

Churn Dashboard



Customer at risk

1869

No. Tech tickets

2173

No. Admin tickets

885

Yearly charges

139.13K

Monthly charges

\$2.86M

Demographic Information

Customer by Gender



Partners

35.79%

Senior citizen

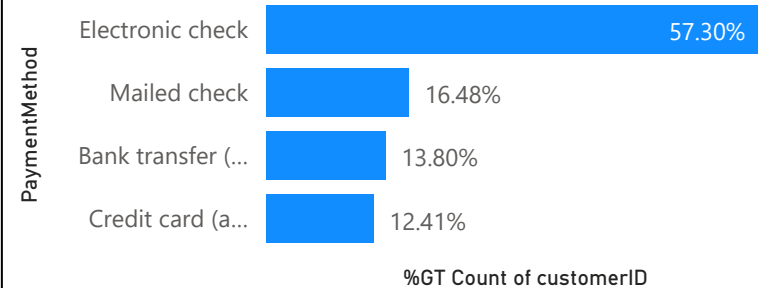
25.47%

Dependents

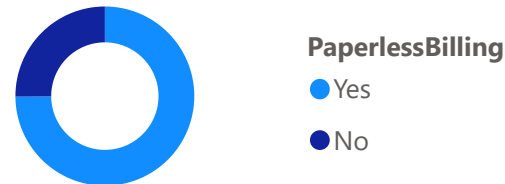
17.44%

Customer Account Information

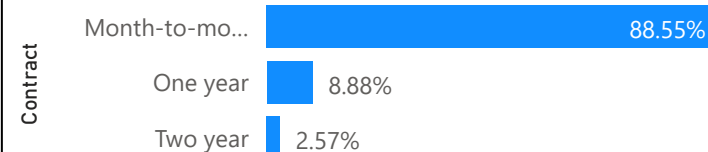
Payment Methods



PaperlessBilling



Type of Contract



Service Customer Signed Up For

90.90%

Phone Service

43.55%

Streaming TV

43.77%

Streaming Movies

29.16%

Device Protection

27.98%

%OnlineBackup

15.78%

%OnlineSecurity

16.59%

%TechSupport

Multiple Lines



YES

49.97%

NO

49.97%

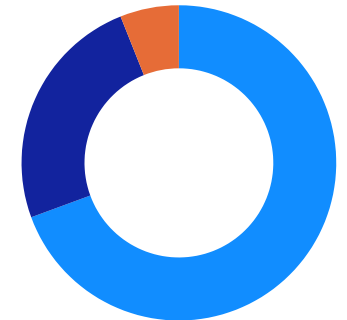
Paperless Billing

InternetService

Fiber optic

DSL

No



Customer Risk Analysis

Risk of Churn

- ☐ No
- ☐ Yes

Total Customers

7043

Churn Rate

26.54%

Yearly Charges

\$16.09M

Tech Tickets

2955

Admin Tickets

3632



Internet Service

- ☐ DSL
- ☐ Fiber optic

Months of Contract



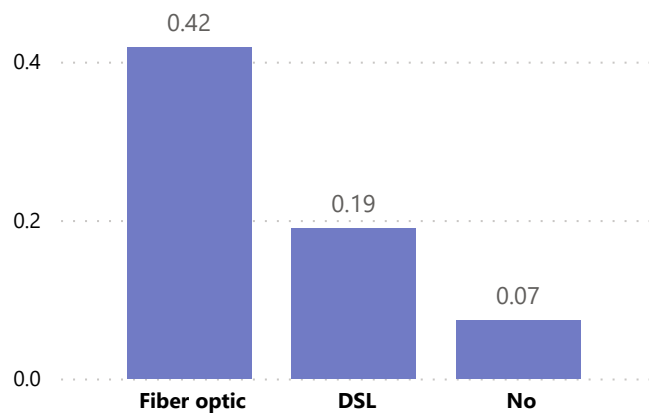
Contract

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

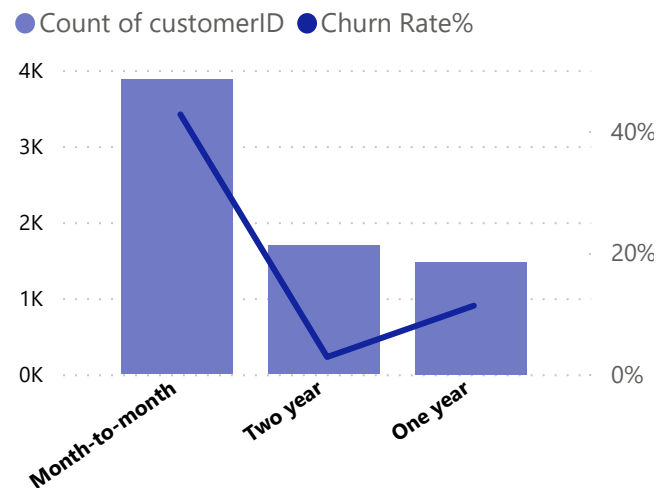
Phone Service

- ☐ No
- ☐ Yes

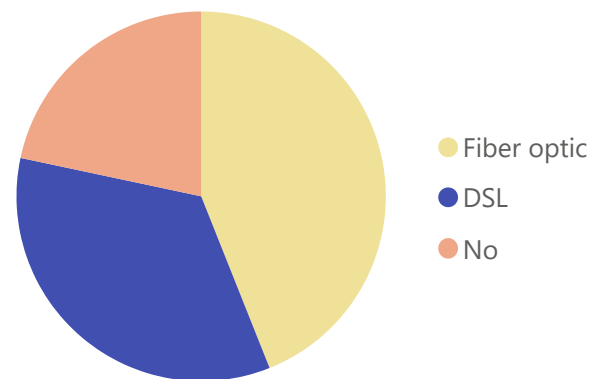
Churn by Internet Service



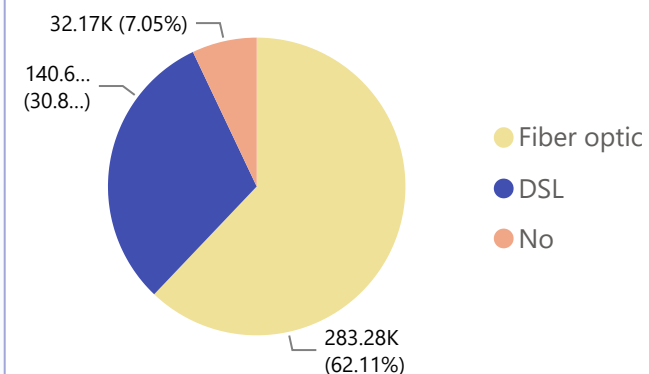
Type of Contract



Customers by Internet Service



Sum of Monthly Charges



Churn by Payment Method

