## d212\_task1\_revision1.R

#### sigsp

#### 2022-09-28

```
## Author: Stephen E. Porter
## Title: D212 Task 1 Clustering Analysis
## Course: WGU D212: Data Mining II
## Instructor: Dr.Keiona Middleton
library(tidyverse)
## -- Attaching packages ------ tidyverse 1.3.1 --
## v ggplot2 3.3.5 v purrr 0.3.4
## v tibble 3.1.5 v dplyr 1.0.7
## v tidyr 1.1.4 v stringr 1.4.0
## v readr
         2.0.2
                  v forcats 0.5.1
## Warning: package 'ggplot2' was built under R version 4.1.1
## Warning: package 'tibble' was built under R version 4.1.1
## Warning: package 'tidyr' was built under R version 4.1.1
## Warning: package 'readr' was built under R version 4.1.1
## Warning: package 'dplyr' was built under R version 4.1.1
## -- Conflicts ----- tidyverse_conflicts() --
## x dplyr::filter() masks stats::filter()
## x dplyr::lag()
                 masks stats::lag()
library(caret)
## Warning: package 'caret' was built under R version 4.1.2
## Loading required package: lattice
##
## Attaching package: 'caret'
## The following object is masked from 'package:purrr':
##
##
     lift
library(dplyr)
library(factoextra)
```

```
## Warning: package 'factoextra' was built under R version 4.1.3
## Welcome! Want to learn more? See two factoextra-related books at https://goo.gl/ve3WBa
library(ggplot2)
library(cluster)
# Import CSV as data frame
df <- read.csv(file = 'C:/WGU/D212 Data Mining II/churn_clean.csv')</pre>
# Checking for nulls
sapply(df, function(x) sum(is.na(x)))
             CaseOrder
##
                                Customer_id
                                                     Interaction
##
                     0
                                                               0
##
                   UID
                                       City
                                                           State
##
                     0
                                                               0
                                          0
##
                County
                                        Zip
                                                             Lat
##
                     0
                                                               0
##
                                 Population
                   Lng
                                                            Area
##
                                          0
                                                               0
##
              TimeZone
                                        Job
                                                        Children
                     0
                                          0
                                                               0
##
##
                   Age
                                     Income
                                                         Marital
##
                     0
                                          0
##
                Gender
                                      Churn
                                              Outage_sec_perweek
##
                 Email
##
                                   Contacts Yearly_equip_failure
##
                     0
                                          0
##
                Techie
                                   Contract
                                                      Port_modem
##
                                                               0
                            InternetService
##
                Tablet
                                                           Phone
##
                                          0
                                                               0
##
              Multiple
                             OnlineSecurity
                                                    OnlineBackup
##
##
      DeviceProtection
                                TechSupport
                                                     StreamingTV
##
                                                               0
##
       StreamingMovies
                           PaperlessBilling
                                                   PaymentMethod
##
                              MonthlyCharge
##
                Tenure
                                               Bandwidth_GB_Year
##
                     0
##
                 Item1
                                      Item2
                                                           Item3
##
                 Item4
                                      Item5
                                                           Item6
##
                     0
                                          0
                                                               0
##
                 Item7
                                      Item8
##
str(df)
  'data.frame':
                   10000 obs. of 50 variables:
   $ CaseOrder
                          : int 1 2 3 4 5 6 7 8 9 10 ...
                          : chr "K409198" "S120509" "K191035" "D90850" ...
```

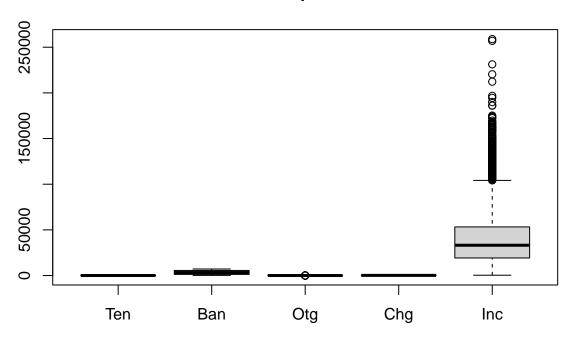
\$ Customer\_id

```
## $ Interaction
                        : chr
                               "aa90260b-4141-4a24-8e36-b04ce1f4f77b" "fb76459f-c047-4a9d-8af9-e0f7d4
## $ UID
                               "e885b299883d4f9fb18e39c75155d990" "f2de8bef964785f41a2959829830fb8a"
                        : chr
                               "Point Baker" "West Branch" "Yamhill" "Del Mar" ...
## $ City
                        : chr
## $ State
                               "AK" "MI" "OR" "CA" ...
                         : chr
## $ County
                        : chr
                               "Prince of Wales-Hyder" "Ogemaw" "Yamhill" "San Diego" ...
                               99927 48661 97148 92014 77461 31030 37847 73109 34771 45237 ...
## $ Zip
                        : int
                               56.3 44.3 45.4 33 29.4 ...
## $ Lat
                        : num
                               -133.4 -84.2 -123.2 -117.2 -95.8 ...
## $ Lng
                        : num
                       : int
## $ Population
                               38 10446 3735 13863 11352 17701 2535 23144 17351 20193 ...
## $ Area
                        : chr
                               "Urban" "Urban" "Suburban" ...
## $ TimeZone
                       : chr
                               "America/Sitka" "America/Detroit" "America/Los_Angeles" "America/Los_A
                               "Environmental health practitioner" "Programmer, multimedia" "Chief Fi
## $ Job
                        : chr
                       : int
##
   $ Children
                               0 1 4 1 0 3 0 2 2 1 ...
                               68 27 50 48 83 83 79 30 49 86 ...
## $ Age
                        : int
## $ Income
                               28562 21705 9610 18925 40074 ...
                        : num
## $ Marital
                        : chr
                               "Widowed" "Married" "Widowed" "Married" ...
## $ Gender
                        : chr
                               "Male" "Female" "Female" "Male" ...
## $ Churn
                               "No" "Yes" "No" "No" ...
                         : chr
                               7.98 11.7 10.75 14.91 8.15 ...
## $ Outage_sec_perweek : num
## $ Email
                         : int
                               10 12 9 15 16 15 10 16 20 18 ...
## $ Contacts
                        : int 0002230021...
## $ Yearly_equip_failure: int
                               1 1 1 0 1 1 1 0 3 0 ...
                               "No" "Yes" "Yes" "Yes" ...
## $ Techie
                        : chr
                               "One year" "Month-to-month" "Two Year" "Two Year" ...
   $ Contract
                        : chr
##
## $ Port modem
                       : chr
                               "Yes" "No" "Yes" "No" ...
## $ Tablet
                        : chr
                               "Yes" "Yes" "No" "No" ...
                               "Fiber Optic" "Fiber Optic" "DSL" "DSL" ...
## $ InternetService
                        : chr
                               "Yes" "Yes" "Yes" "Yes" ...
##
   $ Phone
                        : chr
                               "No" "Yes" "Yes" "No" ...
## $ Multiple
                        : chr
                               "Yes" "Yes" "No" "Yes" ...
## $ OnlineSecurity
                        : chr
                               "Yes" "No" "No" "No" ...
## $ OnlineBackup
                        : chr
## $ DeviceProtection : chr
                               "No" "No" "No" "No" ...
                     : chr
                               "No" "No" "No" "No" ...
## $ TechSupport
                               "No" "Yes" "No" "Yes" ...
## $ StreamingTV
                       : chr
## $ StreamingMovies
                               "Yes" "Yes" "Yes" "No" ...
                        : chr
                               "Yes" "Yes" "Yes" "Yes" ...
## $ PaperlessBilling : chr
## $ PaymentMethod
                        : chr
                               "Credit Card (automatic)" "Bank Transfer(automatic)" "Credit Card (aut
## $ Tenure
                         : num
                               6.8 1.16 15.75 17.09 1.67 ...
## $ MonthlyCharge
                               172 243 160 120 150 ...
                         : num
## $ Bandwidth_GB_Year
                               905 801 2055 2165 271 ...
                        : num
## $ Item1
                               5 3 4 4 4 3 6 2 5 2 ...
                         : int
## $ Item2
                               5 4 4 4 4 3 5 2 4 2 ...
                         : int
                        : int
##
   $ Item3
                               5 3 2 4 4 3 6 2 4 2 ...
## $ Item4
                         : int 3 3 4 2 3 2 4 5 3 2 ...
##
  $ Item5
                         : int 4445441245...
   $ Item6
                         : int 4 3 3 4 4 3 5 3 3 2 ...
##
##
   $ Item7
                         : int 3 4 3 3 4 3 5 4 4 3 ...
   $ Item8
                         : int 443353543...
##
summary(df)
```

