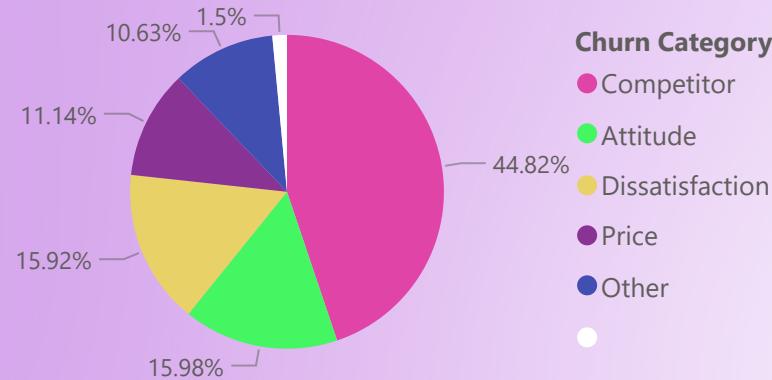
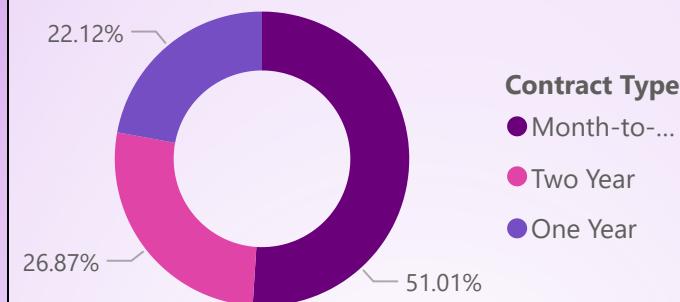


