

Count of Customer Id

6687

Churned

1796

Under 30	Senior	churn Rate
No	No	24.54%
Yes	No	23.00%
No	Yes	38.46%
Total		26.86%

Churn Rate

26.86%

Churn Reason

Competitor mad...

Competitor had ...

Attitude of supp...

Don't know

Competitor offer...

Competitor offer...

Attitude of servi...

Price too high

Product dissatisf...

Network reliability

Long distance c...

Service dissatisfa...

Moved

Extra data charges

Limited range of...

Poor expertise o...

Lack of affordabl...

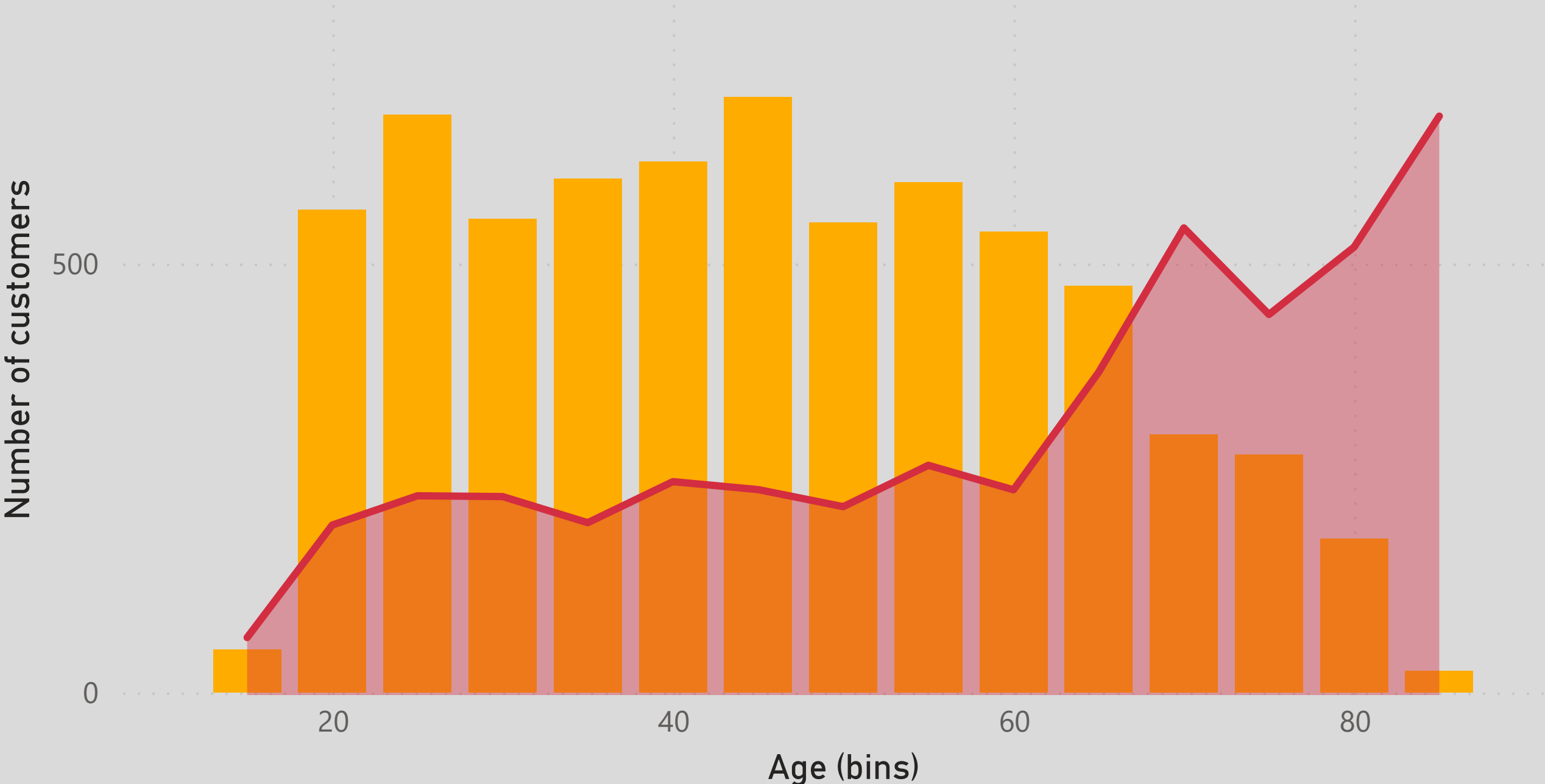
Lack of self-servi...

Poor expertise o...

Deceased

Number of customers and churn Rate by Age (bins)

