest number of churned customers is the UAE, followed by India, the Philippines, Pakistan, Egypt,UK, and Jordan. Further analysis is needed to understand the specific reasons for customer churn in each of these countries, as internal factors and laws may play a role.

In [19]: status_group = data.groupby(['PTY_PROFILE_SUB_TYPE', 'TARGET'])['PTY_PROFILE_SUB_TYPE'].count().reset_index(name fig = px.bar(status_group, x='PTY_PROFILE_SUB_TYPE', y='count', color='TARGET')
 fig.update_layout(title='Churn by Profile', xaxis_title='Profile', yaxis_title='Count of Customers')
 fig.show()

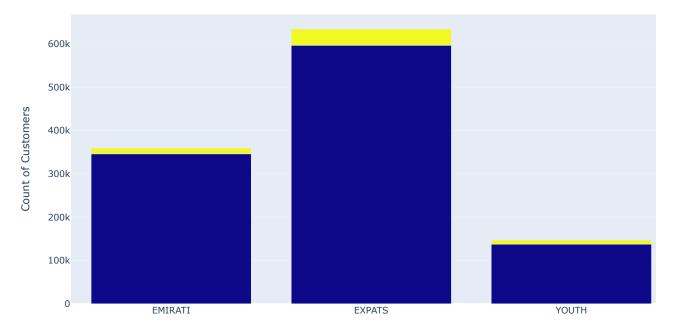
Churn by Profile



As we can see, residential customers have the highest churn rate, but consumers through retailers have a 10% churn rate, which is the highest among the three profile categories. It seems that it is impacted in a very high manner by churn.

```
In [20]:
status_group = data.groupby(['SOCIO_ECONOMIC_SEGMENT', 'TARGET'])['SOCIO_ECONOMIC_SEGMENT'].count().reset_index()
fig = px.bar(status_group, x='SOCIO_ECONOMIC_SEGMENT', y='count', color='TARGET')
fig.update_layout(title='Churn by Segment', xaxis_title='Segment', yaxis_title='Count of Customers')
fig.show()
```

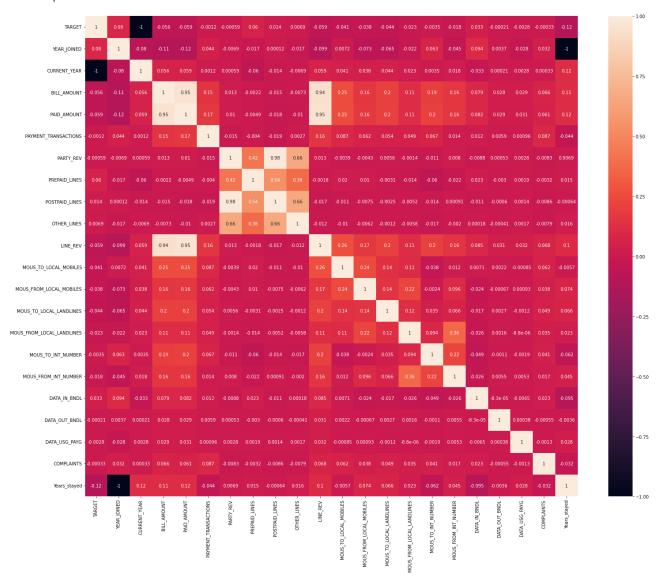
Churn by Segment



As we can see, expatriates hold the highest chance of churning. In addition, Emiratis and youth are comparatively at lower risk for churning. This can be a strong reason for churn to happen within the industry.

```
In [21]: plt.figure(figsize=(25,20))
sns.heatmap(data.corr(),annot=True)
```

Out[21]: <AxesSubplot:>



This observation indicates that the columns PARTY_REV, COMPLAINTS, PAYMENT_TRANSACTIONS, DATA_OUT_BNDL, OTHER_LINES, DATA_USG_PAYG, and MOU_TO_INT_NUMBER have a very weak correlation with the churn rate. It might not have a significant impact on the churn rate, and further analysis is needed to determine the actual reasons behind the churn. Additionally, other factors such as customer service, network quality, and pricing could also play a role in the churn rate.