UID ## CaseOrder Customer\_id Interaction ## Min. : 1 Length: 10000 Length: 10000 Length: 10000 ## 1st Qu.: 2501 Class :character Class :character Class :character ## Median : 5000 Mode :character Mode : character Mode :character

```
Mean
           : 5000
##
    3rd Qu.: 7500
##
    Max.
           :10000
##
        City
                           State
                                                County
                                                                      Zip
##
    Length: 10000
                        Length: 10000
                                            Length: 10000
                                                                 Min.
##
    Class : character
                        Class : character
                                            Class : character
                                                                 1st Qu.:26293
    Mode :character
                        Mode : character
                                            Mode : character
                                                                 Median :48870
                                                                        :49153
##
                                                                 Mean
##
                                                                 3rd Qu.:71867
##
                                                                 Max.
                                                                        :99929
##
         Lat
                          Lng
                                          Population
                                                              Area
                            :-171.69
##
           :17.97
                                                      0
                                                          Length: 10000
    Min.
                     Min.
                                        Min.
    1st Qu.:35.34
                     1st Qu.: -97.08
                                        1st Qu.:
                                                    738
                                                          Class : character
    Median :39.40
                     Median : -87.92
##
                                        Median:
                                                   2910
                                                          Mode :character
##
    Mean
           :38.76
                     Mean
                            : -90.78
                                        Mean
                                                   9757
##
    3rd Qu.:42.11
                     3rd Qu.: -80.09
                                        3rd Qu.: 13168
##
    Max.
           :70.64
                            : -65.67
                     Max.
                                        Max.
                                                :111850
##
      TimeZone
                            Job
                                                Children
                                                                    Age
##
    Length: 10000
                        Length: 10000
                                                    : 0.000
                                            Min.
                                                              Min.
                                                                      :18.00
                                            1st Qu.: 0.000
##
    Class : character
                        Class : character
                                                               1st Qu.:35.00
##
    Mode :character
                        Mode : character
                                            Median : 1.000
                                                              Median :53.00
##
                                            Mean
                                                   : 2.088
                                                                      :53.08
##
                                            3rd Qu.: 3.000
                                                              3rd Qu.:71.00
##
                                            Max.
                                                    :10.000
                                                              Max.
                                                                      :89.00
##
                                                                    Churn
        Income
                          Marital
                                                Gender
    Min.
           :
               348.7
                        Length: 10000
                                            Length: 10000
                                                                 Length: 10000
    1st Qu.: 19224.7
                        Class : character
                                            Class : character
                                                                 Class : character
    Median: 33170.6
                                            Mode : character
                                                                 Mode : character
                        Mode :character
           : 39806.9
##
    Mean
    3rd Qu.: 53246.2
##
    Max.
           :258900.7
    Outage_sec_perweek
                            Email
                                            Contacts
                                                           Yearly_equip_failure
##
          : 0.09975
                        Min.
                               : 1.00
                                         Min.
                                                :0.0000
                                                           Min.
                                                                   :0.000
##
    1st Qu.: 8.01821
                        1st Qu.:10.00
                                         1st Qu.:0.0000
                                                           1st Qu.:0.000
##
    Median :10.01856
                        Median :12.00
                                         Median :1.0000
                                                           Median : 0.000
##
    Mean
           :10.00185
                        Mean
                               :12.02
                                         Mean
                                                :0.9942
                                                           Mean
                                                                   :0.398
    3rd Qu.:11.96949
##
                        3rd Qu.:14.00
                                         3rd Qu.:2.0000
                                                           3rd Qu.:1.000
##
    Max.
           :21.20723
                        Max.
                               :23.00
                                         Max.
                                                :7.0000
                                                           Max.
                                                                   :6.000
##
       Techie
                          Contract
                                             Port modem
                                                                    Tablet
##
    Length:10000
                        Length:10000
                                            Length: 10000
                                                                Length: 10000
    Class : character
                        Class : character
                                            Class : character
                                                                 Class : character
    Mode :character
                                                                 Mode :character
##
                        Mode :character
                                            Mode :character
##
##
##
    InternetService
##
                           Phone
                                              Multiple
                                                                 OnlineSecurity
##
    Length: 10000
                        Length:10000
                                            Length: 10000
                                                                 Length: 10000
##
    Class : character
                        Class : character
                                            Class : character
                                                                 Class : character
    Mode :character
                        Mode :character
                                            Mode :character
                                                                 Mode :character
##
##
##
##
    OnlineBackup
                        DeviceProtection
                                            TechSupport
                                                                 StreamingTV
    Length: 10000
                        Length: 10000
                                            Length: 10000
                                                                 Length: 10000
```

```
Class : character
                      Class : character
                                        Class :character
                                                          Class : character
##
   Mode : character
                     Mode :character
                                        Mode :character
                                                          Mode :character
##
##
##
##
                      PaperlessBilling
                                        PaymentMethod
                                                              Tenure
   StreamingMovies
   Length: 10000
                      Length: 10000
                                        Length: 10000
                                                          Min.
                                                                : 1.000
   Class : character
                      Class : character
                                        Class : character
                                                          1st Qu.: 7.918
##
   Mode :character
                      Mode :character
                                        Mode :character
                                                          Median: 35.431
##
                                                          Mean
                                                                 :34.526
##
                                                          3rd Qu.:61.480
                                                                 :71.999
##
                                                          Max.
##
  MonthlyCharge
                    Bandwidth_GB_Year
                                         Item1
                                                        Item2
##
  Min.
                          : 155.5
                                                           :1.000
          : 79.98
                    Min.
                                     Min.
                                            :1.000
                                                     Min.
   1st Qu.:139.98
                    1st Qu.:1236.5
                                     1st Qu.:3.000
                                                     1st Qu.:3.000
##
   Median :167.48
                    Median :3279.5
                                     Median :3.000
                                                     Median :4.000
##
   Mean
          :172.62
                    Mean
                          :3392.3
                                     Mean
                                           :3.491
                                                     Mean
                                                           :3.505
   3rd Qu.:200.73
                    3rd Qu.:5586.1
                                     3rd Qu.:4.000
                                                     3rd Qu.:4.000
##
  Max.
          :290.16
                    Max.
                          :7159.0
                                     Max. :7.000
                                                    Max.
                                                           :7.000
##
       Item3
                       Item4
                                      Item5
                                                     Item6
                                                                     Item7
##
  Min.
          :1.000
                   Min.
                         :1.000
                                  Min.
                                         :1.000
                                                 Min.
                                                        :1.000
                                                                 Min.
                                                                        :1.00
   1st Qu.:3.000
                   1st Qu.:3.000
                                  1st Qu.:3.000
                                                  1st Qu.:3.000
                                                                 1st Qu.:3.00
## Median :3.000
                   Median :3.000
                                  Median :3.000
                                                  Median :3.000
                                                                 Median:4.00
## Mean :3.487
                   Mean :3.498
                                  Mean :3.493
                                                                 Mean :3.51
                                                  Mean :3.497
   3rd Qu.:4.000
##
                   3rd Qu.:4.000
                                  3rd Qu.:4.000
                                                  3rd Qu.:4.000
                                                                 3rd Qu.:4.00
  Max.
          :8.000
                   Max. :7.000
                                  Max. :7.000
                                                  Max. :8.000
                                                                 Max. :7.00
##
       Item8
## Min.
          :1.000
## 1st Qu.:3.000
## Median :3.000
## Mean
         :3.496
## 3rd Qu.:4.000
## Max.
          :8.000
# Keeping desired columns
to_keep <- c('Tenure', 'Bandwidth_GB_Year', 'Outage_sec_perweek',</pre>
            'MonthlyCharge', 'Income')
dfDropped = df[to_keep]
str(dfDropped)
## 'data.frame':
                   10000 obs. of 5 variables:
## $ Tenure
                       : num 6.8 1.16 15.75 17.09 1.67 ...
## $ Bandwidth_GB_Year : num 905 801 2055 2165 271 ...
## $ Outage_sec_perweek: num 7.98 11.7 10.75 14.91 8.15 ...
   $ MonthlyCharge
                            172 243 160 120 150 ...
                       : num
## $ Income
                       : num 28562 21705 9610 18925 40074 ...
#Check for outliers in boxplot
boxplot(dfDropped$Tenure, dfDropped$Bandwidth_GB_Year,
       dfDropped$Outage_sec_perweek, dfDropped$MonthlyCharge, dfDropped$Income,
       main = "Boxplots",
       names = c("Ten", "Ban", "Otg", "Chg", "Inc"),
```