● Number of customers ● churn Rate



60%

40%

20%

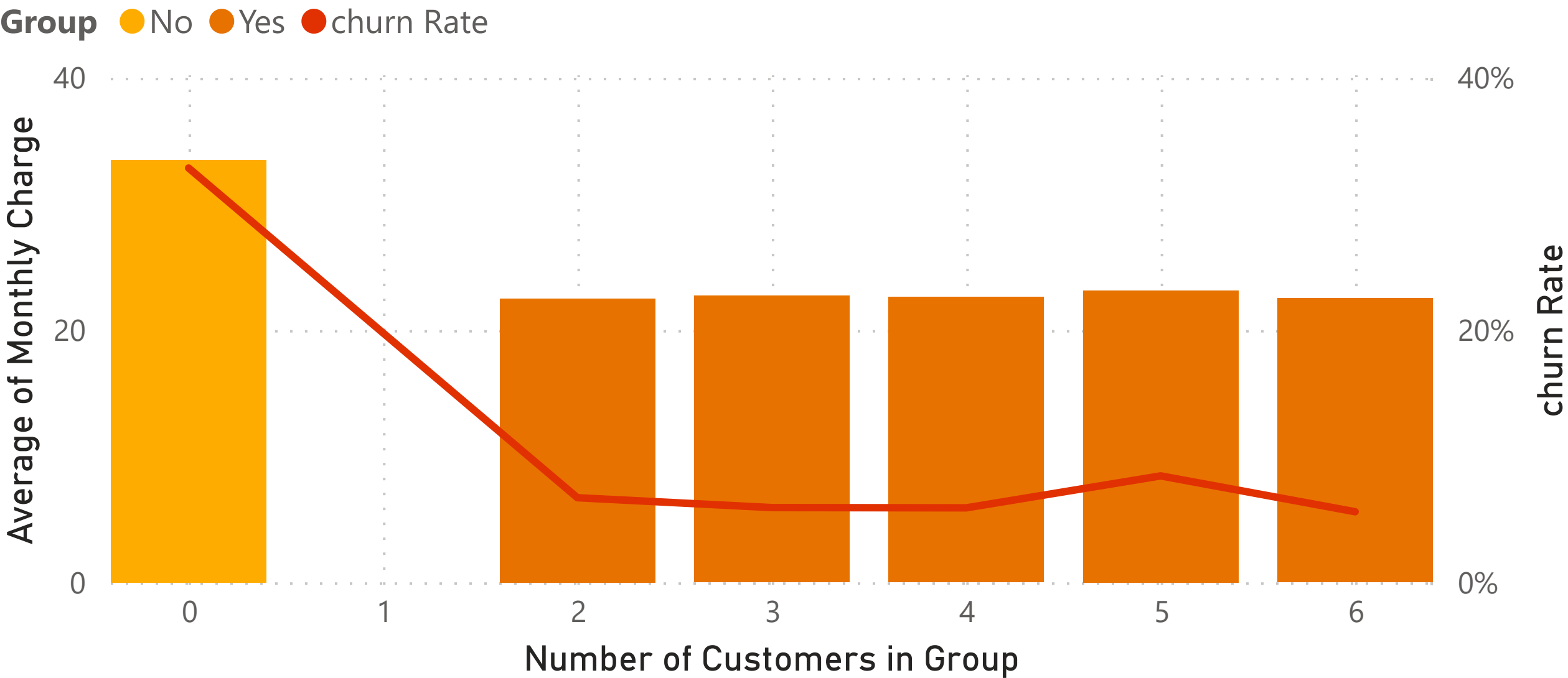
Churn Reason

churn Rate

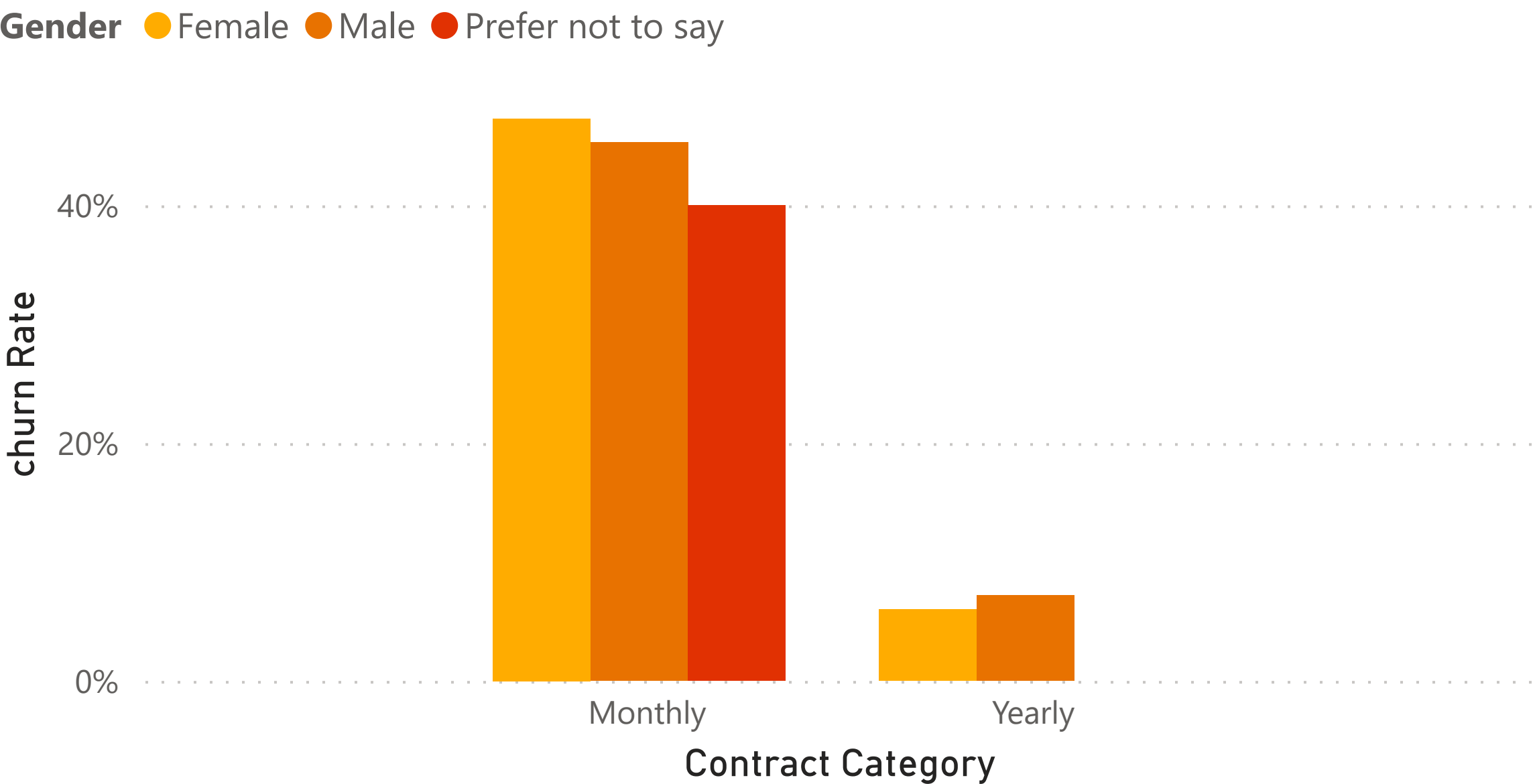
0% 5% 10% 15% 20%

%GT Count of Number of Customers in Group

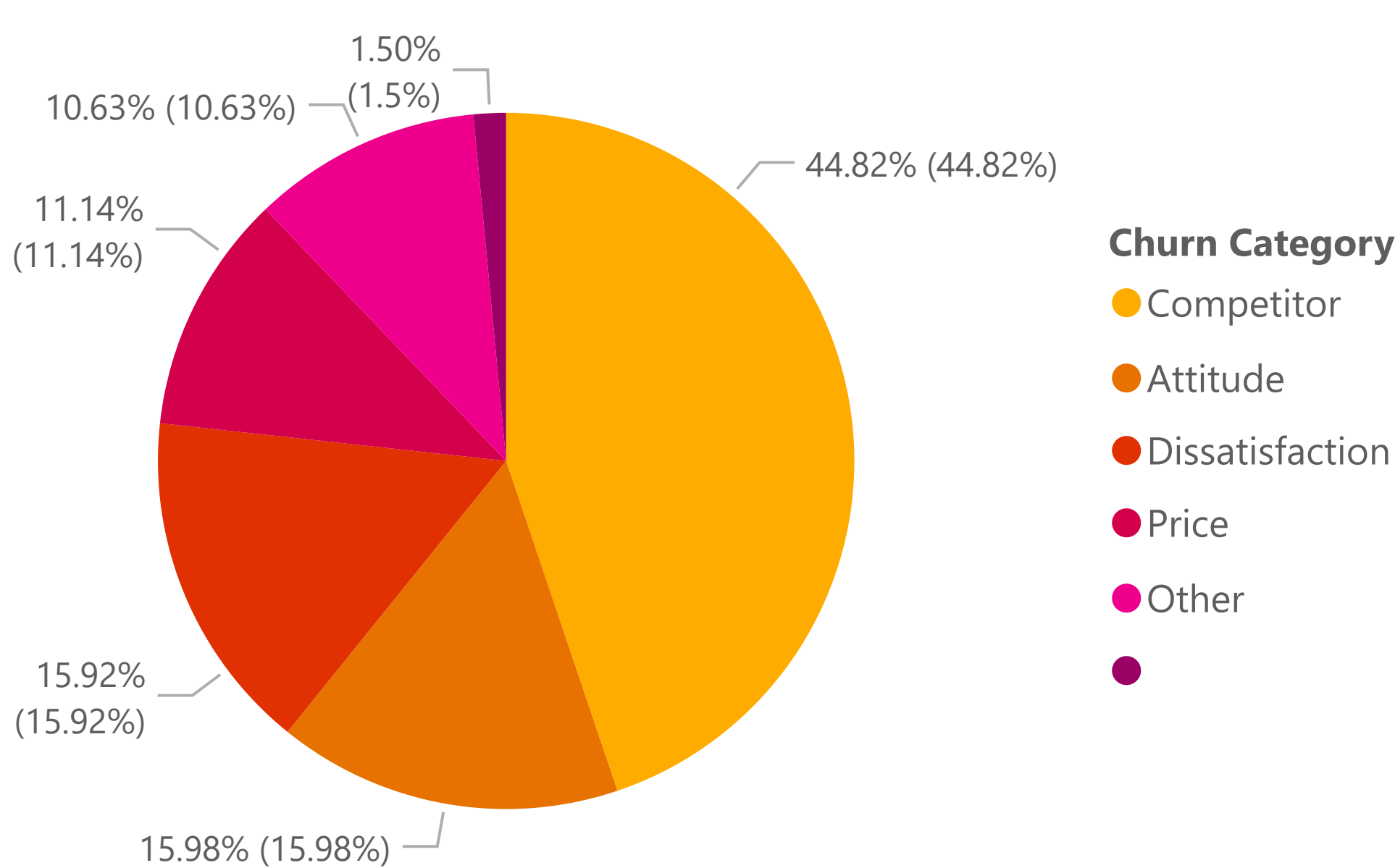
Average of Monthly Charge and churn Rate by Number of Customers in Group and Group



churn Rate by Contract Category and Gender



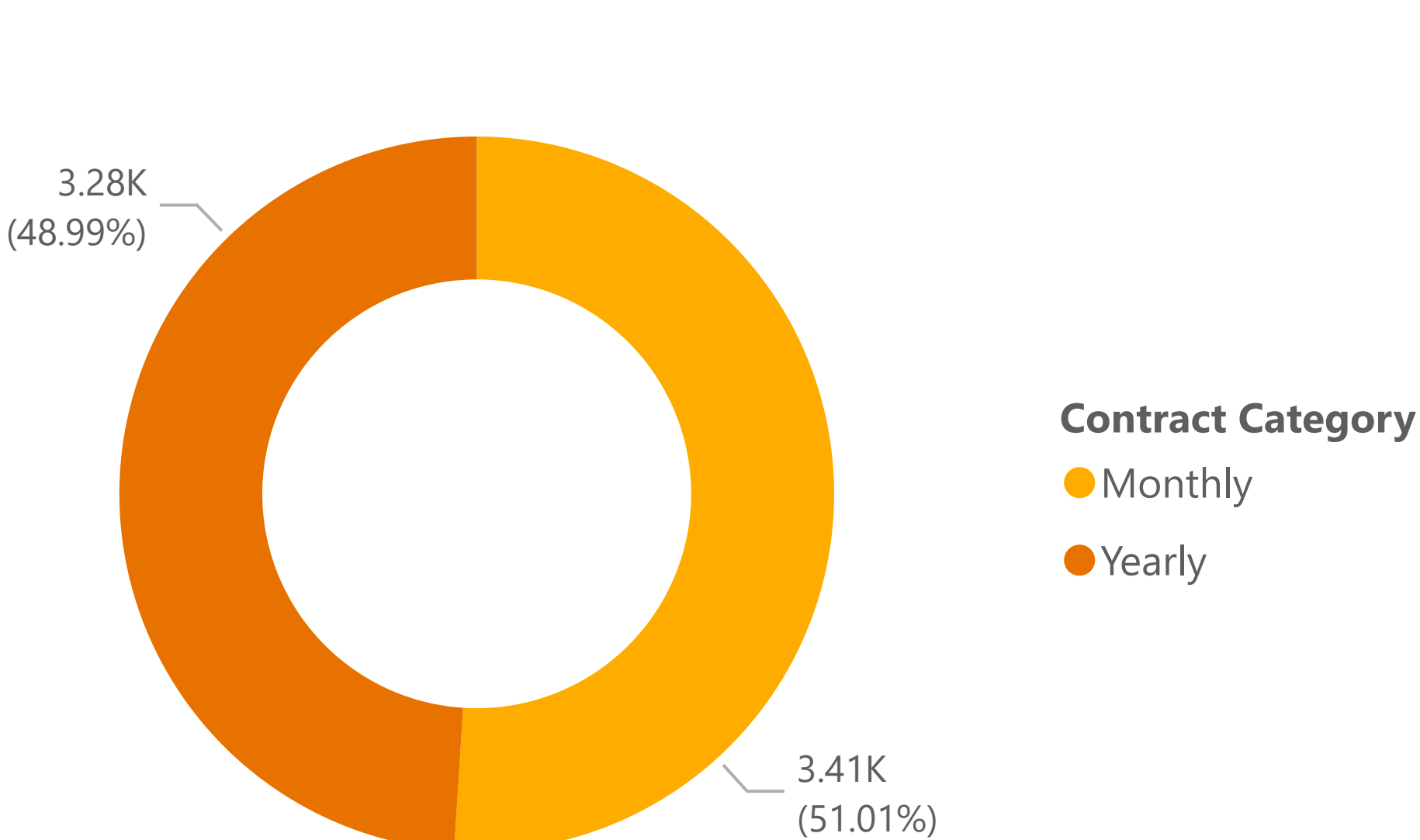
%GT Count of Churn Label by Churn Category



Monthly
46.29%
churn Rate

Yearly
6.62%
churn Rate

Count of Customer ID by Contract Category



33.64

Avg Extra International Charges

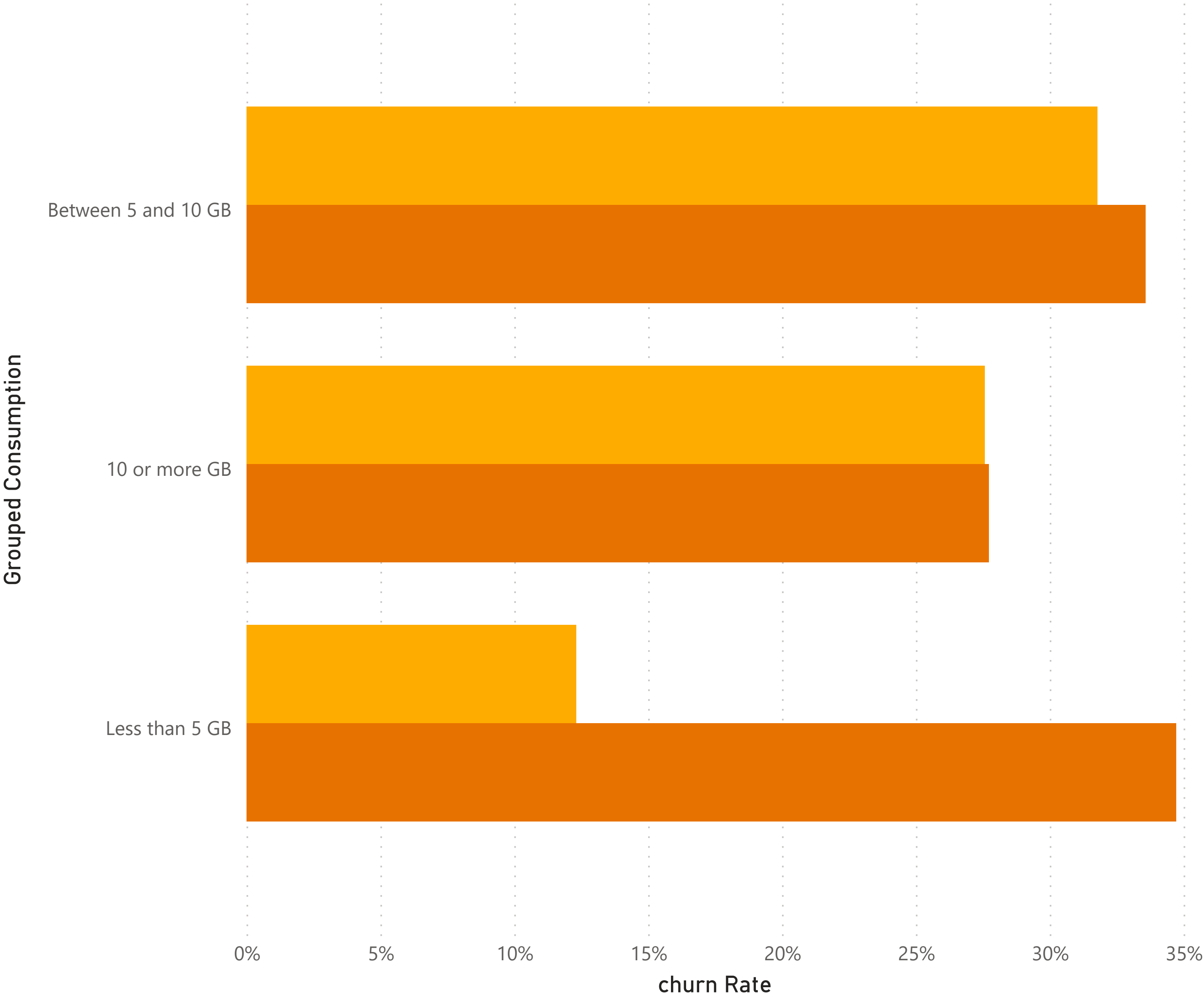
3.37

Avg Extra Data Charges

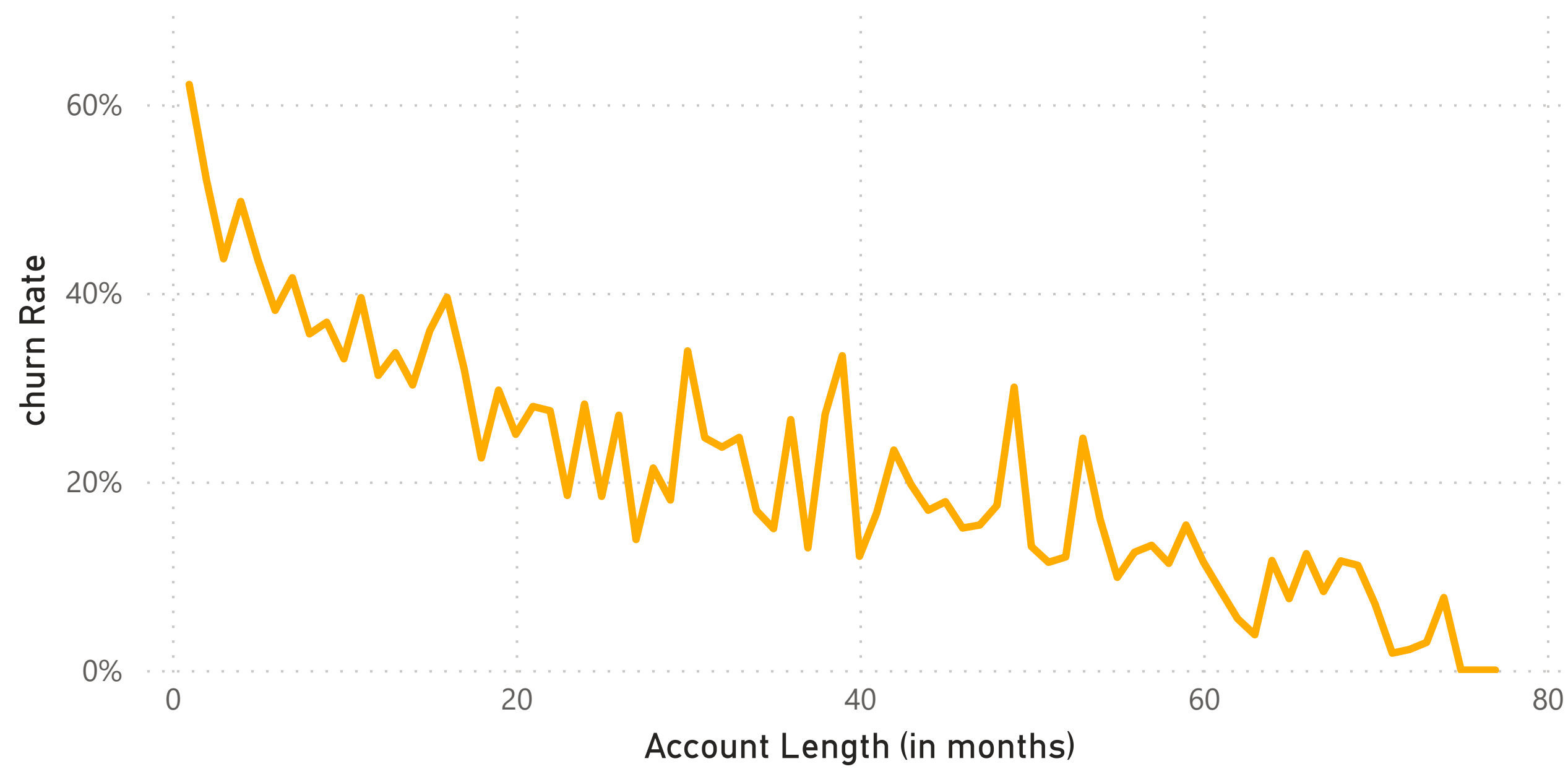
churn Rate	Number of customers	Unlimited Data Plan
32.11%	4494	Yes
16.10%	2193	No
26.86%	6687	

churn Rate by Grouped Consumption and Unlimited Data Plan

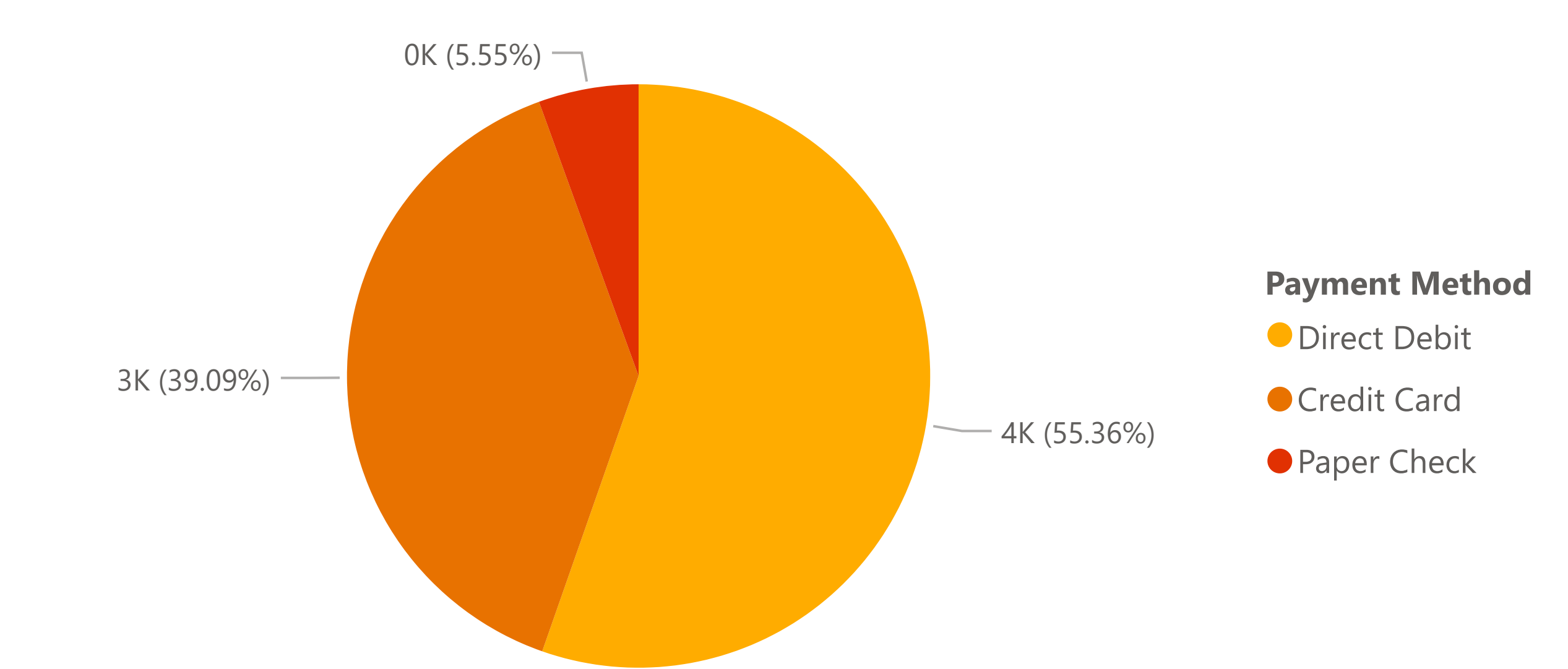
Unlimited Data Plan No Yes



churn Rate by Account Length (in months)

