## **Customer Risk Analysis** Churn 3632 # of Churn □ No Admin Tickets 26.54% 7043 \$16.06M Yes 2955 7043 % Churn Rate **Total Customers** TechTickets Sum of TotalCharges InternetSer... Internet Service and Churn Rate # of Customers by Internet Service Monthly Charges by Internet Service DSL 41.89% 1.53K Fiber optic \$32.17K (7.05%) (21.67%)3.1K □ No (43.96%) \$14... **InternetService** (30....) **InternetService** % Churn Rate 30% Fiber optic Fiber optic 18.96% 20% DSL DSL Tenure No No 7,40% 10% 0 \$283.28K 72 2.42K (34.37%) (62.11%)Fiber optic DSL No Type of Contract Years of Contract Churn by Payment method ●% Churn Rate ● Count of CustomerID ●% Churn Rate ● Sum of MonthlyCharges ●% Churn Rate ● Sum of MonthlyCharges \$0.2M 4K \$0.2M Count of CustomerID of MonthlyCharges 50% 50% Contract % Churn Rate \$0.12M \$0.10M \$0.11M Month-to-month \$0.1M \$0.1M \$0.10M One year 20% 1.7K \$0.06M ☐ Two year 0% \$0.0M 0% \$0.0M Electr... Credit card (auto... (auto...