Telecommunications Customer Churn Dataset Description

The Telecommunications Customer Churn Dataset provides insights into the behavior of telecom company customers who have left within the last month. The dataset includes various features that describe the demographics of the customer, the services they have subscribed to, and their account information. Below is a detailed description of the dataset columns:

1. customerID: A unique identifier for each customer.

2. gender: Customer's gender (Male, Female).

3. SeniorCitizen: Whether the customer is a senior citizen (1, 0).

4. Partner: Whether the customer has a partner (Yes, No).

5. Dependents: Whether the customer has dependents (Yes, No).

6. tenure: Number of months the customer has stayed with the company.

7. PhoneService: Whether the customer has a phone service (Yes, No).

8. MultipleLines: Whether the customer has multiple lines (Yes, No, No phone service).

9. InternetService: Customer's internet service provider (DSL, Fiber optic, No).

10. OnlineSecurity: Whether the customer has online security (Yes, No, No internet service).

11. OnlineBackup: Whether the customer has online backup (Yes, No, No internet service).

12. DeviceProtection: Whether the customer has device protection (Yes, No, No internet service).

13. TechSupport: Whether the customer has tech support (Yes, No, No internet service).

14. StreamingTV: Whether the customer has streaming TV (Yes, No, No internet service).

15. StreamingMovies: Whether the customer has streaming movies (Yes, No, No internet service).

16. Contract: The contract term of the customer (Month-to-month, One year, Two year).

17. PaperlessBilling: Whether the customer has paperless billing (Yes, No).

18. PaymentMethod: The customer's payment method (Electronic check, Mailed check, Bank transfer (automatic), Credit card (automatic)).

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19. MonthlyCharges: The amount charged to the customer monthly.

20. TotalCharges: The total amount charged to the customer.

21. Churn: Whether the customer left within the last month (Yes, No).

This dataset is an invaluable resource for analyzing customer behavior, understanding factors that contribute to churn, and developing strategies to improve customer retention.