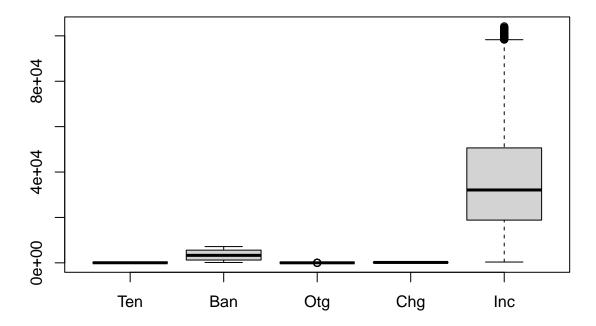


```
# Check each column for outliers
tenOut <- boxplot(dfDropped$Tenure, plot=FALSE)$out</pre>
tenOut
## numeric(0)
banOut <- boxplot(dfDropped$Bandwidth_GB_Year, plot=FALSE)$out</pre>
banOut
## numeric(0)
otgOut <- boxplot(dfDropped$Outage_sec_perweek, plot=FALSE)$out</pre>
otgOut
##
    [1] 18.19542503 18.39537758 19.07180624 18.30717385 18.30369591 1.18025898
   [7] 19.08168517 0.76027743 19.26778150 17.96334654 18.94289163 0.12005772
        1.72652484 18.28180588 17.94420077 18.07990420 0.63660795 0.50737490
## [13]
        2.01774600 19.50058000 18.31879000 18.44059000 18.77915000 20.30462000
## [19]
## [25]
        0.99528960 18.40676000 18.19254000 2.02083400 1.55678400 18.34115000
## [31] 18.78705000 18.21093000 17.90595000 1.51649700 0.23227950 17.99204000
## [37] 18.85173000 1.86467600 1.27643800 0.90033260 21.20723000 18.25245000
## [43]
        0.35504830 19.26111000 0.82699800 19.71756000 20.62504000 19.01962000
## [49] 18.11802000 0.94033040 0.39186590 2.03977100 1.33256000 18.30895000
## [55] 18.15330000 1.14479600
                                2.08173300 17.97393000 1.55649900 1.63663400
  [61]
        1.92368900 1.88242600 1.28345800 17.91239000 19.10781000 18.19674000
## [67]
        1.89642200 0.09974694 18.45023000 18.17620000 1.45088000 19.65711000
```

```
## [73] 19.01629000 2.01514300 19.20969000 0.82754400
# Outage seconds per week has outliers. Create temp data frame & remove outliers
temp <- dfDropped
temp <- temp[-which(temp$Outage_sec_perweek %in% otgOut),]</pre>
str(temp)
## 'data.frame':
                    9924 obs. of 5 variables:
## $ Tenure
                        : num 6.8 1.16 15.75 17.09 1.67 ...
## $ Bandwidth_GB_Year : num 905 801 2055 2165 271 ...
## $ Outage_sec_perweek: num 7.98 11.7 10.75 14.91 8.15 ...
                        : num 172 243 160 120 150 ...
## $ MonthlyCharge
  $ Income
                        : num 28562 21705 9610 18925 40074 ...
chgOut <- boxplot(temp$MonthlyCharge, plot=FALSE)$out</pre>
chg0ut
## numeric(0)
incOut <- boxplot(temp$Income, plot=FALSE)$out</pre>
incOut
##
     [1] 115114.6 132116.3 115510.5 125814.9 122957.2 107111.8 135727.7 118022.1
##
     [9] 123763.1 119968.6 114398.4 105646.7 122263.8 112429.2 119964.8 156740.7
   [17] 146494.7 159315.5 163086.2 172884.1 111380.5 114609.0 169580.7 168097.1
##
    [25] 120435.6 112914.4 106964.8 112245.1 125002.3 113086.6 132140.0 131500.5
##
   [33] 186035.0 109366.1 154718.9 117194.6 126236.2 162360.1 132334.8 122741.6
##
  [41] 109373.7 112031.3 135171.3 121993.2 115520.5 122844.9 106608.4 108847.9
  [49] 149502.9 121849.0 108698.7 118120.2 116572.8 117333.4 106581.9 104519.8
##
    [57] 165151.0 108059.1 147436.9 152172.9 116888.8 115594.6 137589.2 127881.0
## [65] 116572.3 115414.9 146782.3 104548.7 113438.3 111971.9 137119.7 143972.7
## [73] 143217.5 116086.2 134691.3 108839.1 108135.1 111592.0 142650.5 128114.3
## [81] 138555.9 108960.7 105396.3 115440.4 175137.3 131511.8 108914.2 152131.7
   [89] 146951.6 145163.1 105033.0 116453.0 107174.6 122915.6 104362.5 104867.5
## [97] 113641.2 119667.4 123891.9 117623.7 145569.5 104539.2 129628.7 160589.2
## [105] 120286.2 167566.6 117185.4 111779.6 110886.7 159113.5 121055.6 149959.8
## [113] 142086.1 125660.1 138122.3 108287.6 125769.6 152972.9 147682.0 114160.2
## [121] 172372.2 105302.4 131265.4 128906.6 138723.0 128728.3 121668.3 166553.1
## [129] 139474.8 189938.4 116396.5 129473.6 104452.6 149968.0 126678.4 119318.8
## [137] 105157.2 124493.2 111143.1 125288.6 107570.9 258900.7 105969.1 115681.5
## [145] 122756.3 114390.3 114051.7 130732.2 134838.8 156571.0 110960.3 143794.0
## [153] 114401.9 118179.2 116628.8 133161.6 120301.3 114551.7 107772.3 162842.8
## [161] 113511.5 108409.6 129137.2 120650.1 151312.2 135891.8 146518.2 120324.8
## [169] 112181.6 152813.5 141362.6 131834.1 111892.6 113028.1 115405.2 124735.8
## [177] 104931.3 116303.0 131647.5 160862.9 106700.6 220383.0 116562.7 130048.4
## [185] 106862.5 114405.4 135516.9 110579.2 151181.8 161251.0 212255.3 120330.5
## [193] 125041.1 137978.3 108982.2 114851.2 105022.5 131680.1 106634.6 115239.5
## [201] 121118.5 167846.0 132149.5 113595.2 129787.2 105193.1 123206.3 109866.0
## [209] 120864.5 119415.5 104558.0 105425.1 121444.9 110391.6 112097.3 146317.6
## [217] 196746.0 153026.4 231252.0 123991.0 108072.0 146958.0 115022.1 127578.3
## [225] 194550.7 113002.5 133882.2 124025.1 115783.2 117468.7 139625.0 118070.7
## [233] 105739.9 106704.4 121964.1 146544.6 106307.8 112803.7 142974.0 112687.7
## [241] 118983.0 110491.4 108805.1 113865.7 137977.7 109653.3 107720.5 135166.6
## [249] 140367.2 113095.0 131421.6 149891.1 126992.3 112837.8 106084.8 138155.7
## [257] 123006.6 159532.5 107804.6 150264.3 126572.7 105745.6 113254.1 117867.2
```

