

Welcome to PhoneNow



pwc

Churn Dashboard



- Demographic
- Customer Account Information
- .

Customer Risk Analysis



- Internet Service
- Type of Contract
- Payment Method



Churn Dashboard

Customer at Risk
1.869K

of Tech Tickets
2.17K

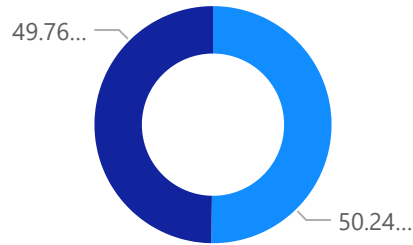
of Admin...
885.00

Monthly Charges
139.13K

Yearly Charges
2.86M

Demographic

gen... ● Female ● Male

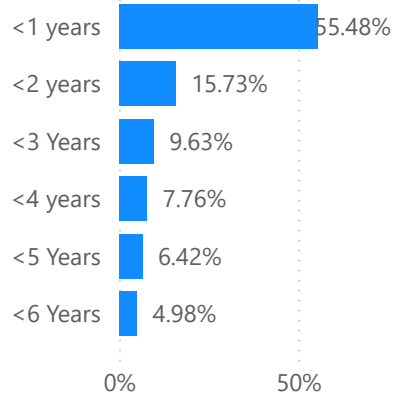


% of Senior Citizen
0.25

% of Partner
0.36

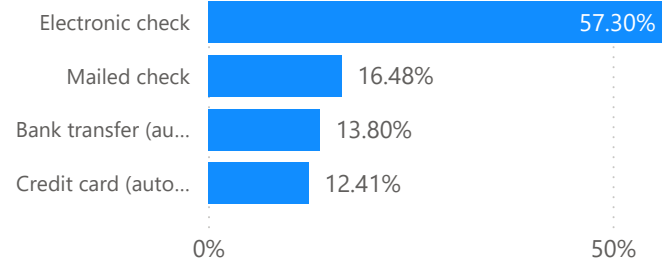
% of Dependents
0.17

Subscription Time

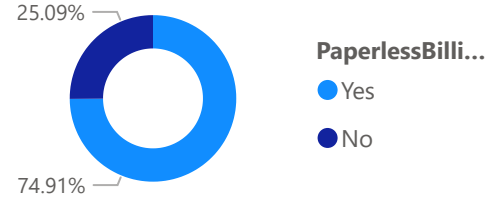


Customer Account Information

Payment Method



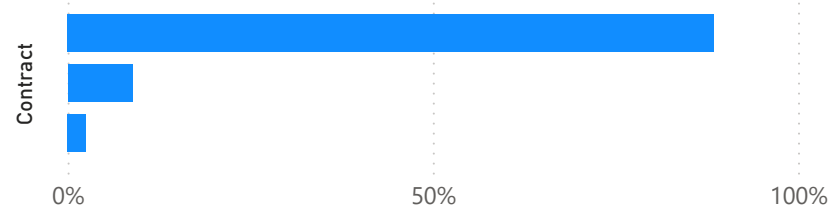
Paperless Billing



Avg Charges

139,130.85
Monthly Charges
2,862,926.90
Total Charges

Type of Contracts



Multiple Lines

29.16%
% Device protection

27.98%
% Online Backup

15.78%
% Online Sec.

90.90%
% Phone Service

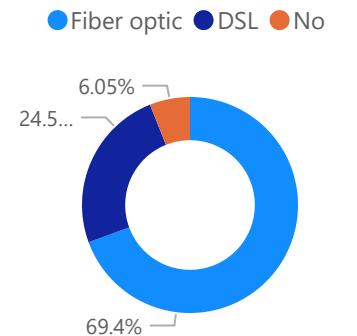
43.77%
% Streaming Movies

43.55%
% Streaming TV

16.59%
% Tech Support

49.97%
% NO

50.03%
% Yes





Customer Risk Analysis



Churn

- ☐ No
☐ Yes



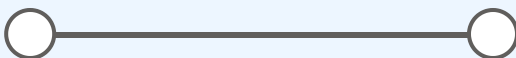
Internet Service

- ☐ DSL
☐ Fiber optic
☐ No



Months Subscribed

0 72



Contract Type

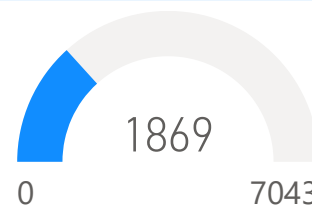
- ☐ Month-to-month
☐ One year
☐ Two year

7043

Total Customer

26.5...

% Churn Rate



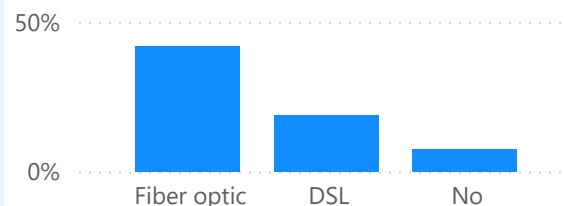
16.0...

Yearly Charges

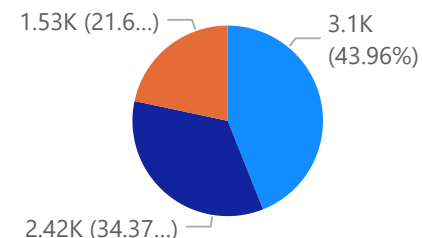
3632
Admin Tickets
2955
Tech Tickets



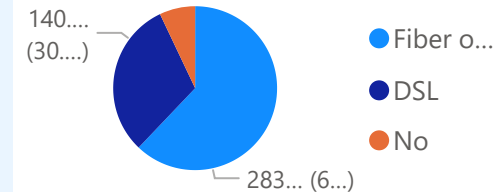
Churn by Internet Service



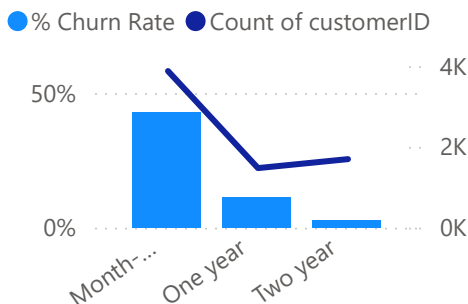
Customer by Internet Service



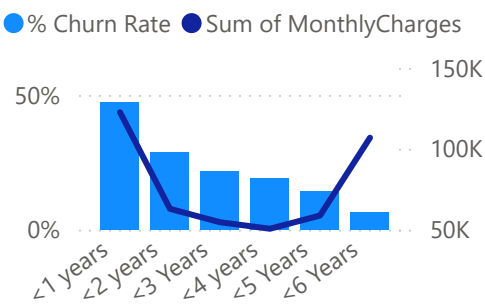
Monthly Charges by Internet Service



Type of Contracts



Year of Contract



Churn Payment Method

