



# Churn Dashboard

1869

Customers at risk

2173

# of Tech Tickets

885

# of Admin Tickets

\$2.86M

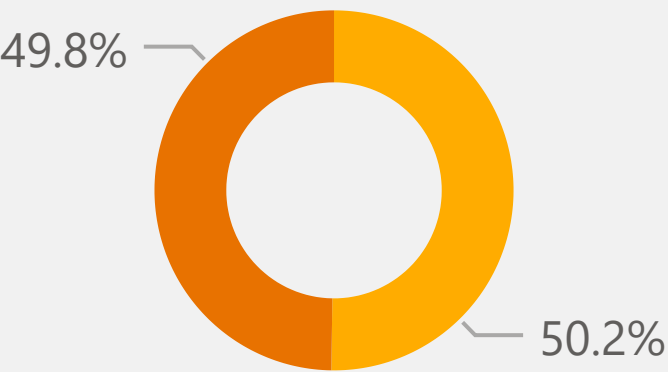
Yearly Charges

\$139.13K

Monthly Charges

## Demographics

Female Male



25%

Senior-Citizen

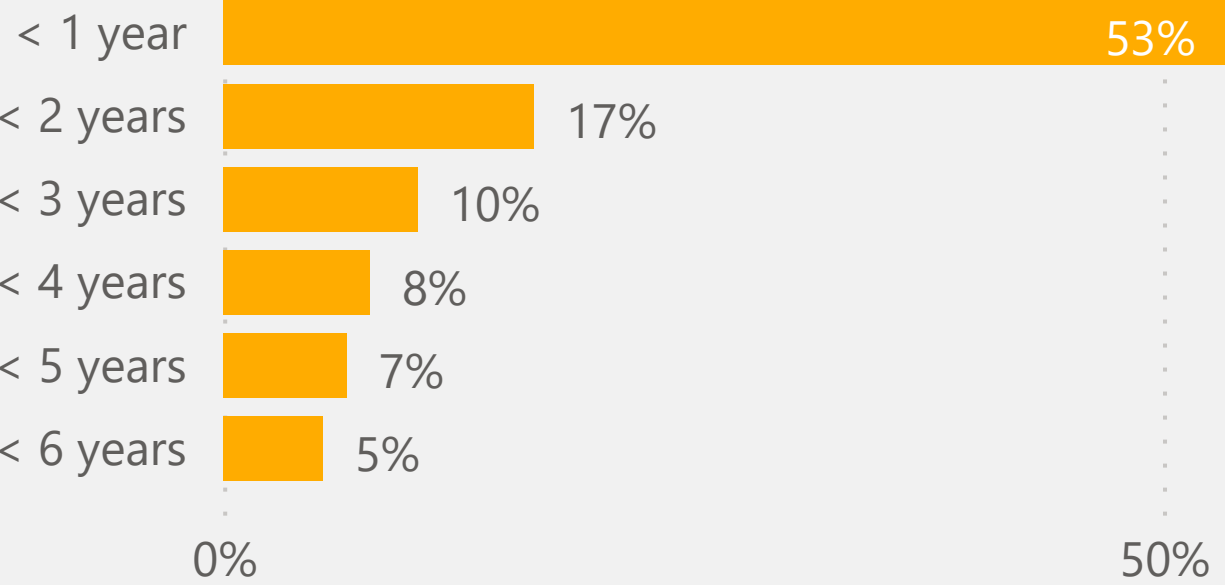
36%

Partner

17%

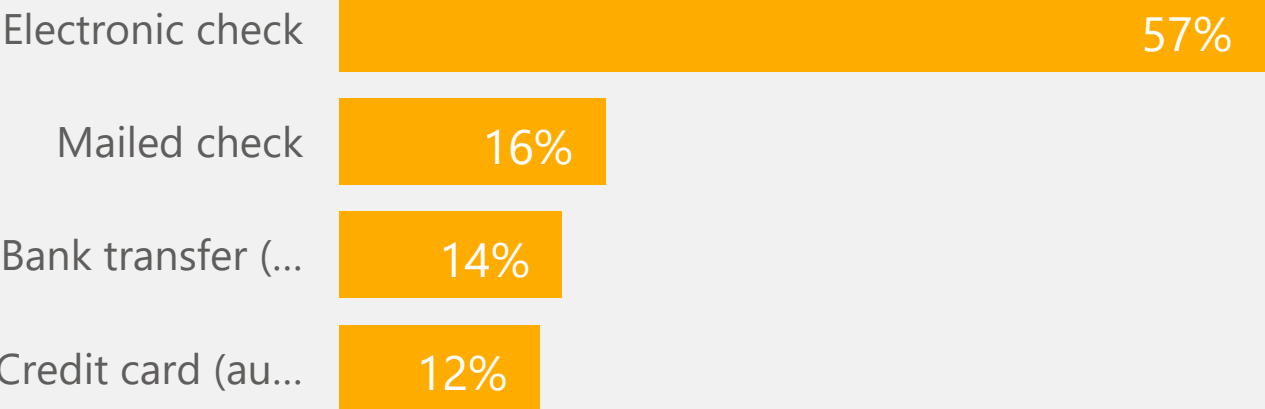
Dependents

## Subscription time

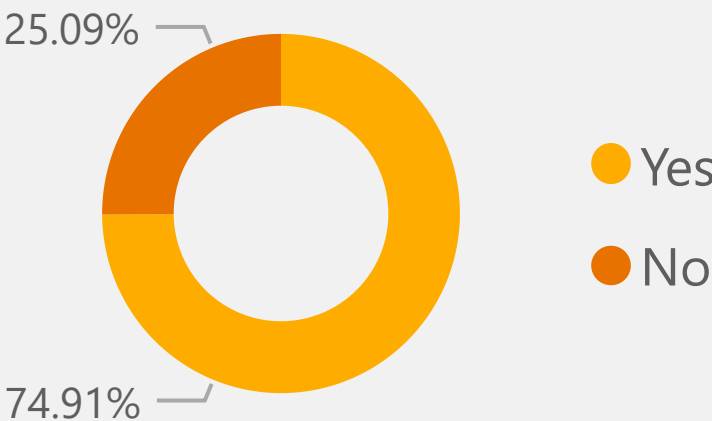


