

# Churn Dashboard



1869

Customers at Risk

2173

# Tech Tickets

885

# Admin Tickets

\$2.86M

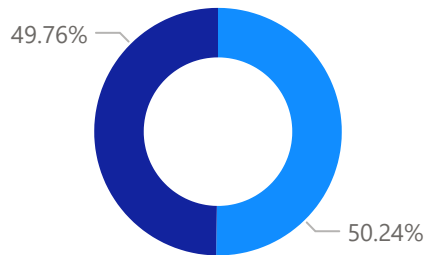
Yearly Charges

\$139.13K

Monthly Charges

## Demographics

● Female ● Male

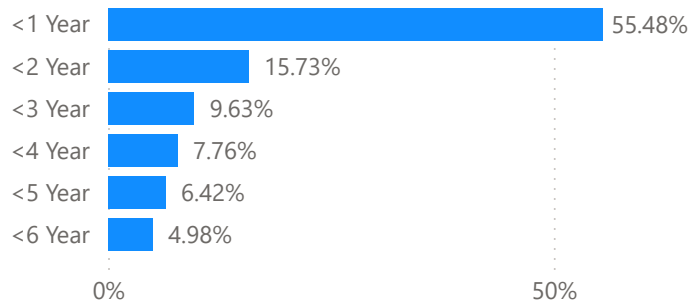


25%  
Senior Citizens

36%  
Partners

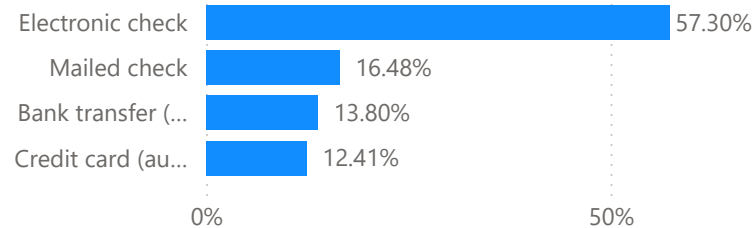
17%  
Dependents

### Subscription Time

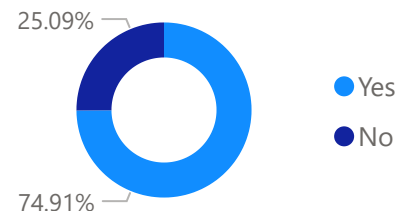


## Customer Account Information

### Payment Method



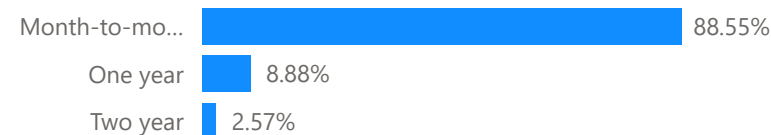
### Paperless Billing



### Average Charges

\$74.44  
Monthly  
\$1,531.80  
Total

### Contract Types



## Services Customers Signed up for

91% Phone Service  
Multiple Lines → 49.97% No 50.03% Yes

44% Streaming Movies

44% Streaming TV

29% Device Protection

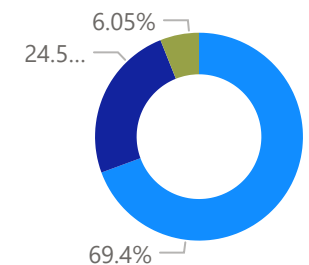
28% Online Backup

17% Tech Support

16% Online Security



● Fiber optic ● DSL ● No





# Customer Risk Analysis



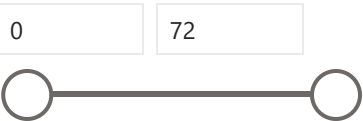
## Risk of Churn

- ☐ No
- ☐ Yes

## Internet Services

- ☐ DSL
- ☐ Fiber optic
- ☐ No

## Months Subscribed



## Contract Type

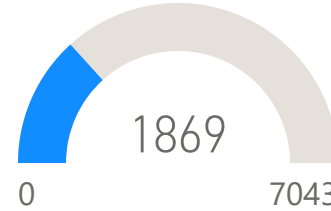
- ☐ Month-to-month
- ☐ One year
- ☐ Two year

