Filter by Gender

Female | Male

Is Senior Citizen

☐ 0
☐ 1

Partner

No | Yes

Tech support

☐ No
☐ No internet service
☐ Yes

PaymentMethod ⌄
☐ Bank transfer (automatic)
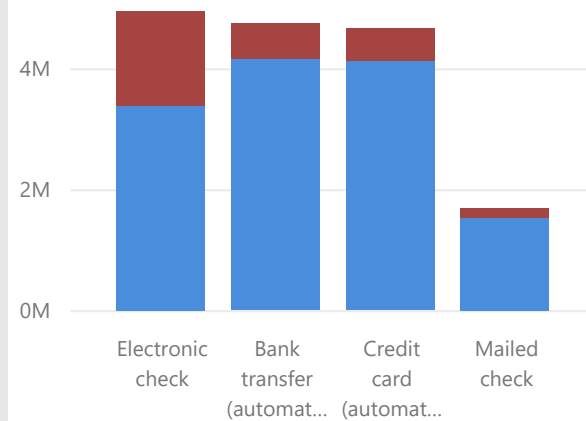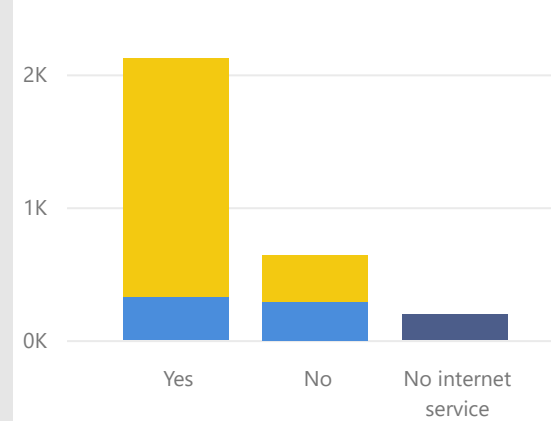☐ Credit card (automatic)
☐ Electronic check
☐ Mailed check

Total Charges by Payment Method and Churn
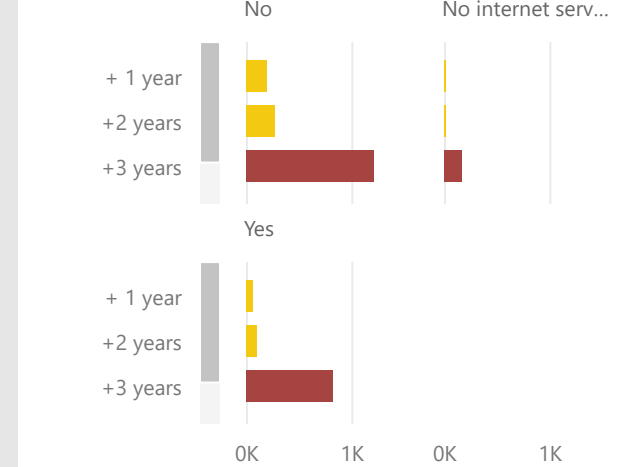
Churn ● No ● Yes

4M

2M

0M

Electronic check | Bank transfer (automat... | Credit card (automat... | Mailed check

N° Customers by Internet Service and Contract

Contract ● Month-to-month ● One year ● Two year

3K

2K

1K

0K

Fiber optic | DSL | No

N° Tech Tickets by Streaming TV + MOVIES

Movies ● No ● No internet service ● Yes

2K

1K

0K

Yes | No | No internet service
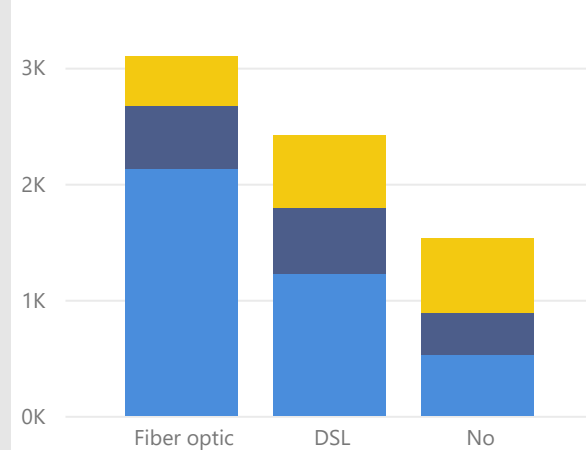
N° Tech Tickets by Payment Method and Tenure

Tenure ● + 1 year ● +2 years ● +3 years ▶

1000

500

0

Electronic check | Credit card (autom... | Bank transfer (autom... | Mailed check

N° Tech Tickets by Tenure and Tech Support

No | No internet serv...

