

Welcome to PhoneNow



Key Performance Indicators

- 1) Increase tech support capacity for Fiber Optic customers and lower tech tickets per customer to 0.5
- 2) Increase sale of 1 and 2 year contracts by 5% each
- 3) Yearly increase of automatic payments by 5%

Churn Dashboard



- Demographics
- Customer Account Information
- Services

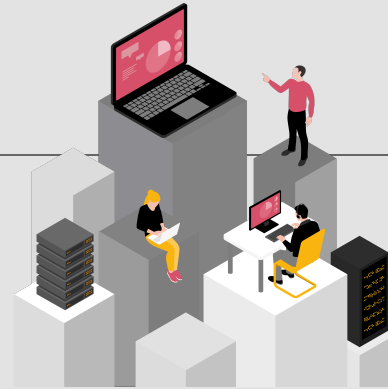
Customer Risk Analysis



- internet service
- type of contract
- payment method



Churn Dashboard



1869

Customers at risk

2173

of Tech Tickets

885

of Admin Tickets

\$2.86M

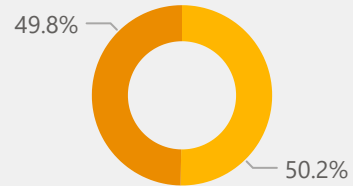
Yearly Charges

\$139.13K

Monthly Charges

Demographics

Female Male



25%

Senior-Citizen

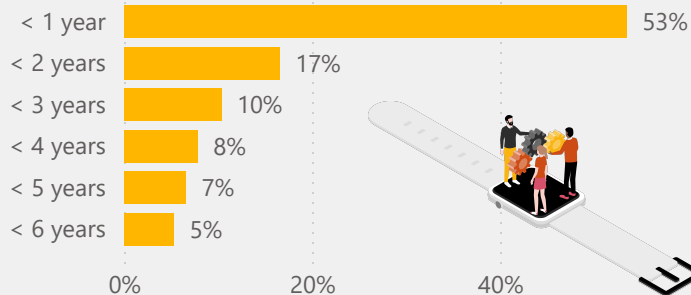
36%

Partner

17%

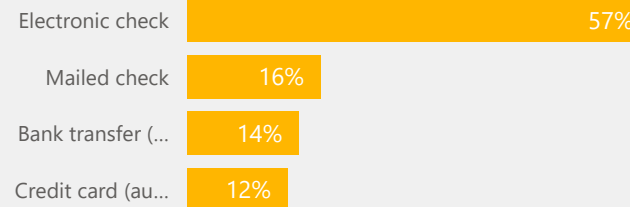
Dependents

Subscription time

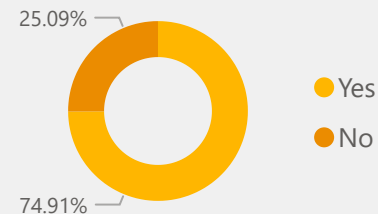


Customer account information

Payment method



Paperless billing



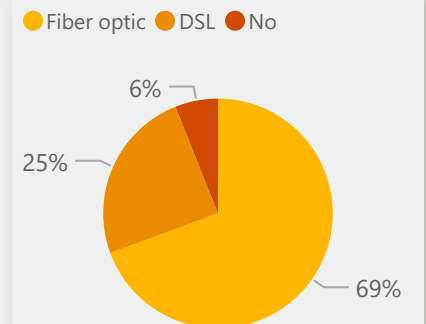
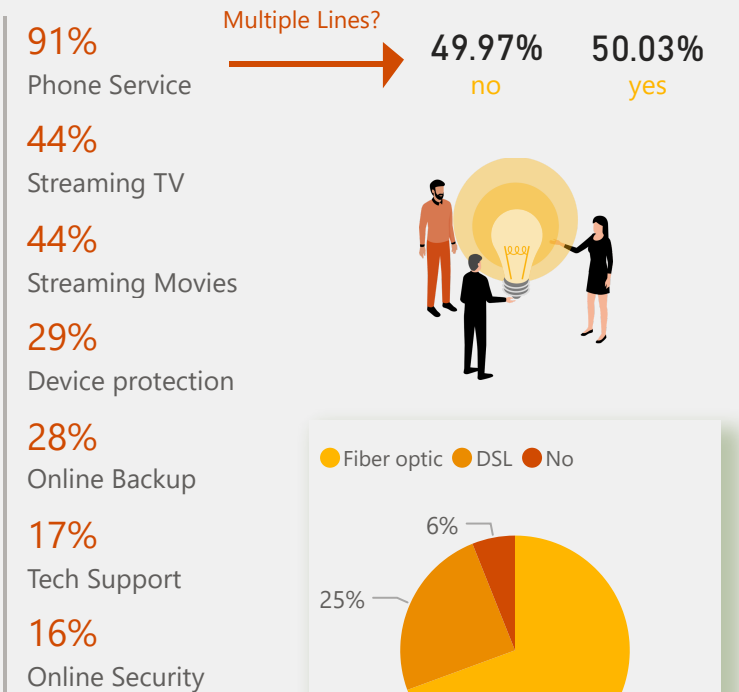
Average charges

