



**Overall
Customers**

Churn

Details Table

**Drill Through
Table**

Customer Retention Analysis



Overall
Customers

Churn

Details Table

Drill Through
Table

Customers Analysis

Total Customers

7032

Total Revenue

\$16.06M

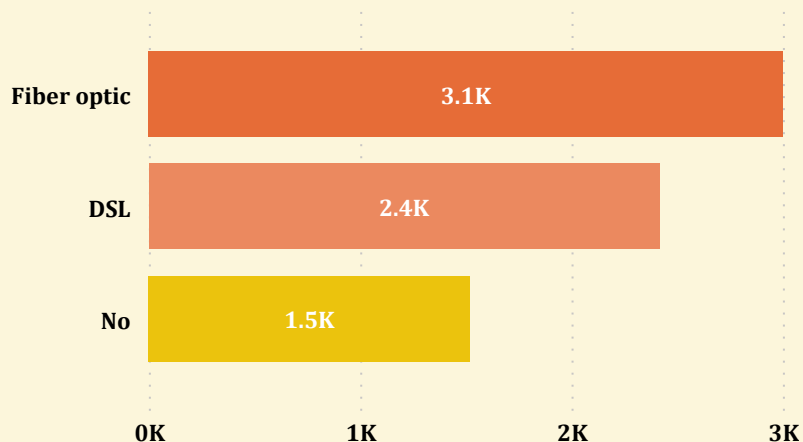
Customers Retained

5163

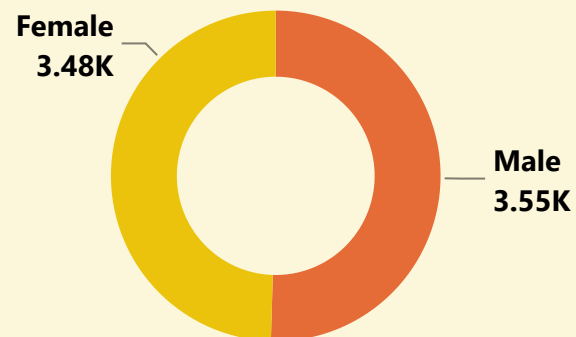
Total Tech Tickets

2955

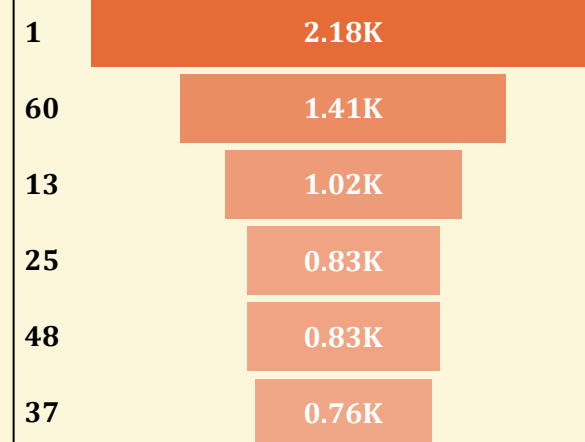
Customers By Internet Services



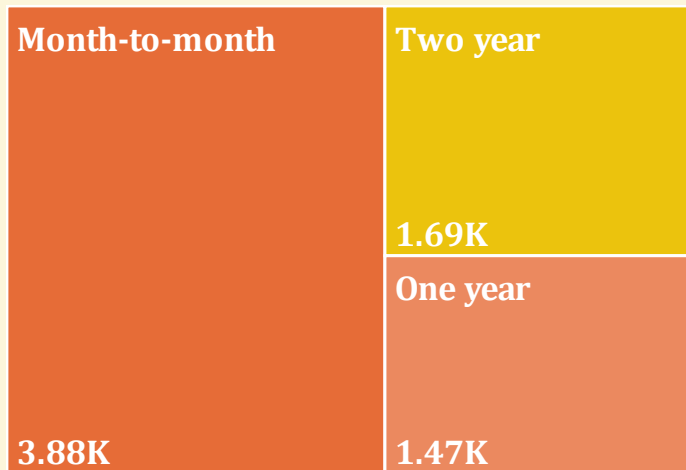
Customers By Gender



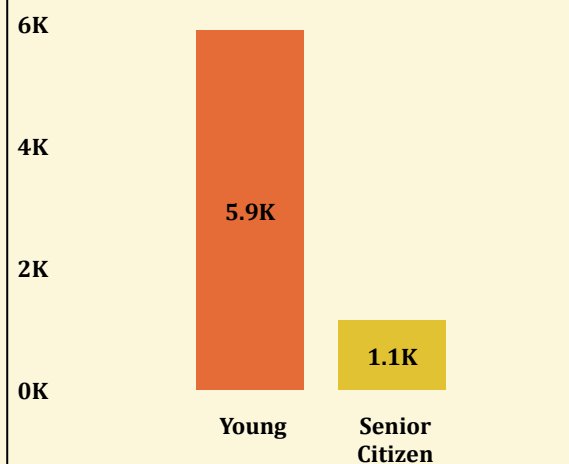
Customers By Tenure



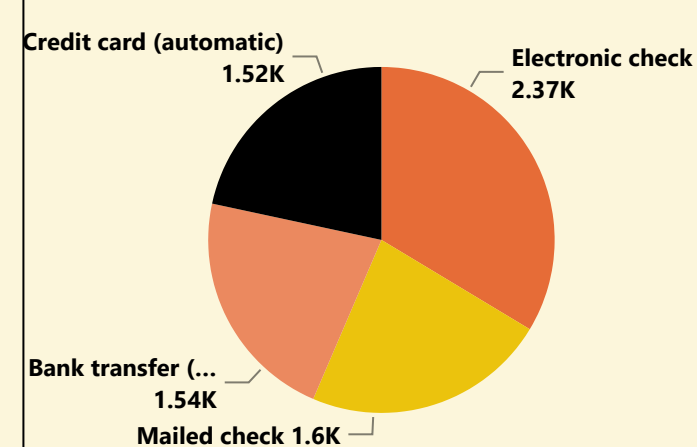
Customers By Contract



Young vs Senior Citizens



Customers By Payment Method





Overall
Customers

Churn

Details Table

Drill Through
Table

Customers Churned Analysis

Customers Churned

1869

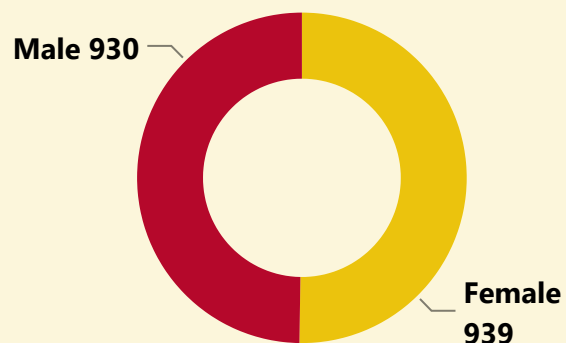
Revenue Lost

\$2.86M

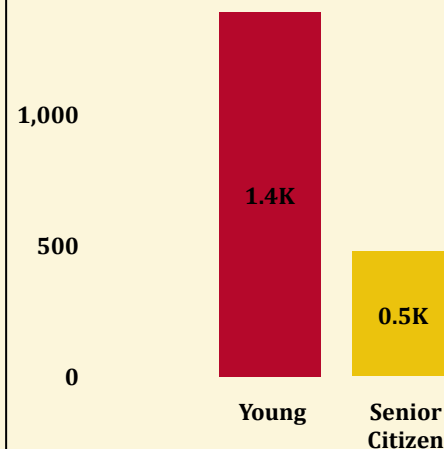
Churns Last Month

380

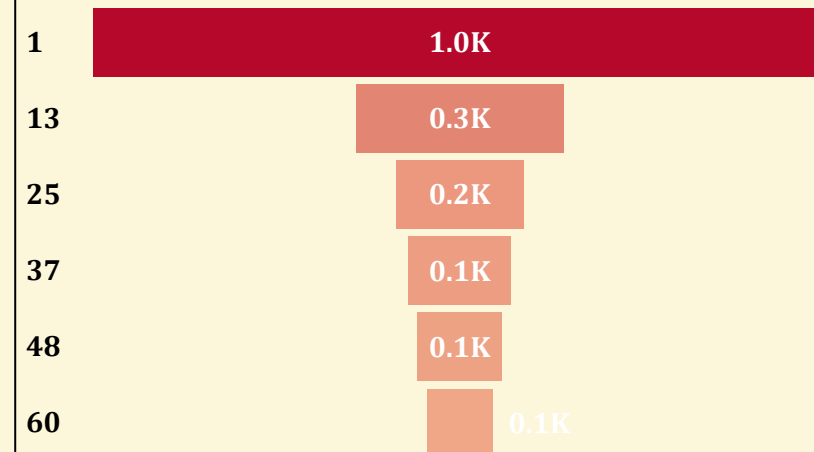
Churns By Gender



