Welcome

Key Performance Indicators (KPI's)

Churn Dashboard

1.)Demographics
2.)Customer Account information
3.) Services

Customer Risk Analysis

1.)Internet Service
2.)Type of Contract
3.)Payment Method

Churn Dashboard

Customers at Risk
7043

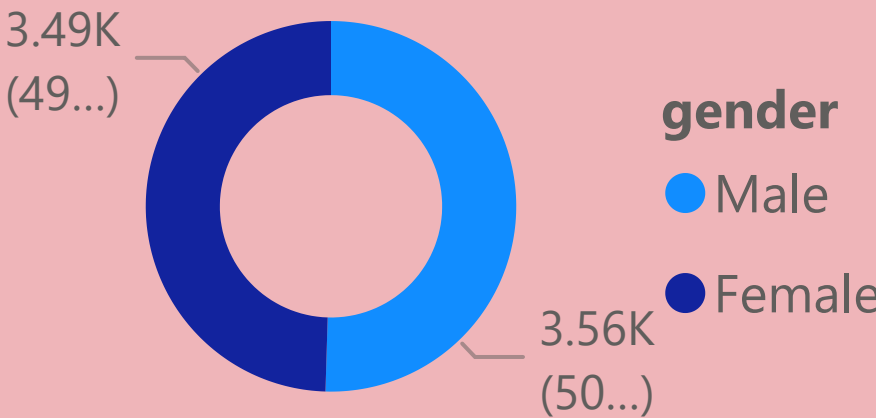## No of Tech Tickits
2955

No of Admin Tickets
3632

Yearly Charges
16.06M

Monthly Charges
456.12K

Demographics

gender by gender

3.49K (49...)
3.56K (50...)

gender
- Male
- Female

25%
% of senior citizen

36%
% of Partner

17%
% of Dependents

Subscription Time

%GT Count of Churn by Subscription

Subscription	%GT Count of Churn
<1 years	29.38%
<6years	21.06%
<2 years	14.87%
<3years	12.44%
<5years	11.64%
<4years	10.62%
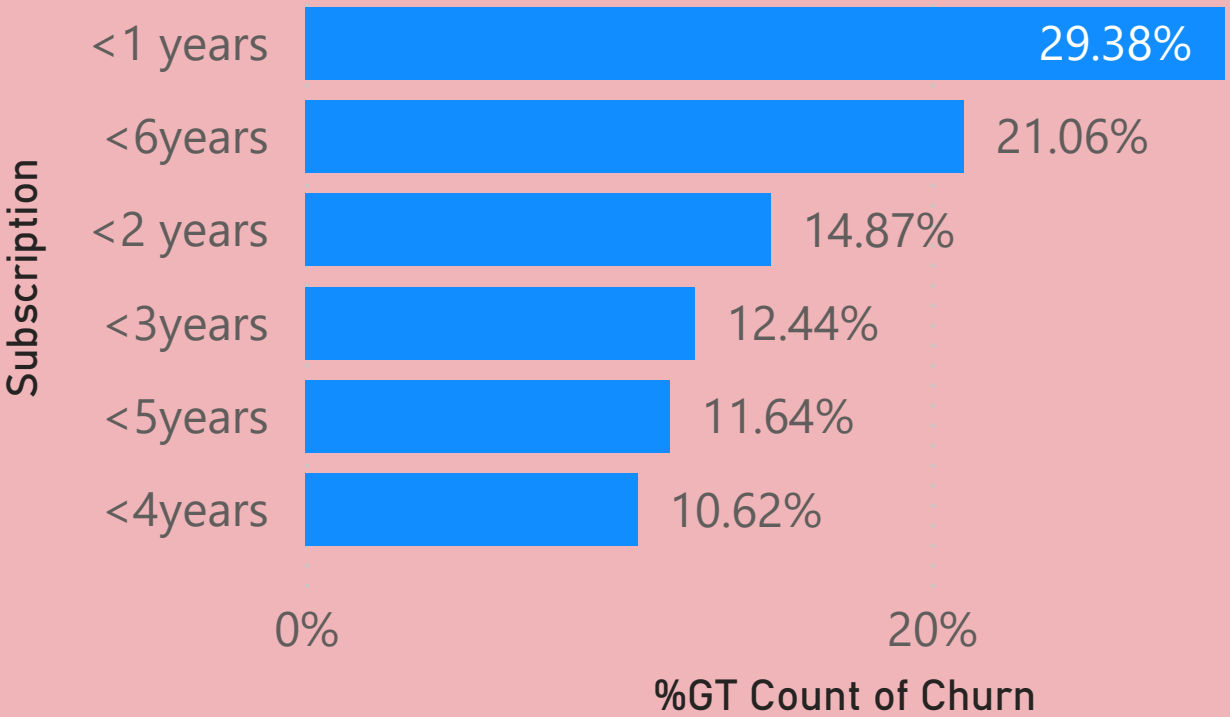
Customer Account Information

Payment Method

Payment Method

PaymentMethod	
Electronic ch...	
Mailed check	
Bank transfer...	
Credit card (...	

0K — 2K

Paperless Billing

2.87K (40....)
4.17K (59.2...)

