

# Churn Dashboard



## Customers at Risk

1869

## # Tech Tickets

2173

## # Admin Tickets

885

## Yearly Charges

\$2.86M

## Monthly Charges

\$139.13K

## Demographic Information

### Customers by Gender



### Partners

36%

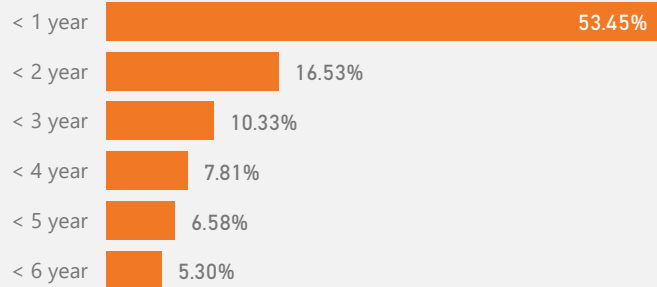
### Dependents

17%

### Senior Citizen

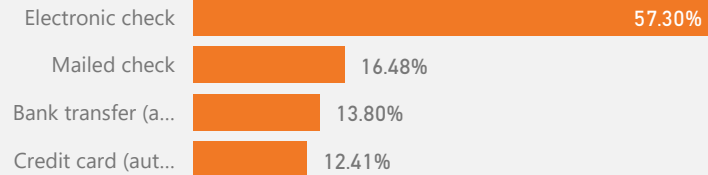
25%

### Customer Subscription Time

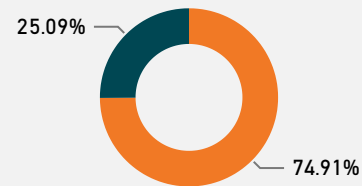


## Customer Account Information

### Payment Methods



### Paperless Billing



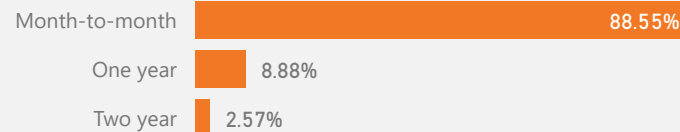
### Average Monthly Charges

\$74.44

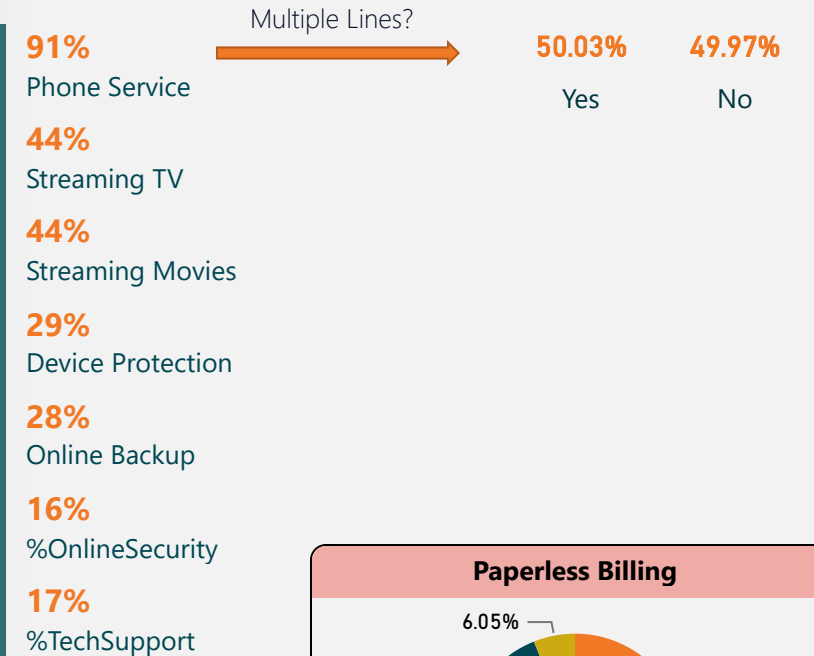
### Average Total Charges

\$1,531.80

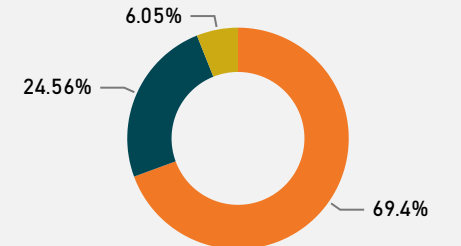
### Type of Contract



## Services Customer Signed Up For



### Paperless Billing



# Customer Risk Analysis



## Risk of Churn

- ☐ No
