

# CHURN DASHBOARD



pwc

Customers at Risk

7043

Admin Tickets Customers

3632

Tech Tickets Customers

2955

Total Monthly Charges

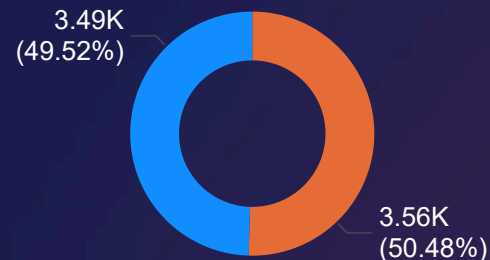
456.12K

Total Yearly Charges

16.06M

## DEMOGRAPHICS

Gender ● Male ● Female



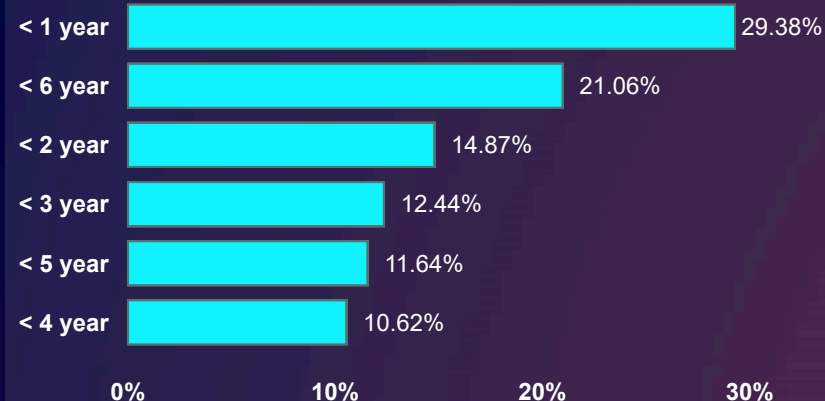
Senior Citizens

1142

Partners

7043

## Subscription



## CUSTOMER ACCOUNT INFORMATION

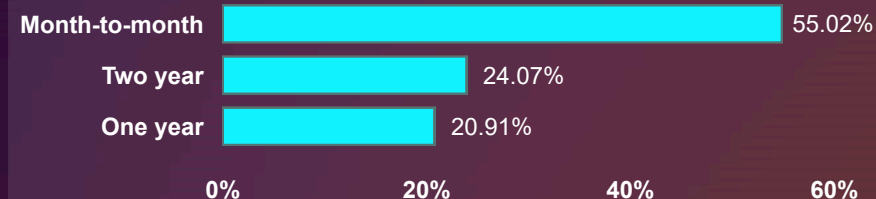
### Payment Method



Paperless Billing ● Yes ● No

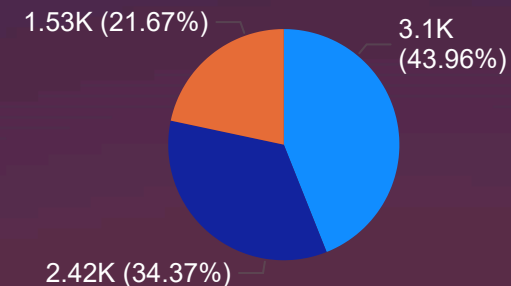


### Contract Type



## Services Customer Signed Up for

Internet S... ● Fiber optic ● DSL ● No



Tech Support %

16.59

Phone Services %

90.90

Streaming TV %

43.55

Streaming Movies

43.77

Online Security %

15.78

# CUSTOMER RISK ANALYSIS



## Churn

- ☐ No
- ☐ Yes

Churn Rate %

26.54

Customers at risk

7043

Tech Tickets

2955

Admin Tickets

3632

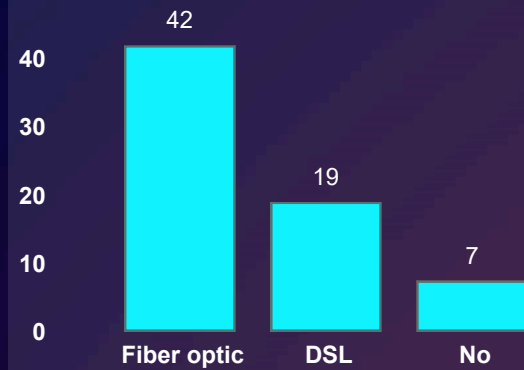
CHURN



## InternetService

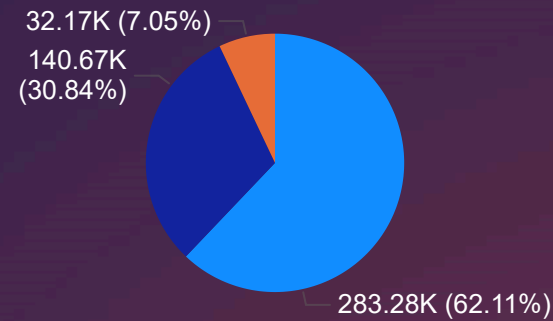
- ☐ DSL
- ☐ Fiber optic
- ☐ No

churn rate % by InternetService



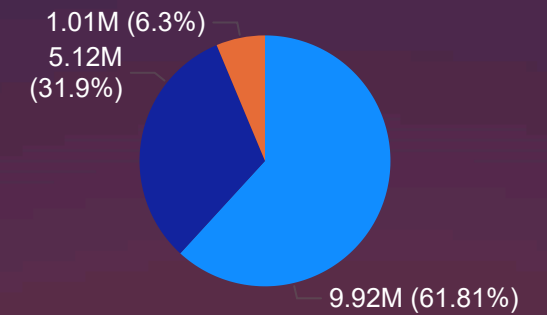
Monthly Charges on Internet Services

InternetS... ■ Fiber optic ■ DSL ■ No



Total Charges on Internet Services

Internet... ■ Fiber optic ■ DSL ■ No



## Tenure

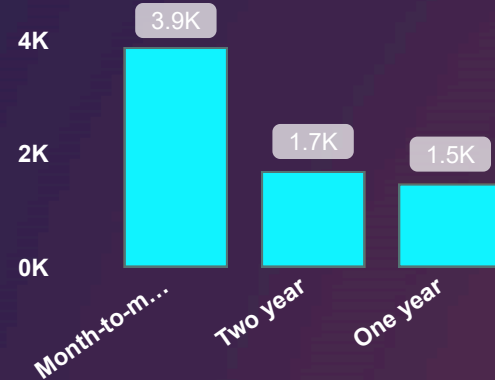
0 72



## Contract

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

Customers by Contract



Customers by Subscription



Customers by Payment Method

