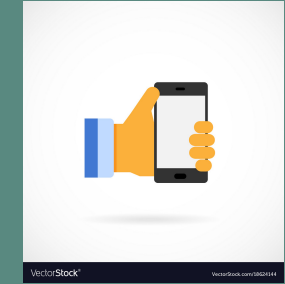


Telecom Customer Churn Analysis



Summary

Churn/Risk Analysis

User Profile

EXIT

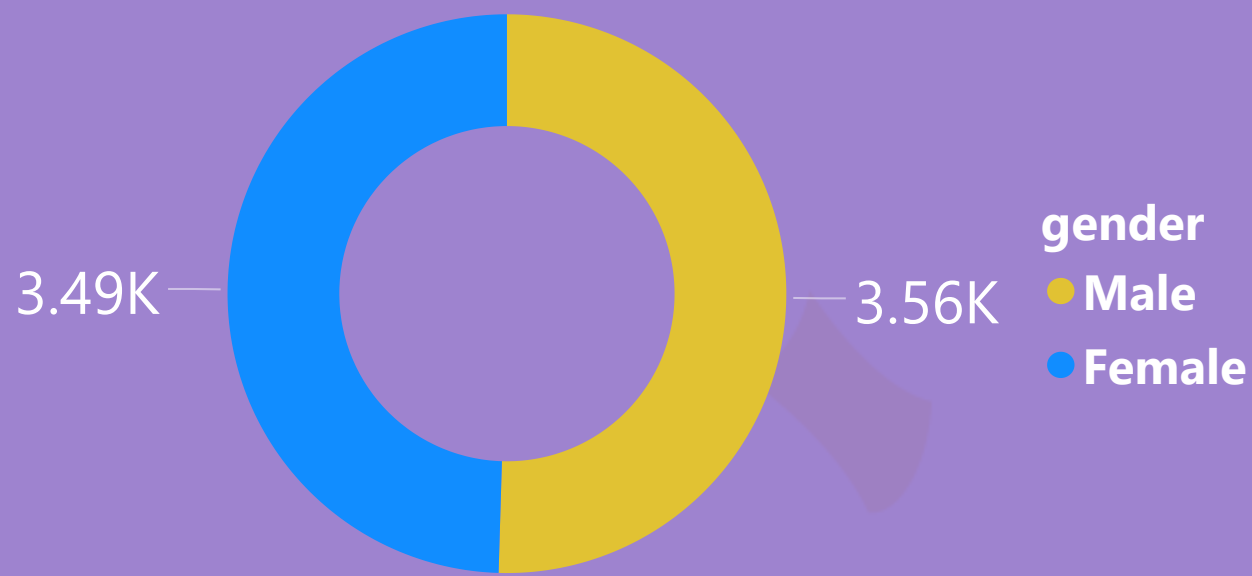


CUSTOMER CHURN ANALYSIS

CUSTOMER PROFILE

7043

