

## **Abstract**

*Internet service provider, or better known as the ISP is currently increasing overtime. Initially ISP is dominated by one provider but now, it's already been replaced by the other providers. Of course provider turnover were caused by several other factors, such event was knows as churn. Of course given this kind of situation, churn prediction is necessary which is used this time. The data used contain non-linearly separable data, for that the method used was Single-layered Supervised Neural Network's as known as SSNNs. This method was intended for this kind of data [1]. With the optimal parameters used in testing phase, the obtained accuracy from the predicted churn was 72,35%.*

**Key Words:** *churn, Neural Network, classification, SSNNs.*