### Total Customer Churn % by Churn Category



### No. of Customer's by Contract Type



1796

Churned

26.86 %

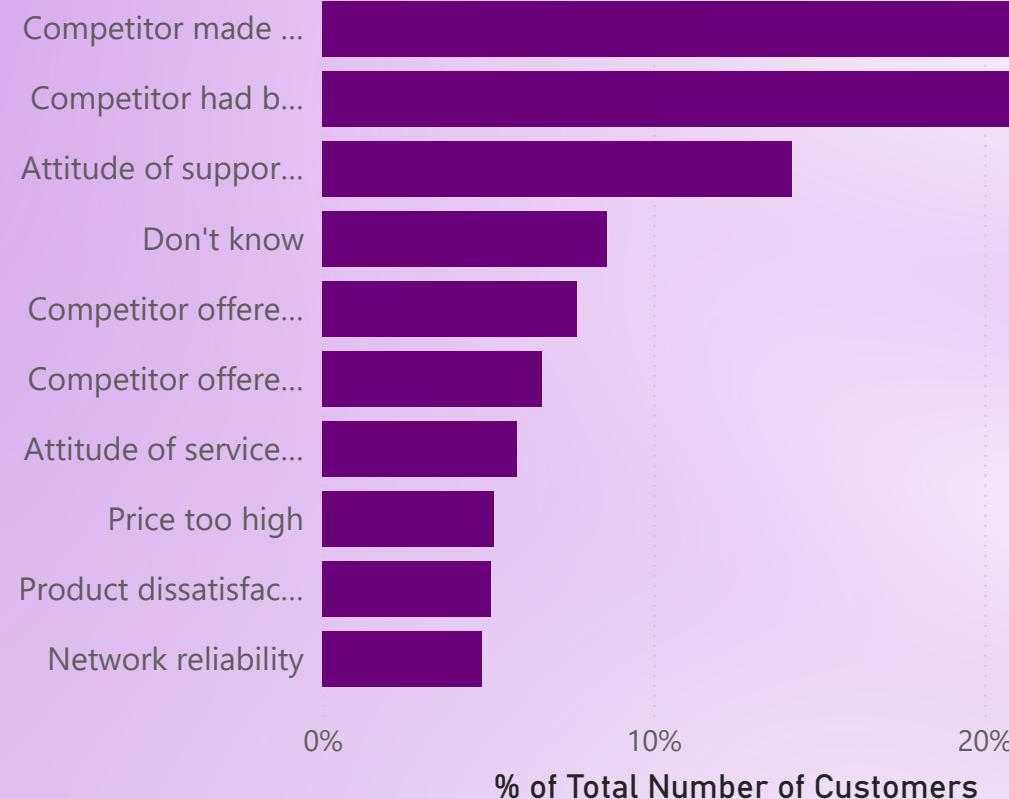
Churn Rate

6687

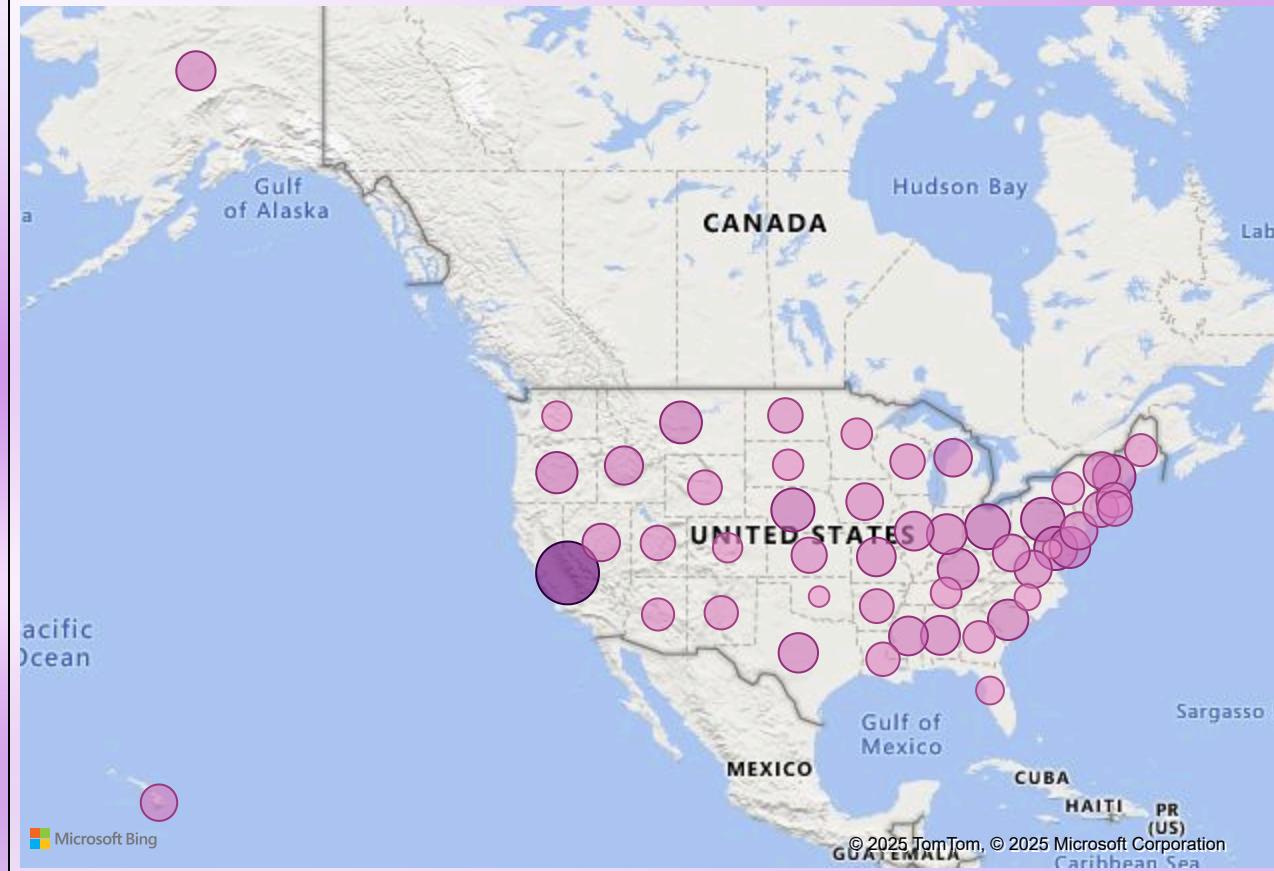
Total No. of Customers

### Churn Reasons

Churn Reasons



### Churn Rate by State



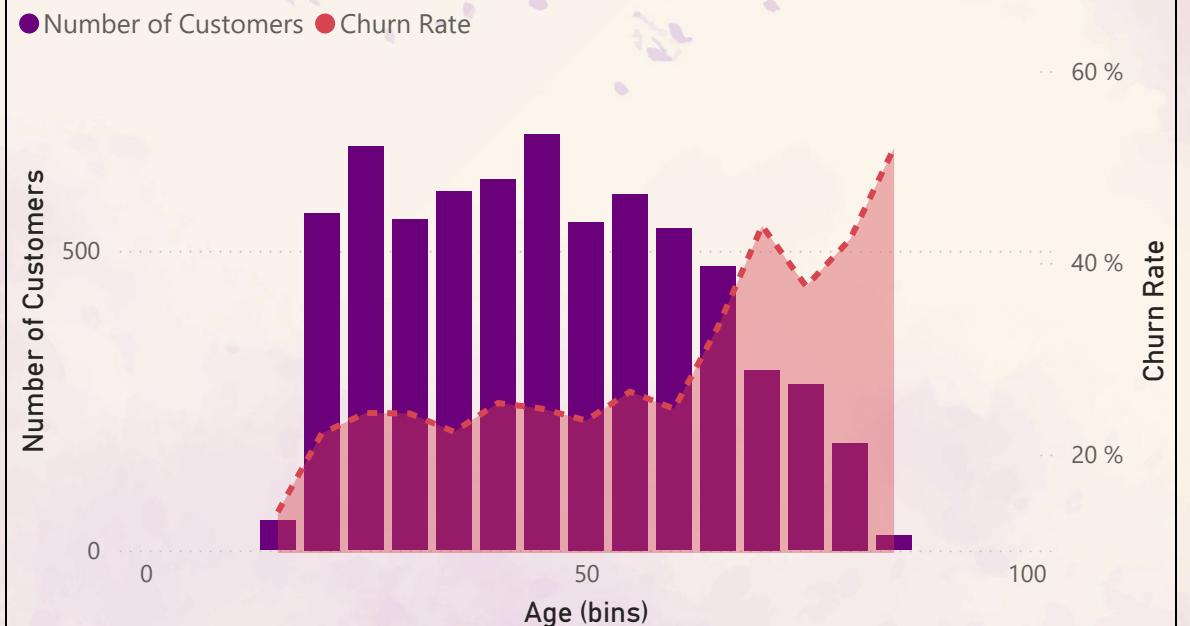
Age Group	Churn Rate
Senior	38.46 %
Between 30-60	24.54 %
Under 30	23.00 %
<b>Total</b>	<b>26.86 %</b>