+ 1 year
+2 years
+3 years

Yes

+ 1 year
+2 years
+3 years

0K 1K | 0K 1K
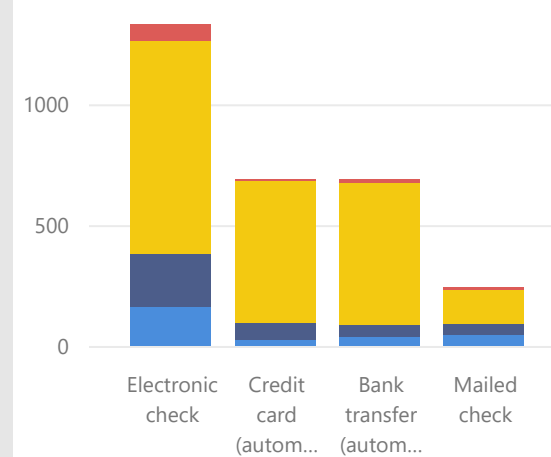
N° Tech Tickets by Internet Service and Tech Support

No | No internet service

DSL
Fiber optic
No

Yes
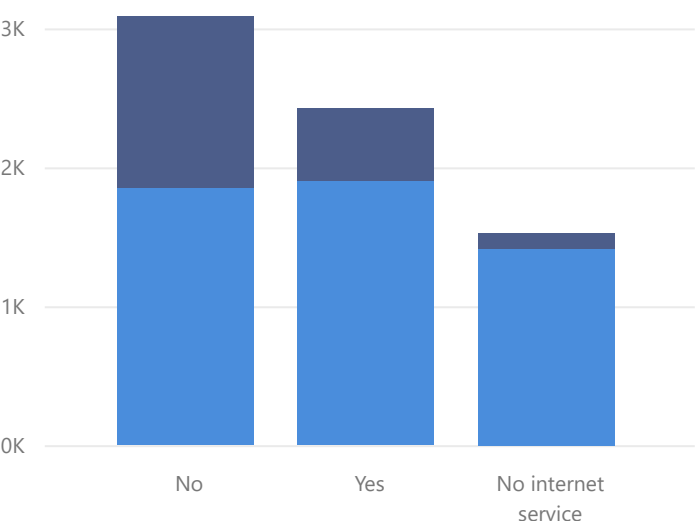
DSL
Fiber optic
No

0K 1K | 0K 1K
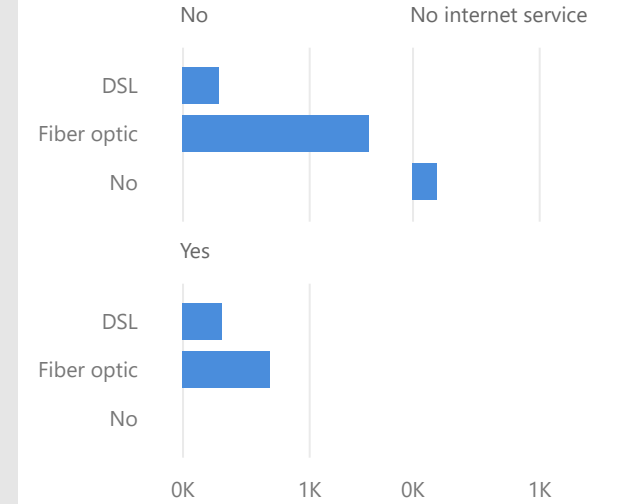
Count of customerID by PhoneService and Churn

