

Customer Risk Analysis

InternetService

- ☐ DSL
- ☐ Fiber optic
- ☐ No

Contract

- ☐ Month-to-month
- ☐ One year
- ☐ Two year

Churn

- ☐ No
- ☐ Yes

tenure

0 72



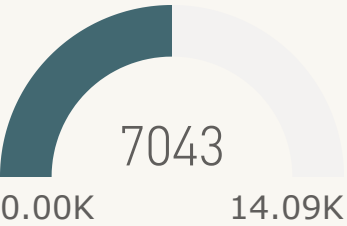
Tech Tickets

2955

Admin Tickets

3632

customerID



Churn

7043

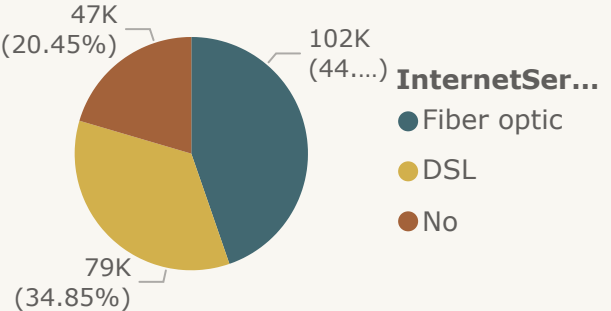
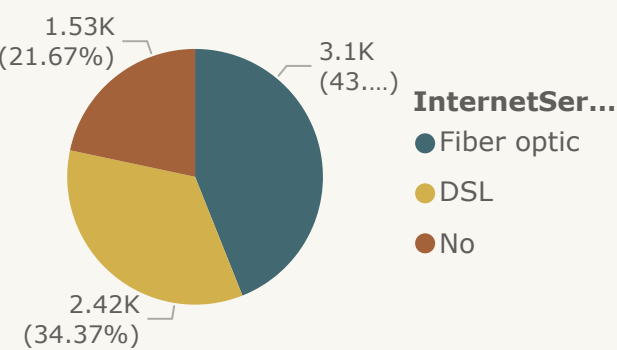
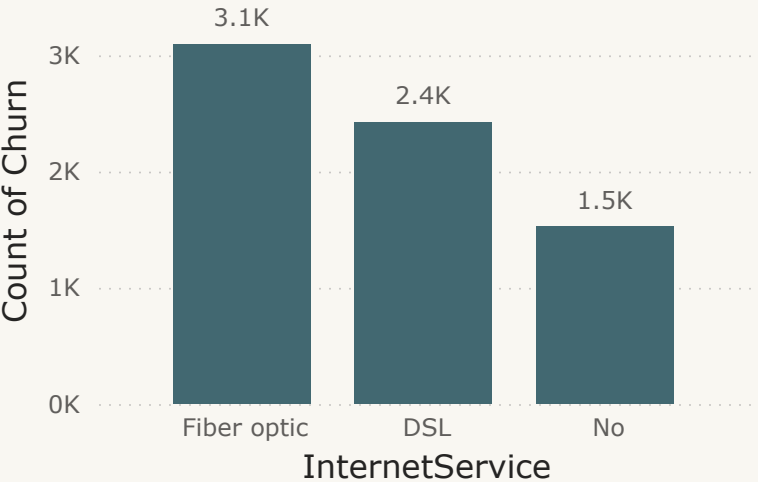
Churn Rate %

27%

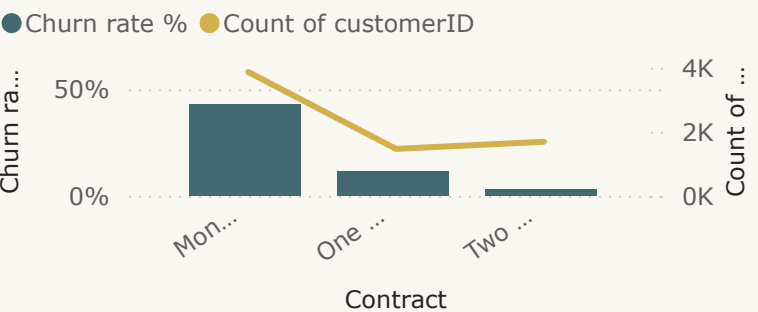
customerID by InternetService

tenure by InternetService

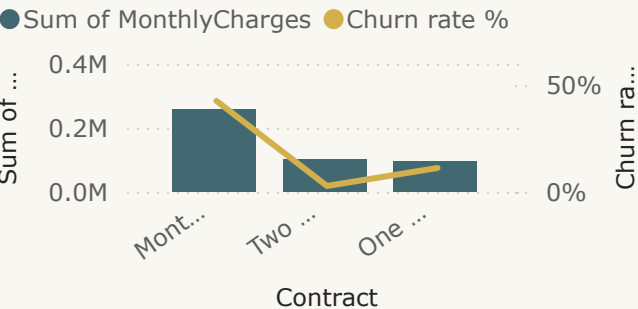
Churn by InternetService



Churn rate % by Contract



MonthlyCharges and Churn rate % by Contract



Churn rate % and Sum of MonthlyCharges by PaymentMethod