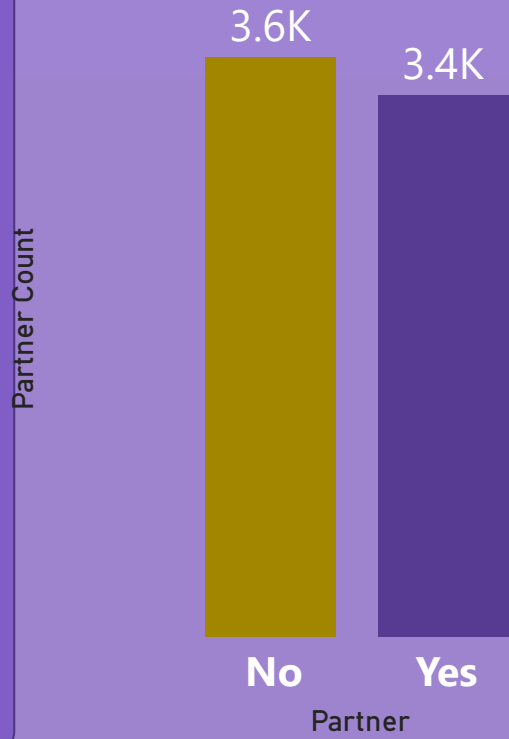
Demographic



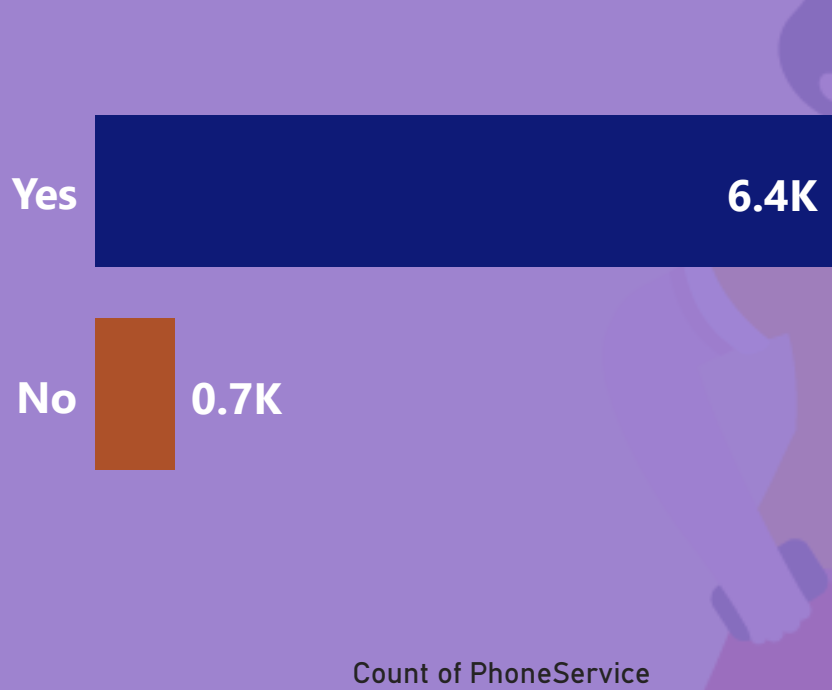
Senior Citizen Count

1142

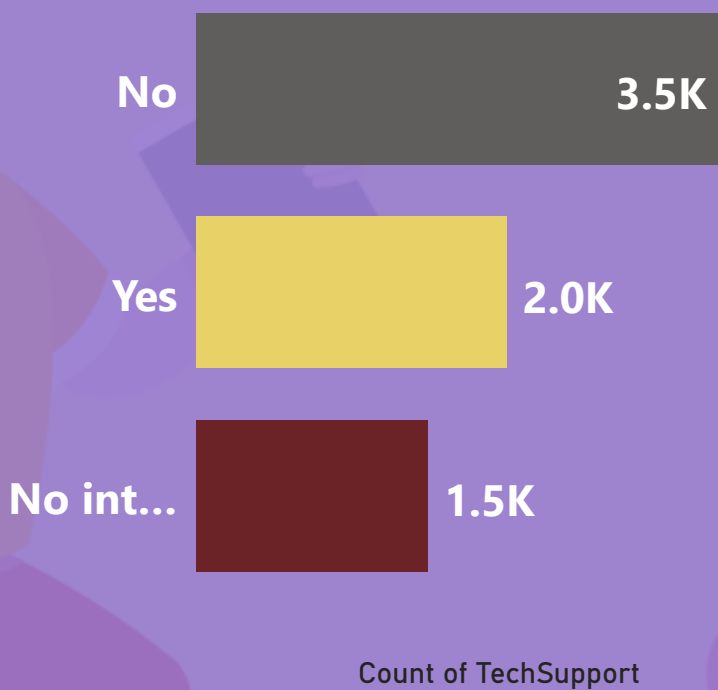
Partner



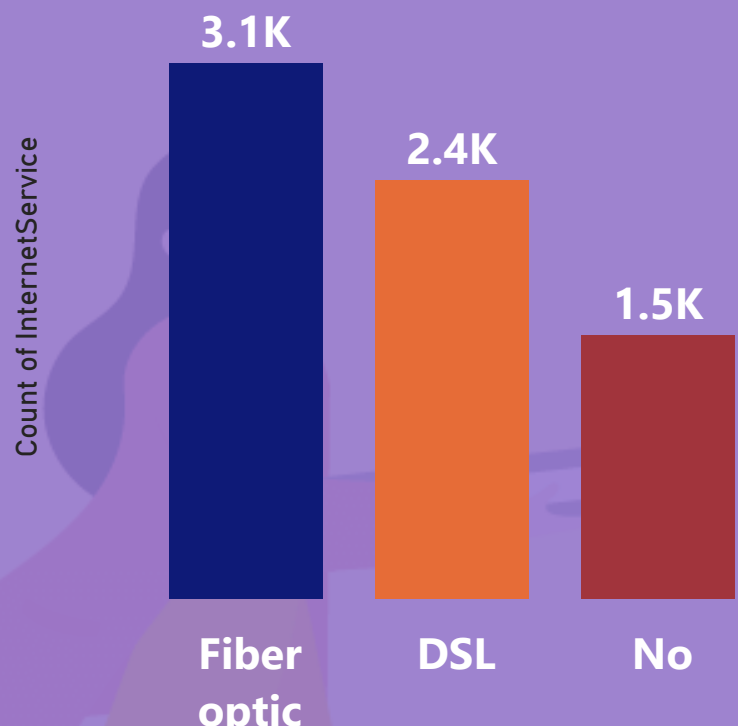
Phone Service



Tech Support