**6687**  
Total No. of Customer ID

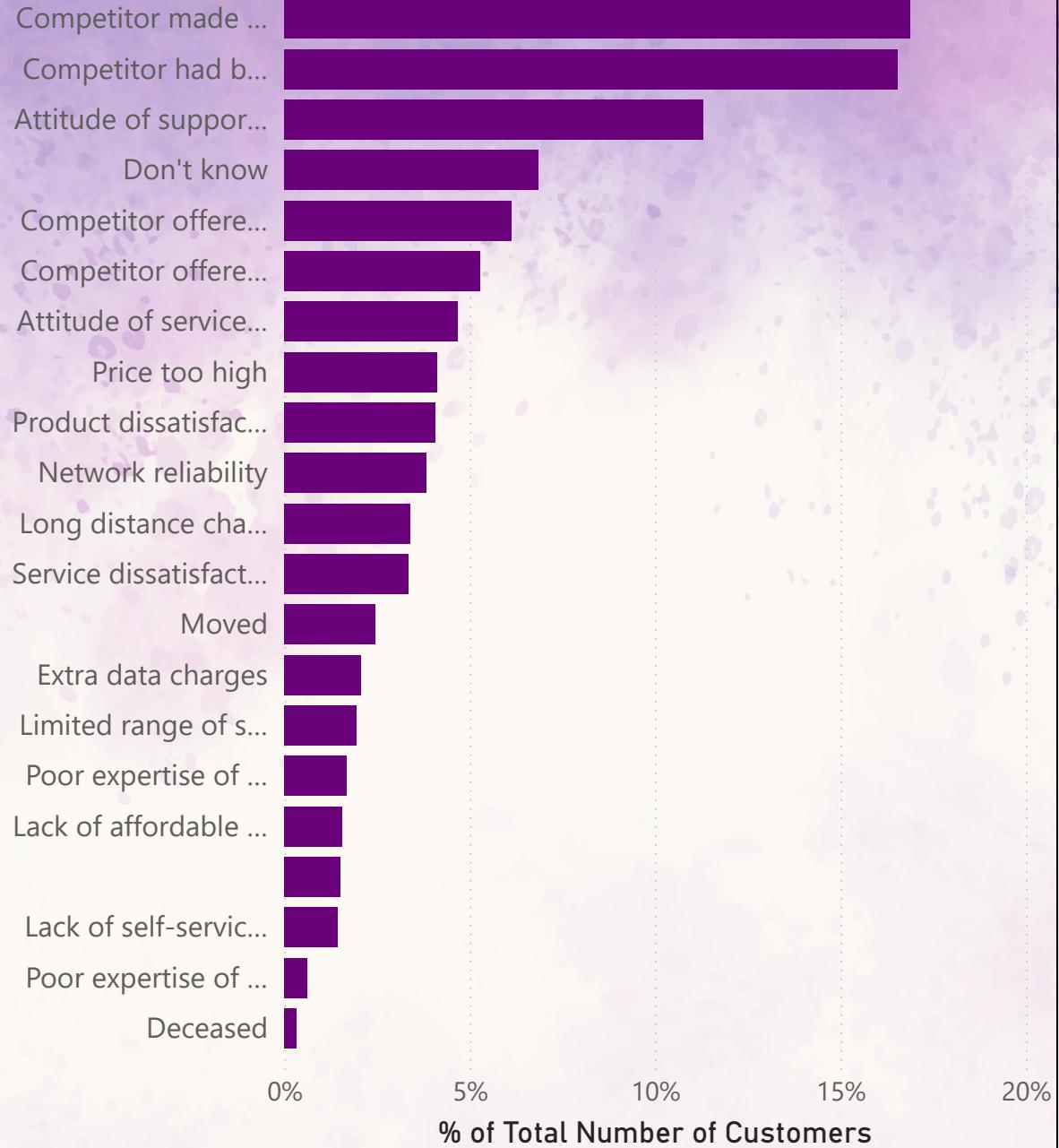
**1796**  
Churned

**26.86 %**  
Churn Rate

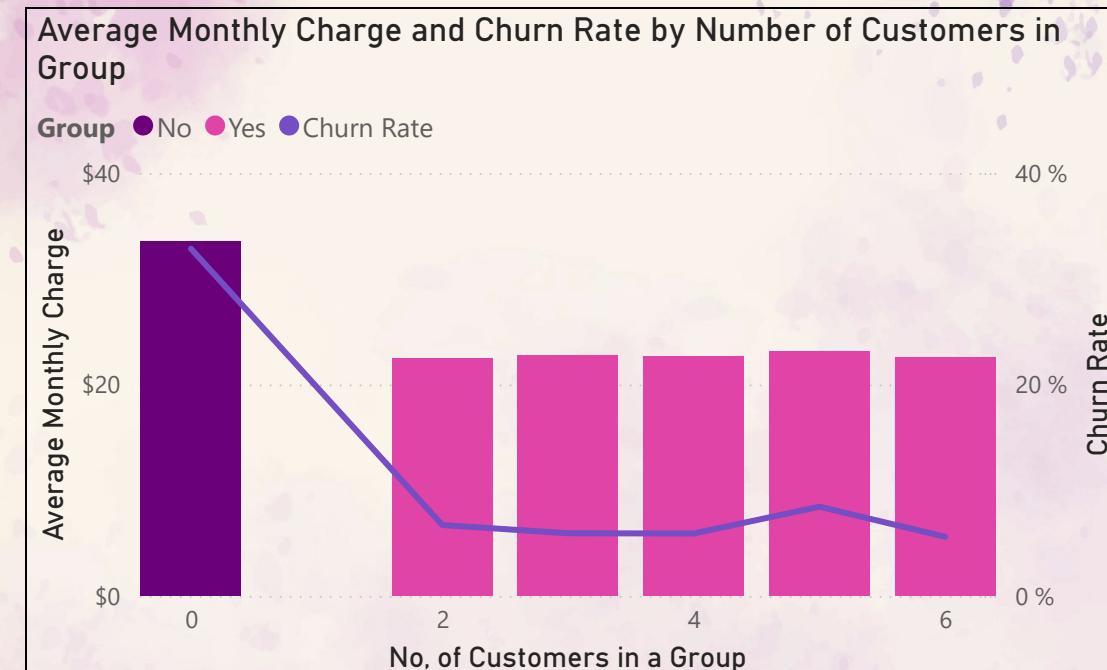
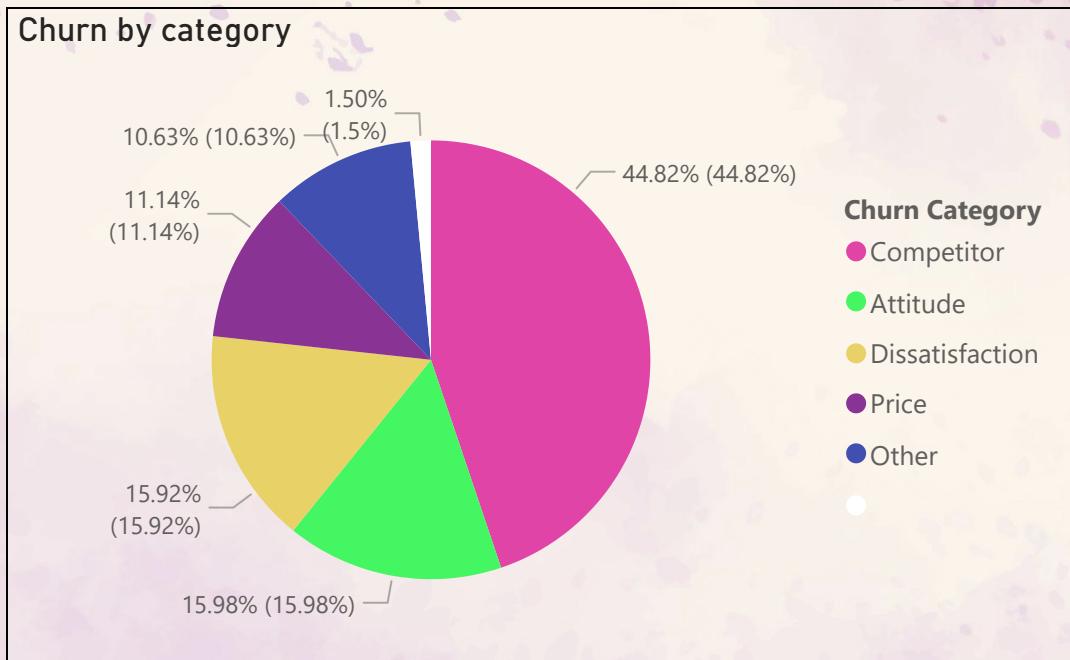
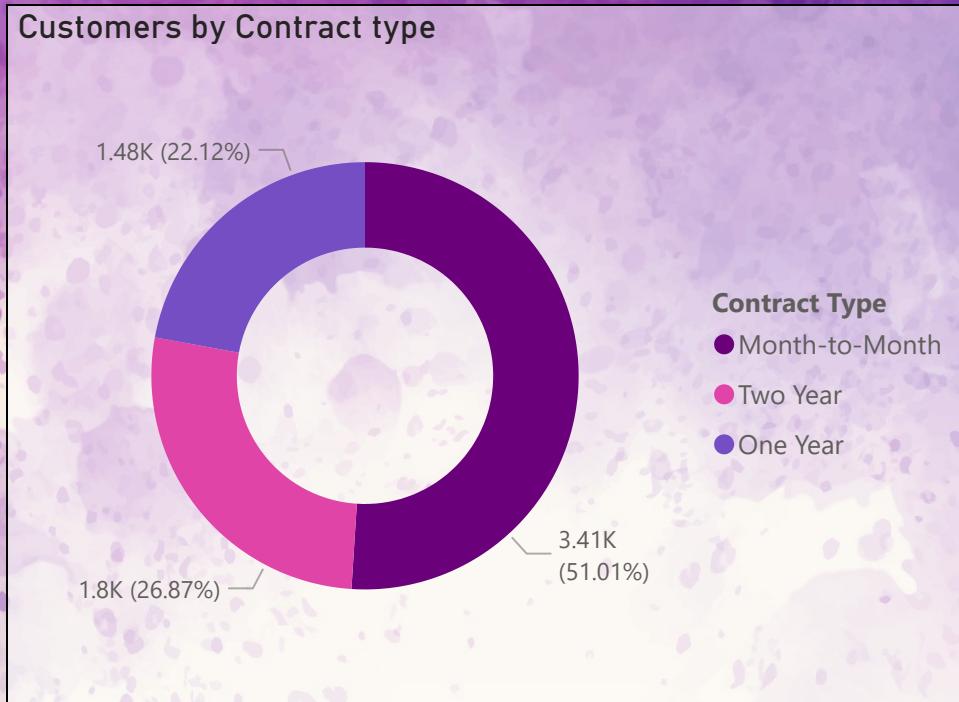
No. of Customers and Churn Rate by Age (bins)



