

OVERVIEW

6687

No of Customers

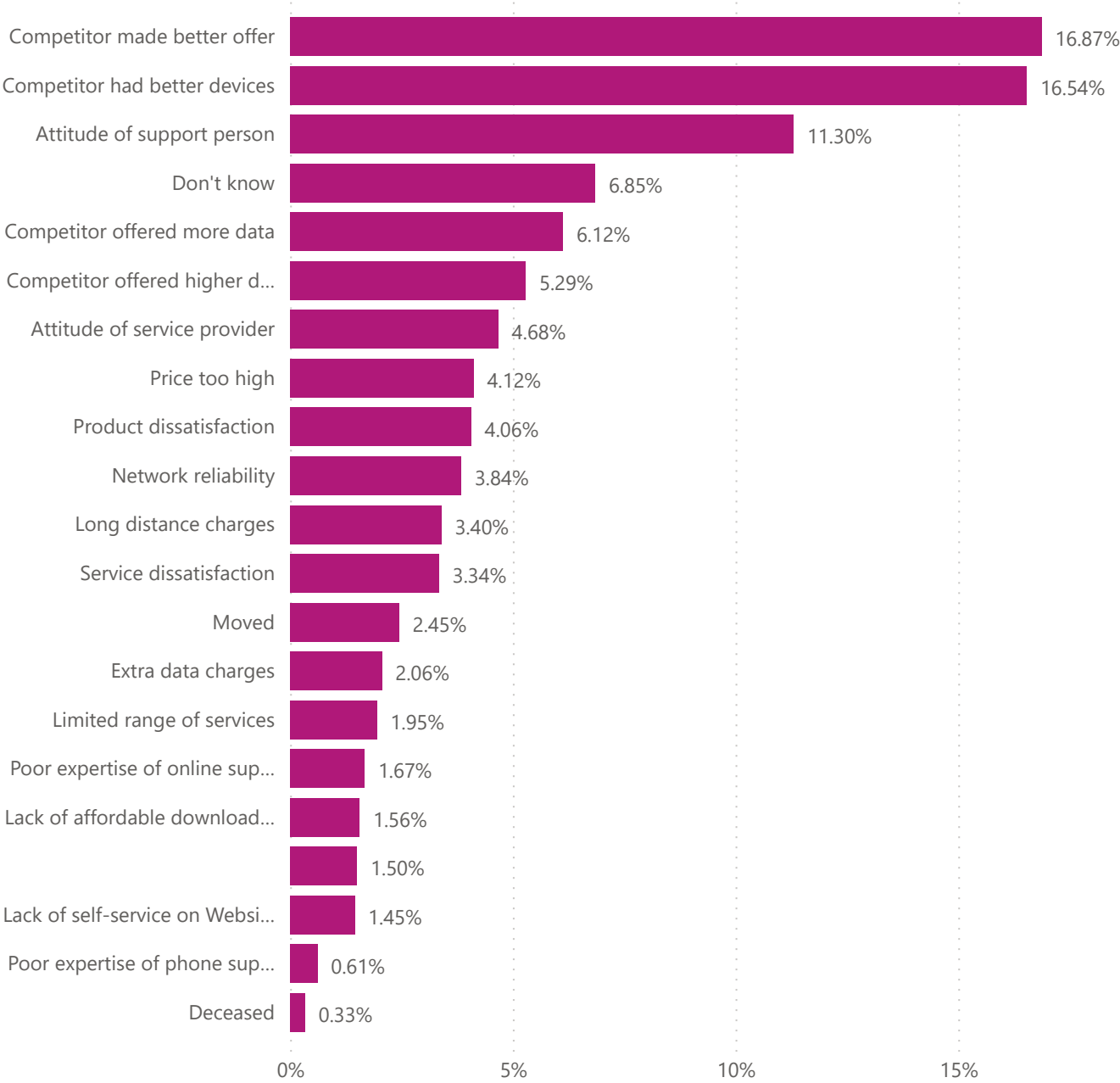
1796

Churned Customers

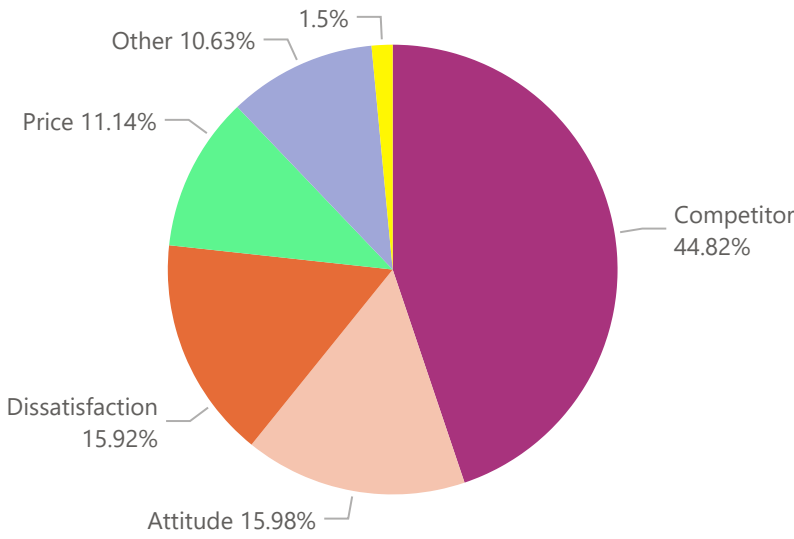
26.86%