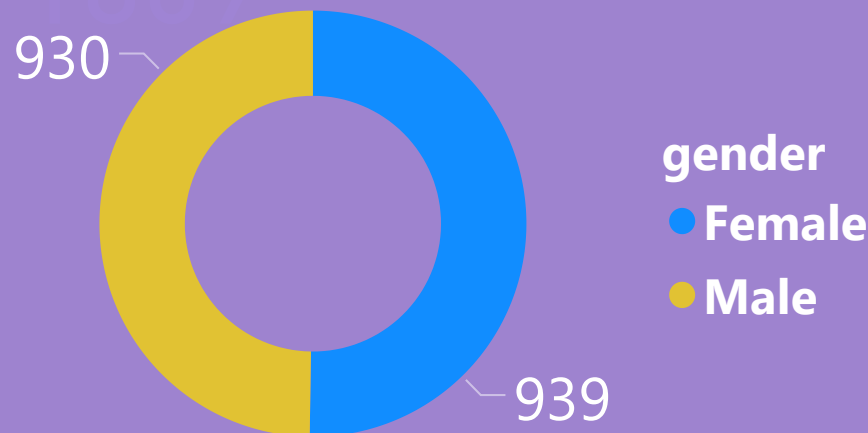
Internet Service



CHURN PROFILE

1869

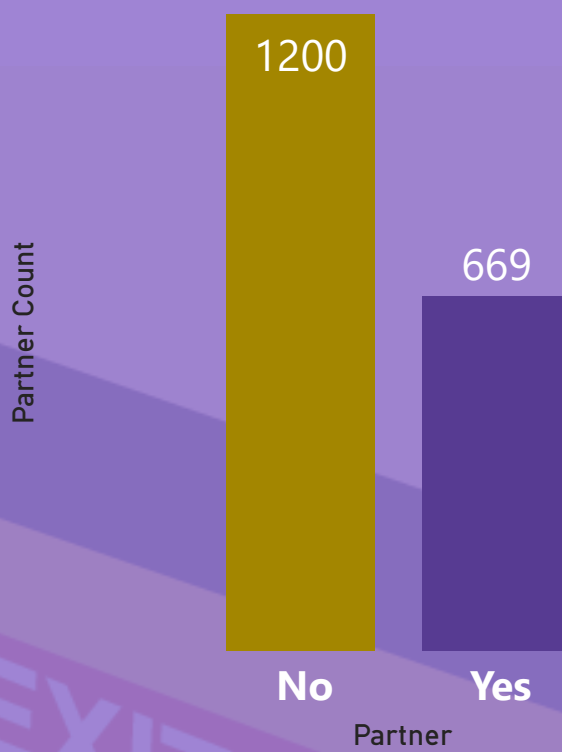
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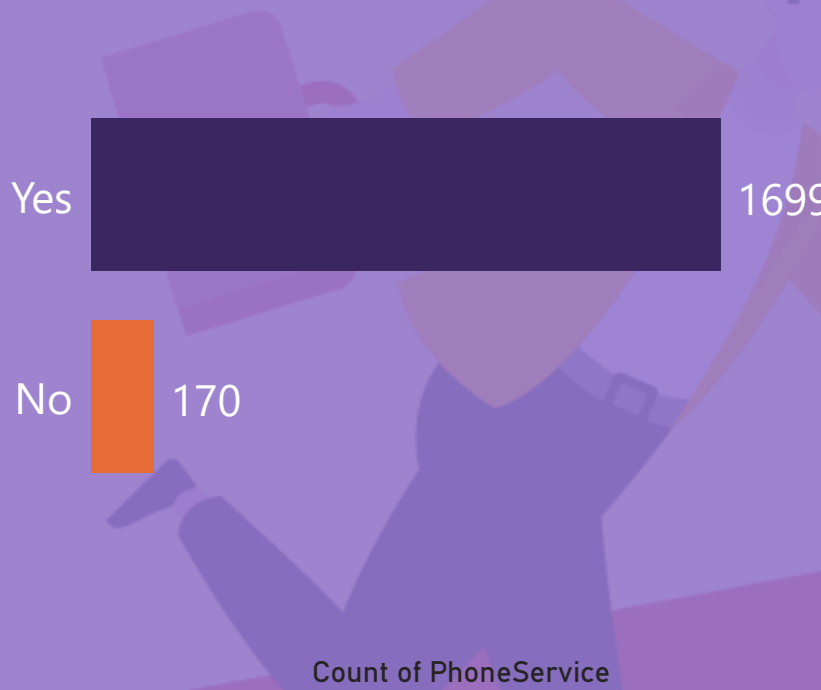
Senior Citizen Count

