

Churn Analysis-Summary

MOonthly Charge Range

Married

Churn Prediction

6418

Total customers

411

New Joiners

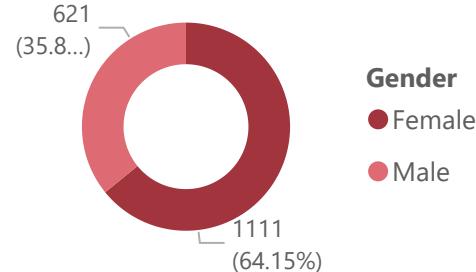
1732

Total Churn

26.99%

Churn Rate

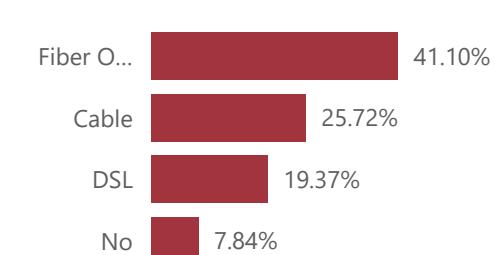
Total Churn by Gender



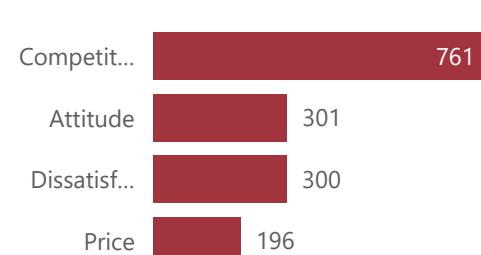
Total customers and Total Churn by Age Group



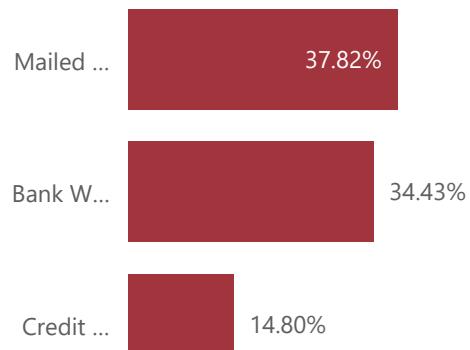
Churn Rate by Internet Type



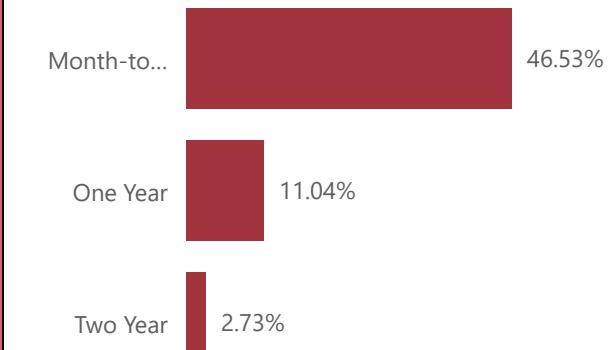
Total Churn by Churn Category



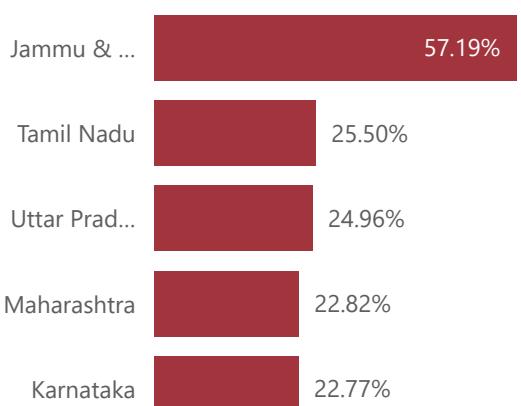
Churn Rate by Payment Method



Churn Rate by Contract



Churn Rate by State (Top 5)



Churn By Services

Services	No	Yes
Device_Protection_Plan	71.02%	28.98%
Internet_Service	6.29%	93.71%
Multiple_Lines	54.79%	45.21%
Online_Backup	71.88%	28.12%
Online_Security	84.64%	15.36%
Paperless_Billing	25.40%	74.60%
Phone_Service	9.41%	90.59%
Premium_Support	83.49%	16.51%
Streaming_Movies	56.00%	44.00%
Total	50.06%	49.94%

Churn Analysis-Prediction

Summary

368

Total Predicted Churn

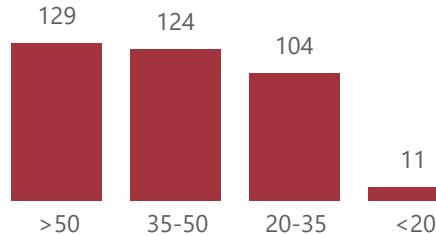
236

Female_Churn

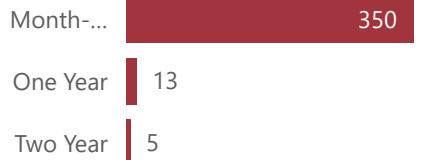
132

Male_Churn

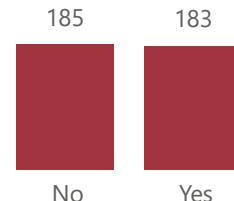
Count of Customer_ID by Age Group



Count of Customer_ID by Contract



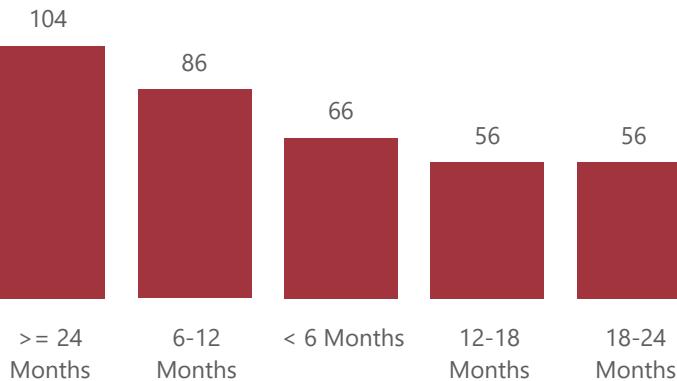
Count of Customer_ID by Married



Count of Customer_ID by Payment Method



Count of Customer_ID by Tenure Group



Count of Customer_ID by State