Churn ● No ● Yes
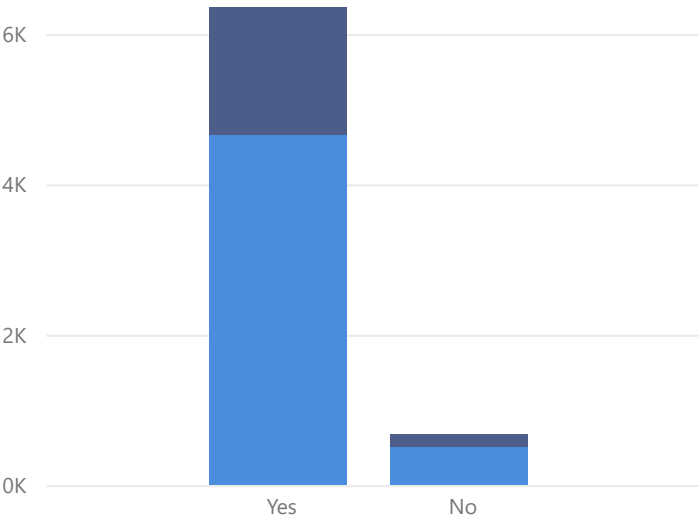
Count of customerID by OnlineBackup and Churn
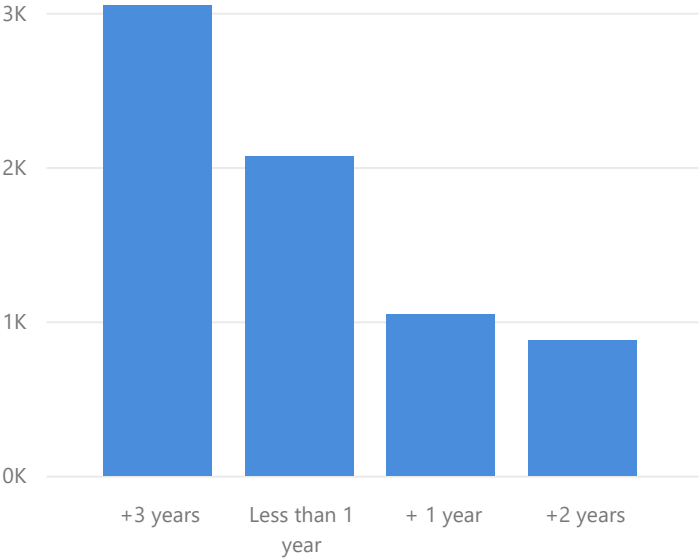
Churn ● No ● Yes