Data Preparation

```
In [23]: | df = data.drop(['DATA_OUT_BNDL', 'DATA_USG_PAYG', 'COMPLAINTS', 'PAYMENT_TRANSACTIONS',
                       'MOUS_TO_INT_NUMBER','PARTY_REV','STATUS','OTHER_LINES','PARTY_NATIONALITY'
                            'POSTPAID_LINES','MOUS_FROM_INT_NUMBER','PARTY_GENDER_CD','DATA_OUT_BNDL','CURRENT_YEAR'],axis=1
In [24]: df.columns
Out[24]: Index(['PTY_PROFILE_SUB_TYPE', 'SOCIO_ECONOMIC_SEGMENT', 'TARGET'
                   YEAR_JOINED', 'BILL_AMOUNT', 'PAID_AMOUNT', 'PRÉPAID_LINES'
                  'LINE_REV', 'MOUS_TO_LOCAL_MOBILES', 'MOUS_FROM_LOCAL_MOBILES',
                  'MOUS_TO_LOCAL_LANDLINES', 'MOUS_FROM_LOCAL_LANDLINES', 'DATA_IN_BNDL',
                  'Years_stayed'],
                 dtype='object')
In [25]: df['SOCIO_ECONOMIC_SEGMENT'] = df['SOCIO_ECONOMIC_SEGMENT'].astype('category')
          df['SOCIO_ECONOMIC_SEGMENT'] = df['SOCIO_ECONOMIC_SEGMENT'].cat.codes
          df['PTY_PROFILE_SUB_TYPE'] = df['PTY_PROFILE_SUB_TYPE'].astype('category')
          df['PTY_PROFILE_SUB_TYPE'] = df['PTY_PROFILE_SUB_TYPE'].cat.codes
In [26]: df.head().T
Out[26]:
                                                   0
                                                                          2
                  PTY_PROFILE_SUB_TYPE
                                             2.000000
                                                         1.000000
                                                                    2.000000
                                                                                1.000000
                                                                                            2.000000
              SOCIO_ECONOMIC_SEGMENT
                                             0.000000
                                                                    0.000000
                                                                                0.000000
                                                         0.000000
                                                                                            0.000000
                                 TARGET
                                             0.000000
                                                         0.000000
                                                                    0.000000
                                                                                0.000000
                                                                                            0.000000
                           YEAR_JOINED
                                          1994.000000
                                                      1994.000000
                                                                 1994.000000
                                                                             1994.000000
                                                                                         1994 000000
                           BILL_AMOUNT
                                           931.208938
                                                      431.082618
                                                                   50.619644
                                                                              399.710034
                                                                                          612.665844
                           PAID_AMOUNT
                                           812.175000
                                                      486.500000
                                                                   52.815000
                                                                              422.235000
                                                                                         825.888333
                          PREPAID_LINES
                                             2.000000
                                                         6.000000
                                                                    2.000000
                                                                                3.000000
                                                                                            0.000000
                               LINE_REV
                                           945.040000
                                                      493.815000
                                                                   50.300000
                                                                              406.586667
                                                                                         751.185000
               MOUS_TO_LOCAL_MOBILES
                                          1004.070000
                                                       159.050000
                                                                    0.000000
                                                                              288.805000
                                                                                          209.760000
             MOUS_FROM_LOCAL_MOBILES
                                            35.850000
                                                       10.595000
                                                                    0.000000
                                                                              158.500000
                                                                                          186.050000
              MOUS_TO_LOCAL_LANDLINES
                                                                    0.000000
                                                                                2.670000
                                            34.015000
                                                        7.715000
                                                                                          17.515000
           MOUS_FROM_LOCAL_LANDLINES
                                            72.075000
                                                        11.750000
                                                                    0.000000
                                                                               15.965000
                                                                                          28.685000
                           DATA_IN_BNDL 11944.079102 9903.157715
                                                                    0.102539
                                                                            3600 322266 3852 026367
                             Years_stayed
                                            25.000000
                                                       25.000000
                                                                   25.000000
                                                                               25.000000
                                                                                          25.000000
In [29]: df_scaled = MinMaxScaler().fit_transform(df)
          df_scaled = pd.DataFrame(df_scaled, columns=df.columns)
          df = df scaled
```

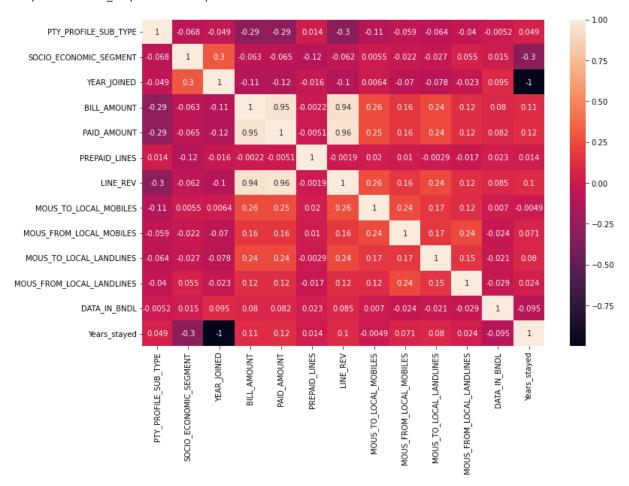
Model Training

```
In [30]: X = df.drop(['TARGET'],axis=1)
y = df['TARGET']

X_train, X_test, y_train, y_test = train_test_split(X, y, test_size=0.33, random_state=42,shuffle=True,stratify=(X_train,X_val,y_train,y_val = train_test_split(X_train,y_train,test_size=0.33,random_state=42)
```

```
In [31]: fig, ax = plt.subplots(figsize=(12, 8))
sns.heatmap(X_train.corr(),annot=True)
```

