

# Churn Dashboard



## Customer at risk

1869

## # Tech Tickets

885

## # Admin Tickets

885

## Yearly charges

\$2.86M

## Monthly charges

\$139.13K

## Services

29.16%

%DeviceProtection

27.98%

%OnlineBackup

15.78%

%OnlineSecurity

90.90%

%PhoneService

43.77%

%StreamingMovies

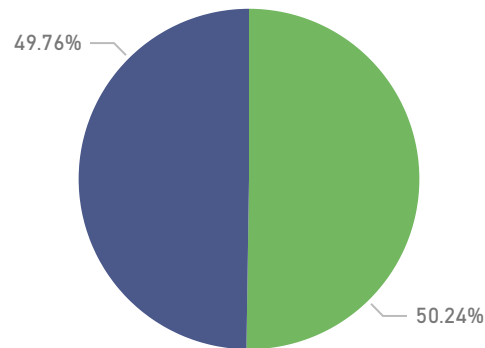
43.55%

%StreamingTV

16.59%

%TechSupport

## Customers by Gender



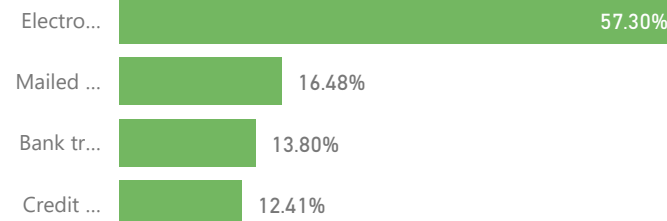
## Partners

35.79%

## Dependents

17.44%

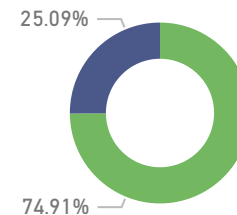
## Payment method



## Senior citizens

25.47%

## Paperless billing



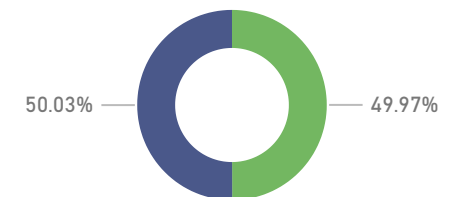
## Avg monthly charges

\$74.44

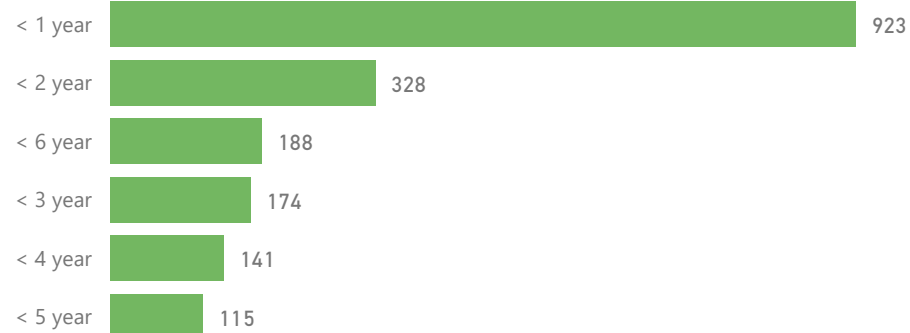
## Avg. total charges

\$1.53K

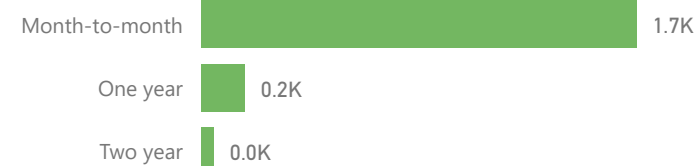
## Multiple lines



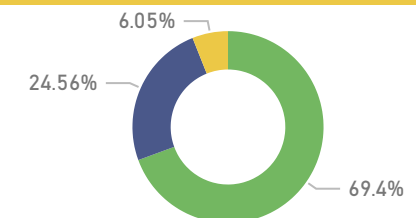
