

CUSTOMERS CHURN DASHBOARD



1869

Customers at Risk

2173

#Tech Tickets

885

#Admin Tickets

\$139K

Monthly Charges

\$2.86M

Annual Charges

\$74.44

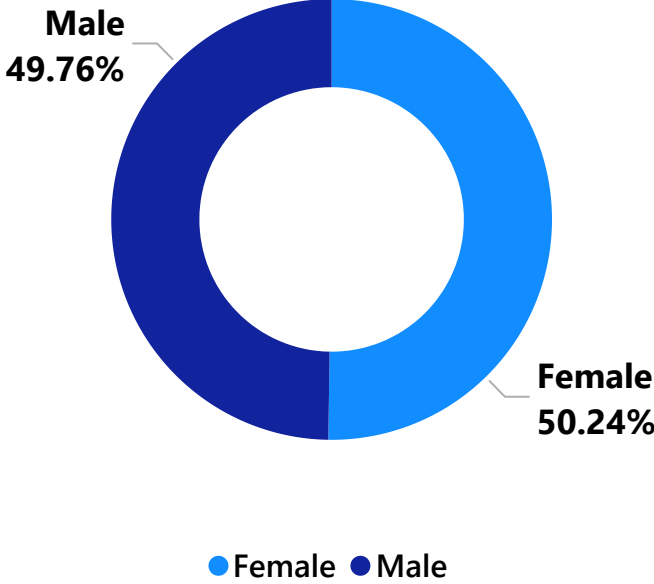
AVG Monthly Charges

\$1.53K

AVG Annual Charges

Demographics

Churned Customer by Gender



25%