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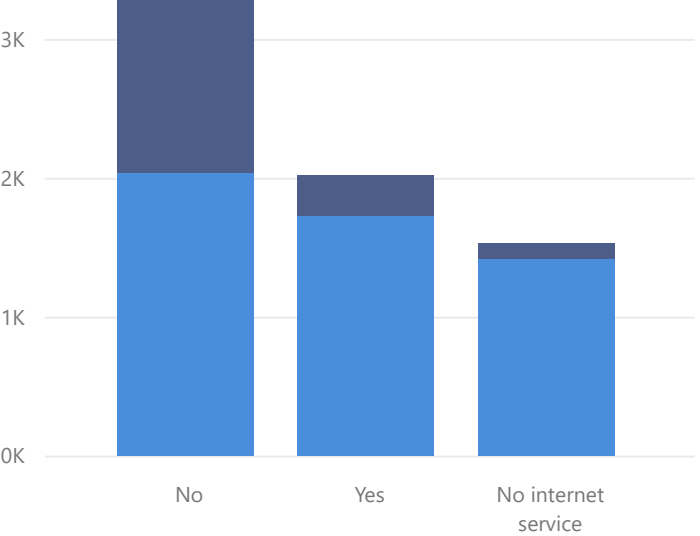
☐ Month-to-month
☐ One year
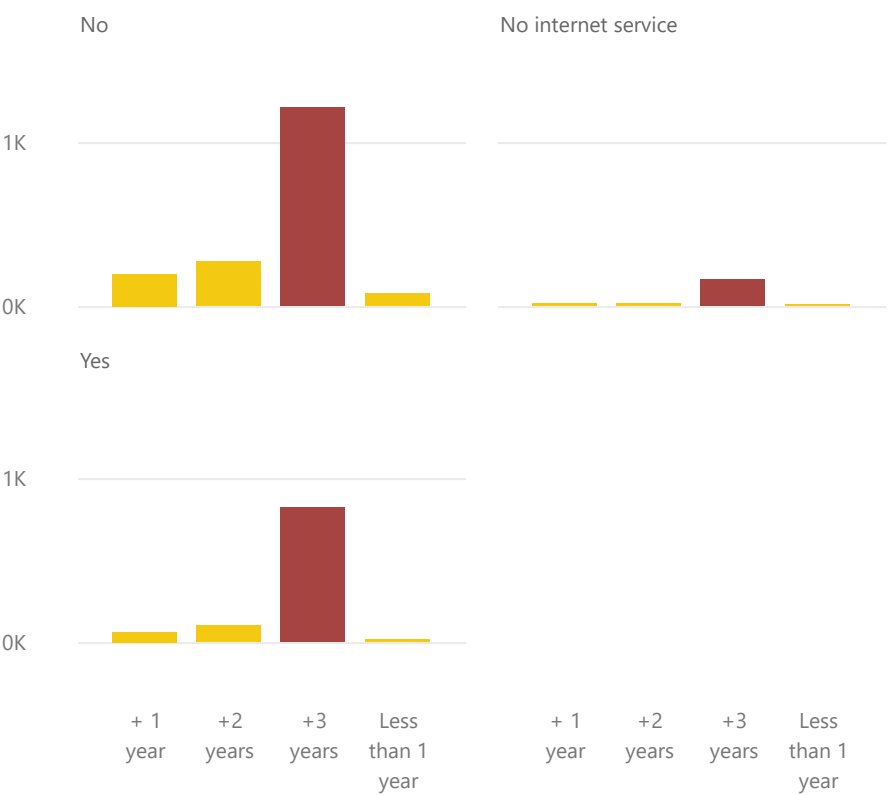☐ Two year

Count of customerID by TenureCategories

Count of customerID by OnlineSecurity and Churn
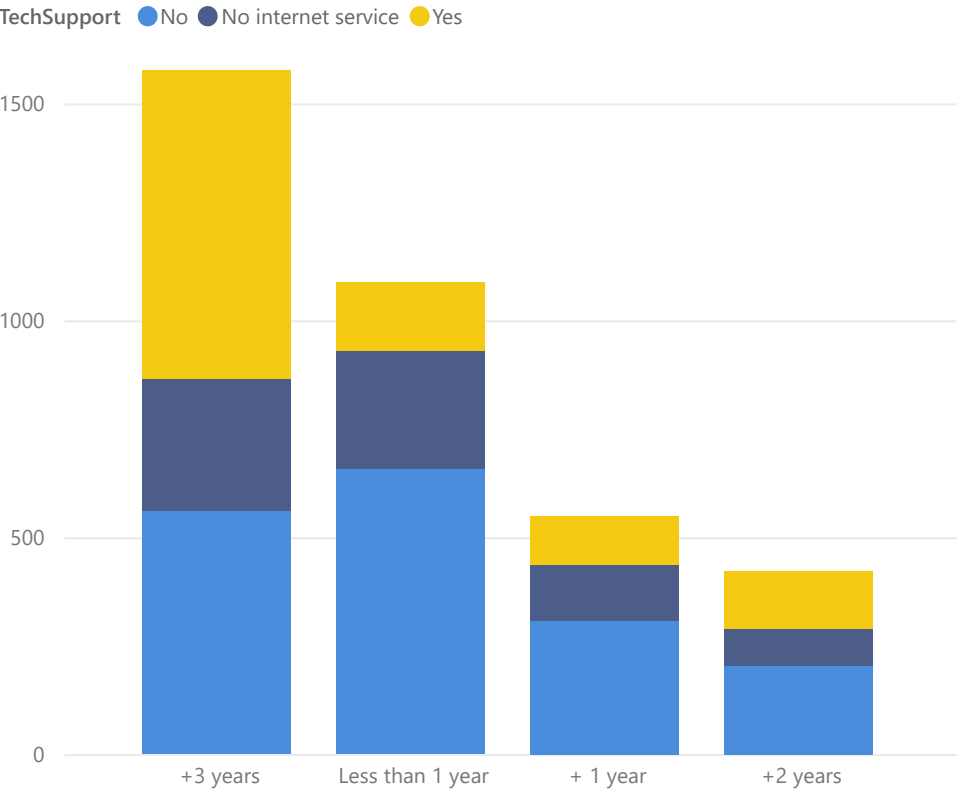
Churn ● No ● Yes