7043

Total Customer

26.54%

Churn Rate

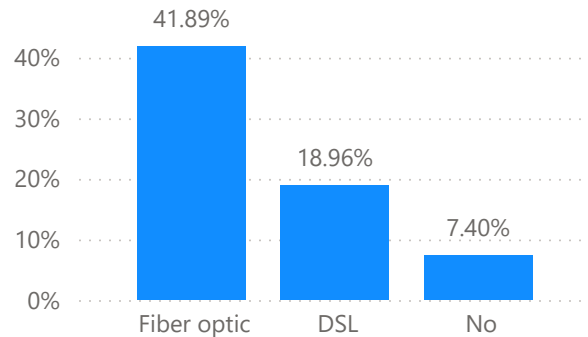


\$16.06M

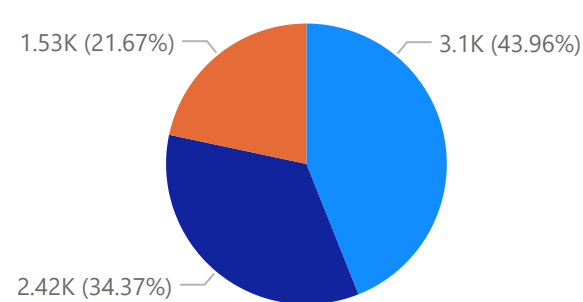
Yearly Charges

3632  
Admin Tickets  
2955  
Tech Tickets

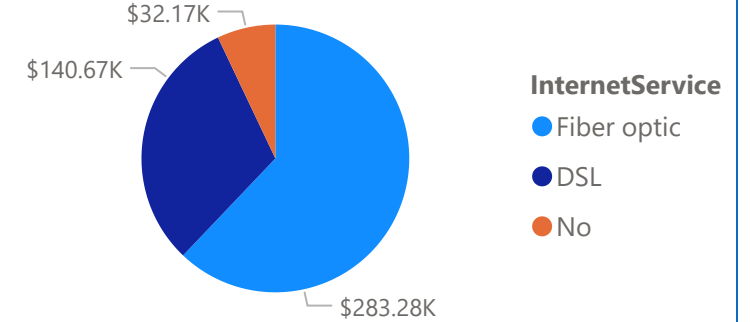
## Churn By Type of Internet Services



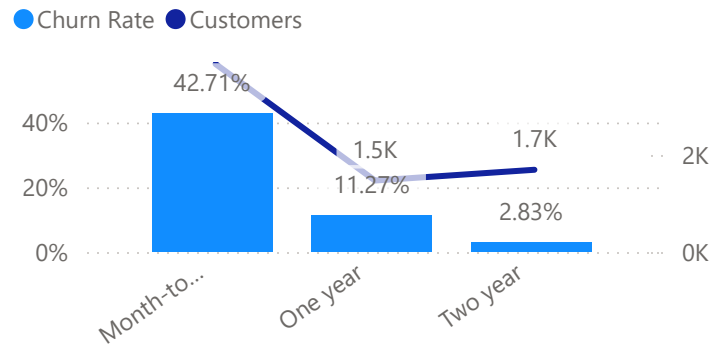
## #of customers by Internet services



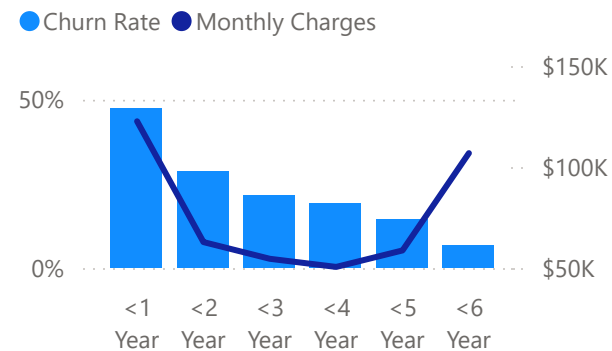
## Sum of Monthly Charges



## Type of Contract



## Years of Contract



## Churn by Payment Method

