



# Churn Dashboard



1869

Customers at Risk

17.98

Average Tenure

2173

Total TechTickets

885

Total AdminTickets

\$2.86M

Total Charges

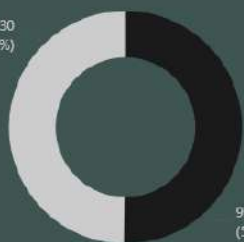
\$139.13K

Monthly Charges

## Demographics

Gender ● Female ● Male

930  
(49.76%)



939  
(50.24%)

25.47%

% of Senior Citizens

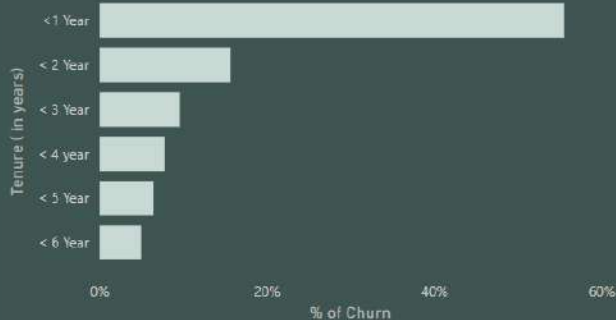
35.79%

% of Partner

0.17

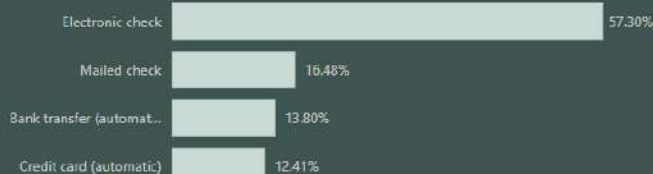
% of Dependents

## Subscription Time



## Customer Account Information

### Payment Method



### Paperless Billing

0.47K (25.09%)



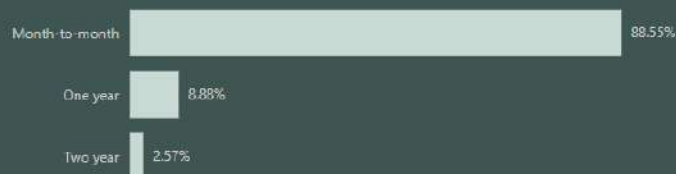
1.4K (74.91%)

● Yes  
● No

### Average Charges

\$1,531.796094168004  
Total Charges  
\$74.44133226324237  
MonthlyCharges

### Type of Contract



## Services Customers Signed up for



### Average Charges

29.16%

Device Protection

27.98%

Online Backup

15.78%

Online Security

90.90%

Phone Services

43.77%

Streaming Movies

43.55%

Streaming TV

16.59%

Tech Support

Multiple Lines

Yes

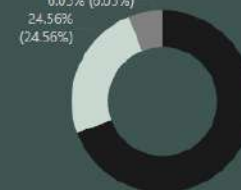
50.03%

No

49.97%

### Internet Services

6.05% (6.05%)  
24.56%  
(24.56%)



● Fiber optic  
● DSL  
● No internet service



# Customer Risk Analysis



## Risk of Churn

- ☐ No  
☐ Yes

## InternetService

- ☐ DSL  
☐ Fiber optic  
☐ No internet service

## Tenure



## Contract Type

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

7043

Count of Customers

26.54%

% Churn Rate



\$16.06M

Sum of Total Charges

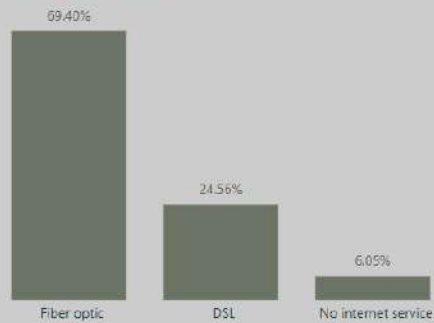
3632

AdminTickets

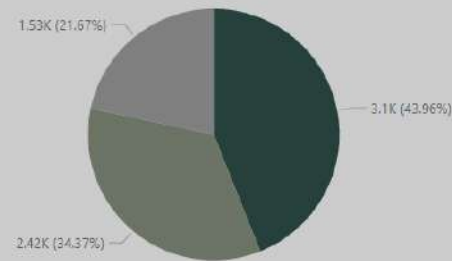
2955

TechTickets

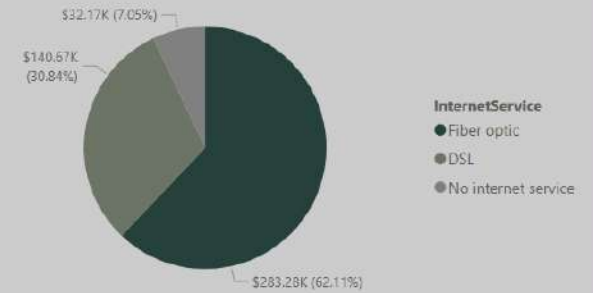
### Churn Rate by Internet Service



### Customers by Internet Service

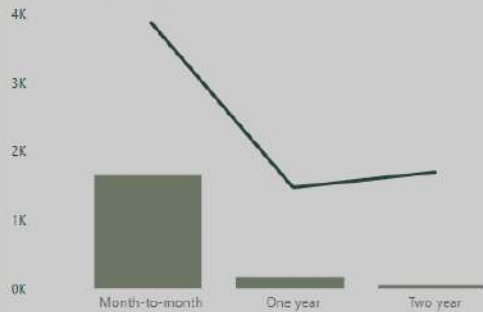


### Sum of Monthly Charges



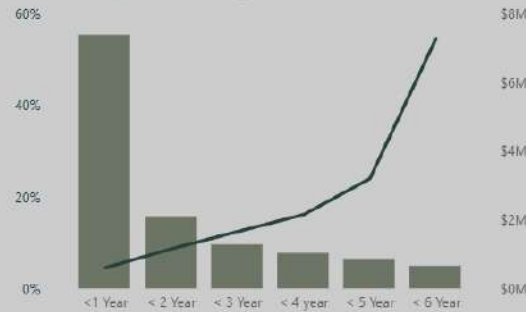
### Type of Contract

● Churn Rate ● Count of customerID



### Years of Contract

● Churn Rate ● Sum of TotalCharges



### Churn By Payment Method

● Churn Rate ● Sum of TotalCharges