## Churn Reasons



**Monthly**  
46.29 %  
Churn Rate  
  
**Yearly**  
6.62 %  
Churn Rate

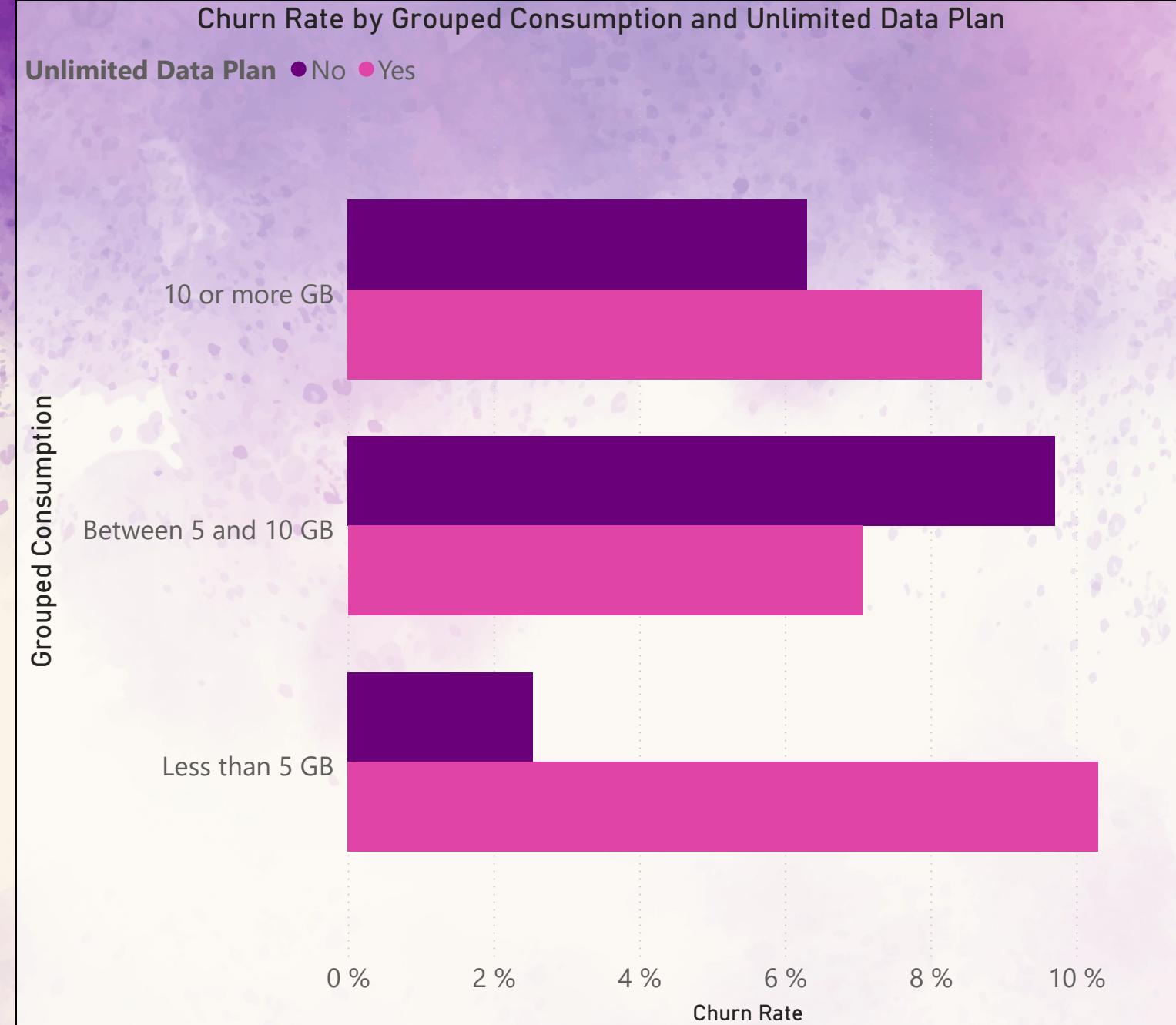


Churn Rate	Number of Customers	Unlimited Data Plan
8.65 %	2000	Yes
3.45 %	1276	No
<b>6.62 %</b>	<b>3276</b>	