% senior citizen

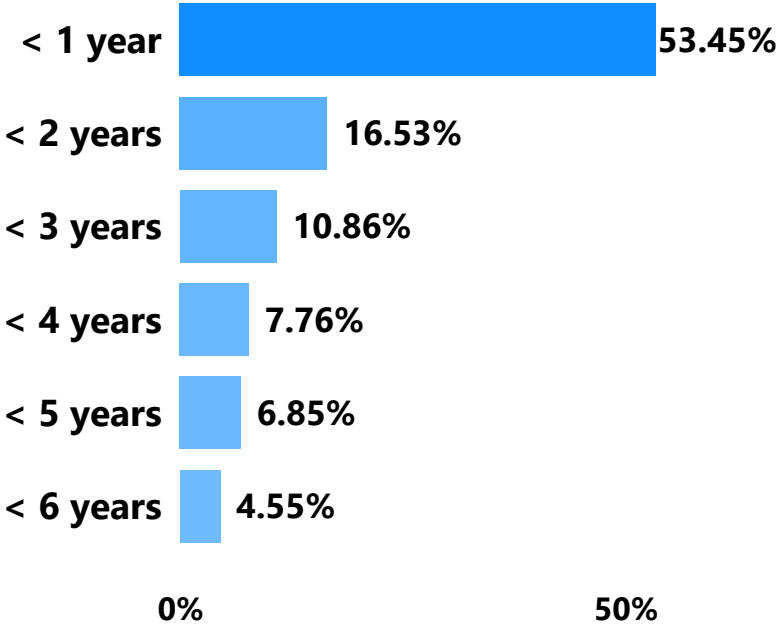
36%

% Patner

17%

% Dependent

Subscription Time



Subscribed Services

17%

Tech Support

44%

Streaming TV

44%

% Streaming Movies

29%

% Device Protection

28%

% Online Backup

16%

% Online Security

91%

% Phone Service

Multiple Lines

