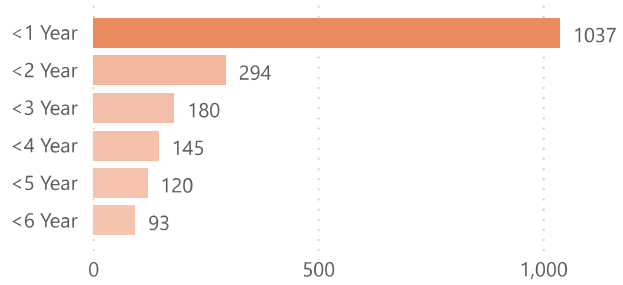
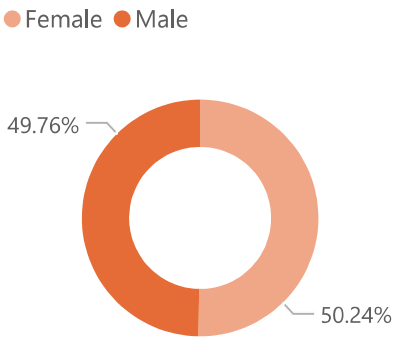
Customer Churn Exploratory Analysis

1869	2173	885	2.86M	139.13K
Customer at risk	Tech Tickets	Admin Tickets	Yearly Charges	Monthly Charges

Demographics

Subscription Time





25%
Senior citizen

36%
Partner

17%
Dependents

Services

91%
Phone Service

49.97% No
50.03% Yes

44%
Streaming TV

44%
Streaming Movies

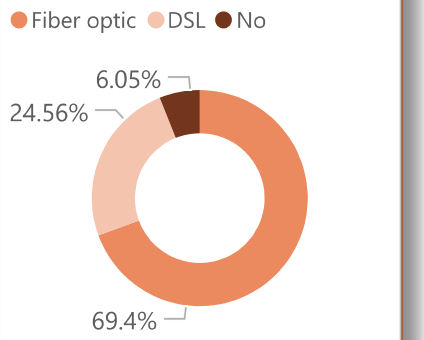
29%
Device protection

28%
Online Backup

17%
Tech Support

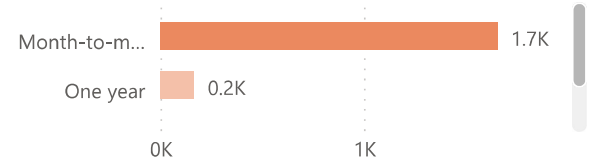
16%
Online Security

Internet Service

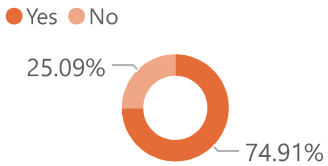


Customer Account Information

Types of Contract



Paperless Billing

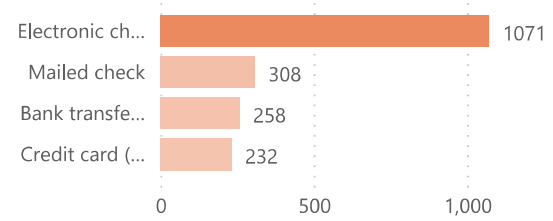


Average Charges

74.44
Monthly

1,531.80
Total

Payment Method



Customer Risk Analysis

Risk Of Churn

- [ ] No
- [ ] Yes

Internet Services

- [ ] DSL
- [ ] Fiber optic
- [ ] No

Contract Types

- [ ] Month-to-month
- [ ] One year
- [ ] Two year

Months Subscribed

0 52

5086 Total Customer

33.37% Churn Rate

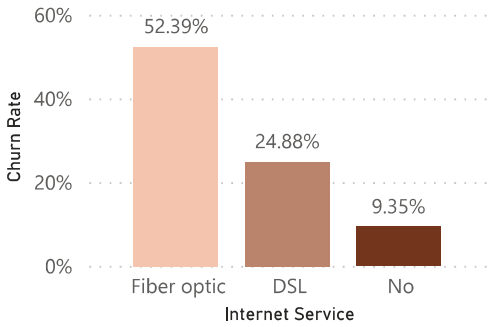
6.56M Yearly Charges

1697 (0 – 5086)

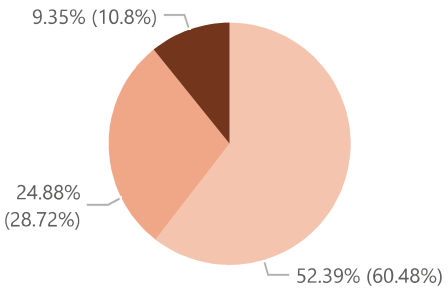
2585 Admin Tickets

1524 Tech Tickets

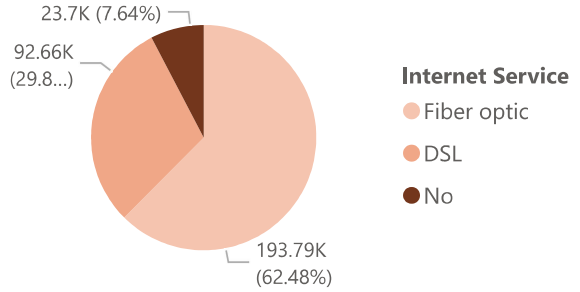
Churn By Type of Internet Service



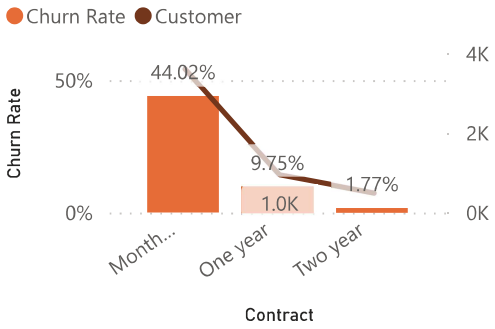
Top Customers by Internet Service



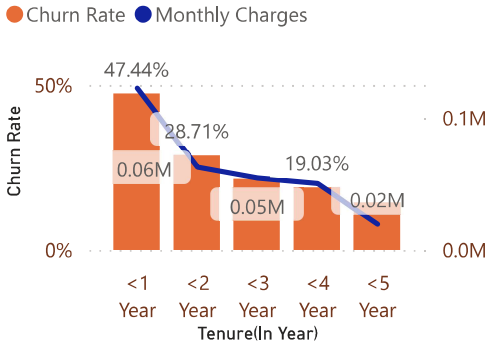
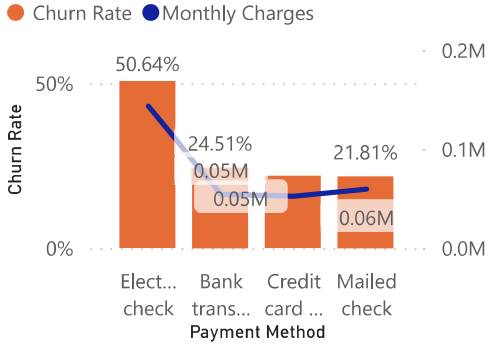
Churn By Type of Internet Service



Type Of Contracts



Years of Contract



Charm by Payment Method