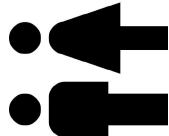


CHURN ANALYSIS - PREDICTION

Summary

PREDICTED CHURNER PROFILE



133

Male

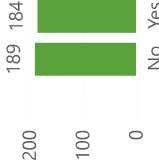
240

Female

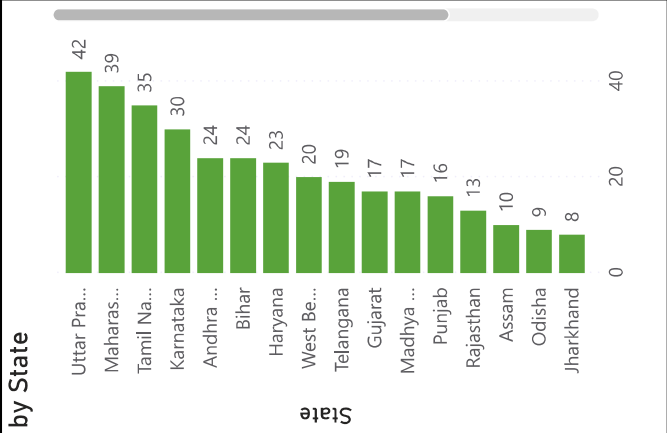
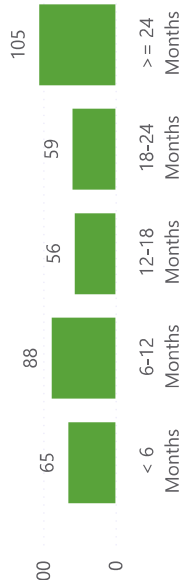
by Age Group



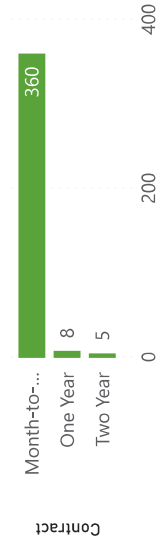
by Marital Status



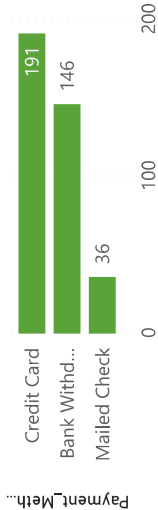
by Tenure Group



by Contract



by Payment_Method



CUSTOMERS AT RISK

Predicted churner

373

Customer_ID	Monthly_Charge	Total_Refunds	Total_Revenue	Number_of_Referrals
11751-TAM	24.30	0.00	38.45	5
12056-WES	90.40	0.00	362.89	2
12136-RAJ	19.90	0.00	31.73	2
12257-ASS	19.55	0.00	29.75	9
12340-DEL	62.80	0.00	104.99	0
12469-AND	55.30	0.00	91.99	11
12490-TEL	74.75	38.84	236.76	9
13058-MAD	46.10	0.00	138.13	13
13123-BIH	100.20	0.00	253.62	13
13666-UTT	95.40	0.00	344.18	15
13744-AND	19.65	0.00	33.50	8
13823-TEL	24.50	0.00	46.40	1
13946-HAR	19.65	0.00	43.32	1
14567-TAM	20.35	0.00	64.44	1
15349-UTT	50.15	0.00	90.02	9
15591-KAR	20.40	0.00	66.31	3
15803-UTT	19.15	0.00	41.52	6
16032-AND	46.60	0.00	91.64	8
16068-BIH	25.25	0.00	35.25	4
16244-UTT	19.55	0.00	24.65	5
16733-ODI	45.85	0.00	86.23	10
16764-WES	20.80	0.00	68.94	15

Churn_Reason	Total
Service dissatisfaction	
Product dissatisfaction	
Price too high	
Poor expertise of phone support	
Poor expertise of online support	
Others	
Network reliability	
Total	

CHURN ANALYSIS - SUMMARY

Married

Monthly Charge Range

Churn Prediction

6,418

Total Customers

411

New Joiners

1,732

Total Churn

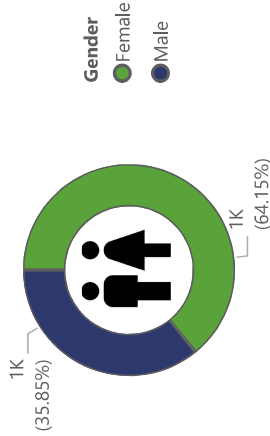
27.0%

Churn Rate

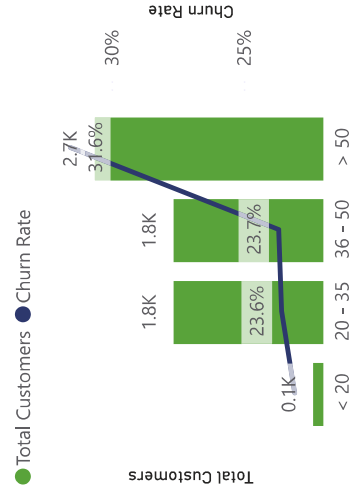


DEMOGRAPHIC

Total Churn by Gender

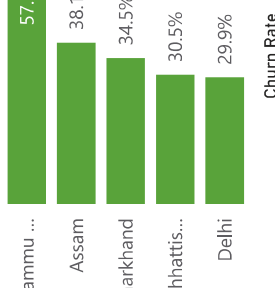


Total Customers and Churn Rate by Age Group

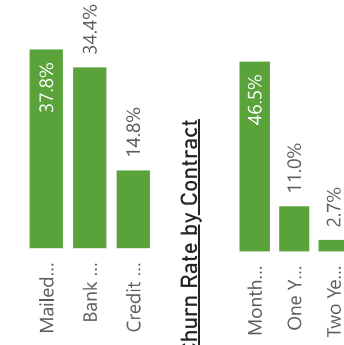


GEOGRAPHIC

Churn Rate by State (TOP 5)



Churn Rate by Payment Method

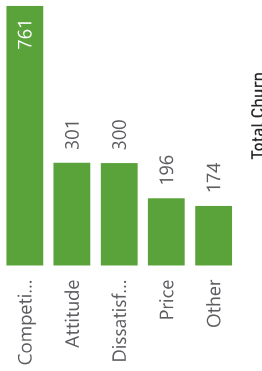


Churn Rate by Contract

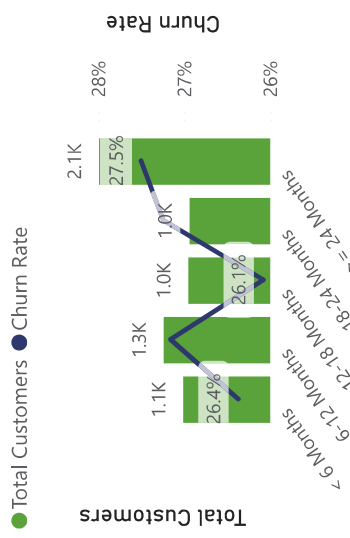


CHURN DISTRIBUTION

Total Churn by Churn_Category

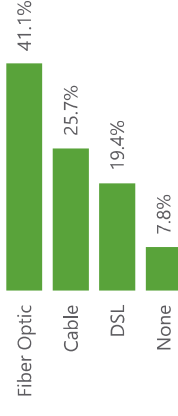


Total Customers and Churn Rate by Tenure Group



SERVICES USED

Churn Rate by Internet Type



Churn by services