476

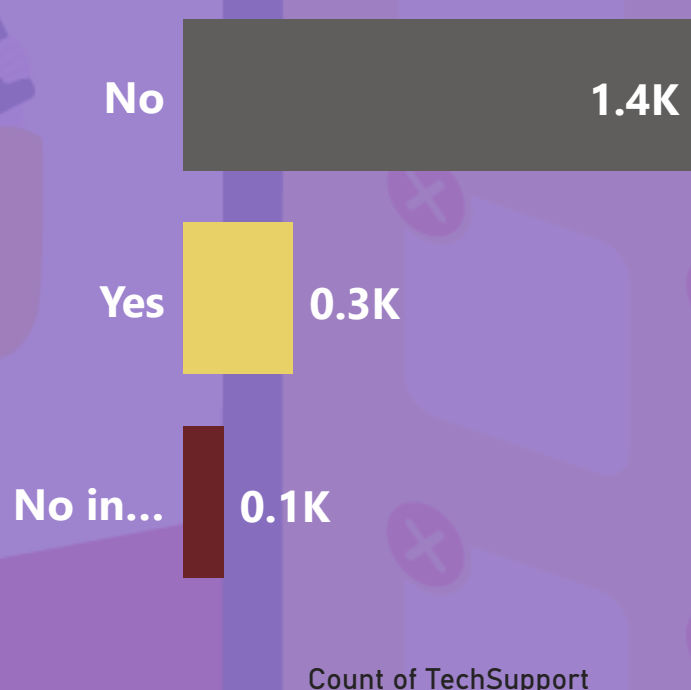
Partner



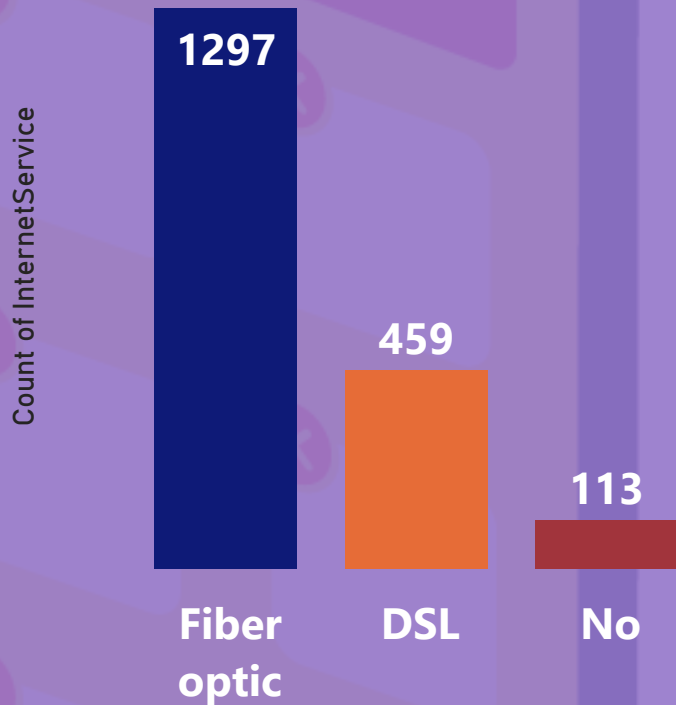
Phone Service



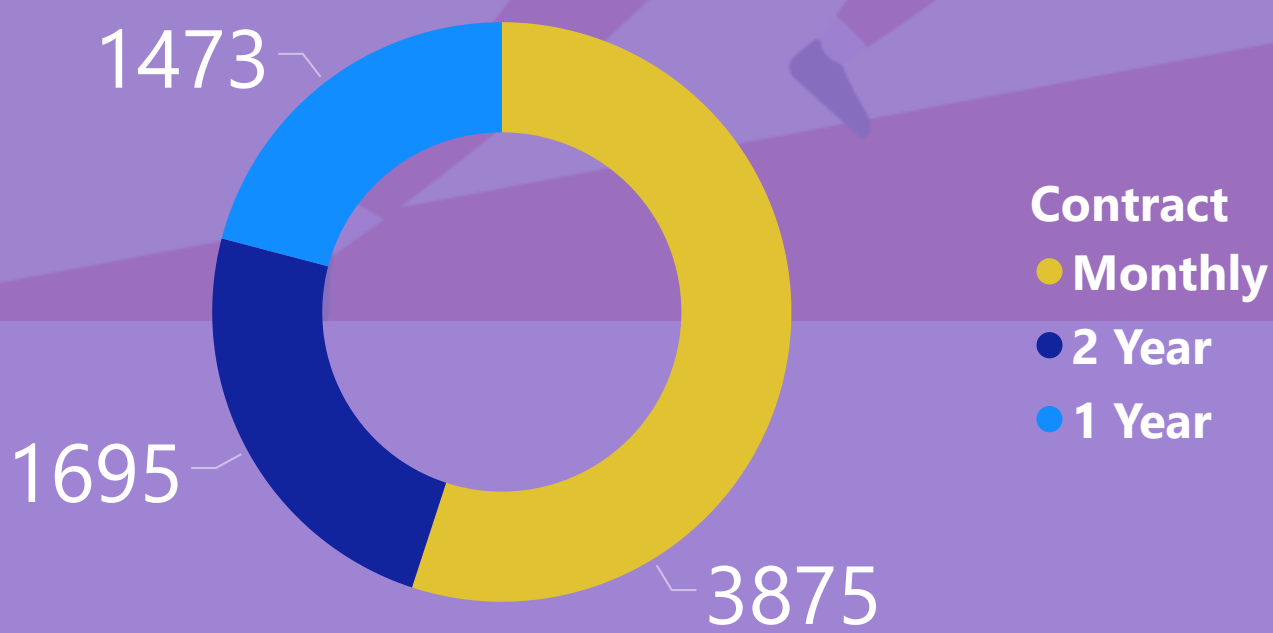
Tech Support



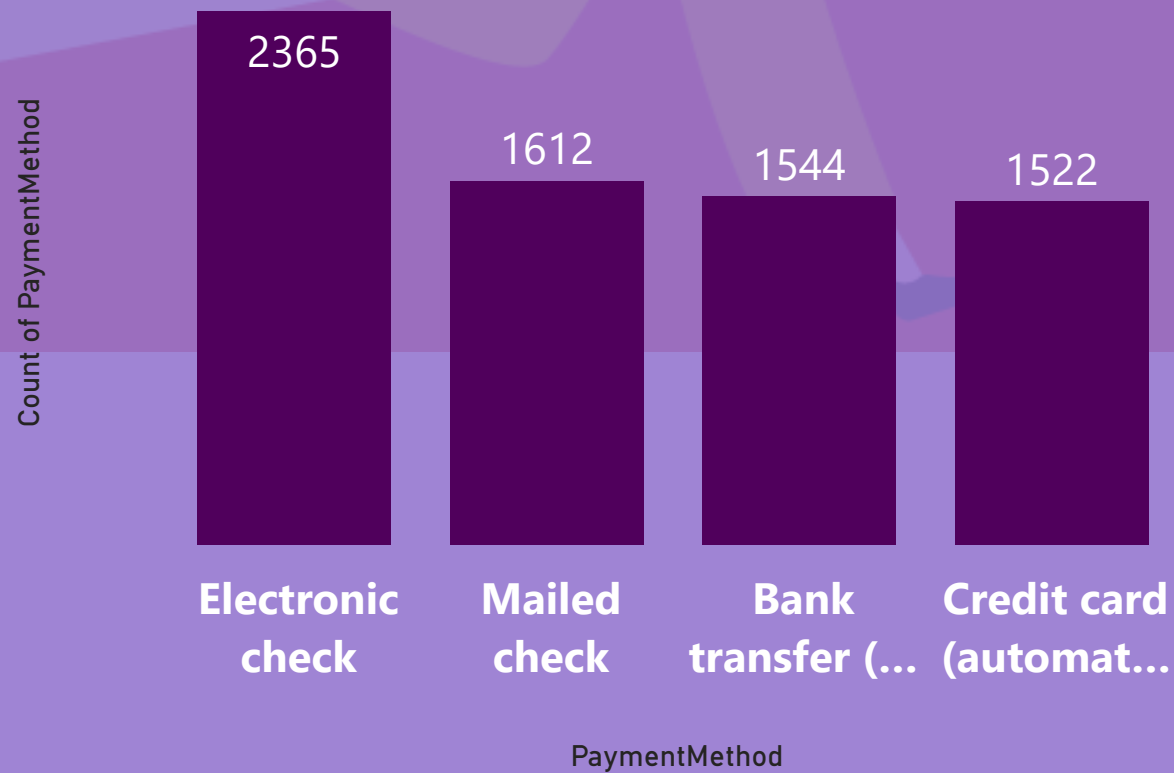