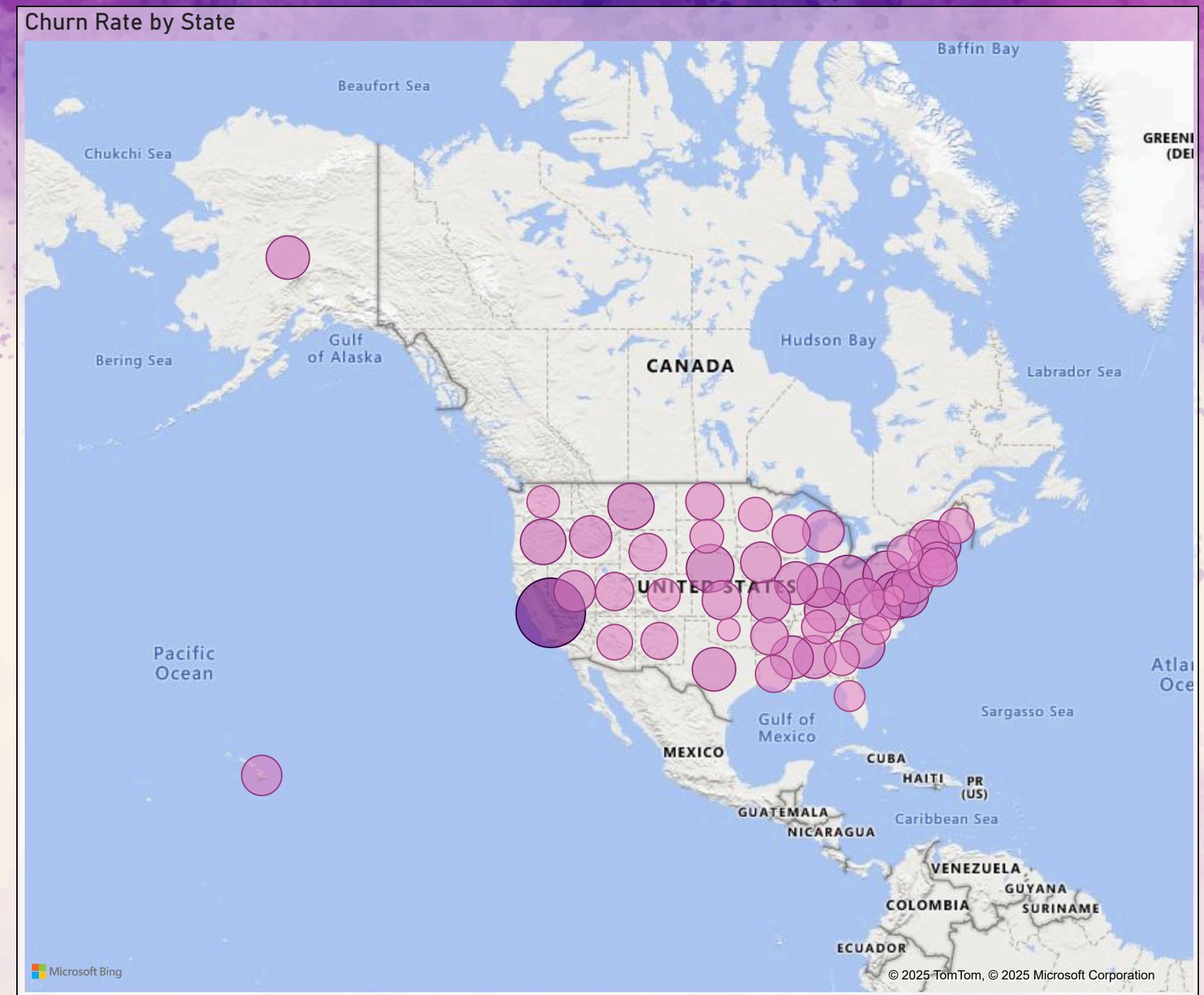
Contract Category

Monthly

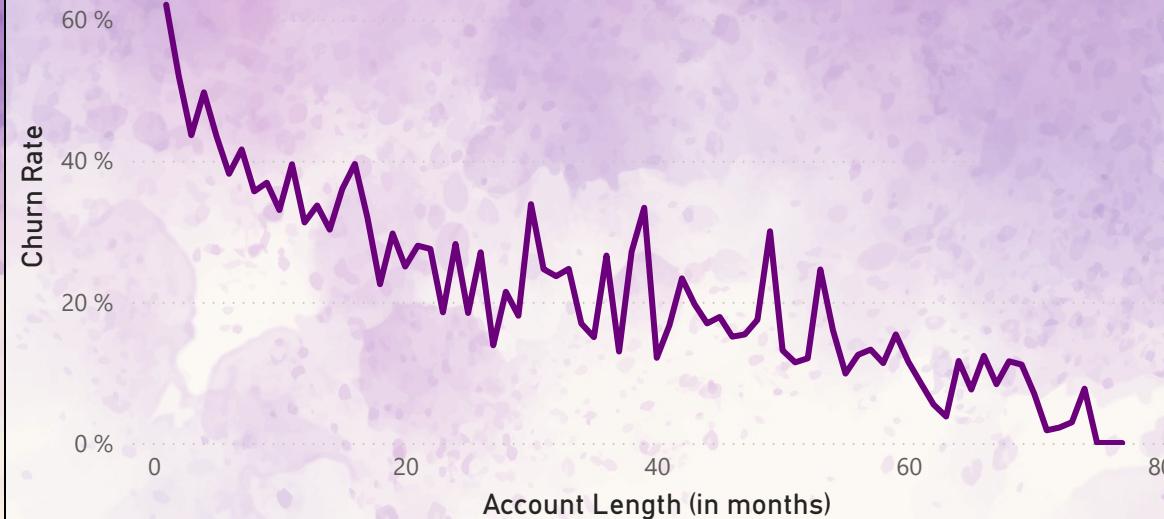
Yearly



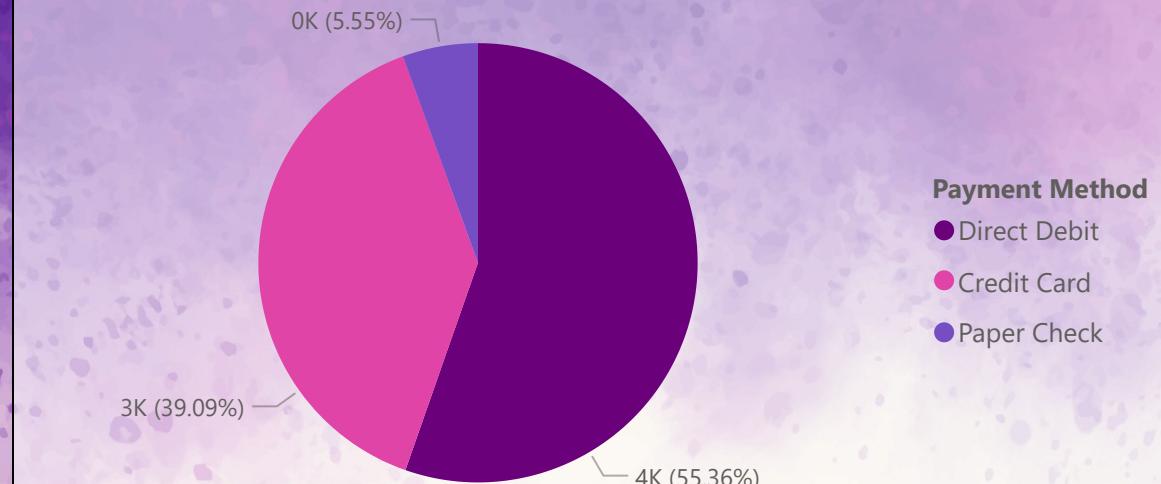
Intl Active	no	yes	Total
No	20.01 %	71.19 %	22.21 %
Yes	40.34 %	7.59 %	34.31 %
<b>Total</b>	<b>27.07 %</b>	<b>24.88 %</b>	<b>26.86 %</b>