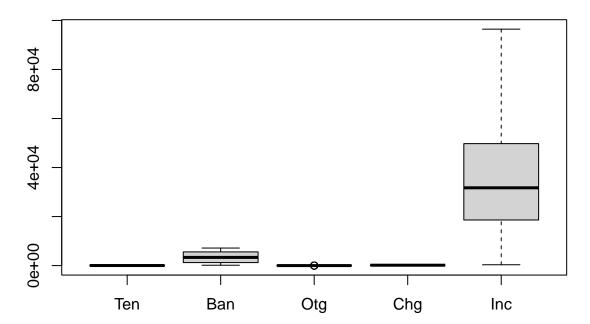
## [265] 126024.3 126805.9 146536.7 111442.1 146590.9 105005.6 113593.3 113912.9

```
## [273] 119599.4 146600.8 164529.0 114044.9 107341.5 108956.8 115758.0 112961.8
## [281] 112839.8 105294.0 116972.1 124590.0 128842.9 121986.8 143641.2 111778.1
## [289] 117715.3 110343.8 186156.6 140110.0 117890.3 117418.8 140030.5 107207.5
## [297] 160216.1 119017.8 142119.3 158549.3 125568.9 128998.6 256998.4 147889.4
## [305] 125034.1 163082.1 173978.0 146719.5 123006.3 117683.5 163156.7 122765.4
## [313] 123272.3 134967.2 120895.0 115029.8 105644.8 130319.3 149952.7 136818.5
## [321] 111497.4 118340.8 112773.2 109574.2 105986.5 113392.5 134443.3 108806.6
## [329] 128468.0 121219.6 109058.0 117089.4
# Income has many outliers - remove them
temp <- temp[-which(temp$Income %in% incOut),]</pre>
str(temp)
## 'data.frame':
                    9592 obs. of 5 variables:
## $ Tenure
                        : num 6.8 1.16 15.75 17.09 1.67 ...
   $ Bandwidth_GB_Year : num 905 801 2055 2165 271 ...
## $ Outage_sec_perweek: num 7.98 11.7 10.75 14.91 8.15 ...
   $ MonthlyCharge
                       : num 172 243 160 120 150 ...
##
   $ Income
                        : num
                               28562 21705 9610 18925 40074 ...
# View boxplot for outliers
boxplot(temp$Tenure, temp$Bandwidth_GB_Year,
        temp$Outage_sec_perweek, temp$MonthlyCharge, temp$Income,
       main = "Boxplots",
       names = c("Ten", "Ban", "Otg", "Chg", "Inc"),
       horizontal = FALSE)
```

