

Churn Dashboard

1869

Customer At Risk

2173

of Tech Tickets

885

of num Admin Tickets



\$139K

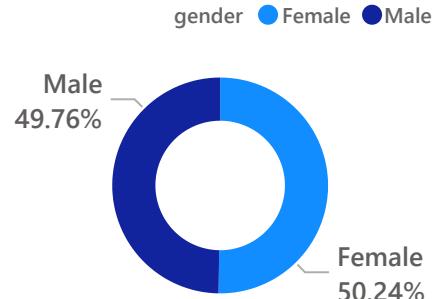
Monthly Charges

\$2.86M

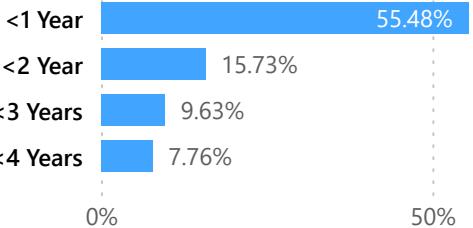
Yearly Charges



Demographics



Subscription Time



25%
Senior Citizen

36%
Partner

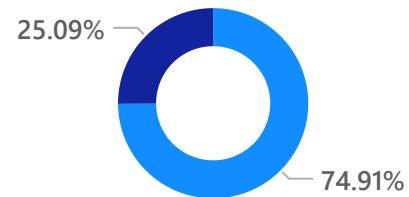
17%
Dependents



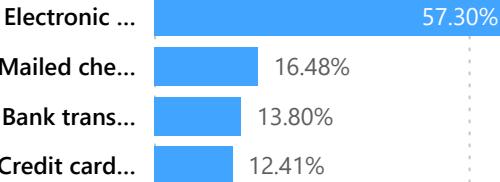
Account Information

Paperless Billing

Paperl... ● Yes ● No



Payment Method



Average Charges

\$74
Monthly

\$1,531.796094168004
Total



Quick Tips



Service Customer Signed For

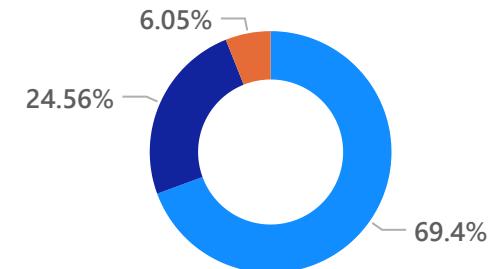
Multiple

49.97% 50.03%

No Yes



InternetSer... ● Fiber optic ● DSL ● No



Payment Method

Month-to-month 88.55%

One year 8.88%

0%

50%

100%

Customer Risk Analysis



Churn

No

Yes

InternetService

DSL

Fiber optic

No

tenure

0 72

Contract

Month-to-month

One year

Two year

7043

26.54%

Total Customer

\$16.06M

Sum of TotalCharges

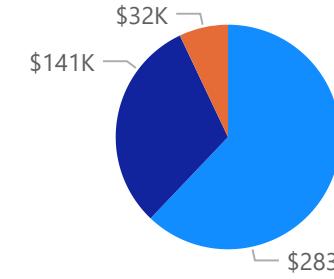
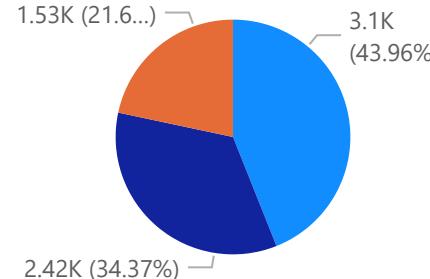
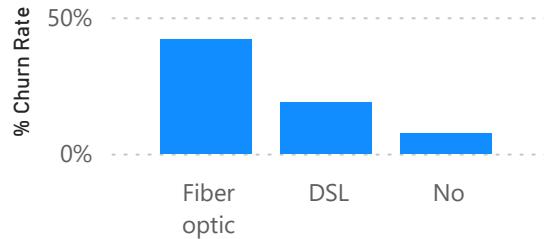
3632

Admin Tickets

2955

Tech Tickets

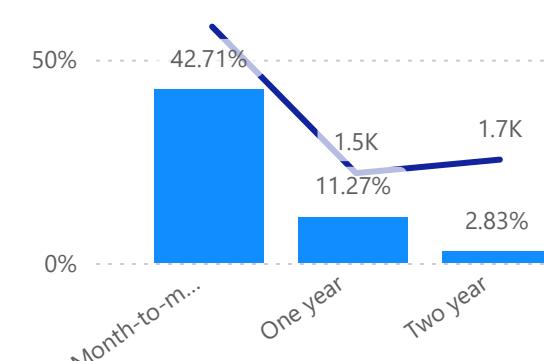
% Churn Rate by InternetService



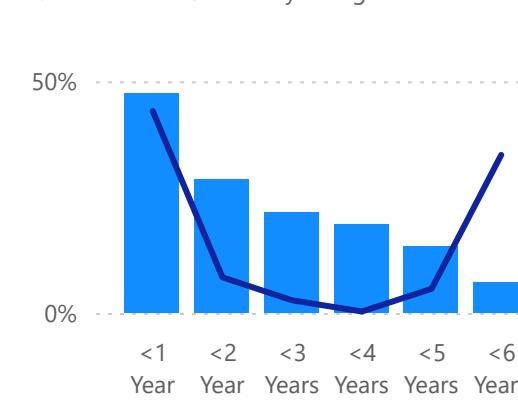
InternetService

- Fiber optic
- DSL
- No

● Churn Rate ● Customer



● Churn Rate ● Monthly Charges



● Churn Rate ● Monthly Charges

