



Customer Risk Analysis

Risk of Churn

- ☐ No
☐ Yes

Internet Service

- ☐ DSL
☐ Fiber optic
☐ No

Internet Service

- ☐ <1Year
☐ <2Year
☐ <3Year
☐ <4Year
☐ <5Year
☐ <6Year

Contract

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

Phone Service

- ☐ No
☐ Yes

Total Customers

7043

Churn Rate

26.54%

Yearly Charges

16.06M

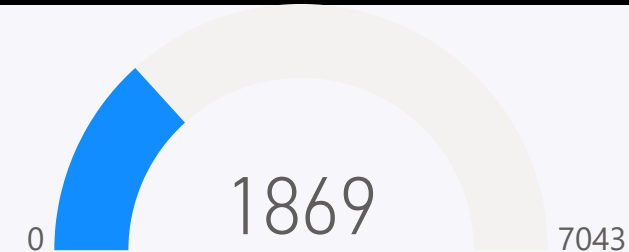
Tech Tickets

2955

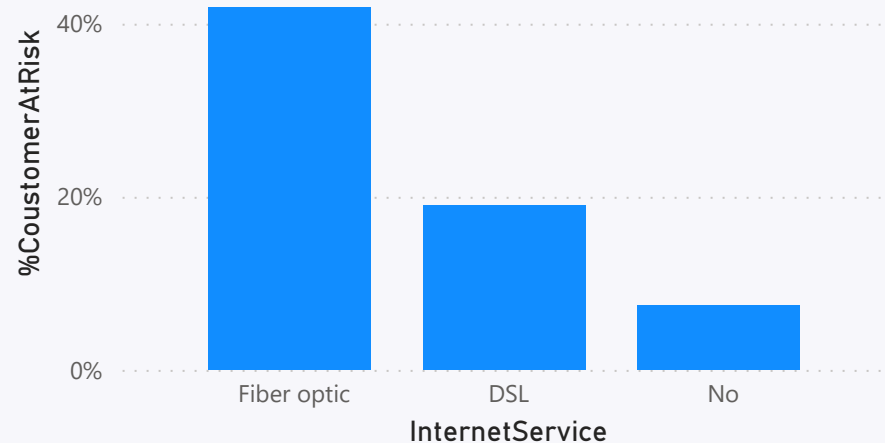
Admin Tickets

3632

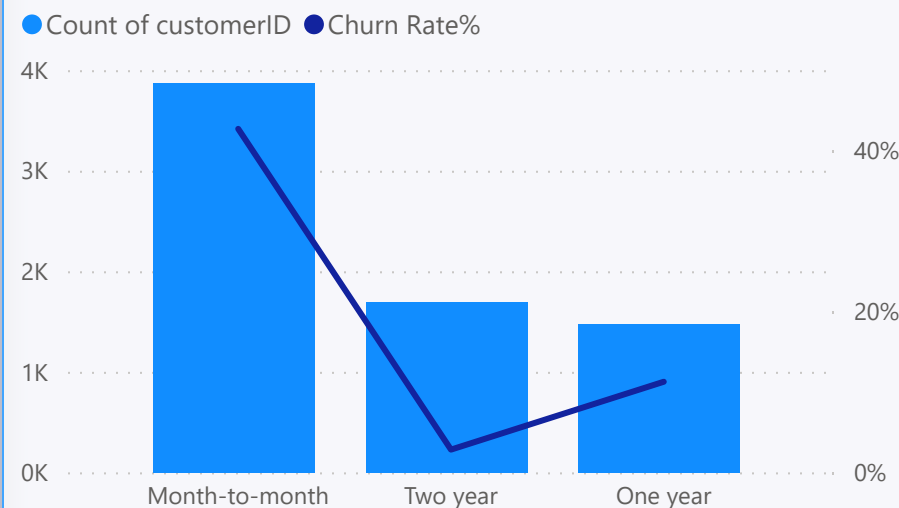
Admin Tickets



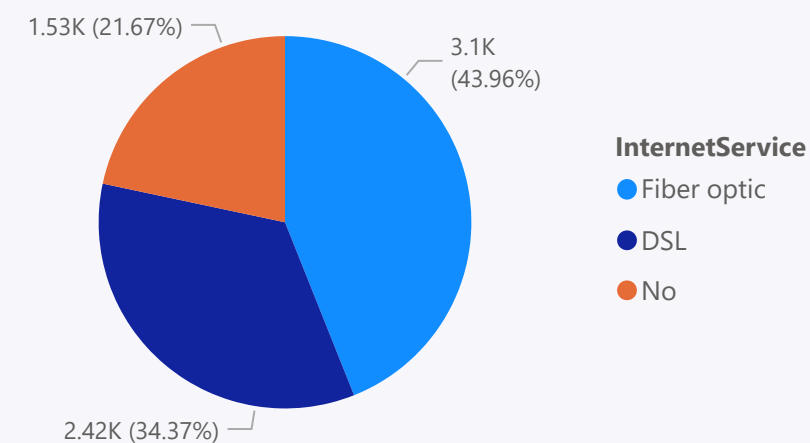
Churn by Internet service



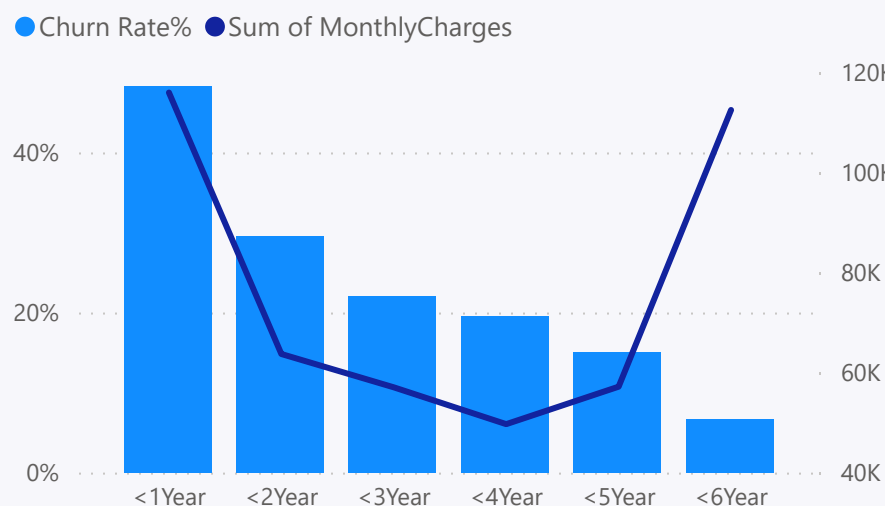
Type of Contract



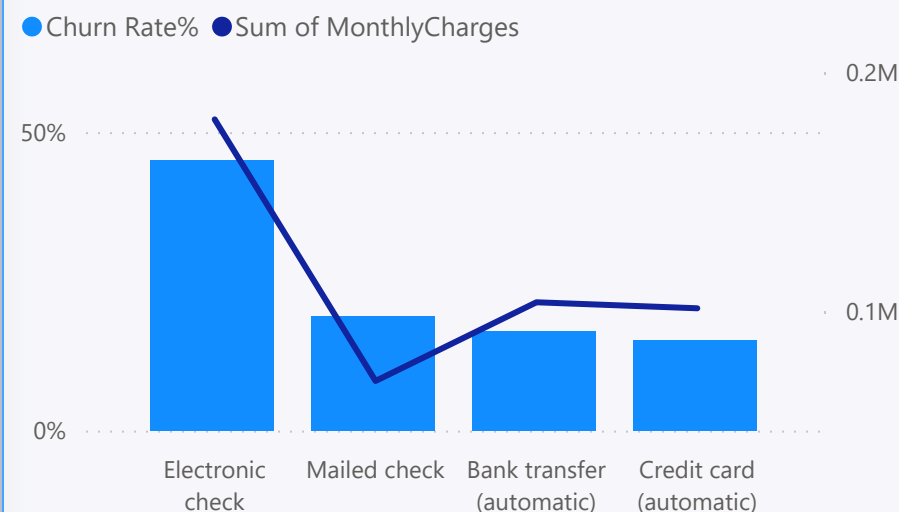
Customers by Internet service



Churn by Payment Method



Churn by Subscription Time



Sum of Monthly Charges