numTechTickets by TenureCategories and TechSupport

No

1K

0K

Yes

1K

0K

| | + 1 year | +2 years | +3 years | Less than 1 year |

No internet service

| + 1 year | +2 years | +3 years | Less than 1 year |

numAdminTickets by TenureCategories and TechSupport

1500

1000

500

0

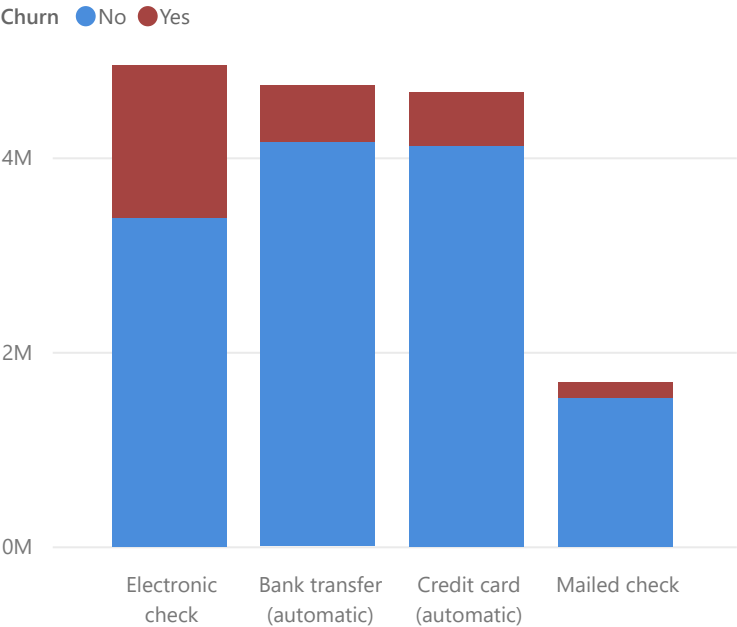| | +3 years | Less than 1 year | + 1 year | +2 years |

Clients with more tech tickets likely experienced problem with the services and most of those are either new (less than 1 year) or have +3 years of tenure
for clients with +3 years clients with tech support have more tech tickets unlike those with less than 1 year of tenure

TotalCharges by PaymentMethod and Churn

Churn ● No ● Yes

numTechTickets by PaymentMethod and TenureCategories

TenureCatego... ● + 1 year ● +2 years ● +3 years ● Less than 1 y...


Most Churnings are coming from clients who were paying using Electronic Check

Also, Most TechTicket were coming from clients who don't have Tech support and are using Either Eclectronic Check or Mailed Check, so there probably is some problems using that payment methods.

