

Customer Churn

Customer Demography

Demographic information about customers' gender, age range, and if they have partners and dependents

Customer Account Information

Customer's contract, payment method, paperless billing, monthly charges, total charges and number of administrative and technical tickets opened

Customer Services

Services each customer has signed up for

Customer Demographic



Customers at Risk

7043



Monthly Charges

456.12K

Yearly Charges

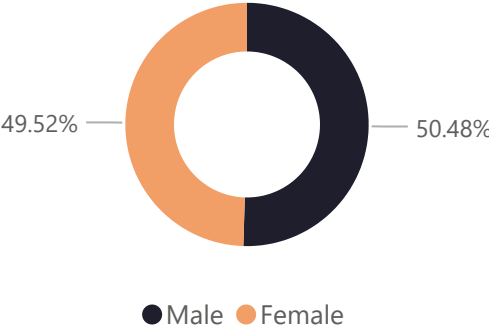
16.06M

Churn Status

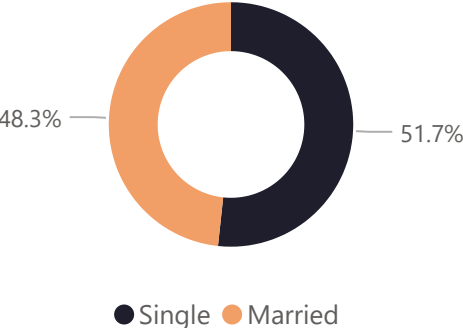
No

Yes

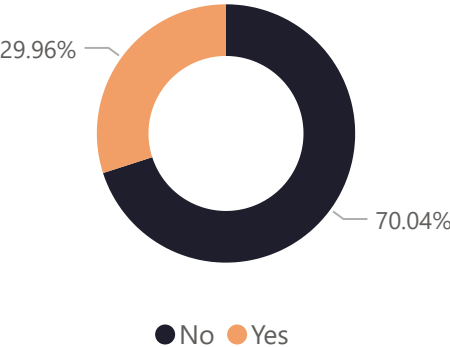
Churn by gender



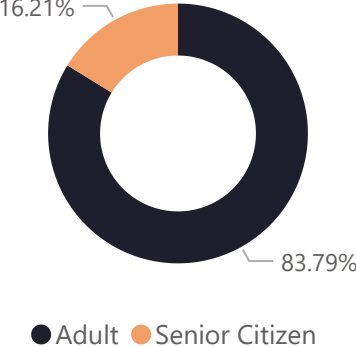
Churn by Marital Status



Churn by Dependents



Churn by Senior Citizen



Customer Account Information



Customers at Risk

7043

Contract

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



Monthly Charges

456.12K

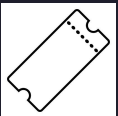
Yearly Charges

16.06M

Churn Status

No

Yes



Tech Tickets

2955

Admin Tickets

3632

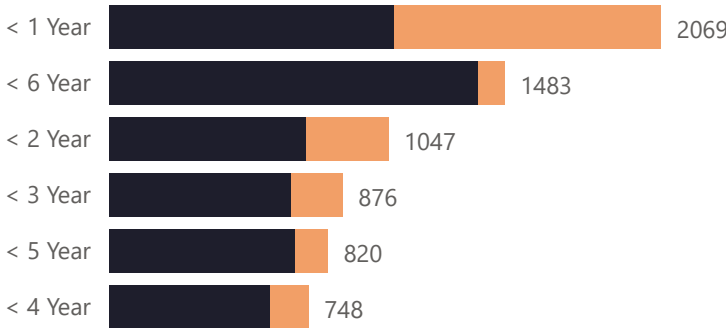
Churn by Paperless Billing

Churn ● No ● Yes



Churn by Tenure

Churn ● No ● Yes



Count of Churn by DeviceProtection and Churn

Churn ● No ● Yes



Churn by PaymentMethod

Churn ● No ● Yes



Customer Services



Customers at Risk

7043

Churn Status

No

Yes

Contract

☐ Month-to-month

☐ One year

☐ Two year

Payment Method

☐ Bank transfer (automatic)

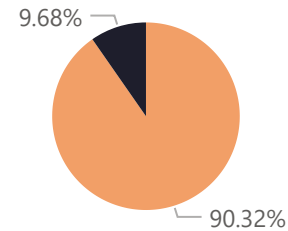
☐ Credit card (automatic)

☐ Electronic check

☐ Mailed check

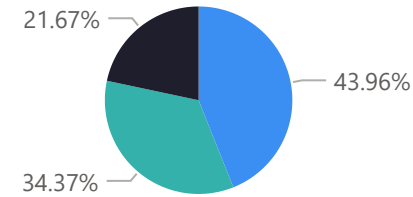
Phone Service

Yes No



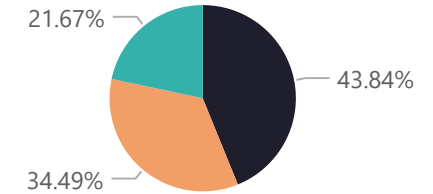
Internet Service

Fiber optic DSL No



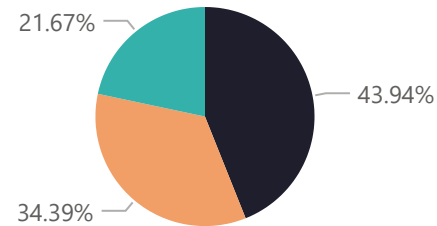
Online Backup

No Yes No internet service



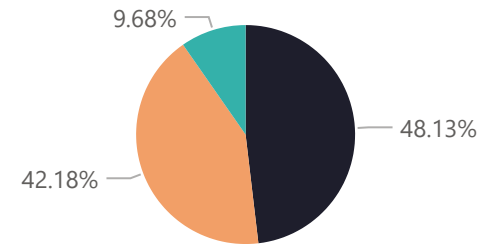
Device Protection

No Yes No internet service



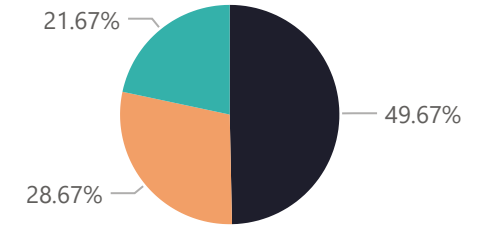
Multiple Lines

No Yes No phone service



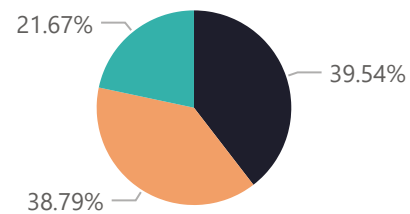
Online Security

No Yes No internet service



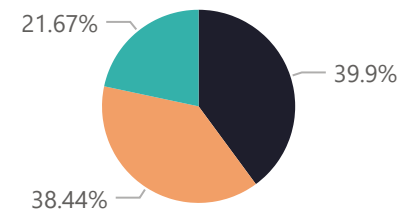
Streaming Movies

No Yes No internet service



Streaming TV

No Yes No internet service



Tech Support

No Yes No internet service