### Churn Rate by Account Length (in months)

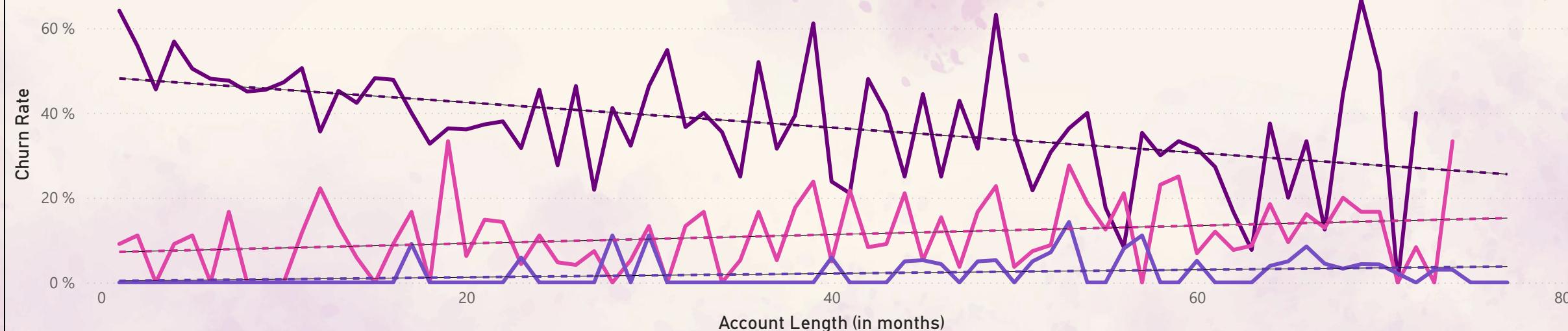


### No. of Customers and Churn Rate by Payment Method



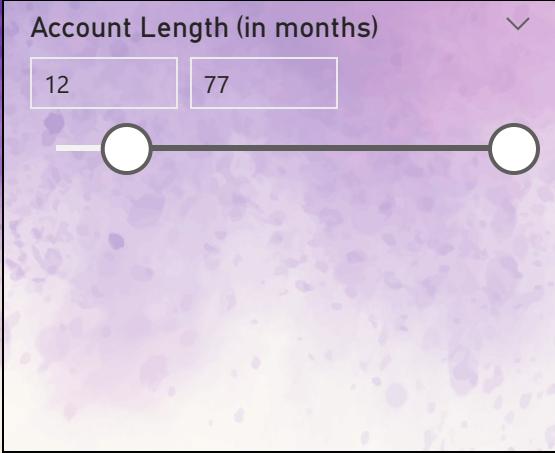
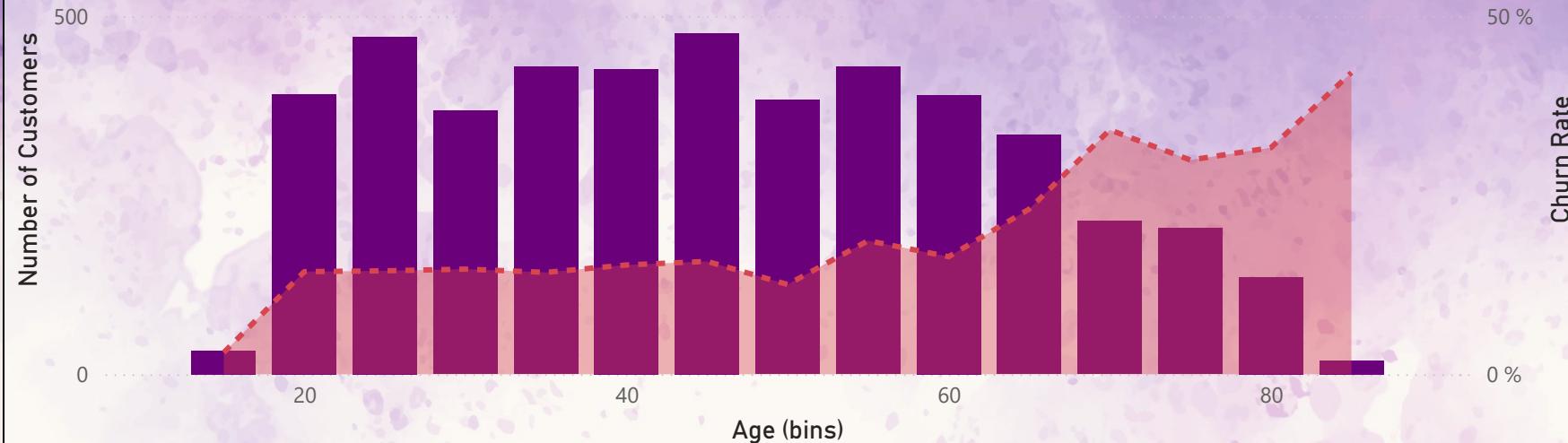
### Churn Rate by Account Length (in months) and Contract Type

