Telecom Customer Churn Dashboard

Churn Rate by Contract
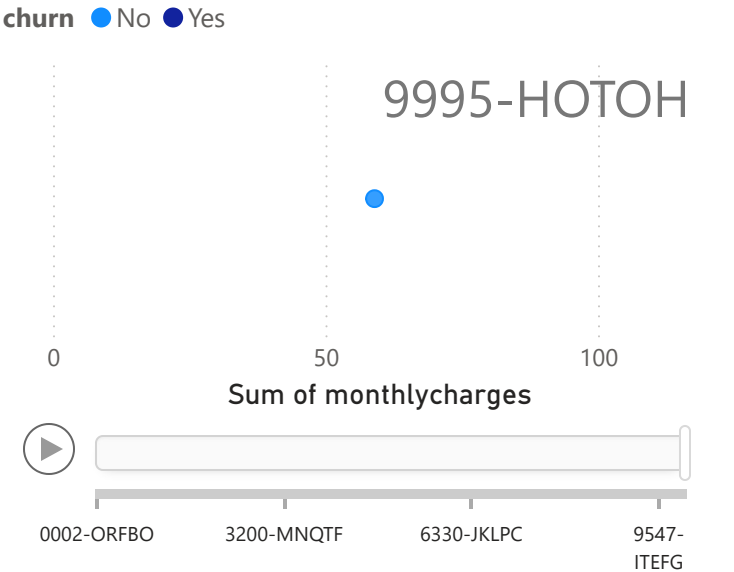
churn ● No ● Yes

Count of customerid (Y-axis: 0K, 1K, 2K) vs contract (Month-to-month, Two year, One year)
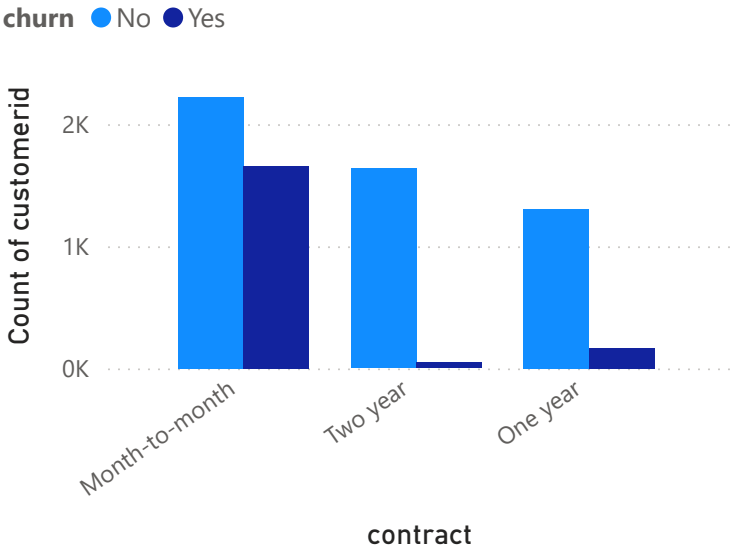
Churn Rate by Internet Service

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

internetservice
- ● Fiber optic
- ● DSL
- ● No
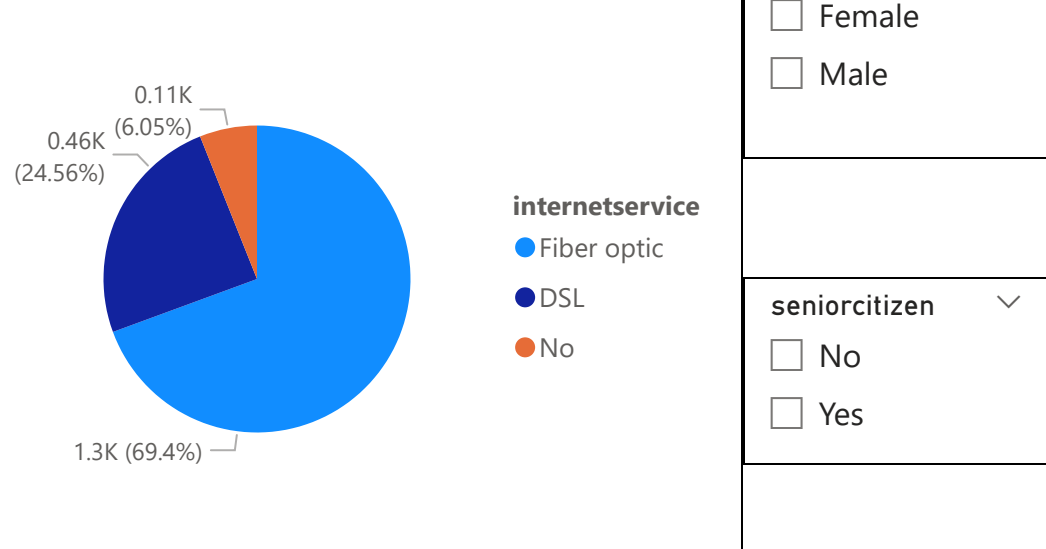
gender
- ☐ Female
- ☐ Male

seniorcitizen
- ☐ No
- ☐ Yes

Monthly Charges vs Churn Status

churn ● No ● Yes

9995-HOTOH

Sum of monthlycharges (0, 50, 100)