Churn Rate

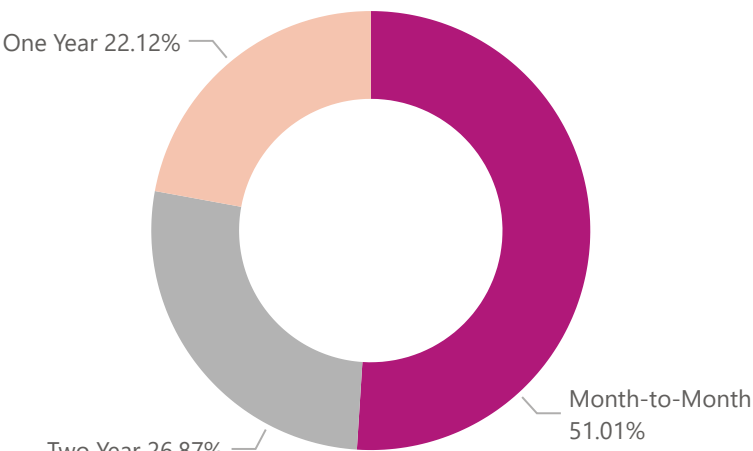
Churn Reason



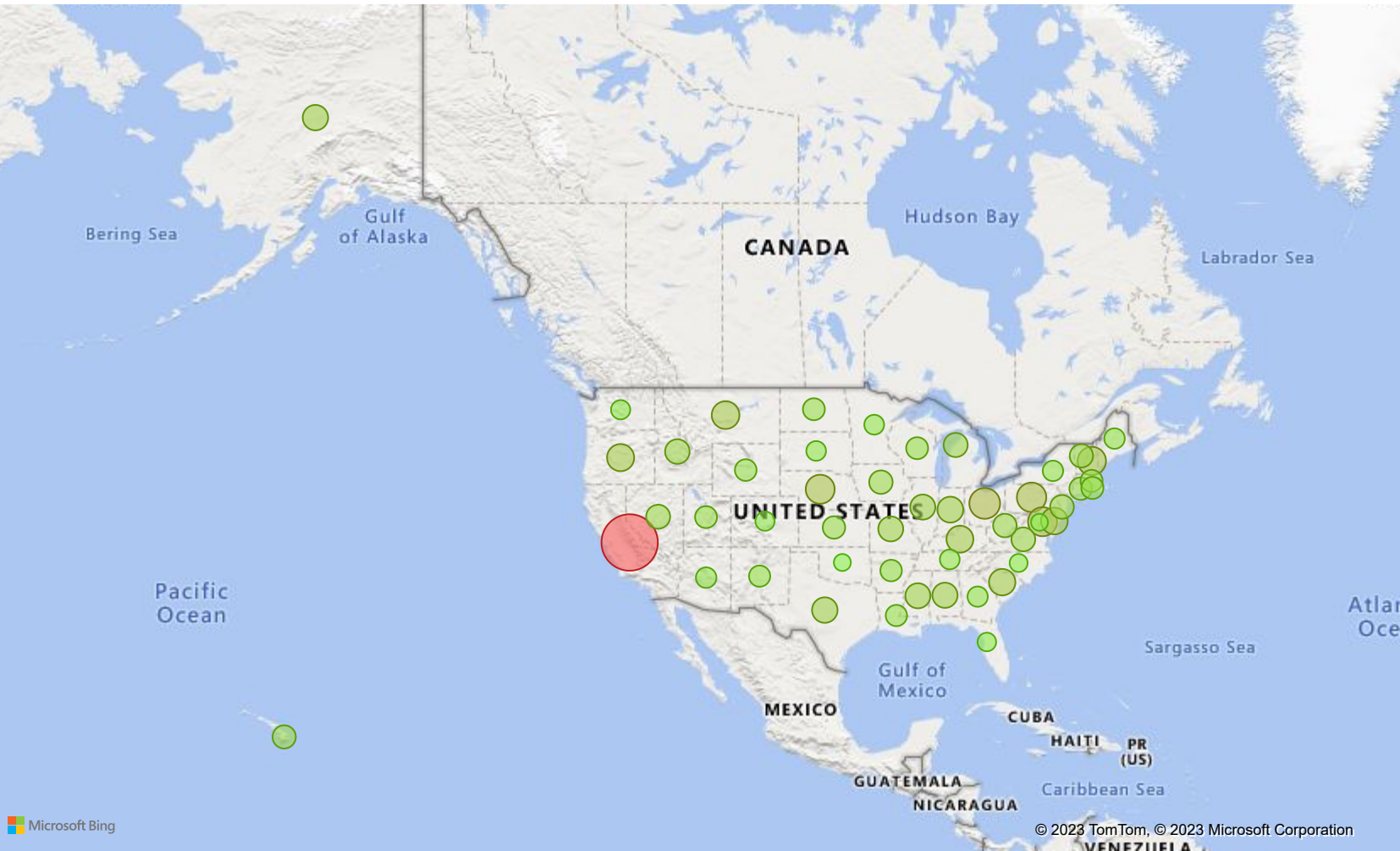
Churned by Category