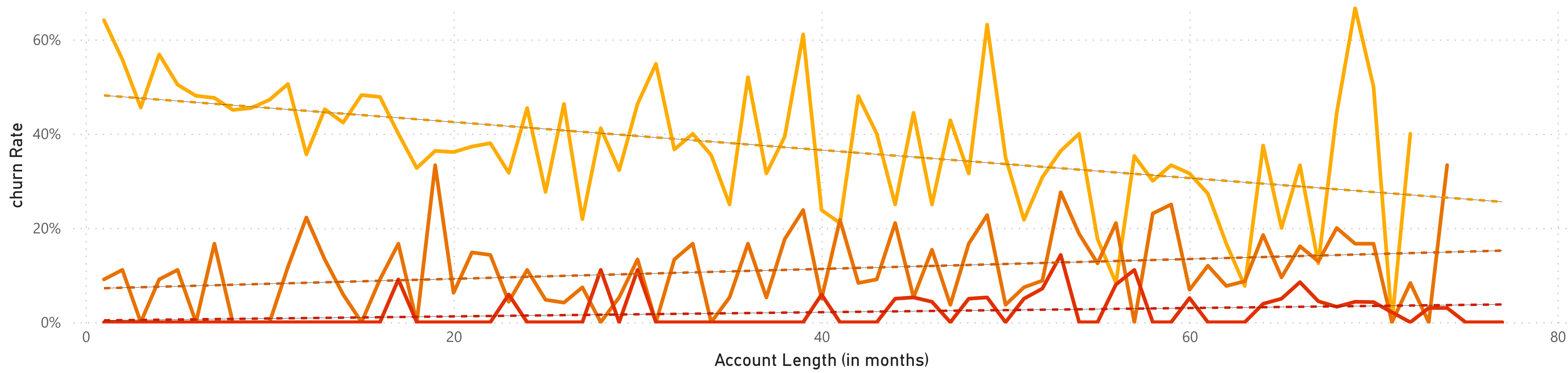


Number of customers by Payment Method

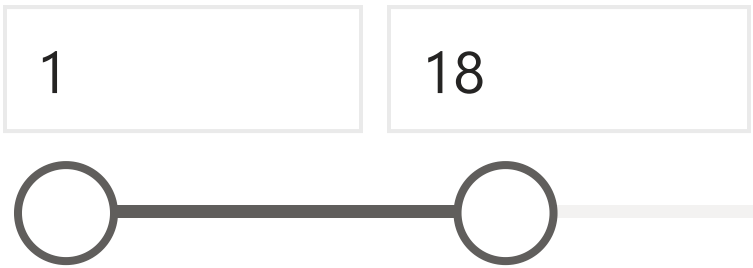


churn Rate by Account Length (in months) and Contract Type

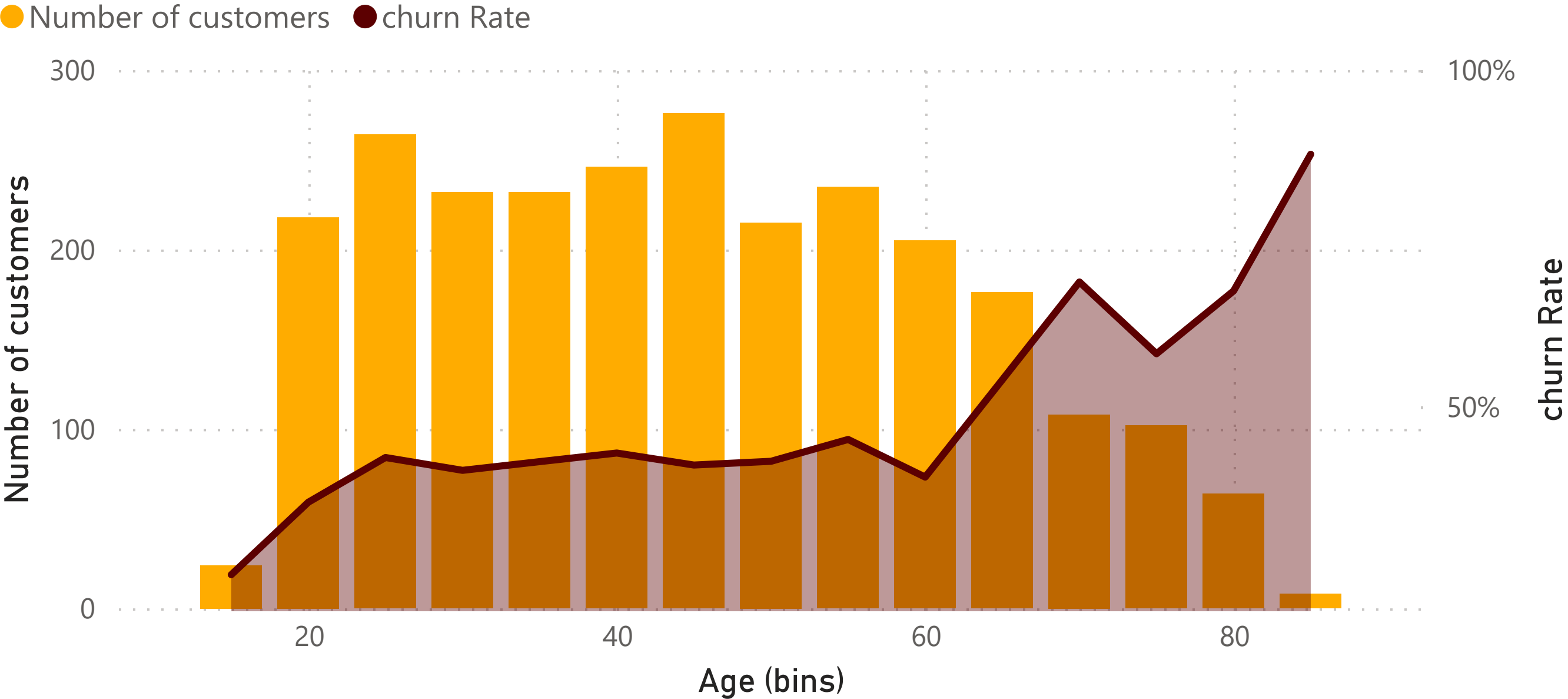
Contract Type ● Month-to-Month ● One Year ● Two Year



Account Length (in months)



Number of customers and churn Rate by Age (bins)