Internet Service



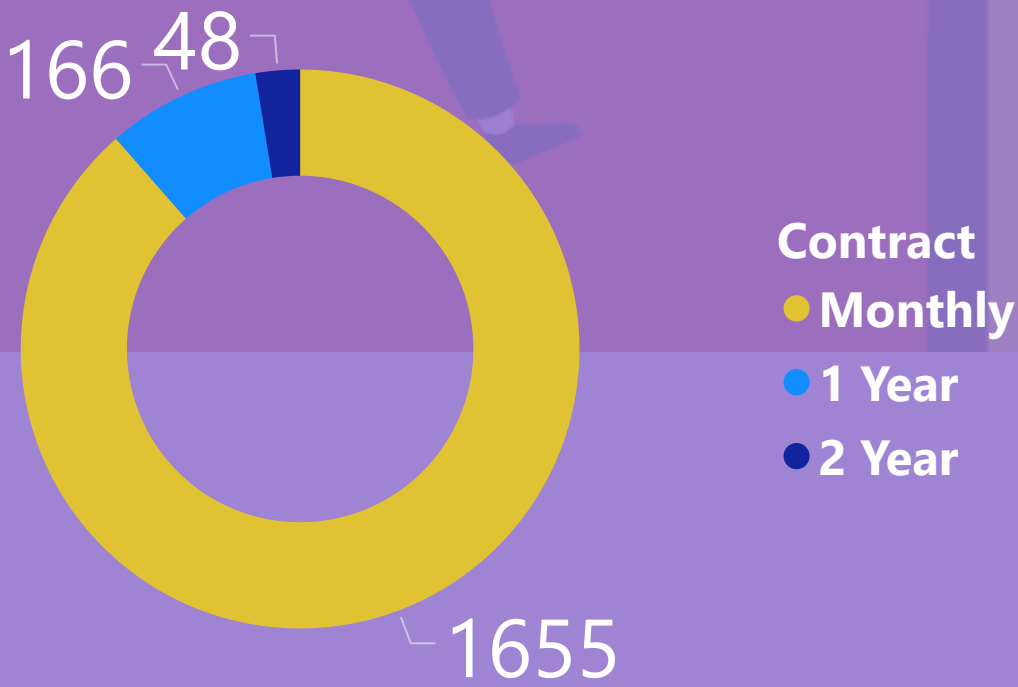
Contract tenure



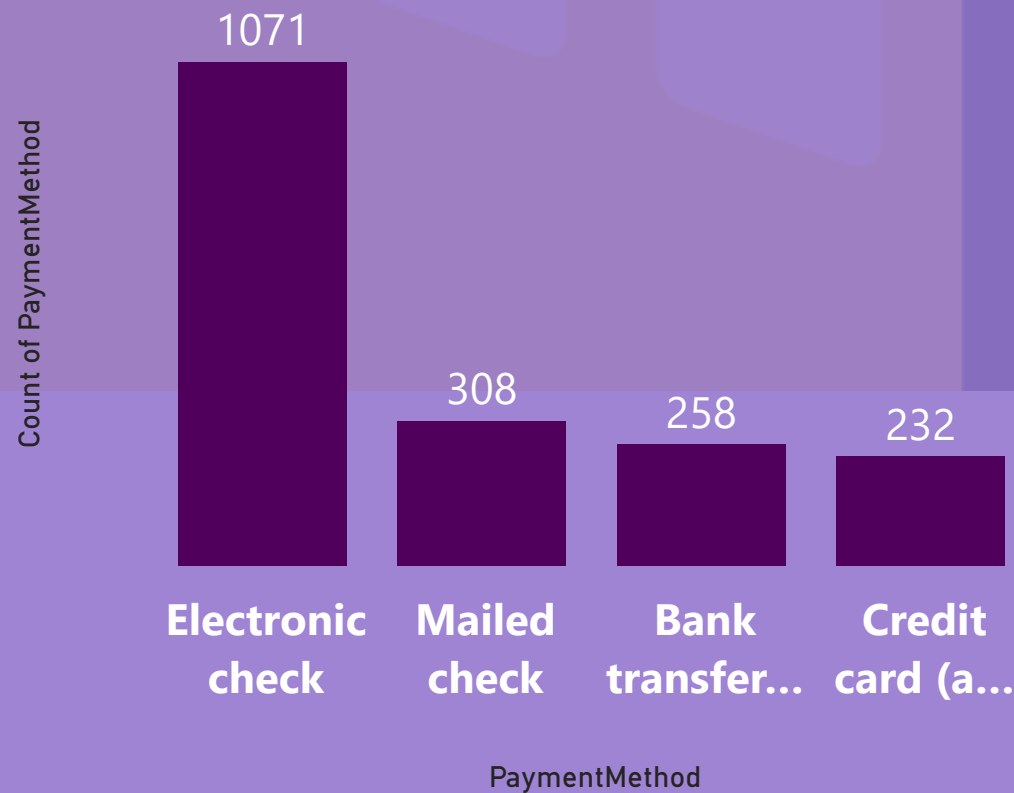
Payment Method



Contract tenure



Payment Method



CUSTOMER CHURN ANALYSIS