Customers by Contract Type

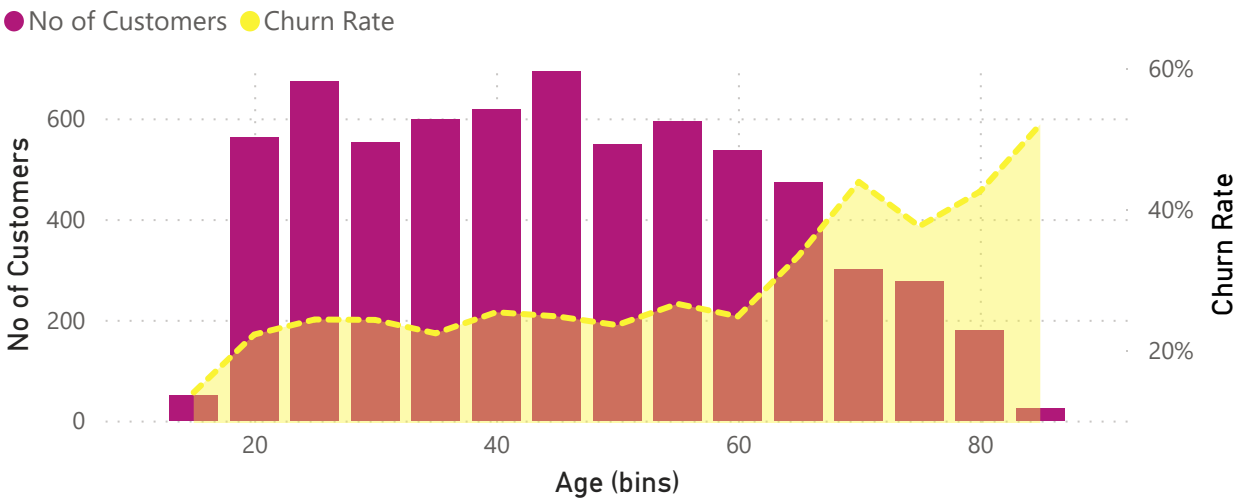


Churn Rate by State

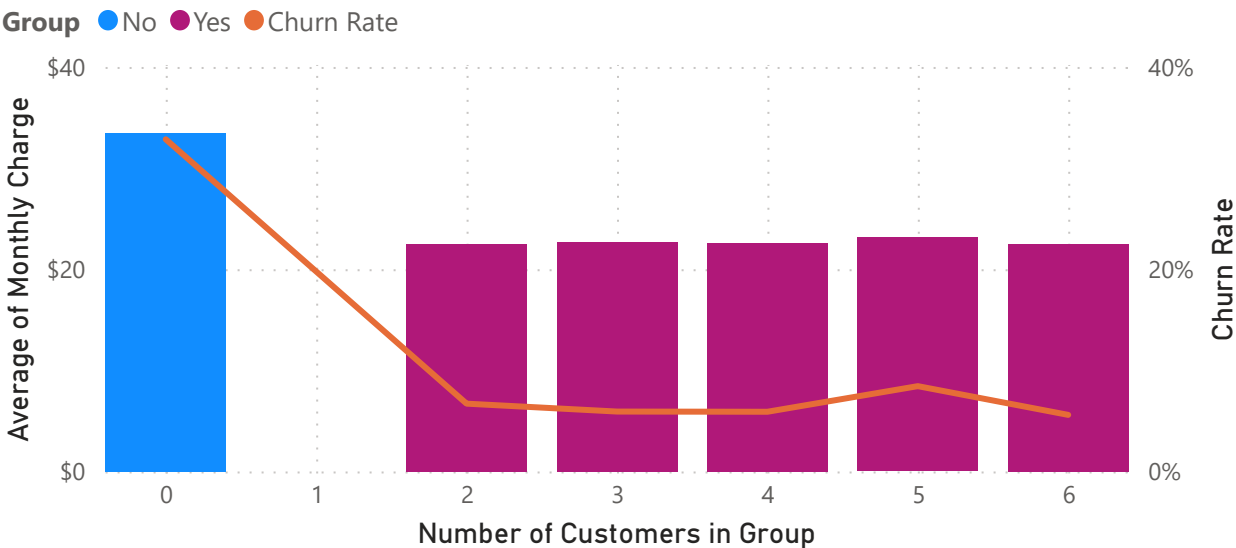


Age Groups, Payment and Contract

No of Customers and Churn Rate by Age (bins)



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



Account Length (in months)