45.5%

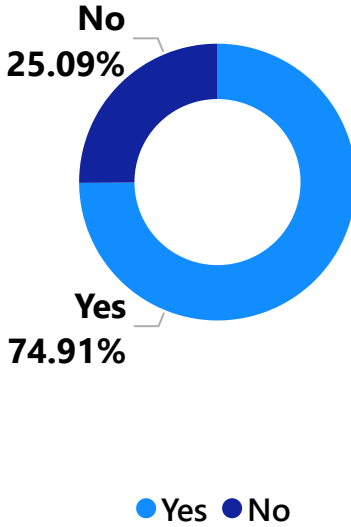
Yes

45.4%

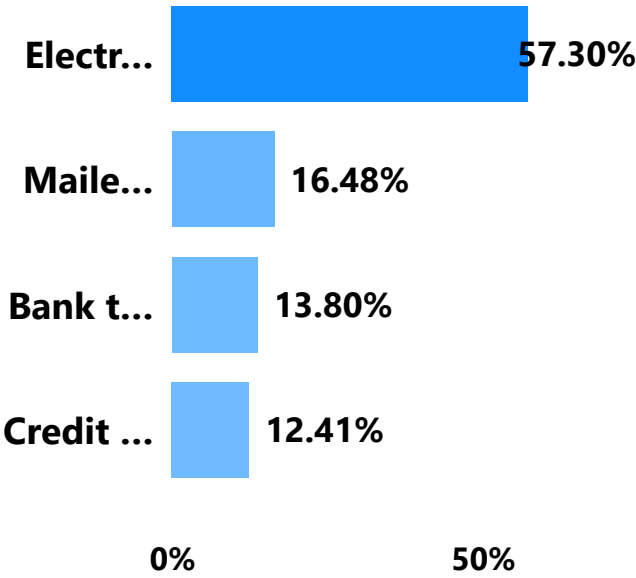
No

Customers Account Information

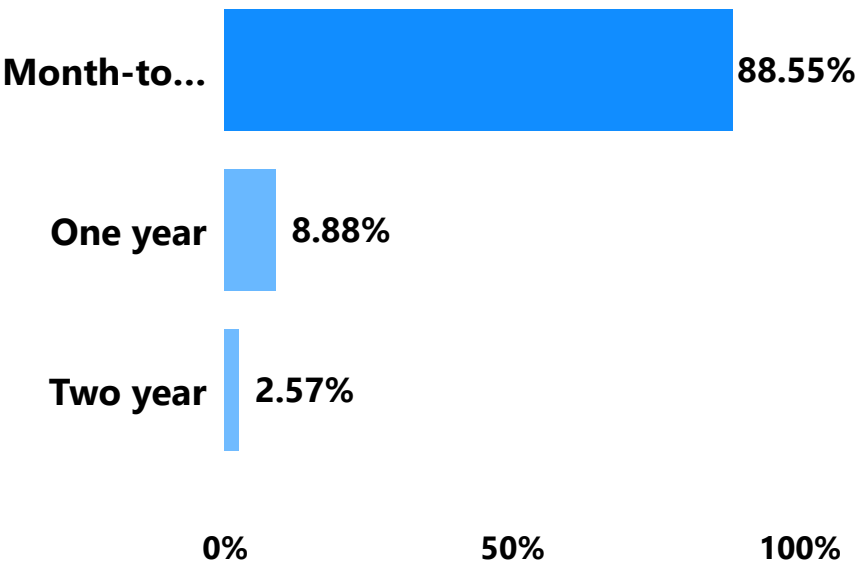
Papperless Billing



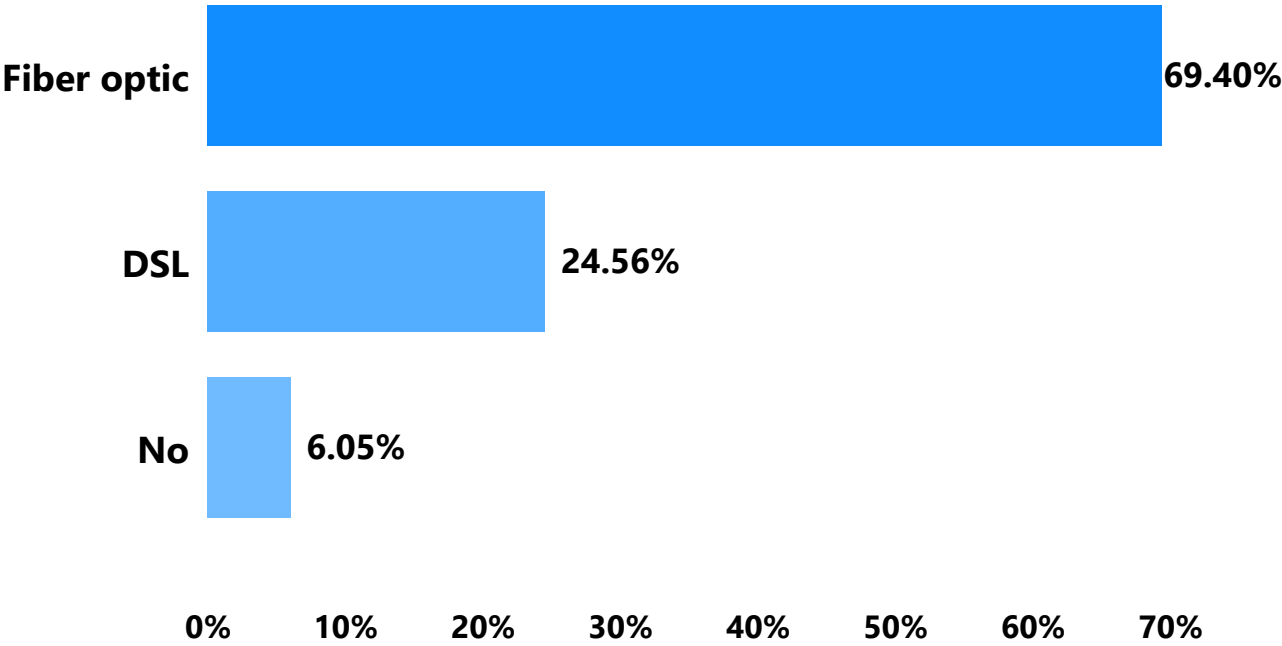
Payment Method



Type Of Contract



Internet User Service