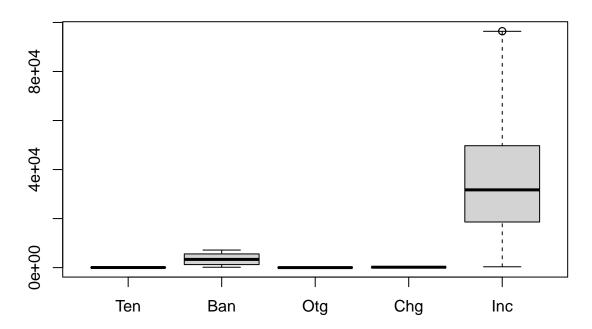


```
# Income still has outliers. Repeat process until none remain
incOut <- boxplot(temp$Income, plot=FALSE)$out</pre>
incOut
   [1] 100076.65 103311.26 99195.08 100232.53 99519.26 99482.26 101000.30
## [8] 99007.42 100626.29 99100.10 101771.45 98906.55 99800.11 99754.87
## [15] 100437.39 102905.68 102080.72 100033.86 99787.78 99199.26 98366.83
## [22] 101907.80 99291.94 100861.70 101807.80 103435.70 102090.50 101534.00
## [29] 98436.93 103306.60 99411.44 98555.98 100685.60 103112.30 98660.88
## [36] 99120.55 104166.70 102089.70 100860.90 101628.90 102072.00 100585.10
## [43] 100785.50 99168.20 100171.60 101766.00 99537.72 102059.00 98665.78
## [50] 100029.10 103625.10 103476.10 100352.40 102806.50 102609.30 103510.70
        98376.58 99873.57 101771.00 99342.82 102544.20 99108.60 100224.40
## [57]
## [64] 98862.21 103499.70 101607.90 102823.40 102504.90 101681.00 103076.70
## [71] 101429.40 100711.60 100608.20 102928.60 99932.29 98425.53 101307.00
## [78] 103098.00 100257.60 99132.61 99699.68 102431.30 102702.50 100050.00
## [85] 98836.20 102633.90 99071.31 102173.50 102629.60
temp <- temp[-which(temp$Income %in% incOut),]</pre>
str(temp)
## 'data.frame':
                   9503 obs. of 5 variables:
                       : num 6.8 1.16 15.75 17.09 1.67 ...
## $ Tenure
## $ Bandwidth_GB_Year : num 905 801 2055 2165 271 ...
## $ Outage_sec_perweek: num 7.98 11.7 10.75 14.91 8.15 ...
## $ MonthlyCharge
                       : num 172 243 160 120 150 ...
## $ Income
                        : num 28562 21705 9610 18925 40074 ...
incOut <- boxplot(temp$Income, plot=FALSE)$out</pre>
incOut
## [1] 97761.18 98173.49 97592.52 97479.21 97462.46 97463.90 98189.95 98298.22
## [9] 97763.56 97694.83 97691.33 98147.26 98176.66 98072.18 97769.66 97916.45
## [17] 97310.88 97539.36 97871.03 97230.00 97729.46 97997.05 97499.39 98120.00
temp <- temp[-which(temp$Income %in% incOut),]</pre>
str(temp)
## 'data.frame':
                   9479 obs. of 5 variables:
                       : num 6.8 1.16 15.75 17.09 1.67 ...
## $ Tenure
## $ Bandwidth_GB_Year : num 905 801 2055 2165 271 ...
## $ Outage_sec_perweek: num 7.98 11.7 10.75 14.91 8.15 ...
## $ MonthlyCharge
                       : num 172 243 160 120 150 ...
## $ Income
                        : num 28562 21705 9610 18925 40074 ...
incOut <- boxplot(temp$Income, plot=FALSE)$out</pre>
incOut
## [1] 96857.54 97057.93 96753.80 96788.12 97020.52 96898.83 97088.50 96925.17
temp <- temp[-which(temp$Income %in% incOut),]</pre>
str(temp)
                   9471 obs. of 5 variables:
## 'data.frame':
                       : num 6.8 1.16 15.75 17.09 1.67 ...
## $ Tenure
## $ Bandwidth_GB_Year : num 905 801 2055 2165 271 ...
## $ Outage_sec_perweek: num 7.98 11.7 10.75 14.91 8.15 ...
## $ MonthlyCharge
                    : num 172 243 160 120 150 ...
```

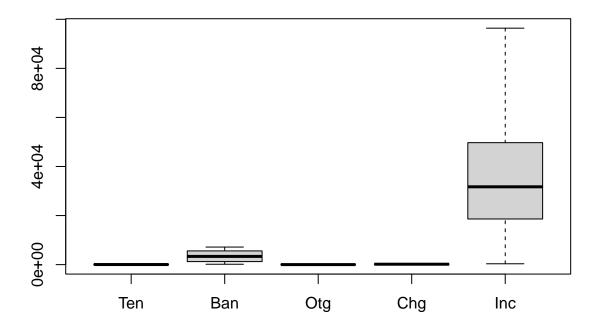
```
## $ Income
                        : num 28562 21705 9610 18925 40074 ...
incOut <- boxplot(temp$Income, plot=FALSE)$out</pre>
incOut
## [1] 96624.28 96579.40 96575.06
temp <- temp[-which(temp$Income %in% incOut),]</pre>
str(temp)
## 'data.frame':
                    9468 obs. of 5 variables:
## $ Tenure
                        : num 6.8 1.16 15.75 17.09 1.67 ...
## $ Bandwidth_GB_Year : num 905 801 2055 2165 271 ...
## $ Outage_sec_perweek: num 7.98 11.7 10.75 14.91 8.15 ...
                        : num 172 243 160 120 150 ...
## $ MonthlyCharge
## $ Income
                        : num 28562 21705 9610 18925 40074 ...
incOut <- boxplot(temp$Income, plot=FALSE)$out</pre>
incOut
## numeric(0)
# Income has no outliers. Check boxplots
boxplot(temp$Tenure, temp$Bandwidth_GB_Year,
        temp$Outage_sec_perweek, temp$MonthlyCharge, temp$Income,
        main = "Boxplots",
       names = c("Ten", "Ban", "Otg", "Chg", "Inc"),
        horizontal = FALSE)
```



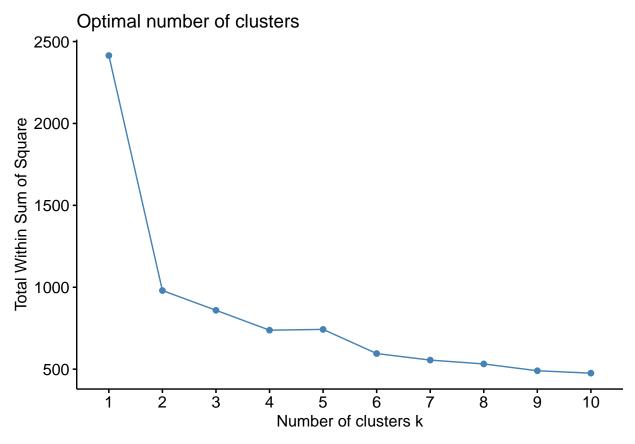
```
# Removing rows has created outliers in Outage - repeat process
otgOut <- boxplot(temp$Outage_sec_perweek, plot=FALSE)$out</pre>
otgOut
## [1] 2.110607 2.096375 2.094319 2.104824 17.833720 17.861530
temp <- temp[-which(temp$Outage sec perweek %in% otgOut),]</pre>
str(temp)
## 'data.frame': 9462 obs. of 5 variables:
## $ Tenure
                       : num 6.8 1.16 15.75 17.09 1.67 ...
## $ Bandwidth_GB_Year : num 905 801 2055 2165 271 ...
## $ Outage sec perweek: num 7.98 11.7 10.75 14.91 8.15 ...
## $ MonthlyCharge : num 172 243 160 120 150 ...
## $ Income
                        : num 28562 21705 9610 18925 40074 ...
otgOut <- boxplot(temp$Outage_sec_perweek, plot=FALSE)$out</pre>
otgOut
## [1] 17.82932
temp <- temp[-which(temp$Outage_sec_perweek %in% otgOut),]</pre>
str(temp)
## 'data.frame':
                   9461 obs. of 5 variables:
## $ Tenure
                       : num 6.8 1.16 15.75 17.09 1.67 ...
## $ Bandwidth_GB_Year : num 905 801 2055 2165 271 ...
## $ Outage_sec_perweek: num 7.98 11.7 10.75 14.91 8.15 ...
## $ MonthlyCharge
                       : num 172 243 160 120 150 ...
## $ Income
                        : num 28562 21705 9610 18925 40074 ...
otgOut <- boxplot(temp$Outage_sec_perweek, plot=FALSE)$out</pre>
otgOut
## numeric(0)
boxplot(temp$Tenure, temp$Bandwidth_GB_Year,
        temp$Outage_sec_perweek, temp$MonthlyCharge, temp$Income,
       main = "Boxplots",
       names = c("Ten", "Ban", "Otg", "Chg", "Inc"),
       horizontal = FALSE)
```