## Customer subscription time



## Payment method



## Paperless billing



# Customer Churn Analysis



## Churn

- ☐ No
- ☐ Yes

## Total Customers

7043

## Churn Rate

26.54%

## Yearly Charges

\$16.06M

## # Tech Ticket

2955

## # Admin Ticket

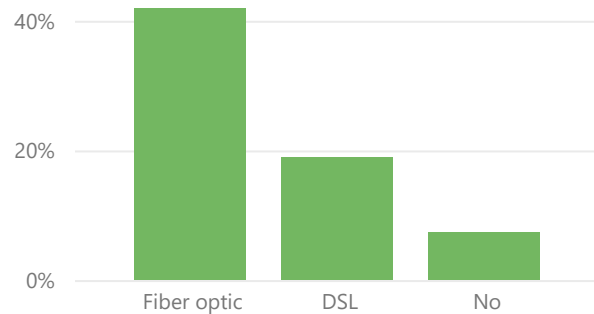
3632



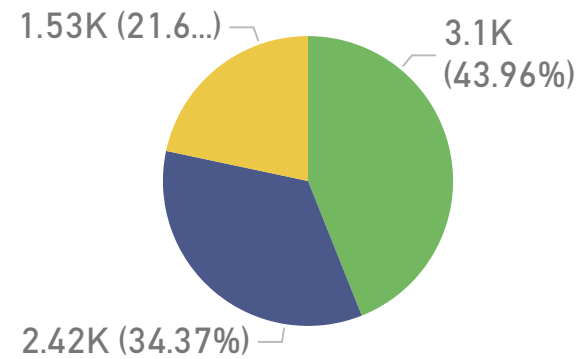
## Internet Service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

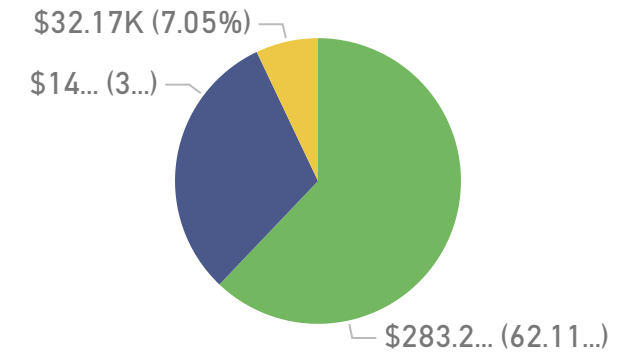
## Churn by Internet Service



## # Customer by Internet Service



## Sum of Monthly Charges



## Months of Contract

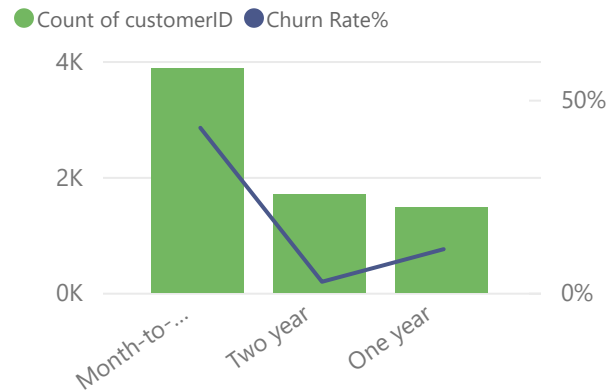
0

72

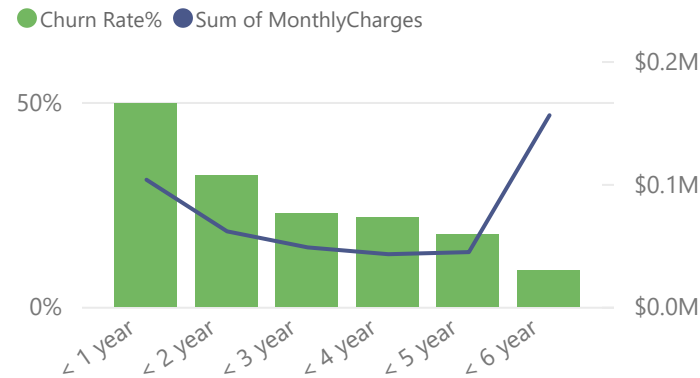
## Contract

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

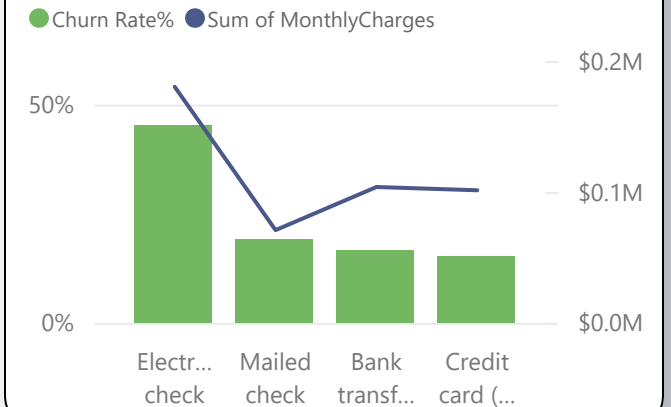
## Type of Contract



## Churn by Subscription Time



## Churn by Internet Service



## Phone Service

- ☐ No
- ☐ Yes