PaperlessBilling
- Yes
- No
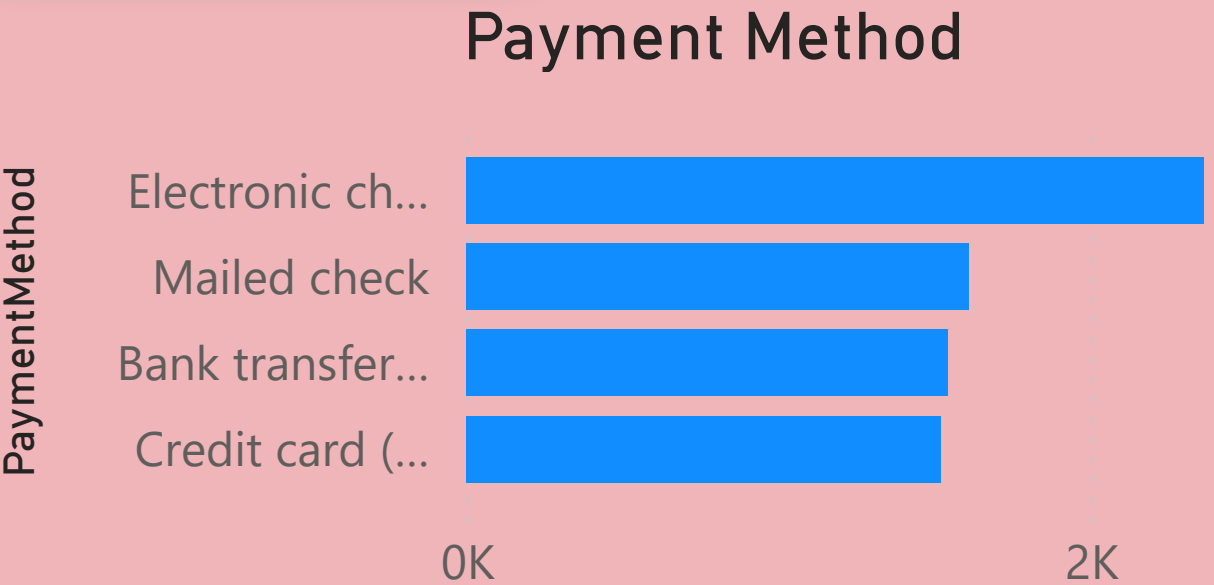
Contract

Contract	
Month-to-m...	
Two year	
One year	
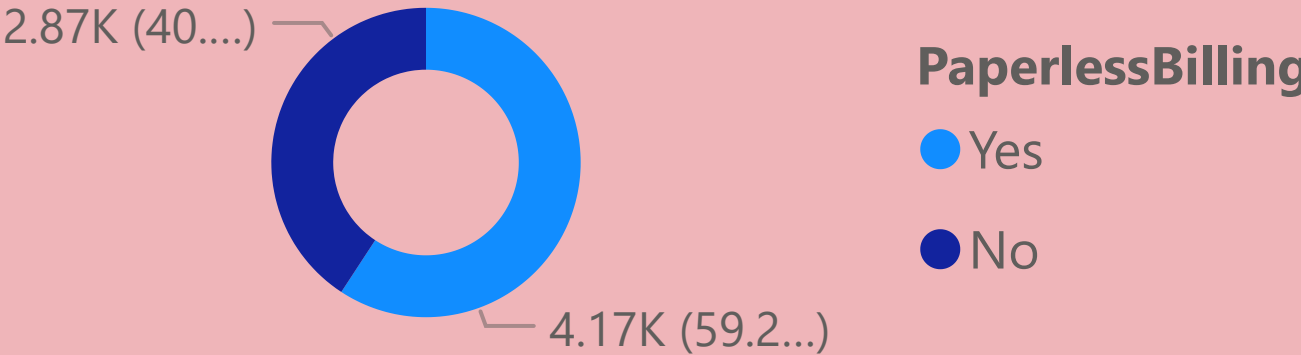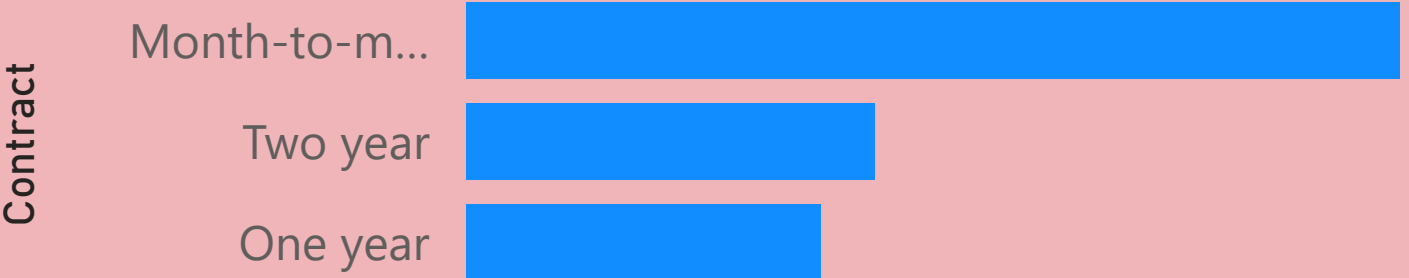
Services Customers signed up for

28%
Online Backup in %

91%
Phone service in %

16%
Online sec in %

44%
Streaming movies in ...

Count of InternetService by InternetService

1.53K (21...)
3.1K (43.96%)
2.42K (34....)

InternetServi...
- Fiber optic
- DSL
- No