## Customer account information

### Payment method



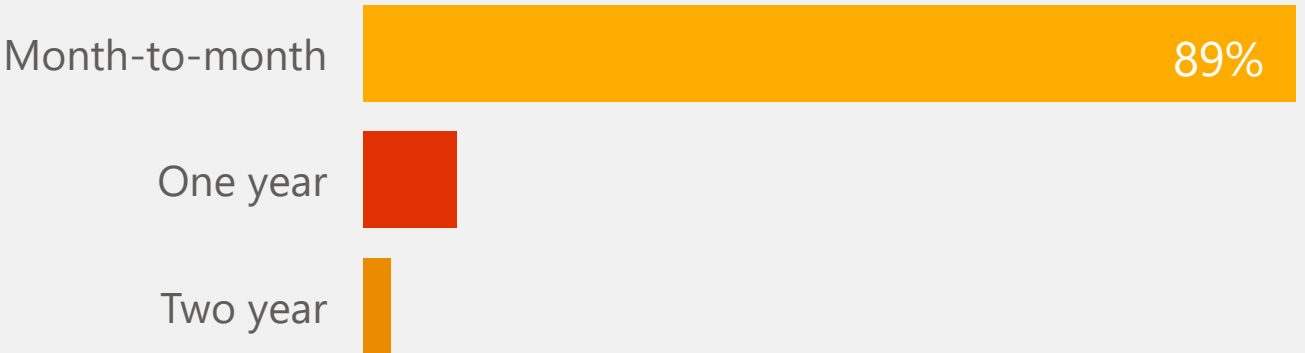
### Paperless billing



### Average charges

\$74.44  
Monthly  
\$1,531.80  
Total

### Type of contract



## Services customers signed up for

91%

Phone Service

44%

Streaming TV

44%

Streaming Movies

29%

Device protection

28%

Online Backup

17%

Tech Support

16%

Online Security

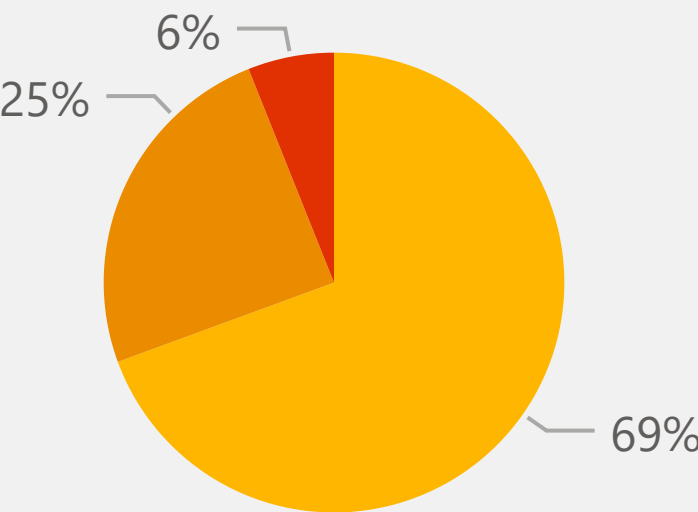
Multiple Lines?