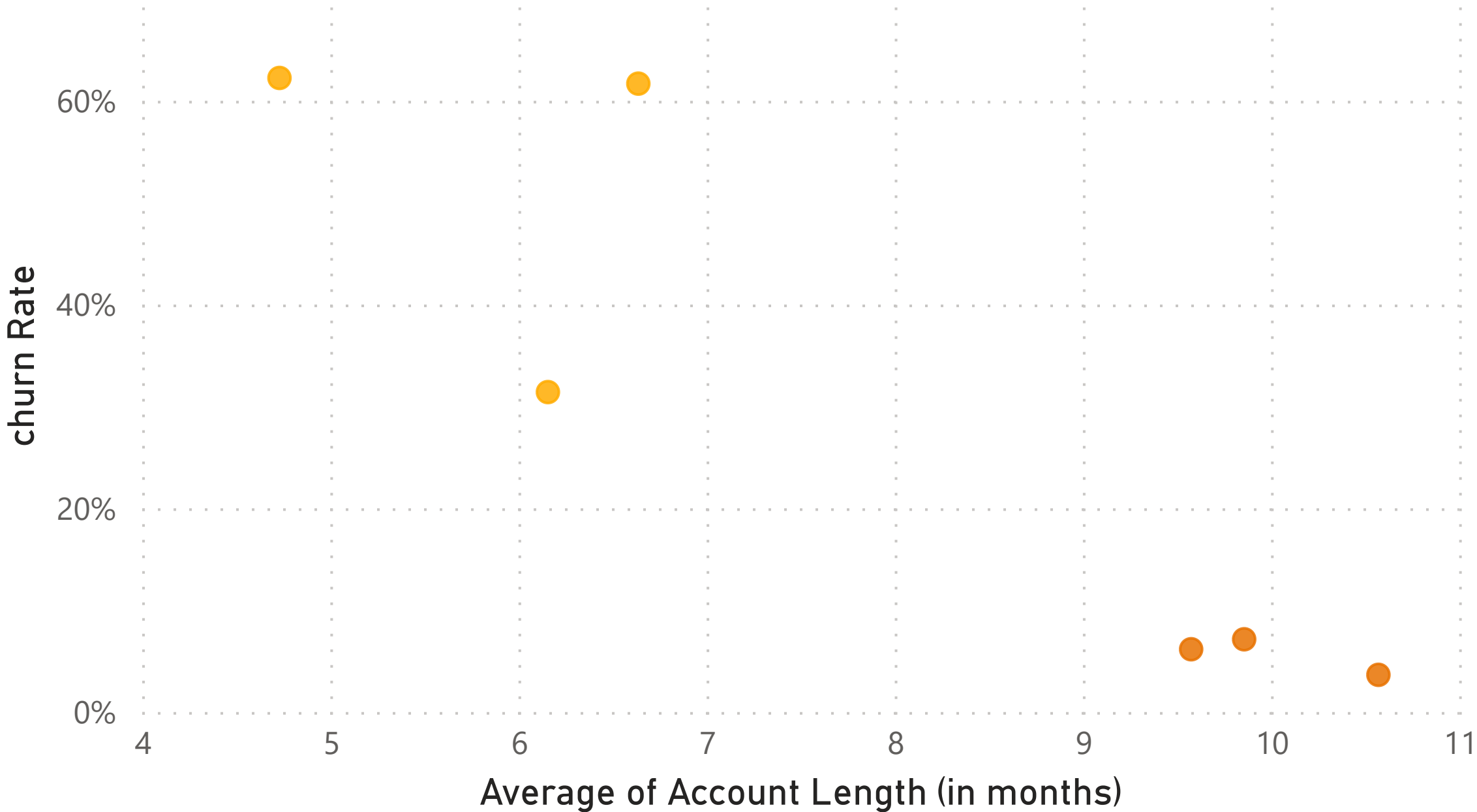


3310
Sum of Customer Service Calls

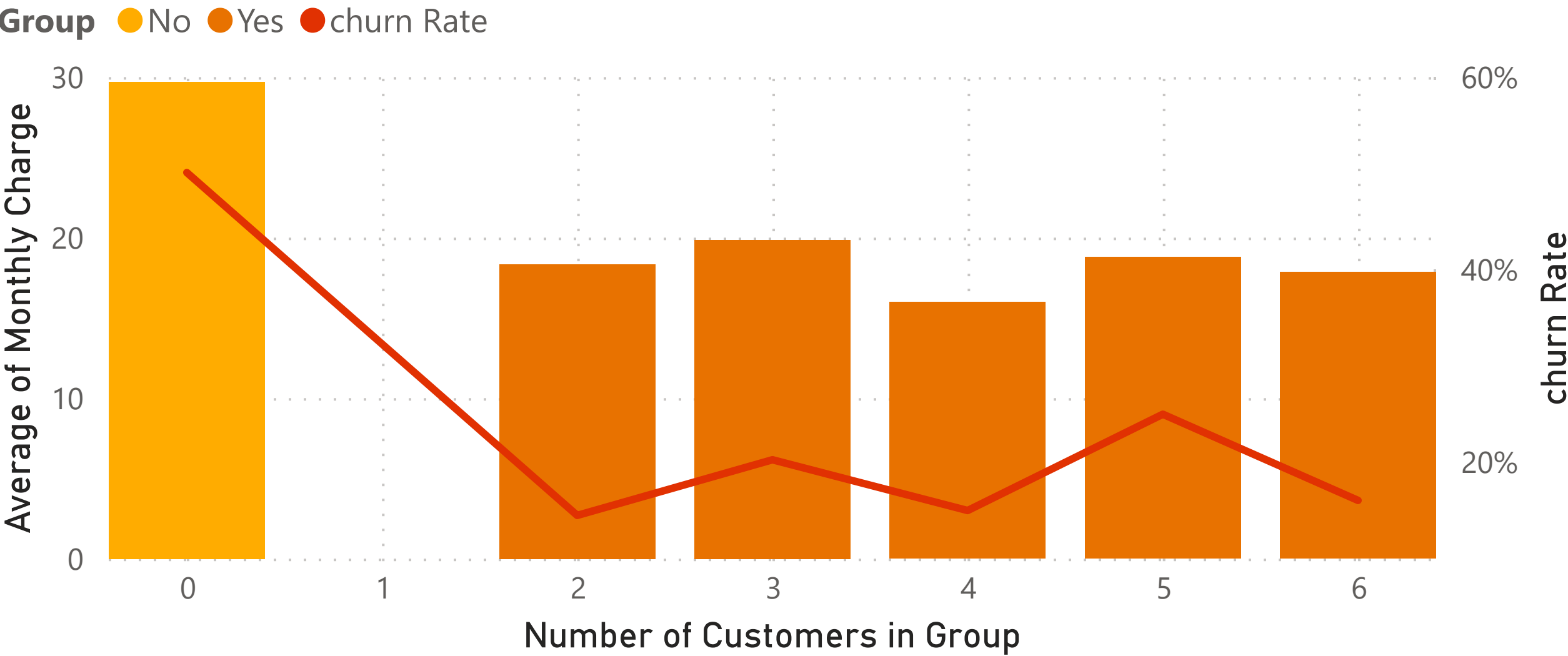
1.27
Average of Customer Service Calls

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

Contract Category ● Monthly ● Yearly



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



6123

Sum of Customer Service Calls

33.64

Avg Extra International Charges

0.92

Average of Customer Service...

3.37

Avg Extra Data Charges

Sum of Customer Service Calls by State



Average of Customer Service Calls by State and Churn Label

Churn Label ● No ● Yes