Out[31]: <matplotlib.axes._subplots.AxesSubplot at 0x7f81d7468520>



Logistic Regression

```
In [32]: | lr = LogisticRegression(n_jobs=-1)
         lr.fit(X_train, y_train)
         y_pred_lr = lr.predict(X_val)
         accuracy_lr = accuracy_score(y_val, y_pred_lr)
         print("Accuracy of Logistic Regression:", accuracy_lr)
         print("Classification Report of Logistic Regression:")
         print(classification_report(y_val, y_pred_lr))
         Accuracy of Logistic Regression: 0.9996152045762887
         Classification Report of Logistic Regression:
                        precision
                                     recall f1-score
                                                         support
                   0.0
                             1.00
                                       1.00
                                                  1.00
                                                          238858
                   1.0
                             1.00
                                       0.99
                                                  1.00
                                                           13224
                                                  1.00
                                                          252082
             accuracy
            macro avg
                             1.00
                                       1.00
                                                  1.00
                                                          252082
         weighted avg
                             1.00
                                       1.00
                                                 1.00
                                                          252082
```

Decision Tree

```
In [33]: dt = DecisionTreeClassifier()
         dt.fit(X_train, y_train)
         y_pred_dt = dt.predict(X_val)
         accuracy_dt = accuracy_score(y_val, y_pred_dt)
         print("Accuracy of Decision Tree:", accuracy_dt)
         print("Classification Report of Decision Tree:")
         print(classification_report(y_val, y_pred_dt))
         Accuracy of Decision Tree: 0.9999047928848549
         Classification Report of Decision Tree:
                       precision
                                    recall f1-score
                                                       support
                  0.0
                            1.00
                                      1.00
                                                1.00
                                                        238858
                                                1.00
                            1.00
                                      1.00
                                                         13224
                  1.0
                                                1.00
                                                        252082
             accuracy
                            1.00
                                      1.00
                                                1.00
                                                        252082
            macro avg
         weighted avg
                            1.00
                                      1.00
                                                1.00
                                                        252082
```

Random Forest

```
In [34]: rf = RandomForestClassifier()
         rf.fit(X_train, y_train)
         y_pred_rf = rf.predict(X_val)
         accuracy_rf = accuracy_score(y_val, y_pred_rf)
         print("Accuracy of Random Forest:", accuracy_rf)
         print("Classification Report of Random Forest:")
         print(classification_report(y_val, y_pred_rf))
         Accuracy of Random Forest: 0.9951920406851739
         Classification Report of Random Forest:
                       precision recall f1-score
                                                       support
                  0.0
                            0.99
                                      1.00
                                                1.00
                                                        238858
                            1.00
                                                0.95
                                                         13224
                  1.0
                                      0.91
             accuracy
                                                1.00
                                                        252082
            macro avg
                            1.00
                                      0.95
                                                0.97
                                                        252082
         weighted avg
                                      1.00
                                                1.00
                                                        252082
                            1.00
```

Gradient Boost

```
In [35]: gb = GradientBoostingClassifier()
         gb.fit(X_train, y_train)
         y_pred_gb = gb.predict(X_val)
         accuracy_gb = accuracy_score(y_val, y_pred_gb)
         print("Accuracy of Gradient Boosting:", accuracy_gb)
         print("Classification Report of Gradient Boosting:")
         print(classification_report(y_val, y_pred_gb))
         Accuracy of Gradient Boosting: 0.9980244523607398
         Classification Report of Gradient Boosting:
                       precision recall f1-score
                                                       support
                  0.0
                            1.00
                                      1.00
                                                1.00
                                                        238858
                  1.0
                            1.00
                                      0.96
                                                0.98
                                                         13224
                                                1.00
                                                        252082
             accuracy
            macro avg
                            1.00
                                      0.98
                                                0.99
                                                        252082
         weighted avg
                            1.00
                                      1.00
                                                1.00
                                                        252082
```

Evaluation Of Best Model

```
In [36]: best_model = max(accuracy_lr, accuracy_dt, accuracy_rf, accuracy_gb)

if best_model == accuracy_lr:
    print("Logistic Regression is the best model with accuracy:", accuracy_lr)
    y_pred = y_pred_lr

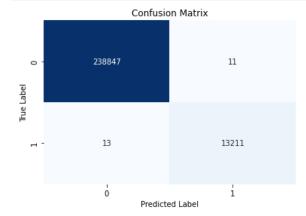
elif best_model == accuracy_dt:
    print("Decision Tree is the best model with accuracy:", accuracy_dt)
    y_pred = y_pred_dt

elif best_model == accuracy_rf:
    print("Random Forest is the best model with accuracy:", accuracy_rf)
    y_pred = y_pred_rf

elif best_model == accuracy_gb:
    print("Gradient Boosting is the best model with accuracy:", accuracy_gb)
    y_pred = y_pred_gb
else:
    print('Error')
```

Decision Tree is the best model with accuracy: 0.9999047928848549

Confusion Matrix of Actual and Predicted Value



In [37]: