

Churn Analysis

This dashboard has a filter of Churn = 'Yes'

Customers at Risk

1.869K

of Admin Tickets

885

of Tech Tickets

2K

Monthly Charges

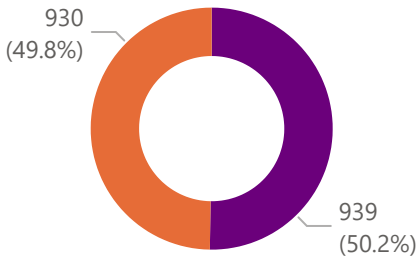
\$139K

Yearly Charges

\$2.86M

Demographics

Female Male



Senior Citizen

25%

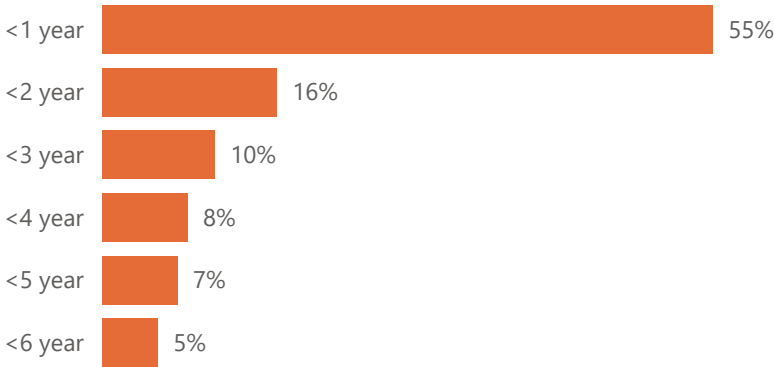
Partners

36%

Dependents

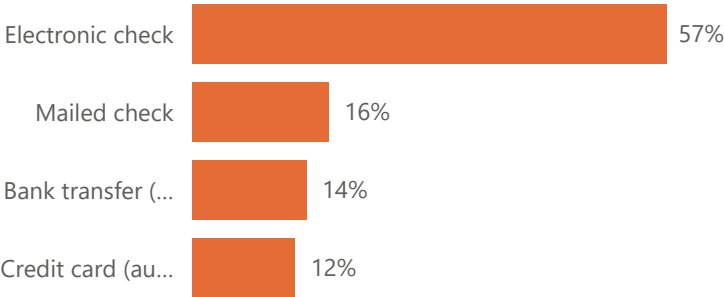
17%

Subscription Time

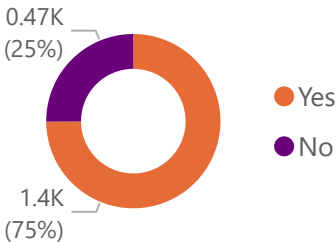


Customer Account Information

Payment Method



Paperless Billing



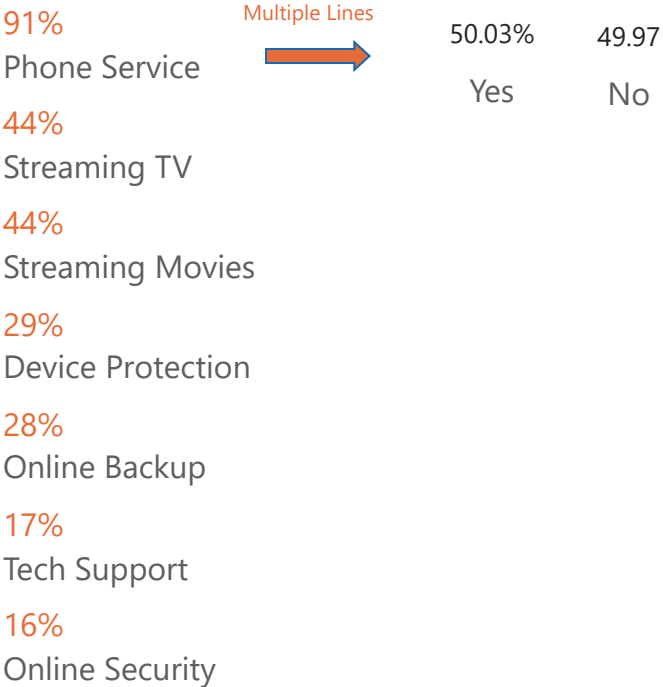
Average charges

\$74
Monthly
\$1,531.80
Yearly

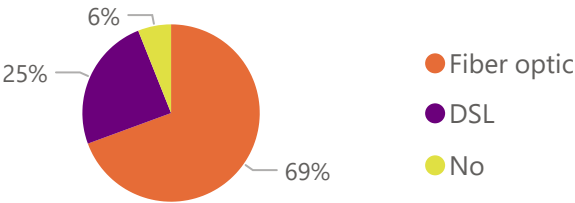
Types of Contract



Services customers subscribed



Internet Service



Customer Risk Analysis

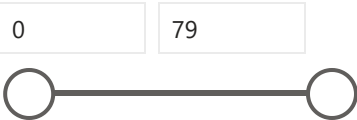
Risk of Churn

- ☐ No
- ☐ Yes

Internet Service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

Months Subscribed



Contract Type

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

7043

Total Customers

\$16.06M

Total Charges

26.54%

Churn Rate

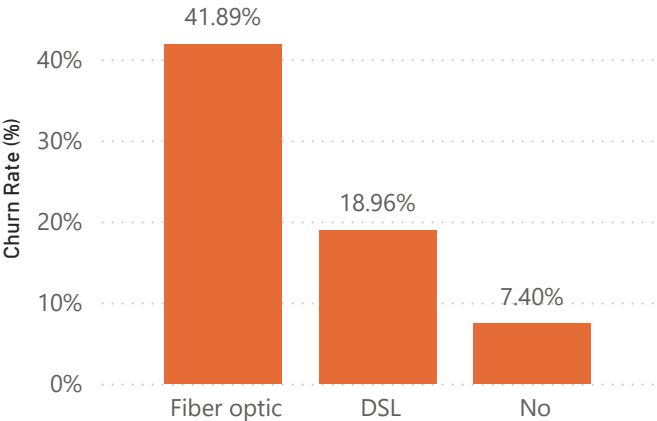
2955

of Tech Tickets

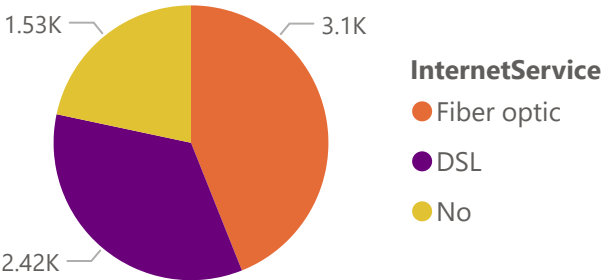
3632

of Admin Tickets

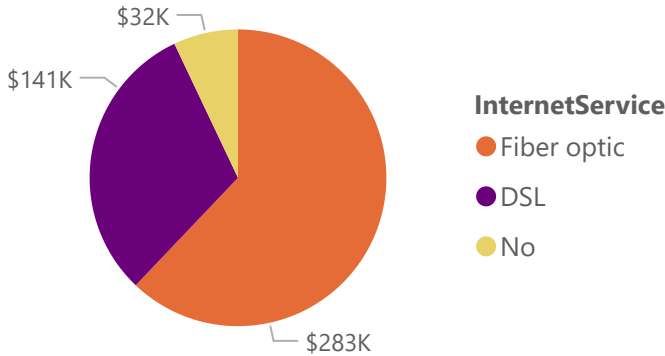
Churn Rate by InternetService



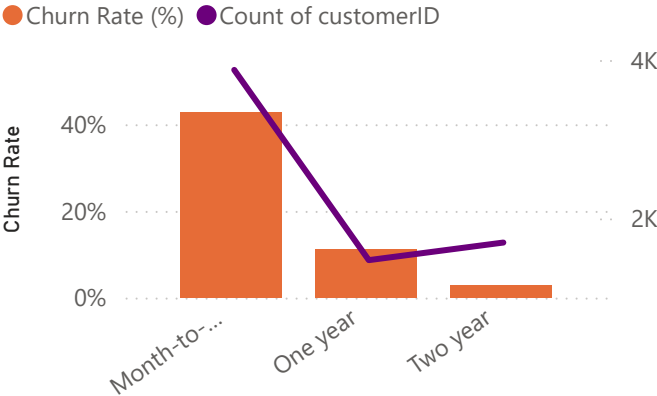
of Customers by Internet Service



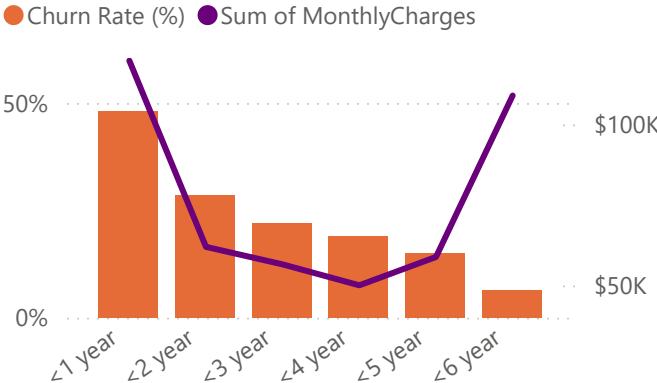
Monthly Charges



Type of Contract



Years of Contract



Churn Rate by mode of payment

