

Churn Analysis Dashboard

This dashboard has a filter with churn = "yes"

1869

Customers at risk

2173

Total Tech Tickets

885

Total Admin Tickets

\$2.86M

Yearly Charges

\$139.13K

Monthly Charges

Demographics

Female Male

49.8%

50.2%

25%

Senior-Citizen

36%

Partner

17%

Dependents

Subscription time

< 1 year

53%

< 2 years

17%

< 3 years

10%

< 4 years

8%

< 5 years

7%

< 6 years

5%

Customer account information

Payment method

Electronic check

57%

Mailed check

16%

Bank transfer (...)

14%

Credit card (au...)

12%

Paperless billing

25.09%

74.91%

Yes No

Average charges

\$74.44

Monthly

\$1,531.80

Total

Type of contract

Month-to-month

89%

One year

9%

Two year

3%

Services customers signed up for

91%

Phone Service

44%

Streaming TV

44%

Streaming Movies

29%

Device protection

28%

Online Backup

17%

Tech Support

16%

Online Security

Multiple Lines?

49.97%

no

50.03%

yes

Fiber optic DSL No

69%

25%

6%

Customer Risk Analysis

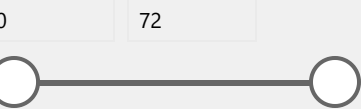
Risk of churn

- ☐ No
- ☐ Yes

Internet service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

Months subscribed



Contract type

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

7043

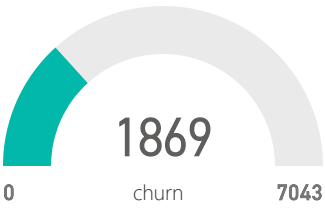
Total customers

\$16.06M

Yearly Charges

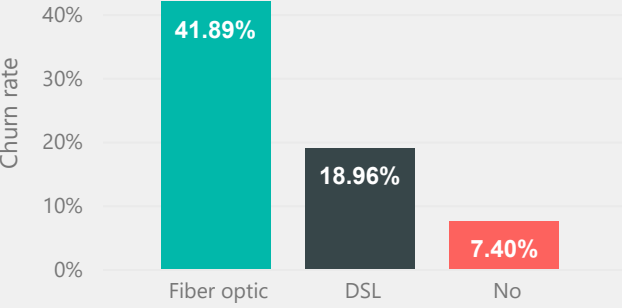
26.54%

churn rate %

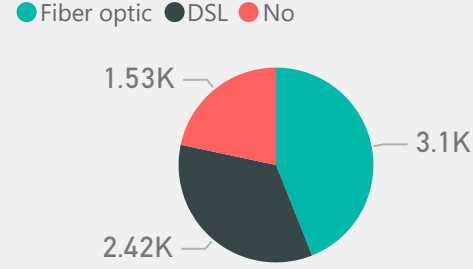


2955
Tech Tickets
3632
Admin Tickets

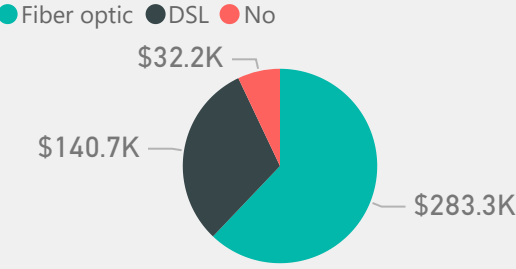
Churn by type of internet service



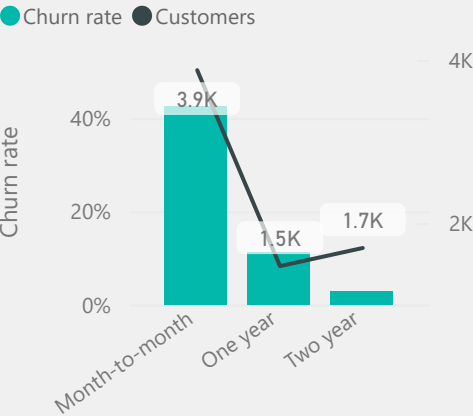
Total customers by internet service



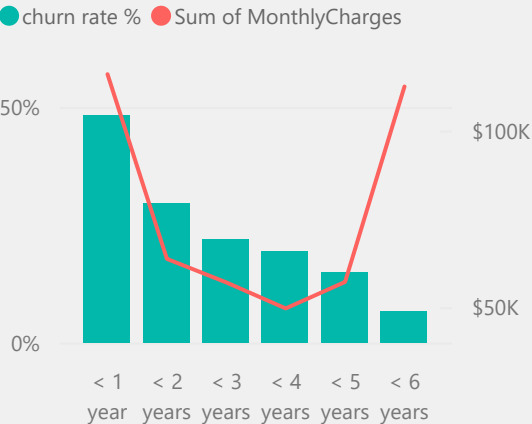
Sum of monthly charges



Type of contract



Years of contract



Churn by payment method