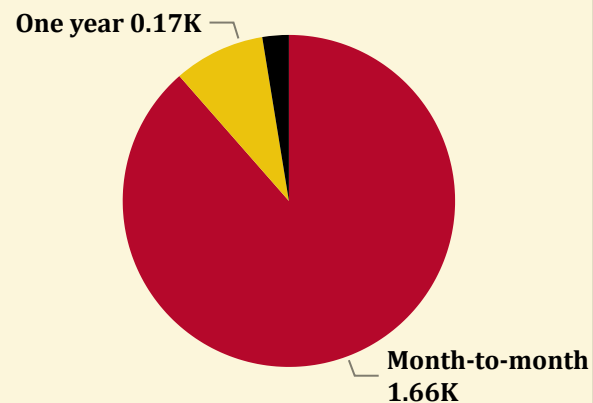
Young vs Senior Citizens



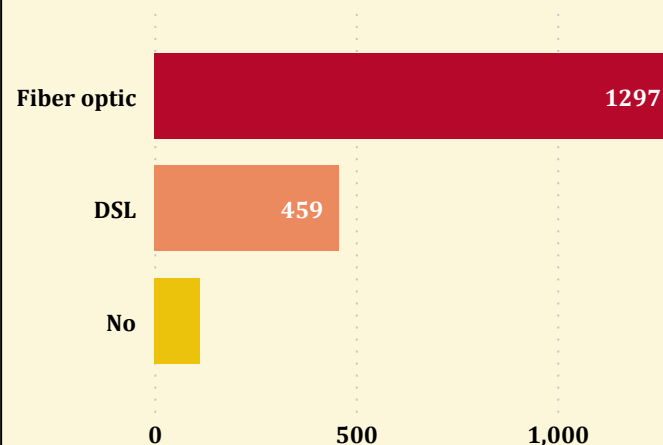
Churns By Tenure



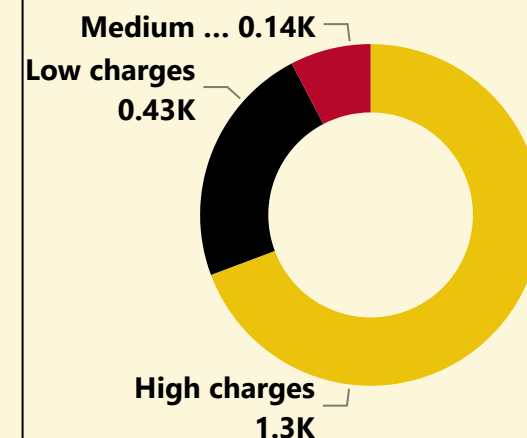
Churns By Customers



Churns By Internet Services



Churns By Charges





Overall
Customers

Churn

Details Table

Drill Through
Table

Details Table

Right click on the Customer ID to Drill-through

Customers Retained

Customer ID	Gender	Partner	Dependents	Churn
0002-ORFBO	Female	Yes	Yes	No
0003-MKNFE	Male	No	No	No
0013-MHZWF	Female	No	Yes	No
0013-SMEOE	Female	Yes	No	No
0014-BMAQU	Male	Yes	No	No
0015-UOCOJ	Female	No	No	No
0016-QLJIS	Female	Yes	Yes	No
0017-DINOC	Male	No	No	No
0017-IUDMW	Female	Yes	Yes	No
0018-NYROU	Female	Yes	No	No
0019-EFAEP	Female	No	No	No
0019-GFNTW	Female	No	No	No
0020-INWCK	Female	Yes	Yes	No
0020-JDNXP	Female	Yes	Yes	No
0021-IKXGC	Female	No	No	No
0023-UYUPN	Female	Yes	No	No
0027-KWYKW	Female	Yes	Yes	No
0030-FNXPP	Female	No	No	No
0036-IHMOT	Female	Yes	Yes	No

Customers Churned