▶ ━━━━━━━━━━━━━━━━━

0002-ORFBO   3200-MNQTF   6330-JKLPC   9547-ITEFG

Churn Rate by Payment Method

churn ● No ● Yes

paymentmethod: Electronic ch..., Mailed check, Bank transfer..., Credit card (a...)

Count of customerid (0K, 2K)
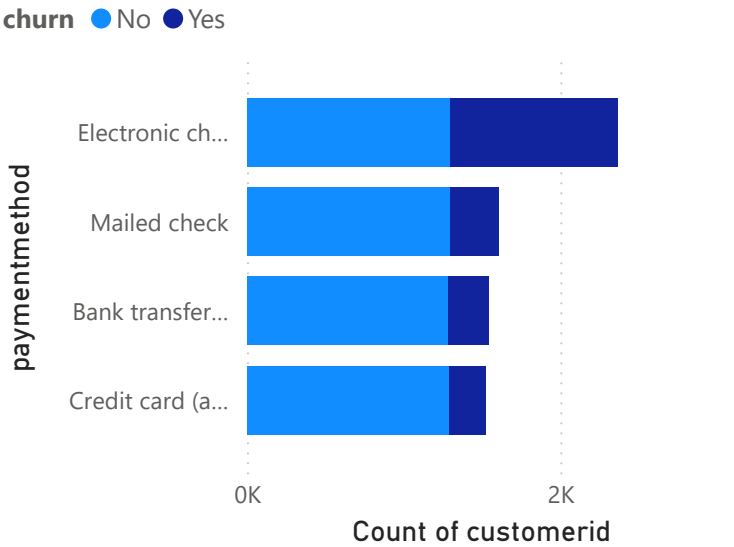
Tenure Distribution of Churned vs Retained Customers

churn ● No ● Yes

Count of customerid (0, 100, 200, 300, 400) vs tenure (0, 20, 40, 60, 80)
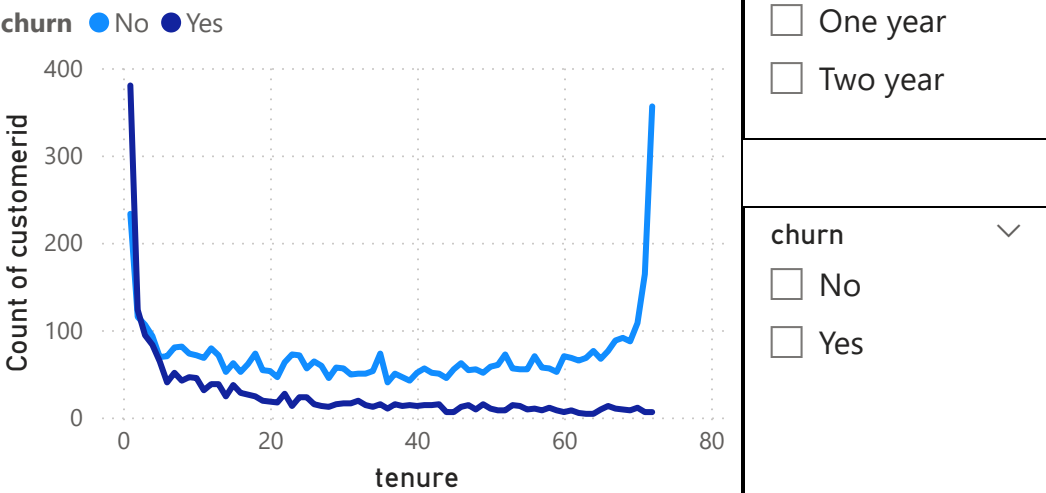
contract
- ☐ Month-to-m...
- ☐ One year
- ☐ Two year

churn
- ☐ No
- ☐ Yes

Streaming Service Usage Breakdown

streamingtv	No	No internet service	Yes	Total
No	2017		792	**2809**
No internet service		1520		**1520**
Yes	764		1939	**2703**
Total	**2781**	**1520**	**2731**	**7032**