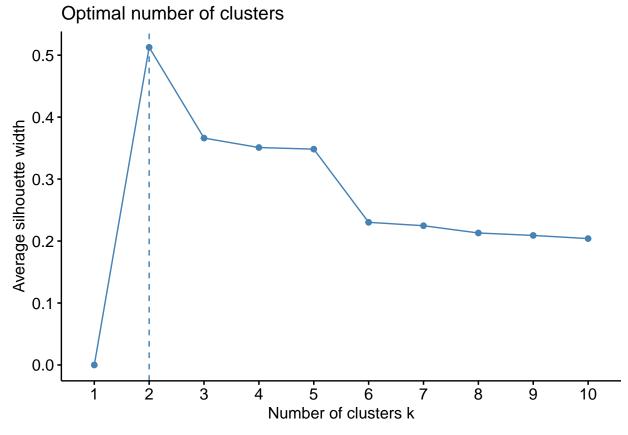
```
# Removing rows has caused outliers in Income - repeat process
incOut <- boxplot(temp$Income, plot=FALSE)$out</pre>
incOut
## [1] 96431.37 96442.41
temp <- temp[-which(temp$Income %in% incOut),]</pre>
str(temp)
## 'data.frame':
                    9459 obs. of 5 variables:
                        : num 6.8 1.16 15.75 17.09 1.67 ...
## $ Tenure
## $ Bandwidth_GB_Year : num 905 801 2055 2165 271 ...
## $ Outage_sec_perweek: num 7.98 11.7 10.75 14.91 8.15 ...
## $ MonthlyCharge
                        : num 172 243 160 120 150 ...
## $ Income
                        : num 28562 21705 9610 18925 40074 ...
incOut <- boxplot(temp$Income, plot=FALSE)$out</pre>
incOut
## numeric(0)
# Check boxplots for outliers
boxplot(temp$Tenure, temp$Bandwidth_GB_Year,
        temp$Outage_sec_perweek, temp$MonthlyCharge, temp$Income,
        main = "Boxplots",
       names = c("Ten", "Ban", "Otg", "Chg", "Inc"),
        horizontal = FALSE)
```



```
# No outliers remain. Ready for train/test split
# Set seed
set.seed(22)
trainId = createDataPartition(temp$Tenure, times = 1, p = 0.7, list = FALSE)
dfTrain = temp[trainId,]
dfTest = temp[-trainId,]
# Normalize Function
normalize = function(x) {
 result = (x - min(x)) / (max(x) - min(x))
 return(result)
# Normalize data set
dfTrainNorm <- dfTrain</pre>
for (i in colnames(dfTrainNorm)) {
 dfTrainNorm[i] <- normalize(dfTrainNorm[i])</pre>
}
# Normalize data set
dfTestNorm <- dfTest</pre>
```



fviz\_nbclust(dfTrainNorm, FUNcluster = kmeans, method = "silhouette")



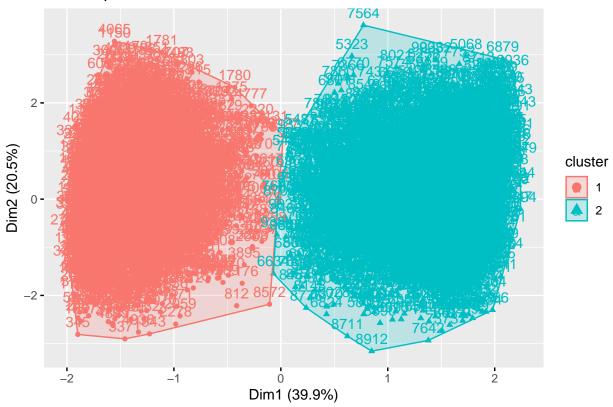
```
# k-means: 2 centers, 50 starting assignments
clusters2Train <-kmeans(dfTrainNorm, centers=2, nstart=50)
clusters2Train$centers</pre>
```

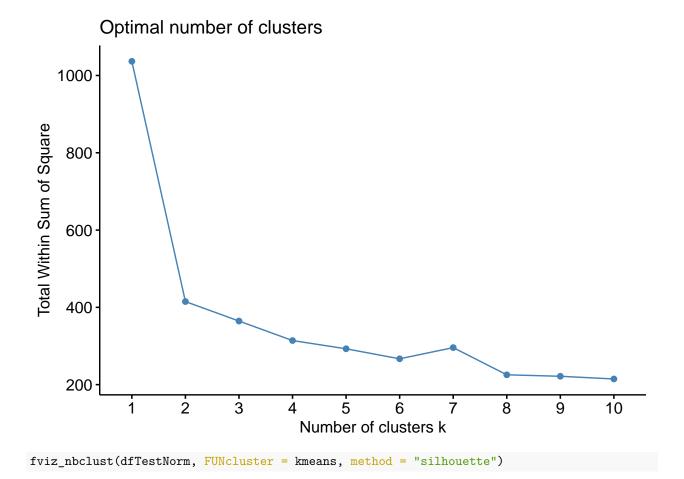
clusters2Train\$betweenss / clusters2Train\$totss

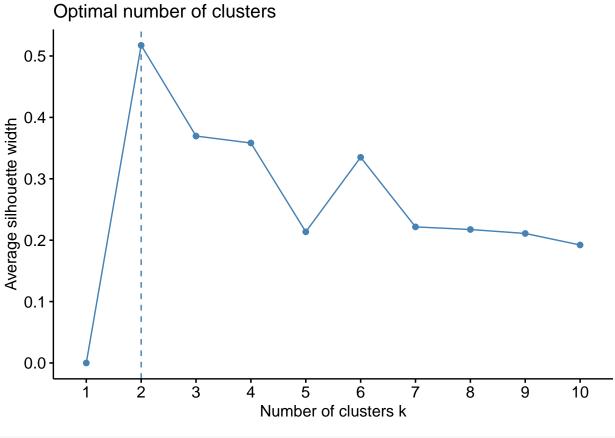
```
## [1] 0.5941728
```

```
# View clusters in plot
fviz_cluster(object=clusters2Train, data=dfTrainNorm)
```

# Cluster plot







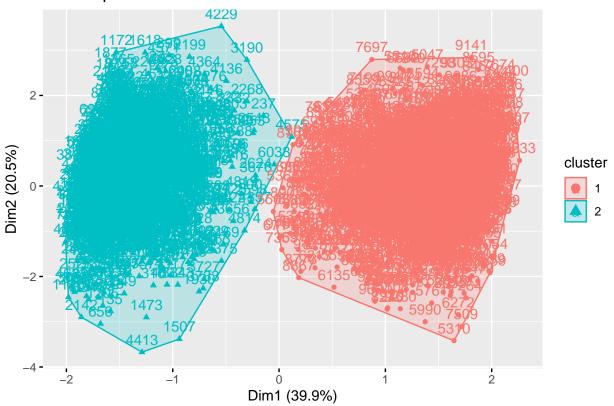
```
# k-means: 2 centers, 50 starting assignments
clusters2Test <-kmeans(dfTestNorm, centers=2, nstart=50)
clusters2Test$centers</pre>
```

clusters2Test\$betweenss / clusters2Test\$totss

```
## [1] 0.5997034
```

```
# View clusters in plot
fviz_cluster(object=clusters2Test, data=dfTestNorm)
```