Contract Type ● Month-to-Month ● One Year ● Two Year



## No. of Customers and Churn Rate by Age (bins)

● Number of Customers ● Churn Rate



## Average of Monthly Charge and Churn Rate by Number of Customers in Group

Group ● No ● Yes ● Churn Rate



**17.73 %**

Churn Rate

**1.31**

Avg Service calls

**4467**

Customer Service Calls

Payment Method

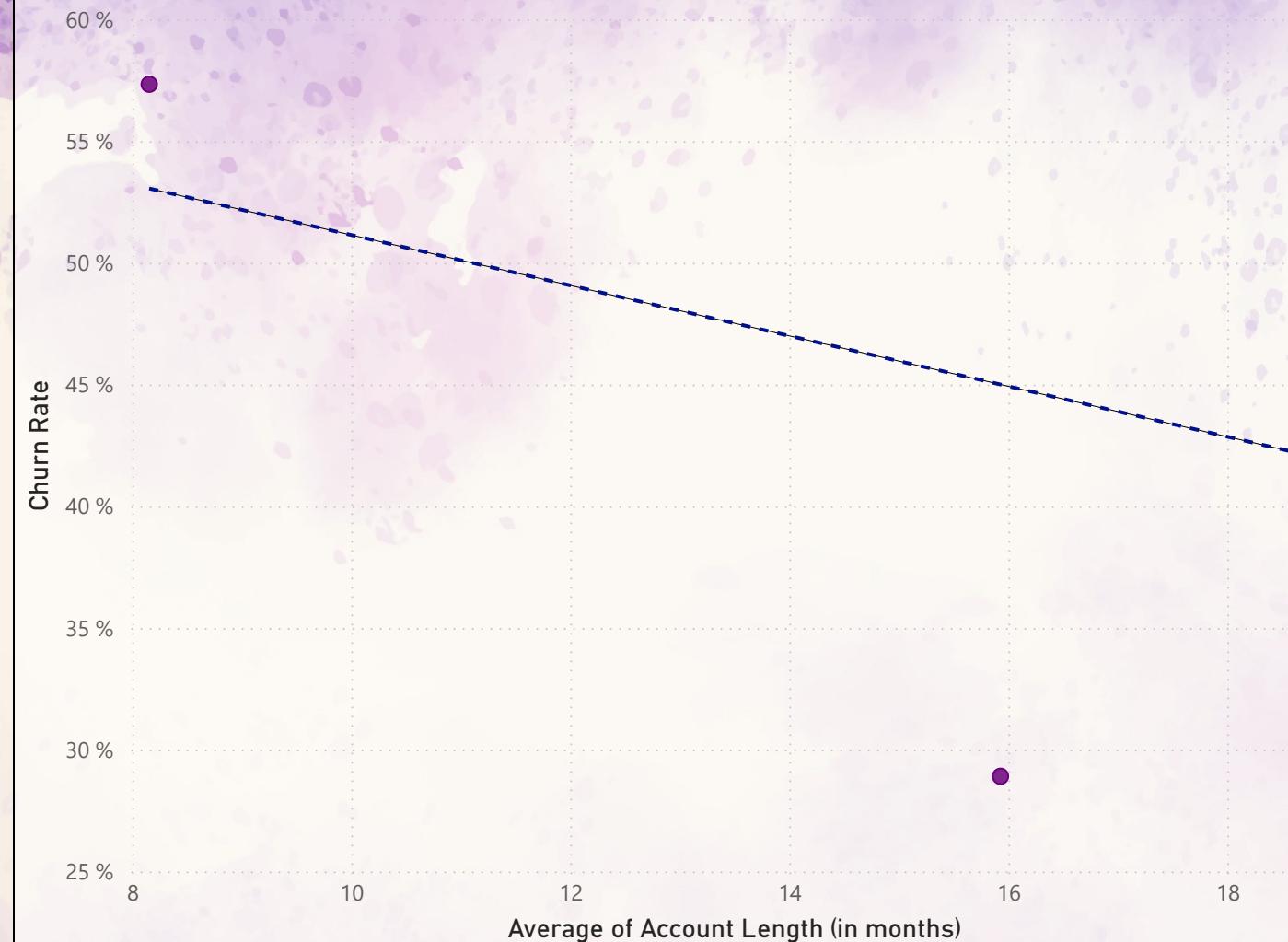
- Credit Card
- Direct Debit
- Paper Check

Contract Category

- Monthly
- Yearly

Average Account Length (in months) and Churn Rate by Payment Method and Contract Type