Data also shows that People who are making the most tech tickets have Internet Fiber optics and also Streaming TV and movies,
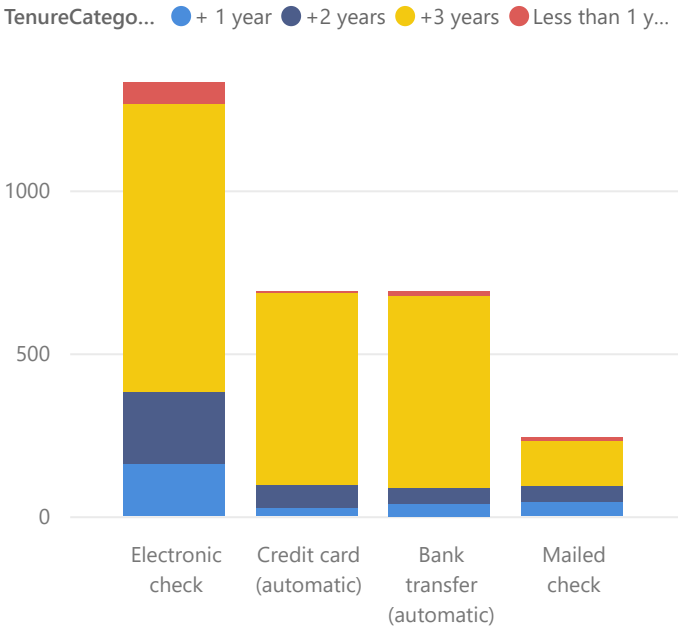
numTechTickets by StreamingTV and StreamingMovies

StreamingMo... ● No ● No internet service ● Yes
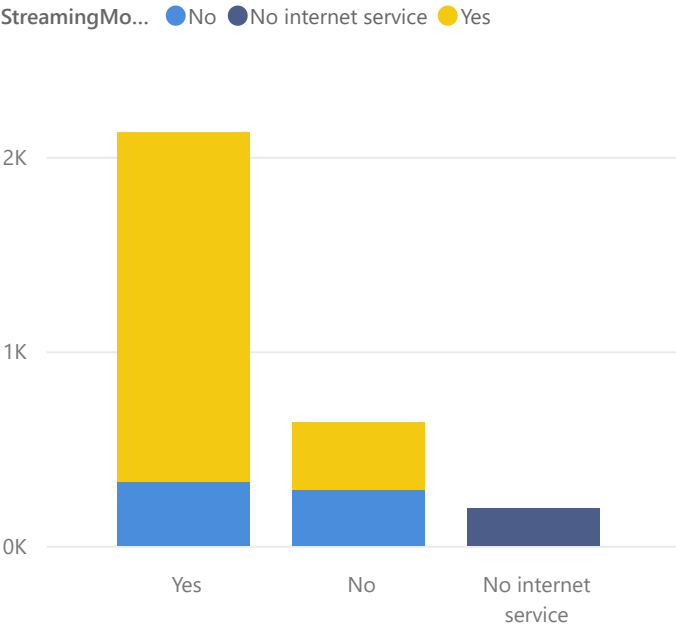
numTechTickets by PhoneService, InternetService and TechSu...

InternetService ● DSL ● Fiber optic ● No
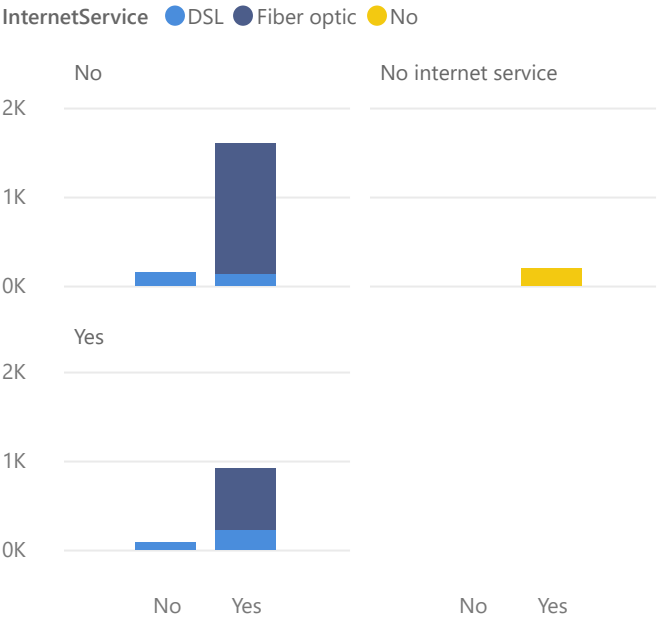
numAdminTickets by PaymentMethod and TenureCategories

TenureCatego... ● + 1 year ● +2 years ● +3 years ● Less than 1 y...