User Churn/Risk Analysis

Total number Risky User

2057

Total monthly charges of
risky user

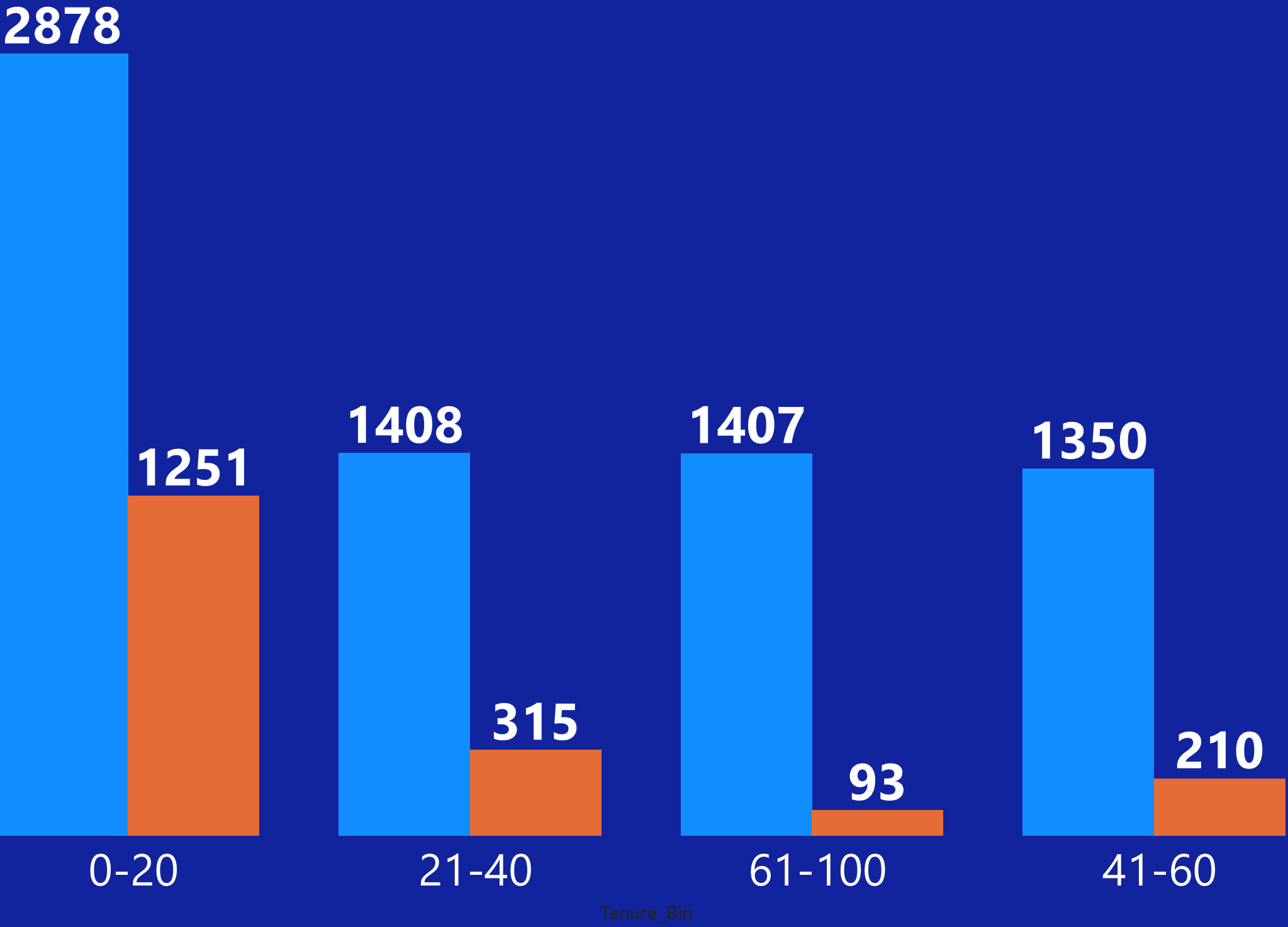
264.41K

Average monthly charges of
risky user

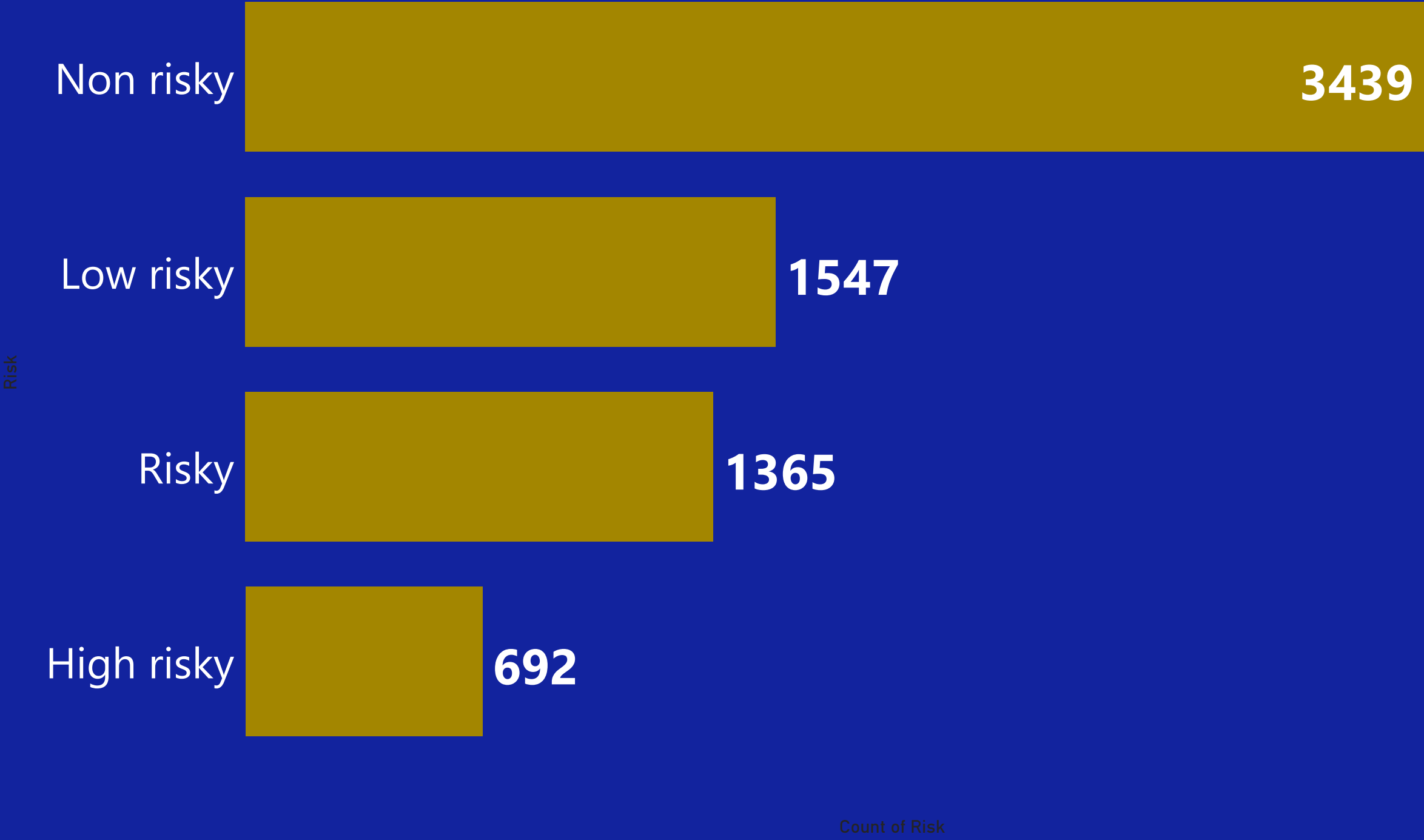
73.37



Count of churned user on the basis of tenure



Count of user is different risk group



CUSTOMER CHURN ANALYSIS

Individual user profile

0027

USER ID

0027-KWYKW

Gender

Female

Partner

Yes

Senior
Citizen

0

Tenure

23

Contract

Monthly

Payment
method

Electronic check

Phone
Service

Yes

Internet
Service

Fiber optic

Device
Protection

No

Online
Security

No

Paperless
biling

Yes

