Churn Dashboard

1869	2173	885	$2.86M	$139.13K
Count of customerID	# of Tech Tickets	# Admin Tickets	Yearly charges	Monthly Charges

Demographics

● Female ● Male

930 (49.76%)
939 (50.24%)
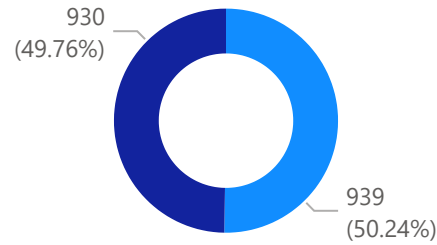
25.47%
% of senior citizen

0.36
% of Partner

0.17
% of dependents

Subscription Time

Churn ● Yes

Tenure(In years)

- <1 Year — 55.48%
- <2 Year — 15.73%
- <3 Year — 9.63%
- <4 Year — 7.76%
- <5 Year — 6.42%
- <6 Year — 4.98%

0% 20% 40% 60%
%GT Count of Churn
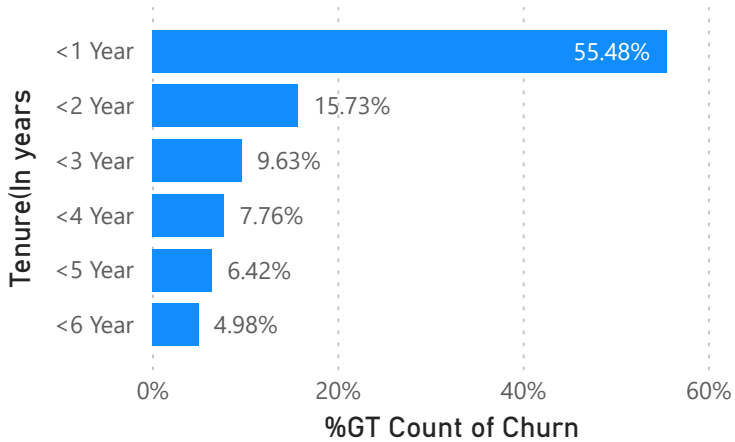
Customer Account Information

Payment Method

Churn ● Yes

PaymentMethod

- Electronic check — 57.30%
- Mailed check — 16.48%
- Bank transfer (... — 13.80%
- Credit card (a... — 12.41%

0% 50%
%GT Count of Churn
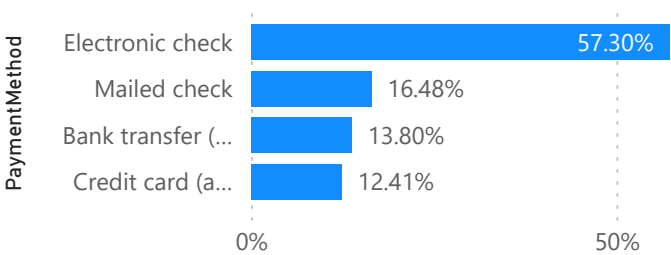
Paperless Billing

● Yes ● No

0.47K (25.09%)
1.4K (74.91%)
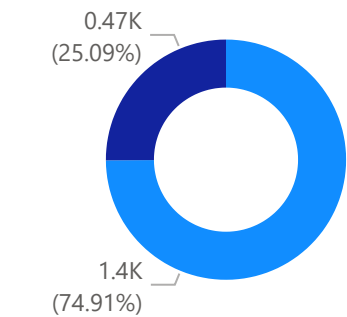
Average Charges

$74.44
Monthly

$1,531.80
Total

Types of contract

Contract
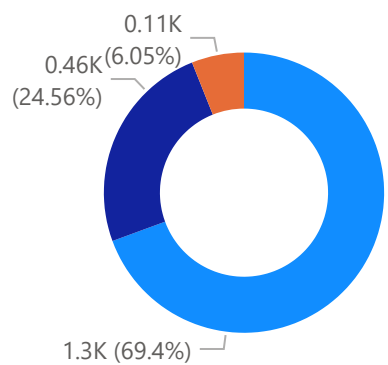
- Month-to-mo... — 88.55%
- One year — 8.88%
- Two year — 2.57%
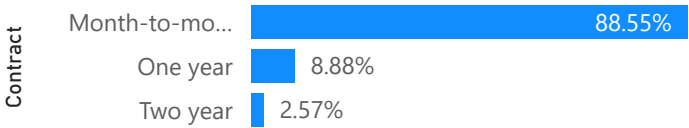
91% phone service

44% streaming TV

44% streaming movies

29% Device Protection

28% online Backup

17% Tech Support

16% online security

Multiple Lines

50.03% **49.97%**
yes   No

● Fiber optic ● DSL ● No

0.11K
0.46K (6.05%)
(24.56%)
1.3K (69.4%)

