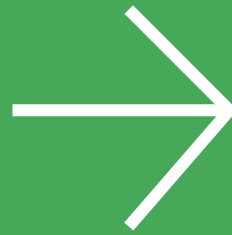
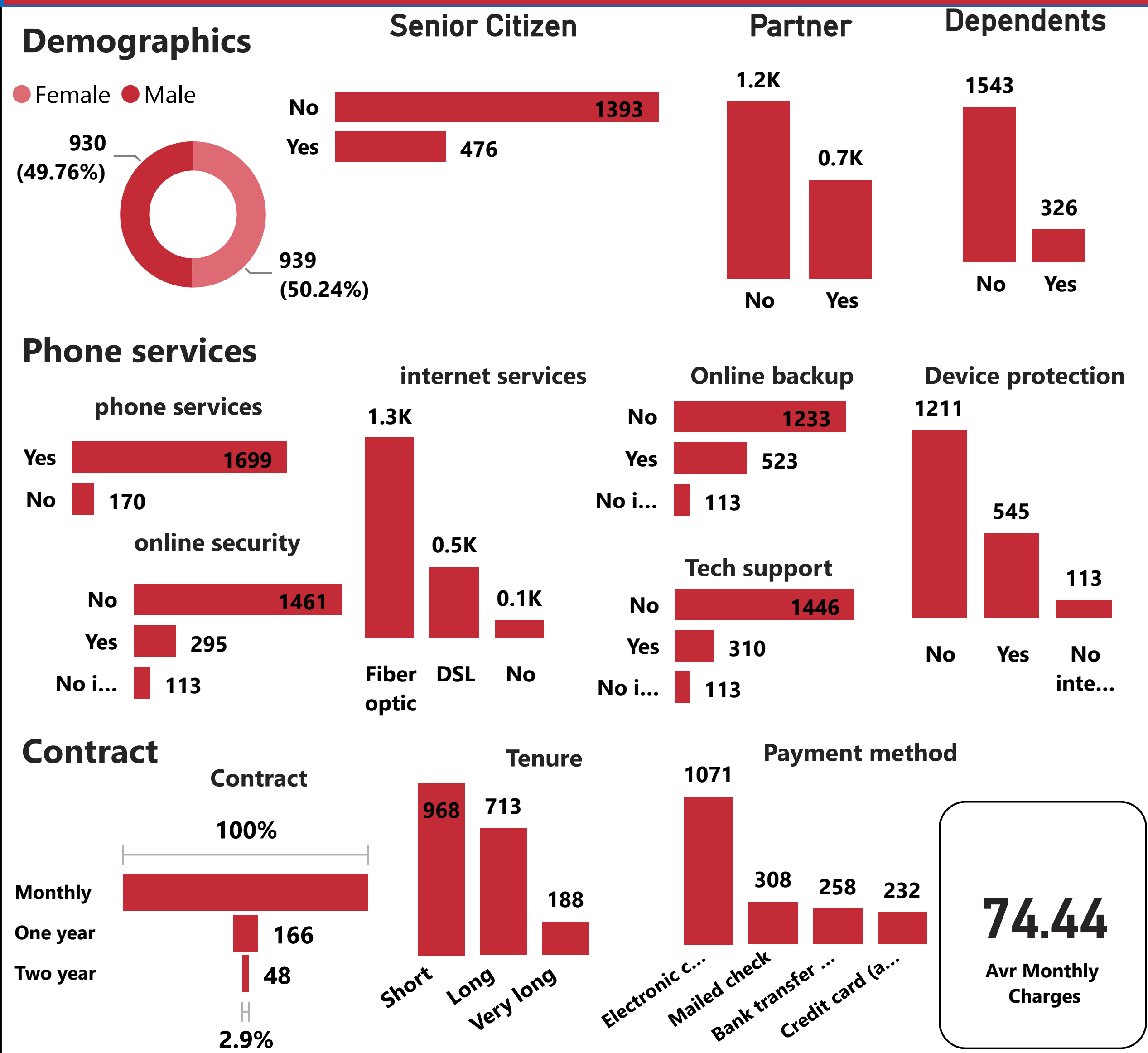
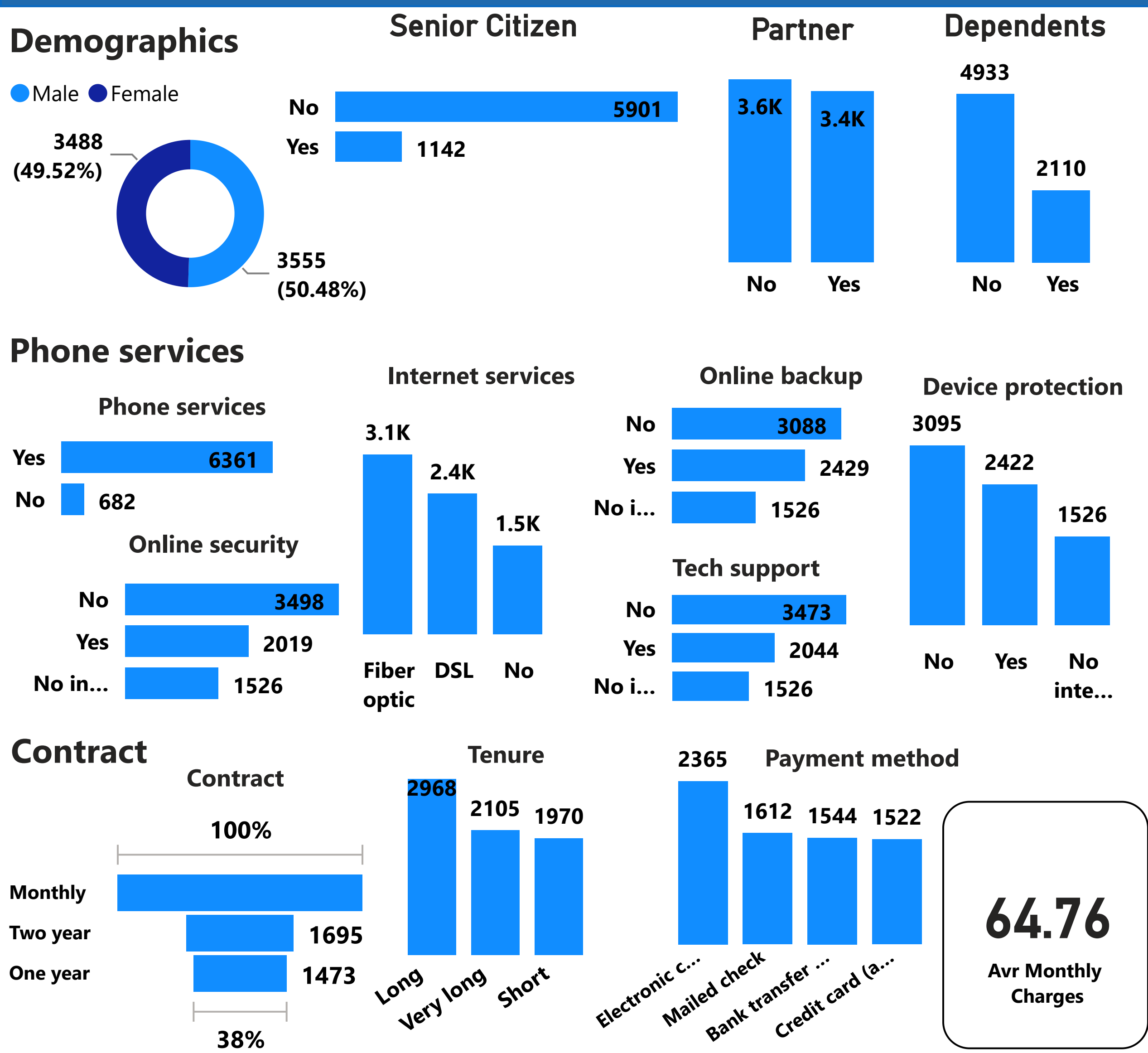


TELECOM CUSTOMER CHURN ANALYSIS



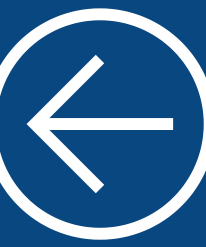
ALL CUSTOMER PROFILE 7043

CHURNED CUSTOMER PROFILE 1869



CHURNED CUSTOMER DETAILS

Customer ID : 0011-IGKFF



Personal Details

ID : 0011-IGKFF

Gender : Male

Senior citizen : Yes

Phone Services

Phone Services: Yes

Internet Services: Fiber optic

Tech Support : No

Online Backup: Yes

Device Protection: Yes

Other Details

Partner

Yes

Dependent

No

Recommendations

- Customers with **Monthly** contract should be given more attention cuz they tend to churn more.
- Customers that uses **Fiber Optic** (Internet Services) tend to churn more than others.
- Customers without **Online Security** tend to churn more than others.
- Customers without **Tech Support** tend to churn more than others.
- Customers without **Device Protection** tend to churn more than others.
- Customers that have used between **0-10** tend to churn.
- Customers that uses **Electronic Check** tend to churn more than other customers.

Contract

Type

Monthly

Tenure

Long

Payment Method

Electronic check