49.97%  
no

50.03%  
yes

Fiber optic DSL No





# Customer Risk Analysis

## Risk of churn

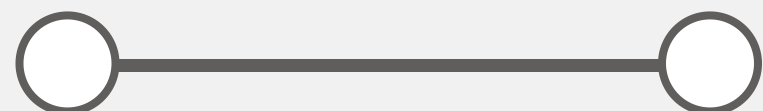
- ☐ No
- ☐ Yes

## Internet service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

## Months subscribed

0 72



## Contract type

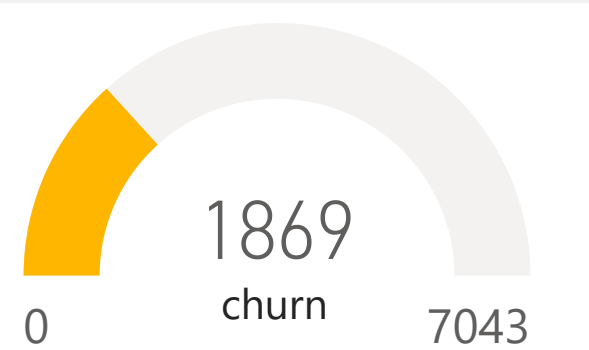
- ☐ Month-to-month
- ☐ One year
- ☐ Two year