☐ No
☐ Yes

☐ DSL
☐ Fiber optic
☐ No

7043
Total customer

26.54%
% Churn Rate

$16.06M
Yearly charges

| 3632
Admin Tickets

2955
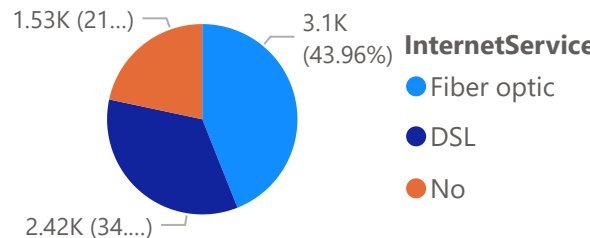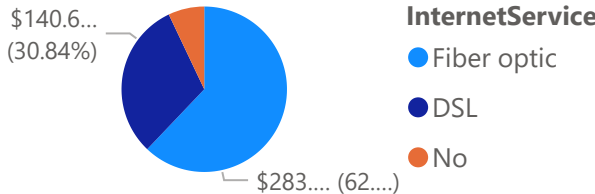Tech Tickets

0 | 72

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

% Churn Rate by InternetService

50%
41.89%
18.96%
7.40%
0%
Fiber optic   DSL   No
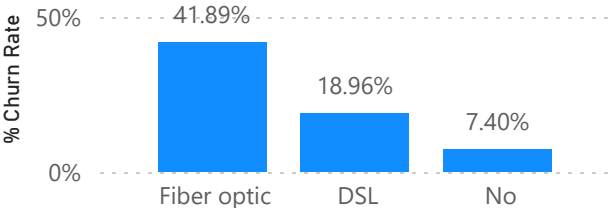
Count of customerID by InternetService

1.53K (21...)
3.1K (43.96%)

InternetService
● Fiber optic
● DSL
● No

2.42K (34....)

Sum of MonthlyCharges by InternetService

$140.6...
(30.84%)

InternetService
● Fiber optic
● DSL
● No

$283.... (62....)

% Churn Rate and Count of customerID

● % Churn Rate ● Count of customerID

30%
20%
10%
0%

8K
6K
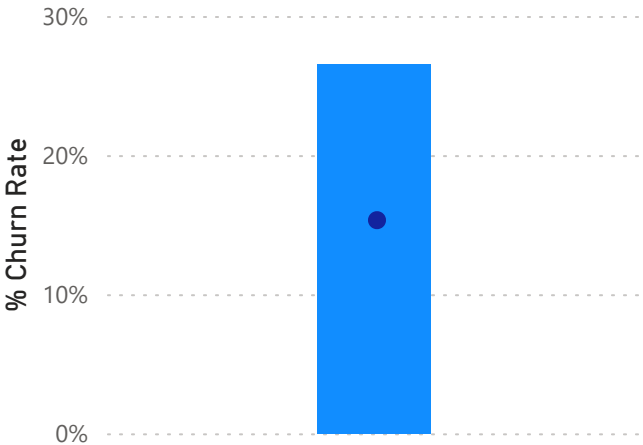
% Churn Rate and Sum of MonthlyCharges by Tenure(In years

● % Churn Rate ● Sum of MonthlyCharges

50%
0%

$150K
$100K
$50K

<1 Year <2 Year <3 Year <4 Year <5 Year <6 Year
Tenure(In years
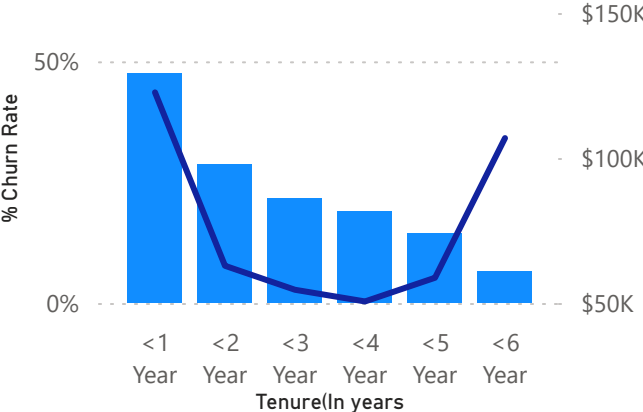
% Churn Rate and Sum of MonthlyCharges by PaymentMethod

● % Churn Rate ● Sum of MonthlyCharges

50%
0%

$0.2M
$0.1M
$0.0M

Electro... check Mailed check Bank transfer (autom... Credit card (autom...)
PaymentMethod