- ☐ Yes

## Total Customers

7043

## Churn Rate

26.54%

## Yearly Charges

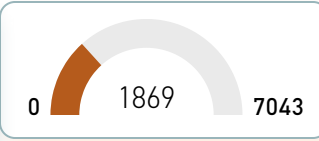
\$16.06M

## # Tech Tickets

2955

## # Admin Tickets

3632



## Internet Service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

## Months of Contract



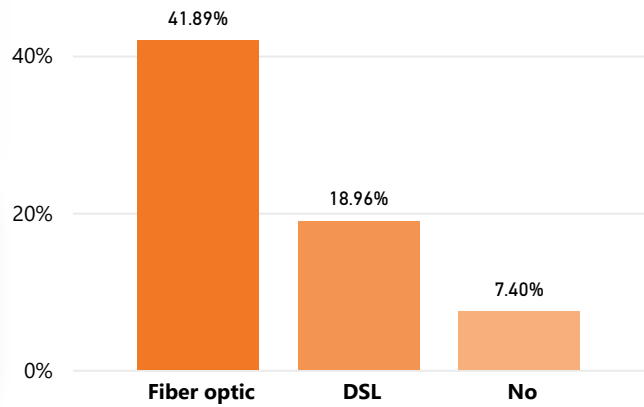
## Contract

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

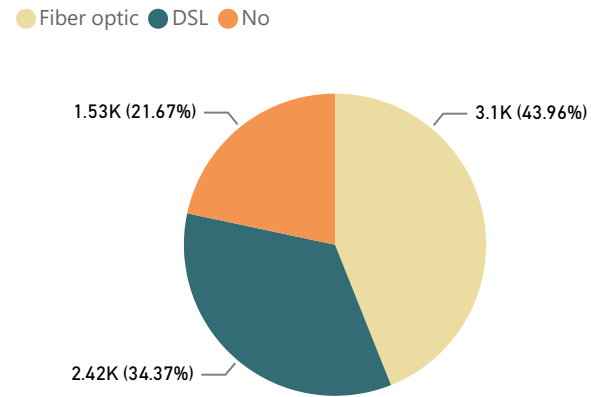
## Phone Service

- ☐ No
- ☐ Yes

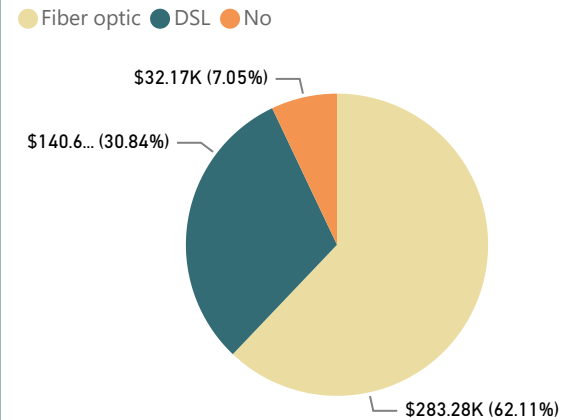
## Churn by Internet Service



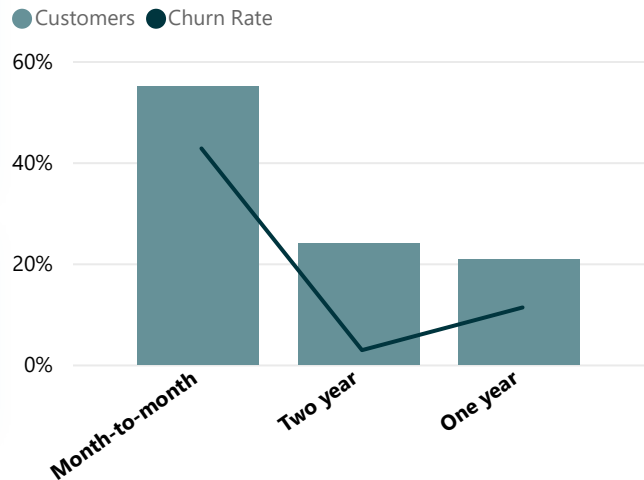
## # Customers by Internet Service



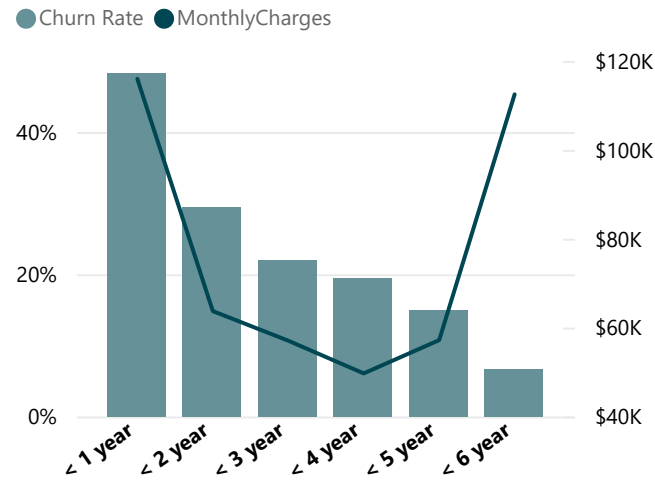
## Sum of Monthly Charges



## Type of Contract



## Churn by Subscription Time



## Churn by Payment Method

