



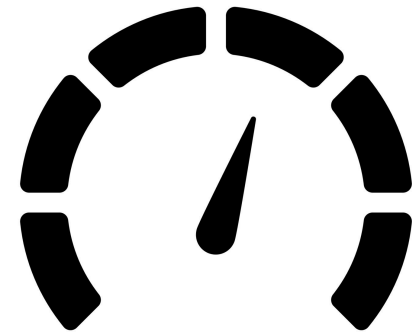
Welcome

## Churn dash board



- **Demographics**
- **Customer Account Information**
- **Services**

## Customer risk analysis



- **Internet Service**
- **Type of Contract**
- **Payment Method**

# Churn dash board

Customer At Risk

7043

Tech Tickets

2955

Admin Tickets

3632

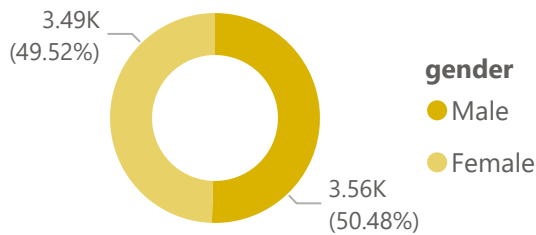
Yearly charges

16.06M

Customer Left

1869

## Demographics



25%

senior citizen %

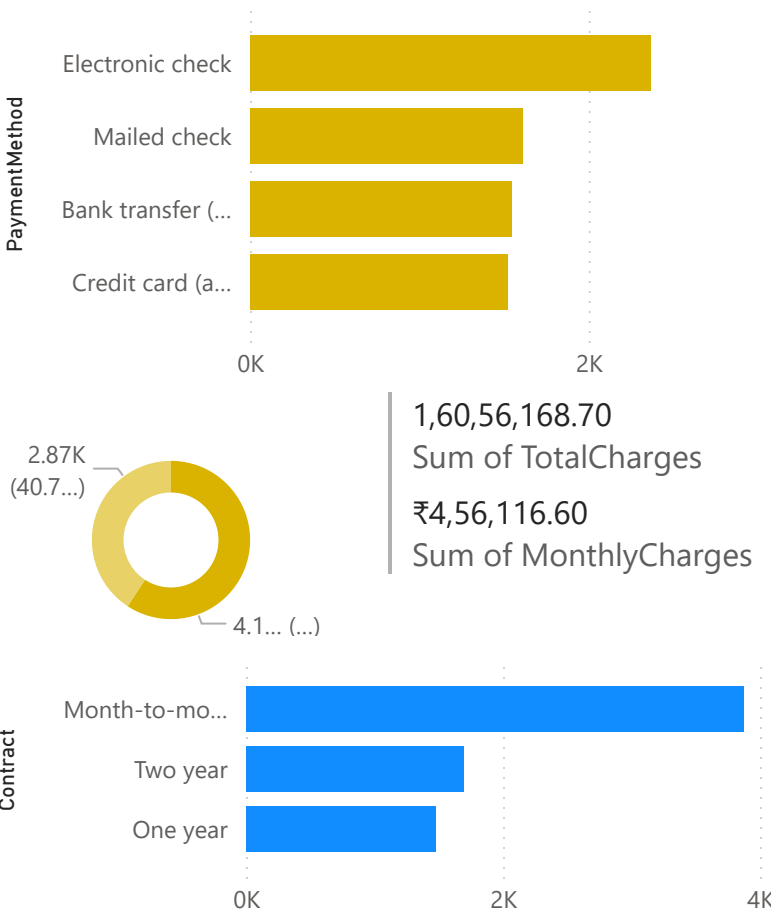
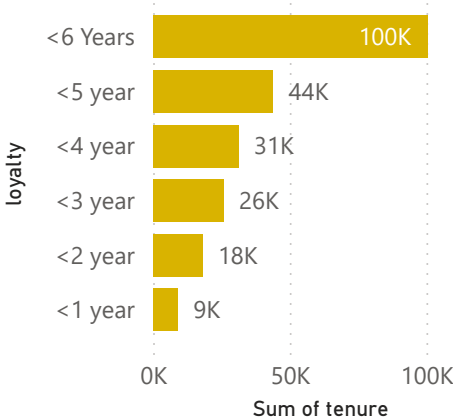
20%

partner %

17%

dependents %

## Subscription Time



## Services Signed up for

16.6% Teach support

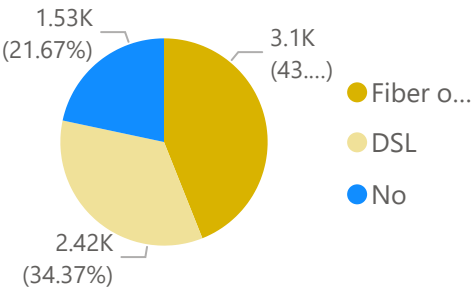
90.90% phone service

15.78% online security

27.98% Online backup

43.55% Streaming tv

43.77% streaming mo...