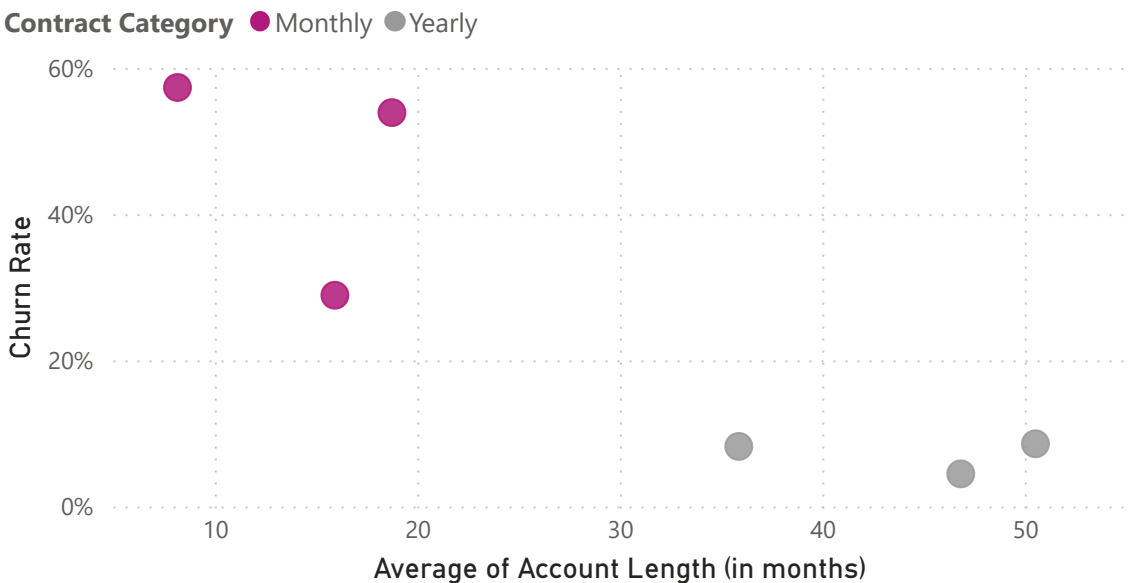
6123

Customer Service Calls

0.92

Avg Customer Service call

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



Extra Charges

3.37

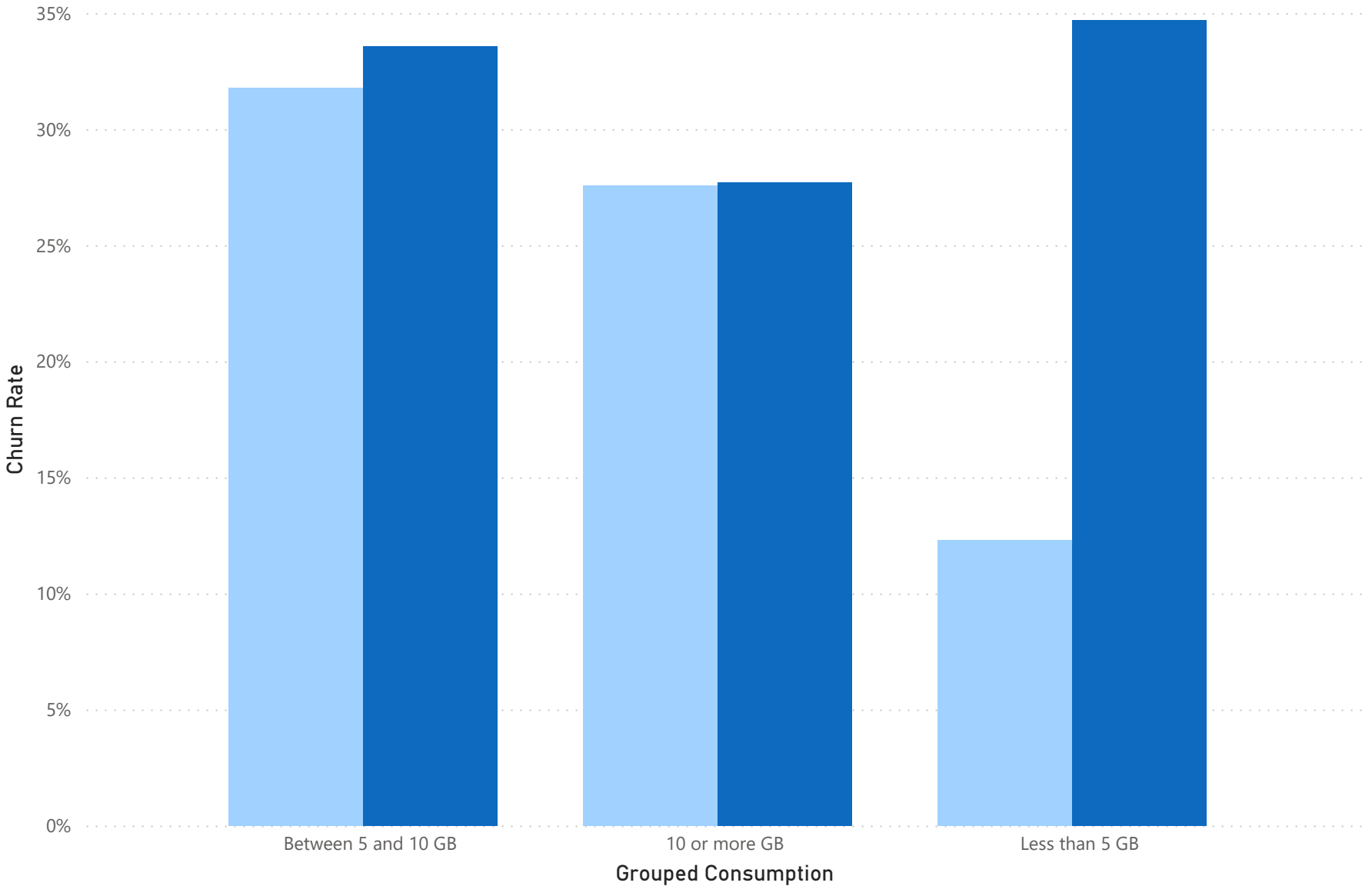
Avg Extra Data Charges

33.64

Avg Extra International Charges

Churn Rate by Grouped Consumption and Unlimited Data Plan