Customer ID	Gender	Partner	Dependents	Churn
0004-TLHLJ	Male	No	No	Yes
0022-TCJCI	Male	No	No	Yes
0023-HGHWL	Male	No	No	Yes
0067-DKWBL	Male	No	No	Yes
0093-XWZFY	Male	No	No	Yes
0094-OIFMO	Female	No	No	Yes
0107-WESLM	Male	No	No	Yes
0107-YHINA	Male	No	Yes	Yes
0122-OAHPZ	Female	No	No	Yes
0125-LZQXK	Male	No	No	Yes
0133-BMFZO	Female	No	No	Yes
0135-NMXAP	Female	No	No	Yes
0137-OCGAB	Female	No	No	Yes
0137-UDEUO	Female	No	No	Yes
0148-DCDOS	Male	No	No	Yes
0151-ONTOV	Female	No	No	Yes
0201-OAMXR	Female	No	No	Yes
0203-HHYIJ	Male	No	No	Yes
0207-MDKNV	Female	No	No	Yes



Overall
Customers

Churn

Details Table

Drill Through
Table

Customer ID

0002-ORFBO

Gender

Female

Tenure

9.00

Age Category

Young

Churned

No

Monetary Details

Contract ▲	PaymentMethod	Monthly Charges	Total Charges
One year	Mailed check	\$65.6	\$593.3

Internet Details

InternetService ▲	MultipleLines	OnlineSecurity	OnlineBackup	DeviceProtection	TechSupport
DSL	No	No	Yes	No	Yes

Click on Details Table to drill-through other customers