Churn

☐ No

☐ Yes

InternetService

☐ DSL

☐ Fiber optic

☐ No

tenure

0

72

Contract

☐ Month-to-month

☐ One year

☐ Two year

## Customer Risk Analysis

Total customers

7043

Churn %

26.5%

0 1869 7043

Yearly charges

₹456K

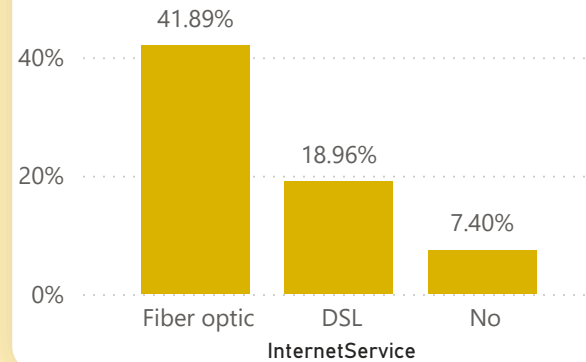
3632

AdminTickets

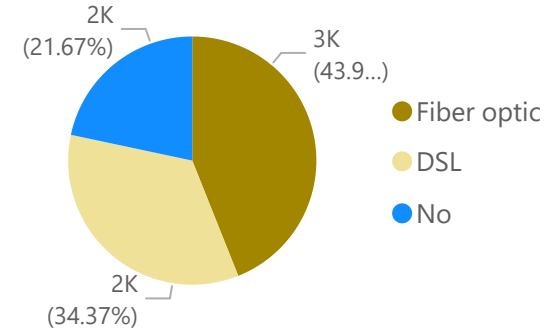
2955

TechTickets

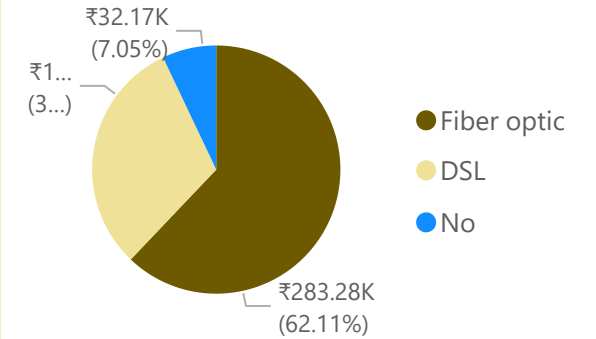
Churn by type of internet services



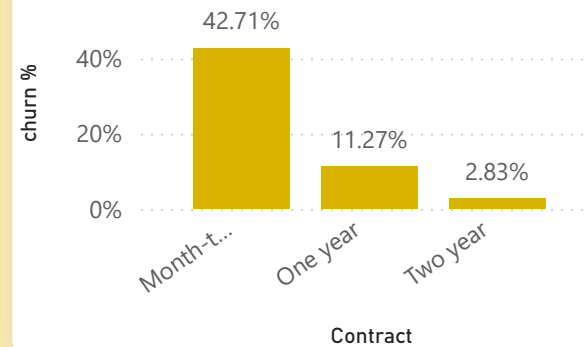
Customers by internet services



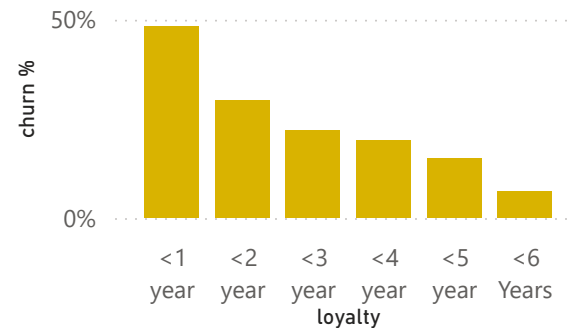
Sum of monthly charges



Type of contract



Year of contract



Churn by payment method