Unlimited Data Plan ● No ● Yes



Insights

6123

Customer Service Calls

3.37

Avg Extra Data Charges

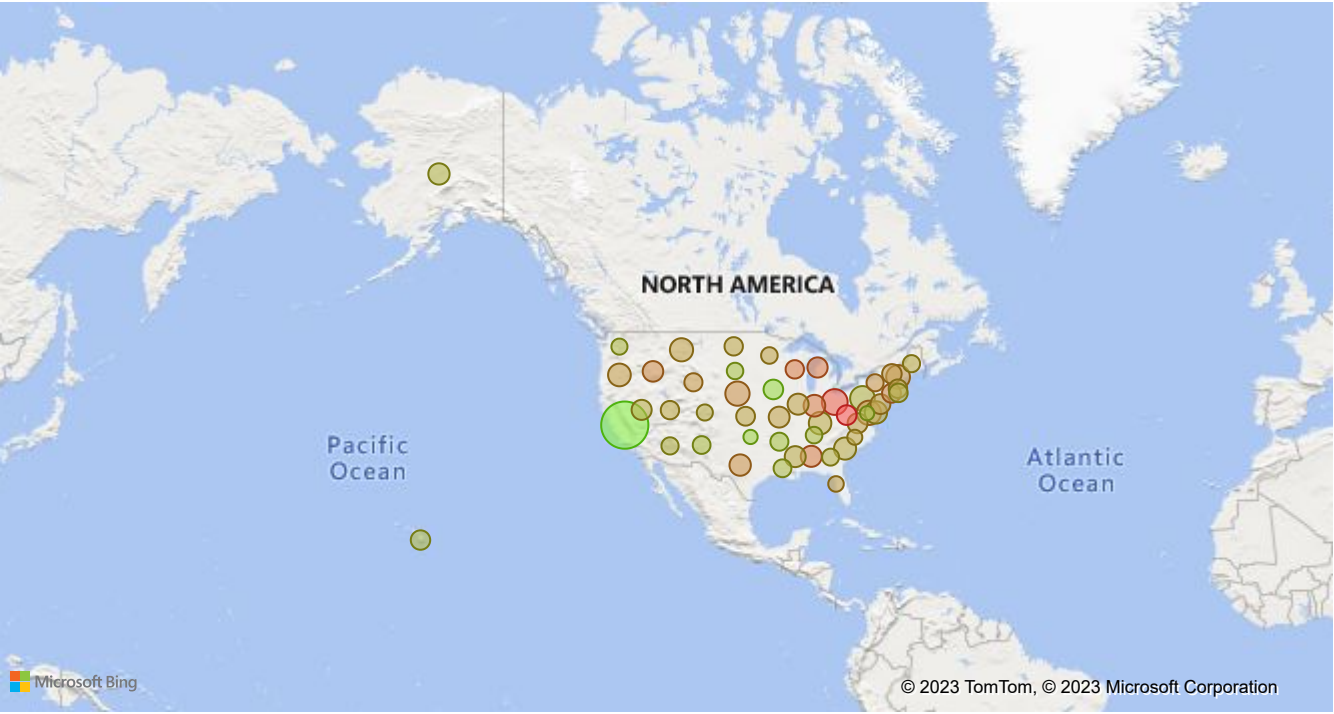
0.92

Avg Customer Service call

33.64

Avg Extra International Charges

Churn Rate by State



Average of Customer Service Calls by State and Churn Label

Churn Label ● No ● Yes