## Cluster plot



### # Centers

clusters2Train\$centers

clusters2Test\$centers

#### # Ratio

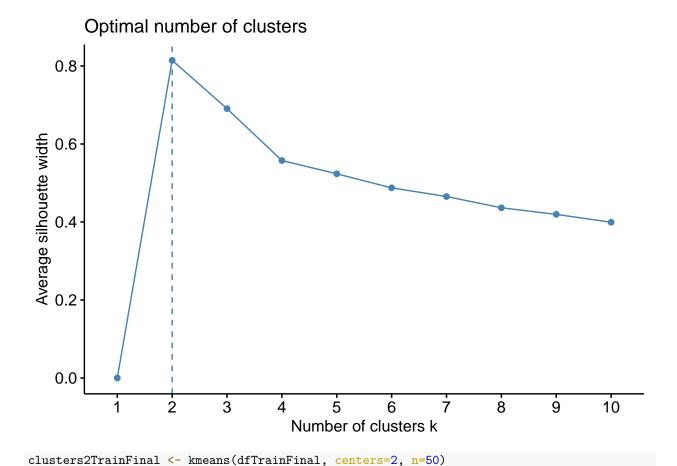
clusters2Train\$betweenss / clusters2Train\$totss

### ## [1] 0.5941728

clusters2Test\$betweenss / clusters2Test\$totss

#### ## [1] 0.5997034

dfTrainFinal <-dfTrainNorm[c('Tenure', 'Bandwidth\_GB\_Year')]
fviz\_nbclust(dfTrainFinal, FUNcluster = kmeans, method = "silhouette")</pre>

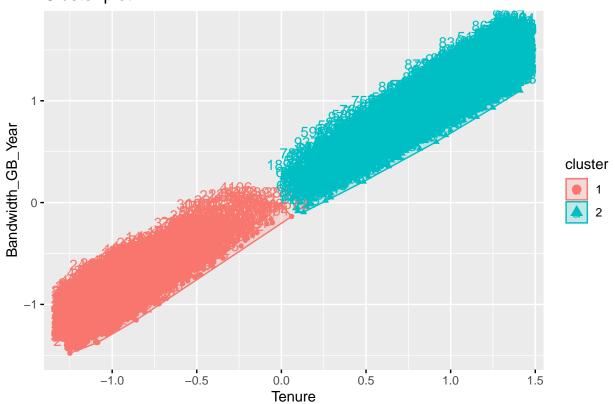


```
clusters2TrainFinal
## K-means clustering with 2 clusters of sizes 3308, 3315
##
## Cluster means:
         Tenure Bandwidth_GB_Year
## 1 0.1146104
                           0.1645299
   2 0.8307966
                           0.7591695
##
##
##
   Clustering
                vector:
##
             2
                               6
                                     7
                                                            15
                                                                  16
                                                                                    20
                                                                                          21
                                                                                                22
       1
                   3
                         5
                                          10
                                                12
                                                      13
                                                                        17
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##
       1
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```

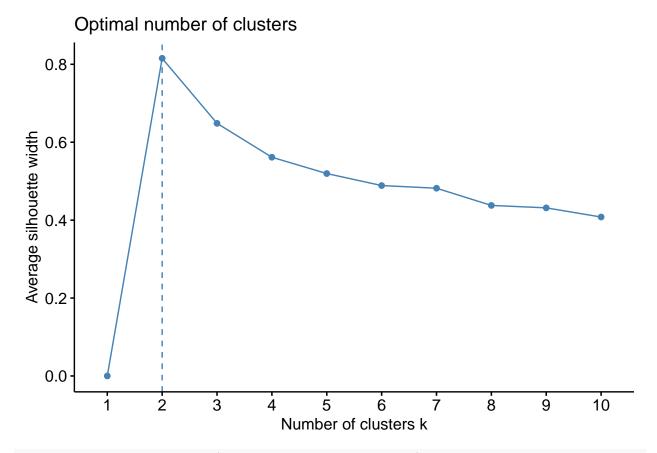
##

```
## 9977 9979 9980 9981 9982 9984 9985 9986 9987 9989 9990 9991 9993 9996 9997
##
                2
                     2
                           2
                                2
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                                                    2
                                                         2
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                                               2
                                                                    2
##
## Within cluster sum of squares by cluster:
## [1] 46.14259 85.59264
   (between_SS / total_SS = 91.6 %)
## Available components:
##
## [1] "cluster"
                                                                     "tot.withinss"
                      "centers"
                                      "totss"
                                                     "withinss"
                      "size"
                                      "iter"
                                                     "ifault"
## [6] "betweenss"
fviz_cluster(object=clusters2TrainFinal, data=dfTrainFinal)
```

## Cluster plot



dfTestFinal <- dfTestNorm[c('Tenure', 'Bandwidth\_GB\_Year')]
fviz\_nbclust(dfTestFinal, FUNcluster = kmeans, method = "silhouette")</pre>



```
clusters2TestFinal <- kmeans(dfTestFinal, centers=2, n=50)
clusters2TestFinal
## K-means clustering with 2 clusters of sizes 1421, 1415</pre>
```

```
## Cluster means:
         Tenure Bandwidth_GB_Year
## 1 0.8297110
                           0.7692332
   2 0.1135891
                           0.1659293
##
##
   Clustering vector:
##
               8
                      9
                                   18
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                                                  29
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```

## 416	##	385	387	389	390	391	392	399	400	402	404	405	406	411
## 466														
##   48														
## 28														
##   22   22   23   23   24   24   24   24														
##   82   22   25   25   26   566														
##   82   22   25   25   26   566	##	519	522	523	525	529	531	533	536	538	540	542	545	555
##	##	2	2	2	2	2	2	2	2	2	2		2	2
##	##	558	562	564	565	566	569	575	576	577	578	580	582	589
## 629 638 639 642 650 652 656 661 662 667 669 671 677   ## 77 70 70 774 778 780 790 797 800 801 805 805 805 805 805 805 805 805 805 805	##	2	2	2	2	2	2	2	2	2	2	2	2	2
## 629 638 639 642 650 652 652 666 661 662 667 669 670 71 71 71 71 71 71 71 71 71 71 71 71 71	##	592	594	595	597	598	601	605	611	616	620	625	627	628
## 679 680 684 687 688 694 696 697 698 706 710 711 716   ## 717 720 725 734 736 738 739 742 744 745 749 753 767   ## 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	##	2	2	2	2	2	2	2	2	2	2	2	2	
## 679 680 684 687 688 694 696 696 697 698 706 710 711 716 ## 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	##	629	638	639	642	650	652	656	661	662	667	669	671	677
##         Q	##	2	2	2	2	2	2	2	2	2	2	2	2	
## 717 720 725 734 736 736 738 739 742 744 745 749 749 753 767   ## 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	##													
##         Q														
##         769         770         774         778         780         790         797         800         801         806         809         814         817           ##         2														
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##         2	##	2	2	2	2	2	2	2	2	2	2	2	2	2
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##	2064	2070	2072	2077	2070	2001	2002	2000	2001	2004	2006	2	2
## ##	3964	3970	3973	3977	3979	3981	3983	3989	3991	3994	3996	4007	4008
##	2	2	2	2	2	2	9	<b>Ω</b>		<b>Ω</b>	· ·	<b>Ω</b>	
##	2 4012	2 4013	2 4023	2 4024	2 4025	2 4027	2 4028	2 4030	2 4037	2 4039	2 4042	2 4047	2 4050
## ##	2 4012 2	2 4013 2	2 4023 2	2 4024 2	2 4025 2	2 4027 2	2 4028 2	2 4030 2	2 4037 2	2 4039 2	2 4042 2	2 4047 2	2 4050 2

