

Bibliography

- [1] Chih-Fong Tsai and Yu-Hsin Lu, "Customer churn prediction by hybrid neural networks," *Expert Systems with Applications*, vol. 36, pp. 12547–12553, 2009.
- [2] B.Q Huang, M-T Kechadi, and B Buckley, "Customer Churn Prediction for Broadband Internet Services," *Data Warehousing and Knowledge Discovery*, pp. 229–243, 2009.
- [3] A. A. Khan, S. Jamwal, and M. Sepehri, "Applying Data Mining to Customer Churn Prediction in an Internet Service Provider," *International Journal of Computer Applications (0975 – 8887)*, vol. 9, no. 7, pp. 8-14, November 2010.
- [4] John Hadden, Ashutosh Tiwari, Rajkumar Roy, and Dymtr Ruta, "Churn Prediction using Complaints Data," in *World Academy Of Science, Engineering and Technology*, 2006.
- [5] Nitesh V. Chawla, Aleksandar Lazarevic, Lawrence O. Hall, and Kevin Bowyer, "SMOTEBoost: Improving Prediction of the Minority Class in Boosting," *Knowledge Discovery in Databases: PKDD 2003*, pp. 107-119, 2003.
- [6] Bahram Bahmani, Golshan Mohammadi, Mehrdad Mohammadi, and Reza Tavakkoli-Moghaddam, "Customer churn prediction using a hybrid method and censored data," *Management Science Letters*, pp. 1345–1352, 2013.
- [7] Zainab Khalid Awan, Aamir khan, Anam Iftikhar, Sadia Zahid, and Anam Malik, "Analysis of Hybrid Neural Networks for Improved Performance," *International Journal of Computer Applications (0975 – 8887)*, vol. 50, no. 1, pp. 8-17, July 2012.
- [8] Micheline Kamber, Jian Pei Jiawei Han, "Data Mining Concepts and Techniques," in *Elsevier Inc*, 2012.
- [9] J. T. Tou and R. C. Gonzalez, "Pattern recognition principles," *Addison-Wesley*, 1974.
- [10] B. K. Wong, T. A. Bodnovich, and Y. Selvi, "Neural network applications in business: a review and analysis of the literature (1988–1995)," *Decision Support Systems*, vol. 19, no. 4, pp. 301–320, 1997.
- [11] Birol Yildiz and Ari Yezegel, "FUNDAMENTAL ANALYSIS WITH ARTIFICIAL NEURAL NETWORK," *The International Journal of Business and Finance Research*, vol. 4, pp. 149-158, 2010.
- [12] Simon Haykin, *NEURAL NETWORKS A Comprehensive Foundation*, 2nd ed.: Prentice-Hall Inc, 1999.
- [13] T. Hill, L. Marquez, M. O'Connor, and W Remus, "ARTIFICIAL NEURAL NETWORK MODELS FOR FORECASTING AND DECISION MAKING," *International Journal of Forecasting*, pp. 177-191, 1994.

- [14] B. Cheng and D.M. Titterington, "Neural networks:A review from statistical perspective," *Statistical Science*, vol. 9, no. 1, pp. 2-64, 1994.
- [15] G. Zhang, B.E. Patuwo, and Y.M. Hu, "Forecasting with artificial neural networks:state of the art," *International Journal of Forecasting*, pp. 35-62, 1998.
- [16] ZK. Abdurahman Baizal, Moch. Arif Bijaksana, and Angelina Sagita Sastrawan, "ANALISIS PENGARUH METODE OVER SAMPLING DALAM CHURN PREDICTION UNTUK PERUSAHAAN TELEKOMUNIKASI," *ISSN: 1907-5022*, June 2009.
- [17] Nitesh V. Chawla, Kevin W. Bowyer, Lawrence O. Hall, and W. Philip Kegelmeyer, "SMOTE: Synthetic Minority Over-sampling Technique," *Journal of Artificial Intelligence Research*, vol. 16, pp. 321–357, 2002.
- [18] Erna Dwiyantri, Adiwijaya, and Arie Ardiyantri, "Handling Imbalanced Data in Churn Prediction Using RUSBoost and Feature Selection (Case Study: PT.Telekomunikasi Indonesia Regional 7)," *Advances in Intelligent Systems and Computing*, vol. 549, pp. 376-385 , 2017.
- [19] Alex Berson, Stephen Smith, and Kurt Thearling, *Building Data Mining Applications for CRM*. New York: McGraw-Hill Professional, 2000.
- [20] B., Dirk Van den Poel Lariviere, "Investigating the role of product features in preventing customer churn, by using survival analysis and choice modeling: The case of financial services," *Expert Systems with Applications*, pp. 277–285, 2004.
- [21] Rob Mattison, *The Telco Churn Management Handbook*, Brigitte Kilger Mattison, Ed. USA: XiT Press; Oakwood Hills ; Illinois, 2005.
- [22] A. Jain, M. Murty, and P. Flynn, "Data clustering: A review," *ACM Computing Surveys*, pp. 264–323, 1999.
- [23] M. J. Lenard, G. R., Madey, and P. Alam, "The design and validation of a hybrid information system for the auditor's going concern decision," *Journal of Management Information Systems*, pp. 219–237, 1998.
- [24] Anuj Sharma and Dr. Prabin Kumar Panigrahi, "A Neural Network based Approach for Predicting Customer Churn in Cellular Network Services," *International Journal of Computer Applications (0975 – 8887)*, vol. 27, pp. 26-31, August 2011.
- [25] M. Galar, A. Fernandez, E. Barrenechea, H. Bustince, and F. and Herrera, "A Review on Ensembles for the Class Imbalance Problem: Bagging-, Boosting-, and Hybrid-Based Approaches," *IEEE Transactions on Systems* 42, pp. 463-484, 2011.
- [26] Yoav Freund and Robert E. Schapire, "Experiments with a New Boosting Algorithm," in *Proceeding of the 13th International Conference on Machine Learning*, 1996, pp. 325-332.

- [27] Rifan Kurnia, "Classifier Learning for Imbalanced Dataset Using Modified SMOTEBoost Algorithm And Its Application On Credit Socrecard Modeling," Bogor Agricultural University, Bogor, 2013.
- [28] Ethem Alpaydın, *Introduction to Machine Learning*, 2nd ed. London, England: The MIT Press, 2010.