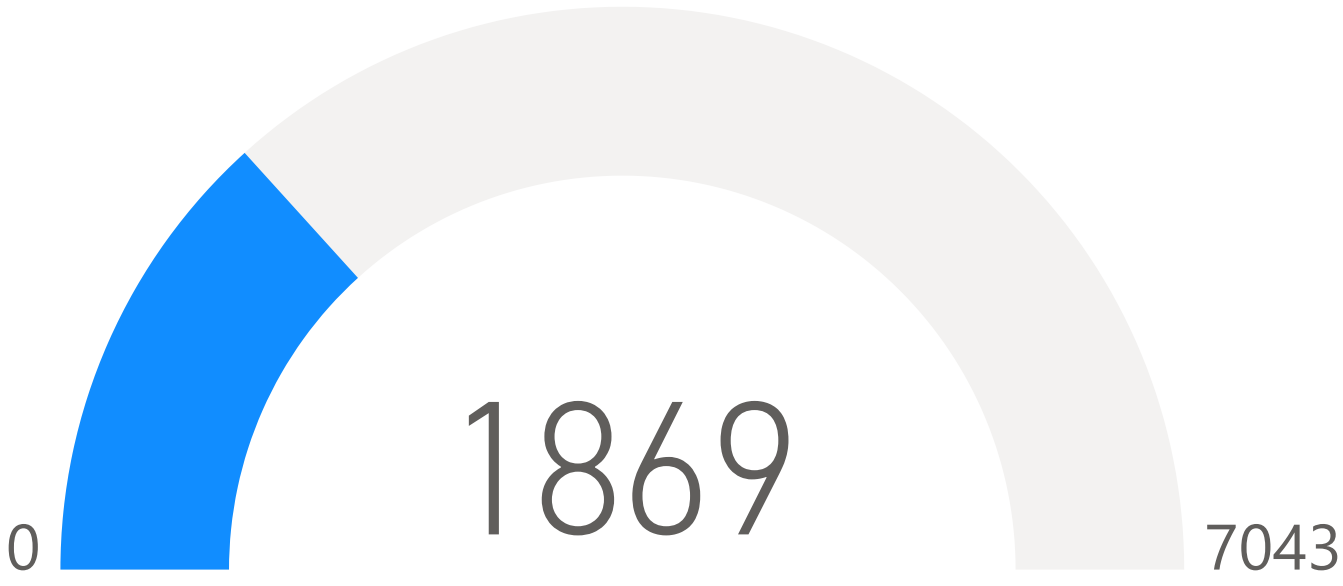


Customer Retention

Customers Churned



Customers Churned %

26.5%

Total Admin Tickets

3632

Average Monthly Charges in \$

64.8

Total Tech Tickets

2955

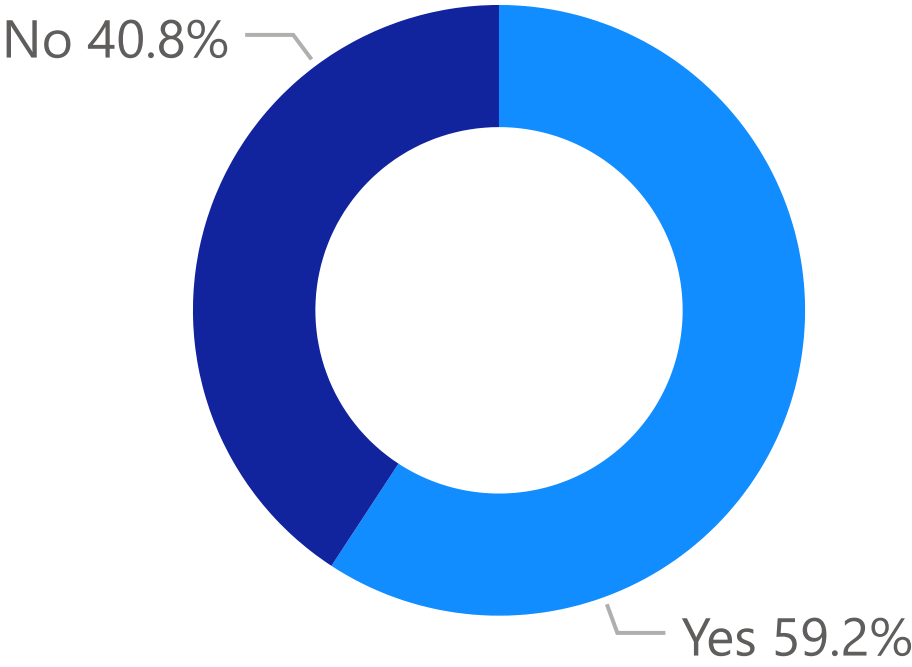
Churn

All

PaymentMethod

All

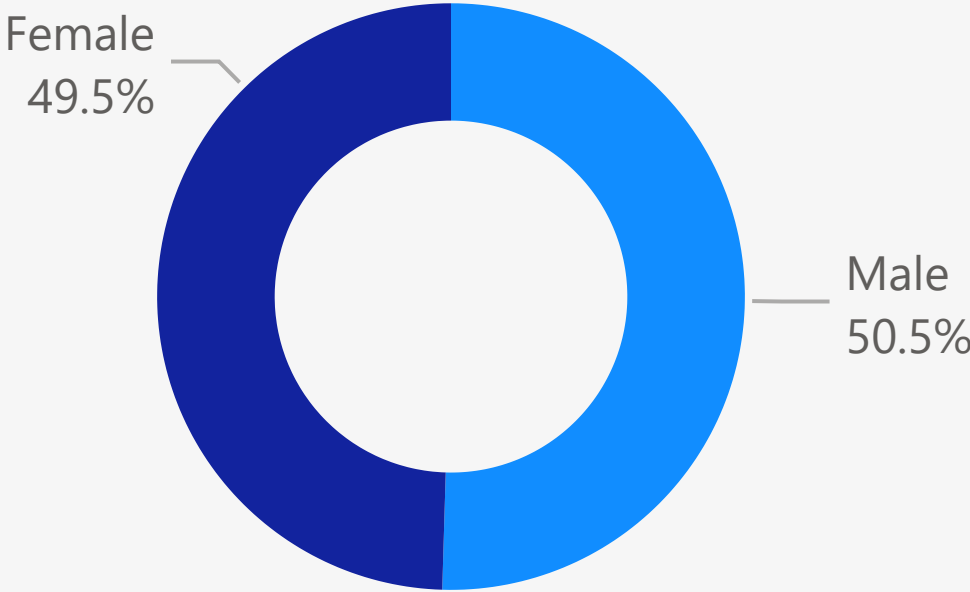
Paperless Billing



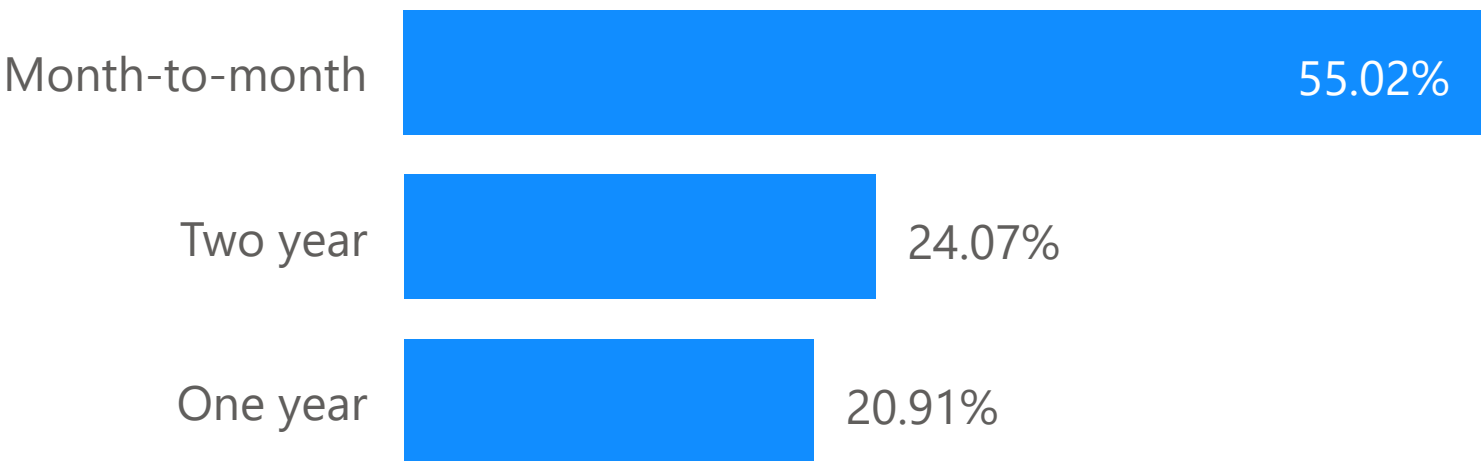
Demographics

Partner 48.3% Dependent 30.0% Senior 16.2%

Customer distribution by gender



Contract Type



Services Signed Up

29.2%	28.0%	15.8%
Device protection ...	Online backup in %	Online security in %
90.9%	43.8%	43.6%
Phone service in %	Streaming Movies...	Streaming TV in %
16.6%		
Tech Support in %		

Churn Data by Internet Service