Contract Type ● Month-to-Month

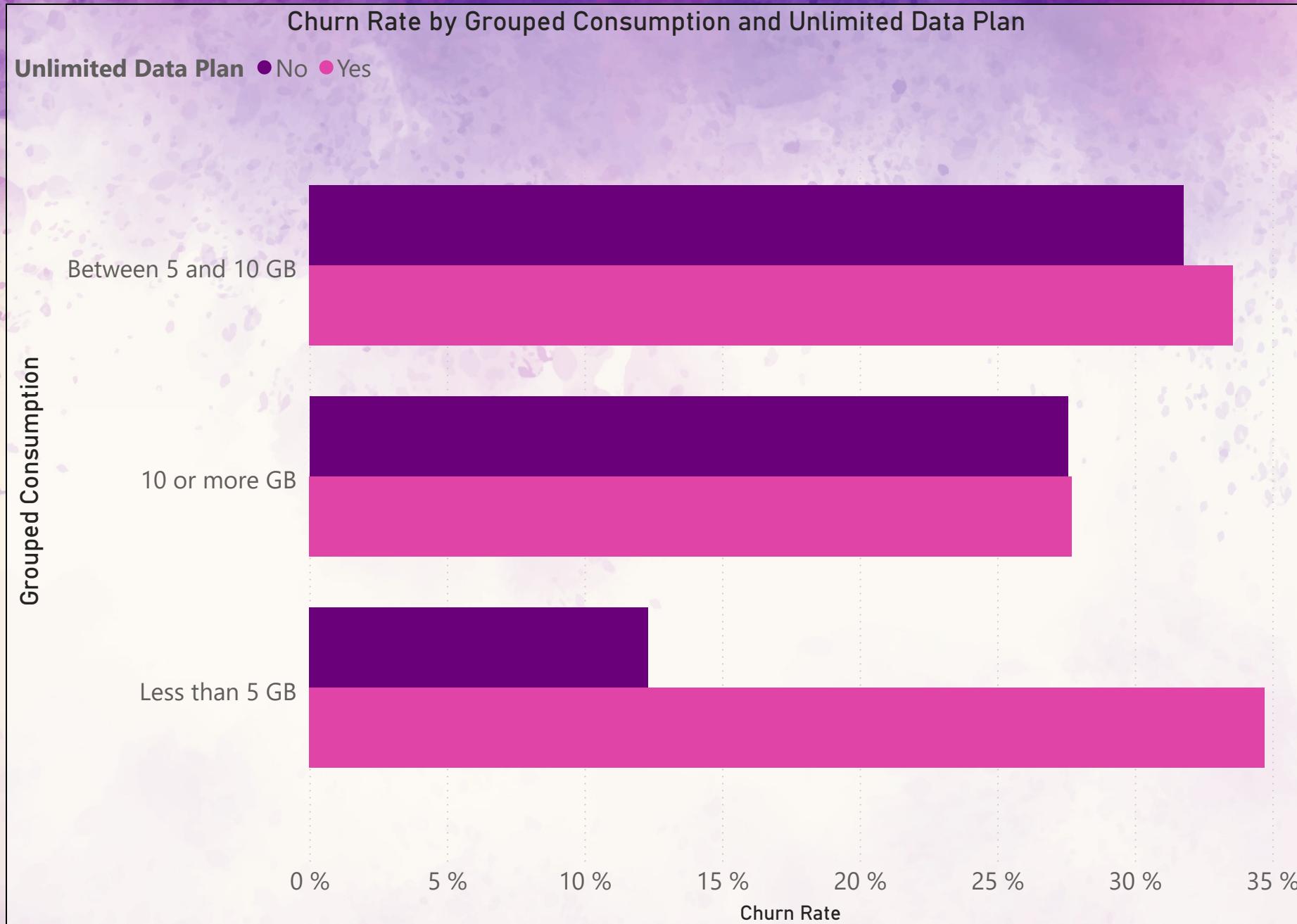


**3.37**

Avg Extra Data Charges

**33.64**

Avg Extra International Charges



3.37

## Avg Extra Data Charges

**6123**

## Customer Service Calls

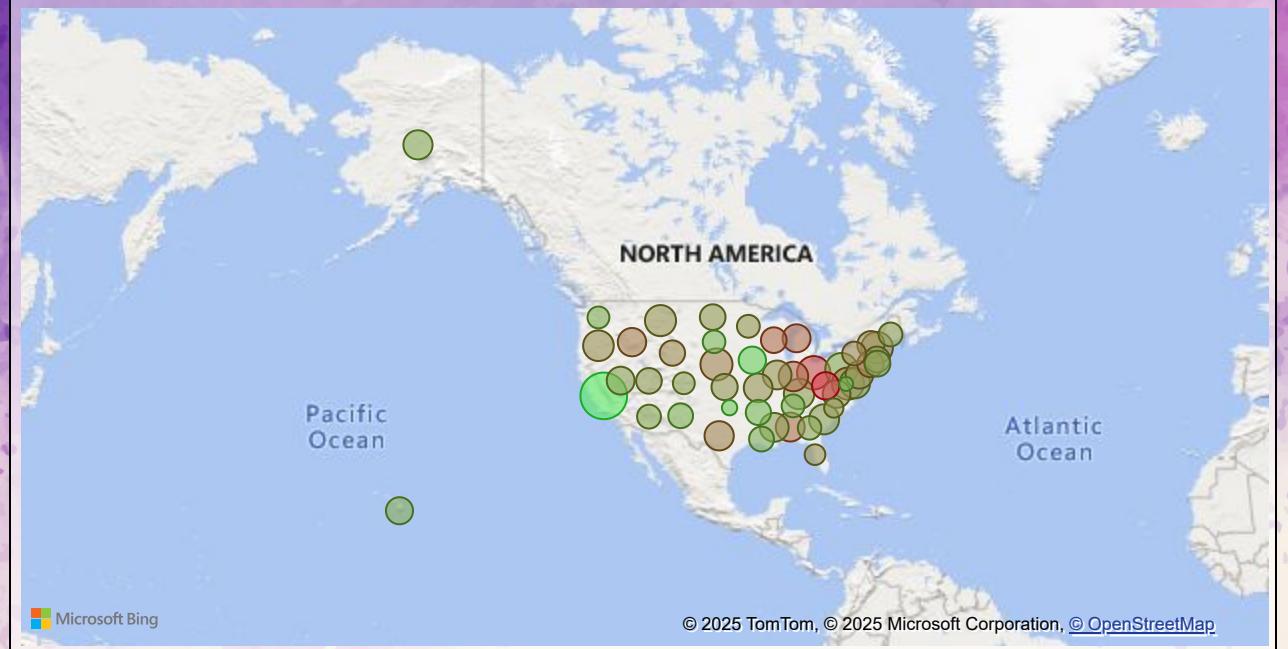
**33.64**

## Avg Extra International Charges

0.92

## Avg Service calls

## Churn Rate by State and Service Calls



## Avg Service calls by Churn Label and State

**State** ● AK ● AL ● AR ● AZ ● CA ● CO ● CT ● DC ● DE ● FL ● GA ● HI ● IA ● ID ● IL ● IN ● KS ● KY ● LA ● MA ● MD ● ME ● MI ● MN ● MO ● MS ● MT ● NC ● ND ● NE ● NH ● NJ ● NM ● NV