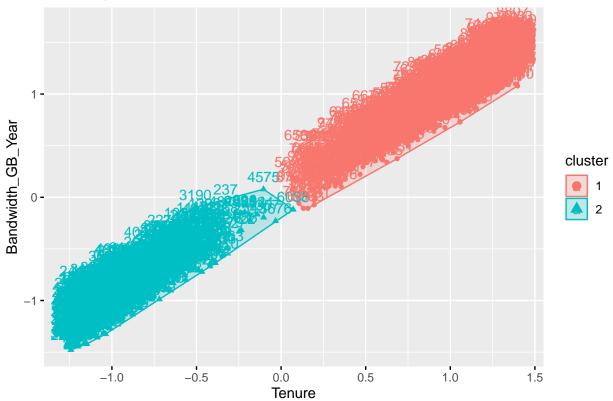
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## 4140														
## 4142													4137	4141
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## 4281 4281 4283 4284 4288 4294 4295 4297 4298 4304 4306 4307 4317 4323 ## 4327 436 4341 4342 4346 4347 4350 4352 4355 4354 4364 4370 4371 ## 4327 436 4341 4342 4346 4347 425 4355 4357 4364 4370 4371 ## 4327 4379 4382 4392 4399 4406 4413 4420 4421 4422 4424 4430 4431 ## 4328 4338 4439 4442 445 4466 4447 4488 4452 4453 4456 4468 ## 22 22 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	##	4235	4237	4238	4239	4242	4245	4247	4249	4252	4258	4261	4274	4280
## 4327 4336 4341 4342 4346 4347 4350 4352 4355 4357 4364 4370 4371 4371 4371 4372 4373 4373 4373 4373 4373 4373 4373	##	2	2	2	2	2	2	2	2	2	2	2	2	2
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## 4375 4379 4382 4392 4399 4406 4413 4420 4421 4422 4424 4430 4431 ## 4432 4438 4439 4442 4445 4446 4447 4448 4452 4453 4456 4467 4468 ## 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	##	2	2	2	2	2	2	2	2	2	2	2	2	2
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## 432 438 4439 4442 4446 4446 4447 4448 4552 452 453 4566 4467 4688	##	2	2	2		2	2	2	2	2		2	2	2
## 4432 4438 4439 4442 4445 4446 4447 4448 4450 4503 4503 4506 4667 44668 ## 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	##													
## 4472 4477 4478 4480 4484 4499 4502 4503 4508 4509 4510 4516 4516   ## 4472 4477 4478 4480 4484 4499 4502 4503 4508 4509 4510 4514 4516   ## 452 4539 4547 4552 4571 4573 4575 4580 4589 4592 4595 4601 4602   ## 4606 4609 4610 4617 4618 4621 4632 4639 4641 4642 4643 4646 4651   ## 4606 4609 4610 4617 4618 4621 4632 4639 4641 4642 4643 4646 4651   ## 4606 4609 4610 4617 4618 4679 4689 4685 4685 4689 4690 4692 4710   ## 4718 4720 4722 4724 4726 4739 4730 4731 4737 4740 4749 4752 4753 4757   ## 4718 4720 4722 4724 4726 4730 4731 4737 4740 4749 4752 4753 4757   ## 4718 4720 4722 4724 4726 4730 4731 4737 4740 4749 4752 4753 4757   ## 4718 4720 4722 4724 4726 4730 4731 4737 4740 4749 4752 4753 4757   ## 4718 4720 4722 4724 4726 4730 4731 4737 4740 4749 4752 4753 4757   ## 4718 4720 4722 4724 4726 4730 4731 4737 4740 4749 4752 4753 4757   ## 4810 4811 4812 4813 4814 4817 4819 4827 4829 4833 4834 4835 4842   ## 4810 4811 4812 4813 4814 4817 4819 4827 4829 4833 4834 4835 4842   ## 4810 4811 4812 4813 4814 4817 4819 4827 4829 4833 4834 4835 4842   ## 4888 4839 4857 4900 4902 4906 4989 4915 4917 4925 4927 4928 4929   ## 4888 4839 4857 4900 4902 4906 4989 4915 4917 4925 4927 4928 4929   ## 4888 4893 4897 4900 4902 4906 4989 4915 4917 4925 4927 4928 4929   ## 4888 4893 4897 4900 4902 4906 4989 4915 4917 4925 4927 4928 4929   ## 4888 4893 4897 4900 4902 4906 4989 4915 4917 4925 4927 4928 4929   ## 4941 4942 4944 4945 4946 4947 4949 4951 4954 4957 4958 4959 5050 5051 5051 5052   ## 4966 4973 5016 5024 5026 5029 5035 5038 5041 5047 5048 5050 5051 5051 5052   ## 4966 4973 5016 5024 5026 5029 5035 5038 5041 5047 5048 5050 5051 5051 5052   ## 4966 4973 5016 5024 5026 5029 5035 5038 5041 5047 5048 5050 5051 5051 5052   ## 4966 4973 5016 5024 5026 5029 5035 5038 5041 5047 5048 5050 5051 5051 5052   ## 4060 4073 5016 5024 5026 5029 5035 5038 5041 5047 5048 5050 5051 5051 5052   ## 4060 4073 5016 5024 5026 5029 5035 5038 5041 5047 5048 5049 5049 5049 5049 5049 5049 5049 5049	##		_											
##         4472         4478         4488         4484         4499         4502         4503         4508         4510         4516         4516           ##         Q														
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## Within cluster sum of squares by cluster:
   [1] 36.69721 19.79456
    (between_SS / total_SS = 91.7 %)
## Available components:
##
## [1] "cluster"
                          "centers"
                                           "totss"
                                                             "withinss"
                                                                               "tot.withinss"
## [6] "betweenss"
                          "size"
                                           "iter"
                                                             "ifault"
```

### fviz\_cluster(object=clusters2TestFinal, data=dfTestFinal)

# Cluster plot



## 

clusters2TrainFinal\$centers

## Tenure Bandwidth\_GB\_Year ## 1 0.1146104 0.1645299 ## 2 0.8307966 0.7591695

clusters2TestFinal\$centers

## Tenure Bandwidth\_GB\_Year ## 1 0.8297110 0.7692332 ## 2 0.1135891 0.1659293

## # Ratio

 ${\tt clusters2TrainFinal\$betweenss~/~clusters2TrainFinal\$totss}$ 

## [1] 0.9159033

clusters2TestFinal\$betweenss / clusters2TestFinal\$totss

## [1] 0.9166966