\$74.44
Monthly
\$1,531.80
Total

Type of contract



Services customers signed up for



Customer Risk Analysis



Risk of churn

- ☐ No
☐ Yes

Internet service

- ☐ DSL
☐ Fiber optic
☐ No

Months subscribed

0 72

Contract type

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



7043

Total customers

26.54%

churn rate %

7043

churn

\$16.06M

Yearly Charges

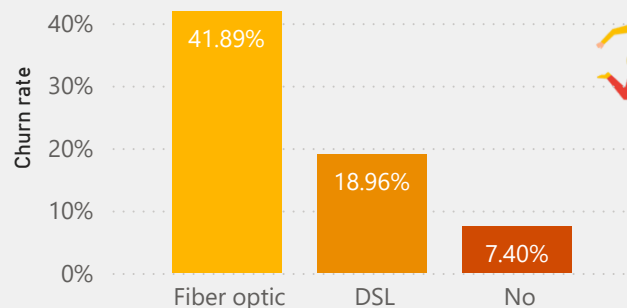
2955

Tech Tickets

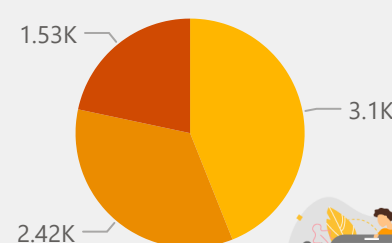
3632

Admin Tickets

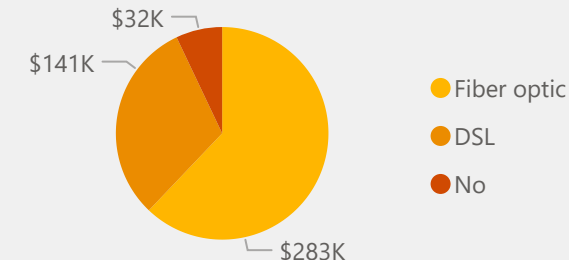
Churn by type of internet service



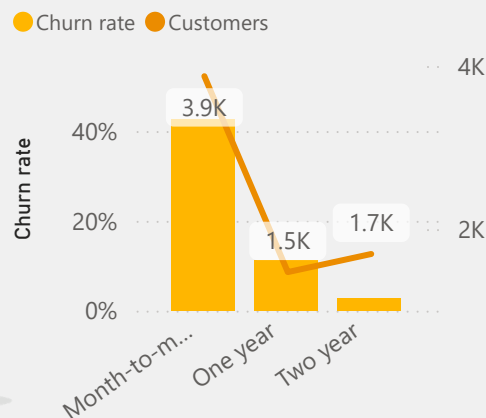
of customers by internet service



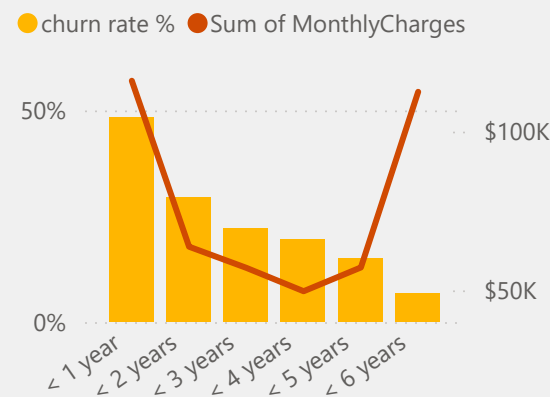
Sum of monthly charges



Type of contract



Years of contract



Churn by payment method