CUSTOMERS RISK ANALYSIS DASHBOARD

7043

Total Customers

2955

#Tech Tickets

3632

#Admin Tickets

\$456K

Monthly Charges

\$16.06M

Annual Charges

26.5%

% Churn rate

Churn

All

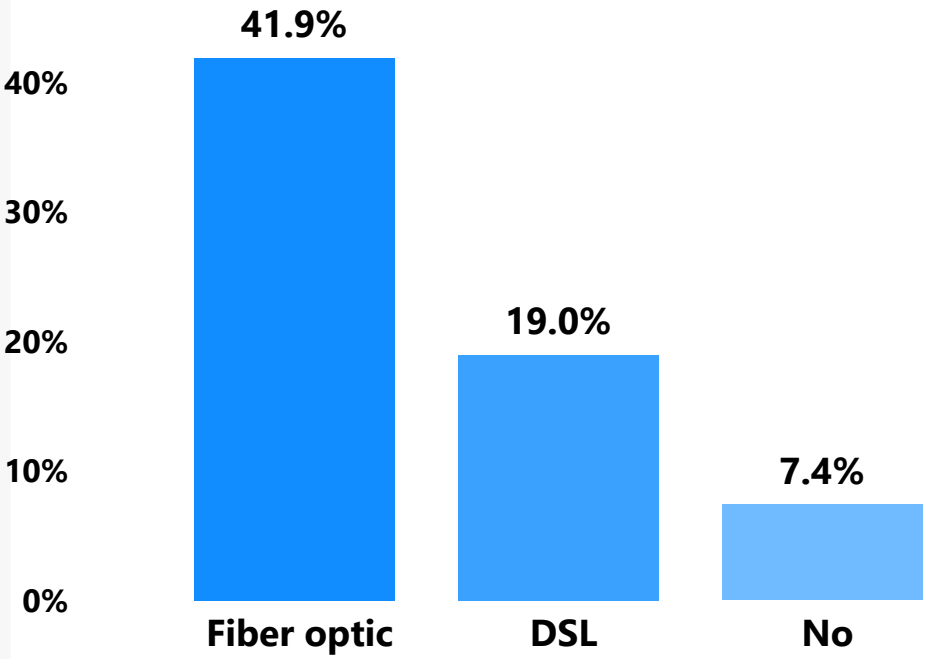
Internet Service

All

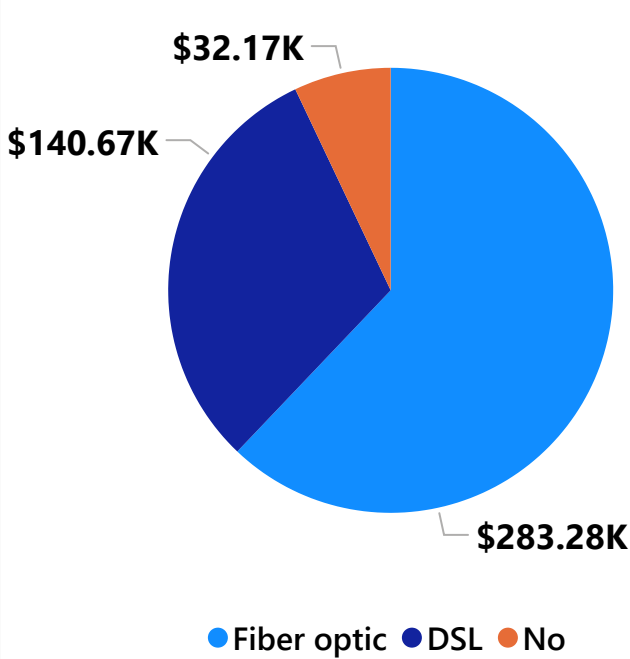
