

# Welcome to phoneNow

## Key performance indicators

1. 69% of churn customers are fiber optic internet subscribers, 25% are DSL Internet subscribers and 6% are no internet users but phone users. your compelling action to encourage your churn customers should be geared more towards your internet users, especially your Fiber optic subscribers.
2. Current yearly subscribers = 214 verses current month - to month subscribers = 1655. Promotion sales for 1 and 2 years subscribers for increased sales.

## Churn dashboard

- . Account information
- . Customer Demographics
- . Services Subscribed

# CHURN DASH BOARD



2173

NumTechTickets

885

NumAdminTickets

1869

# of churn customers

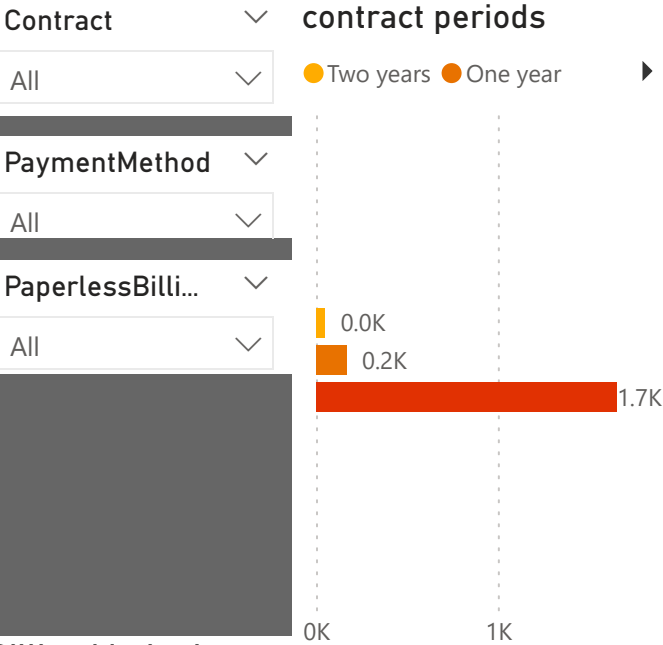
2.86M

Total Charges

139.1...

Sum of MonthlvCharges

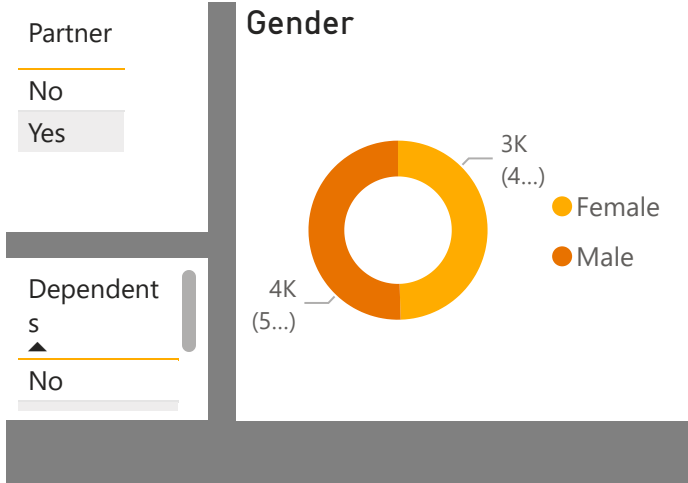
## Account Information



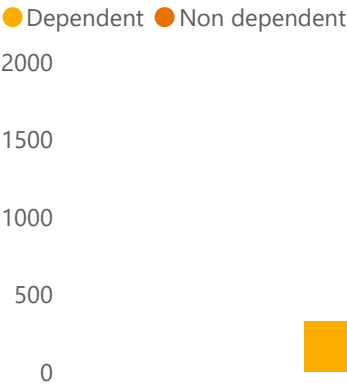
## Billing Methods



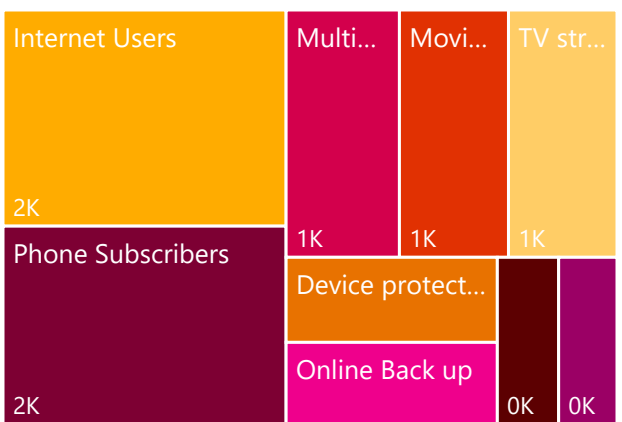
## Customer Demographics



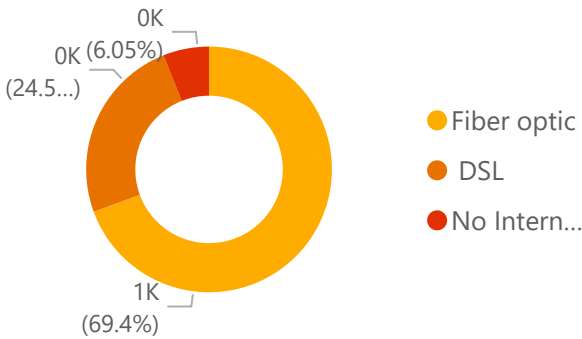
## Dependent and Non dependent



## Services Subscribed



## count of Internet Service Users



8.88

1 year churn rate

2.57

2 years churn rate

88.55

Monthlv Churn rate

26.54

Overall Churn rate