Contract

All

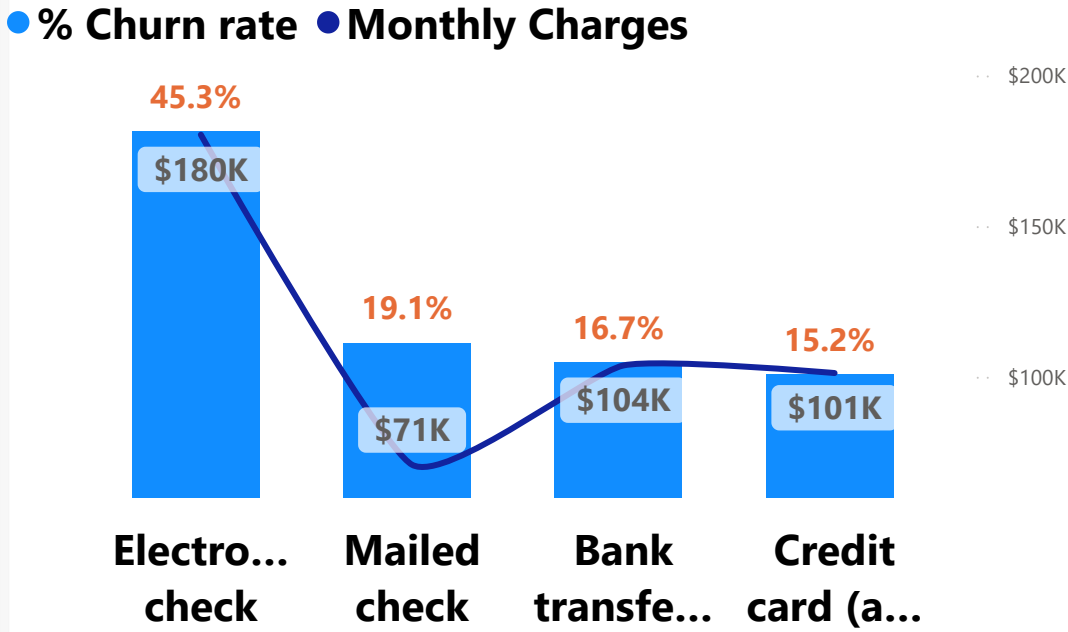
% Churn rate by Internet Service



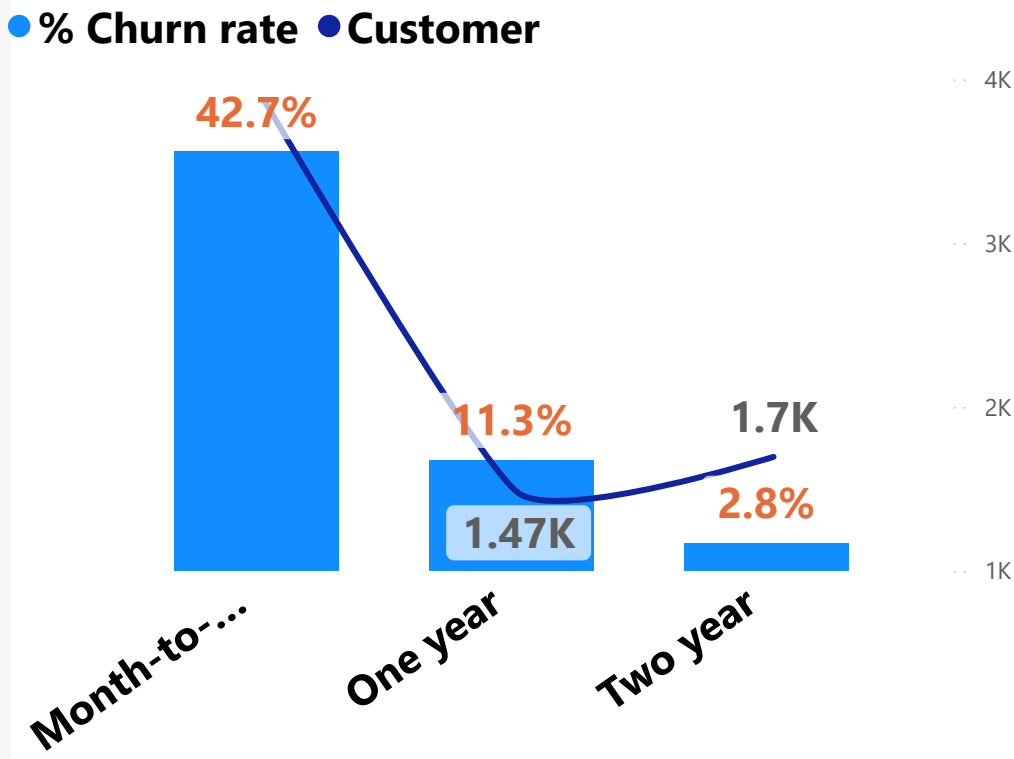
Customers by Internet Service



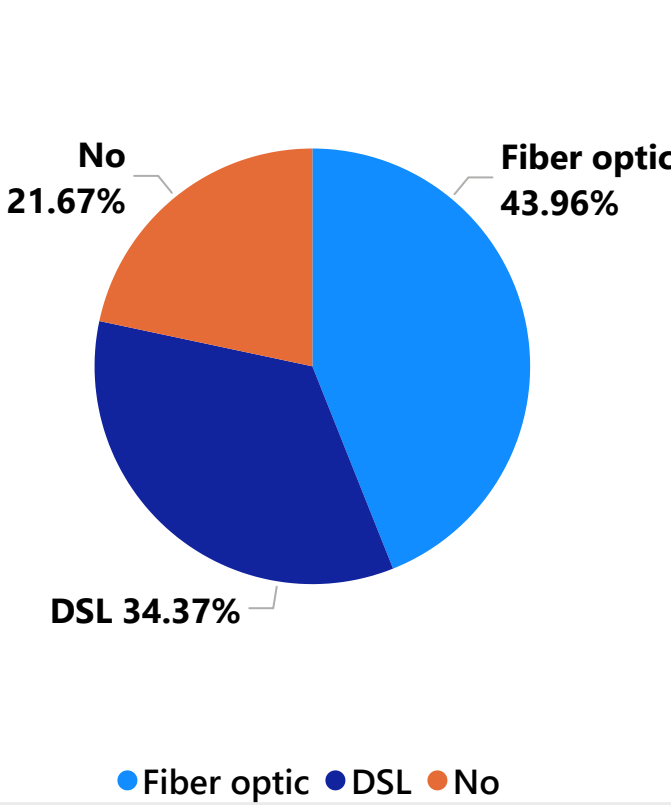
Churn by Payment



Type of Contract



Customers by Internet Service



Years of Contract