7043

Total customers

26.54%

churn rate %



\$16.06M

Yearly Charges

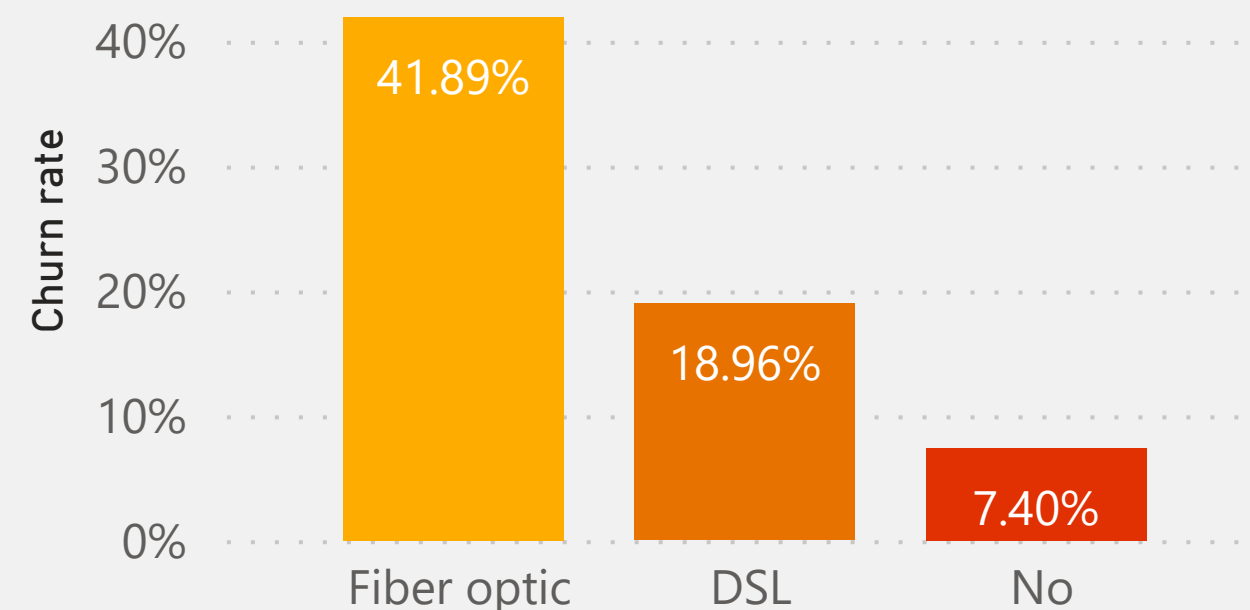
2955

Tech Tickets

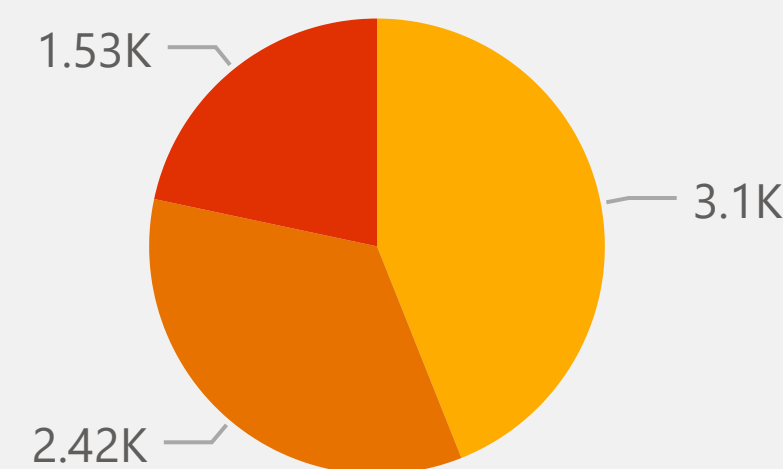
3632

Admin Tickets

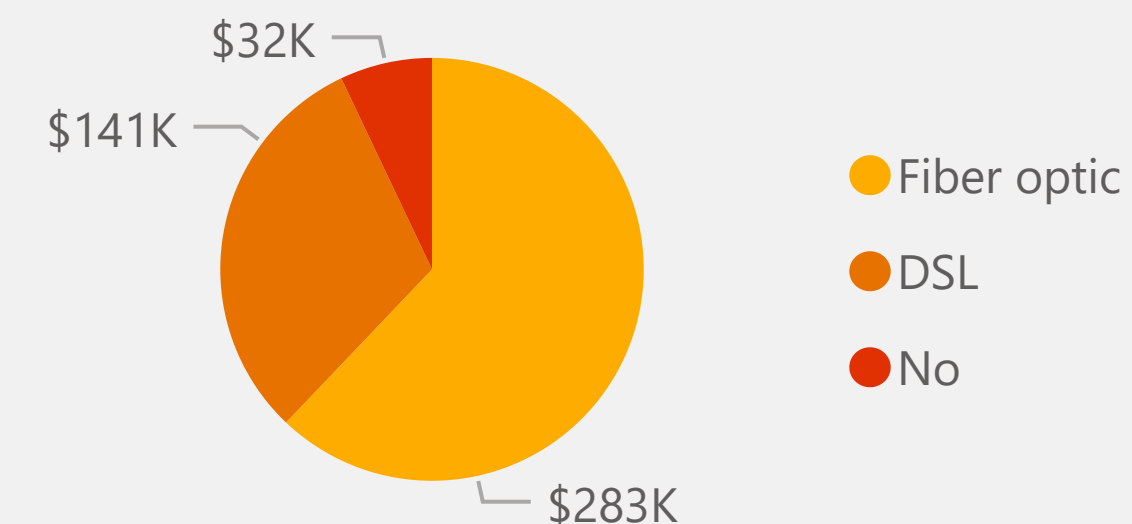
## Churn by type of internet service



## # of customers by internet service

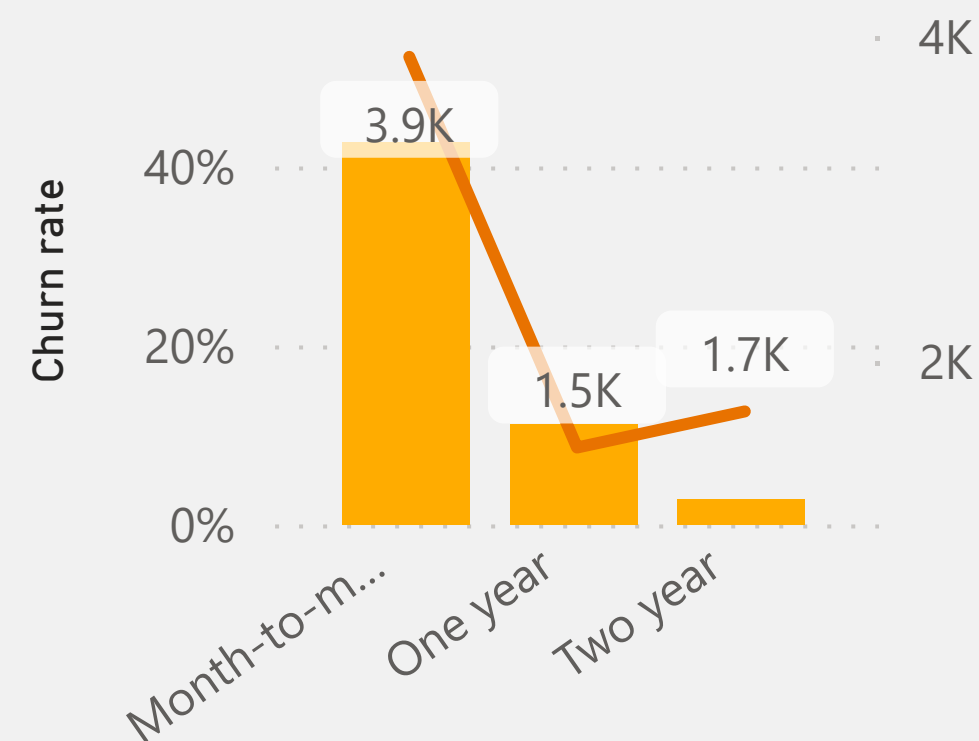


## Sum of monthly charges



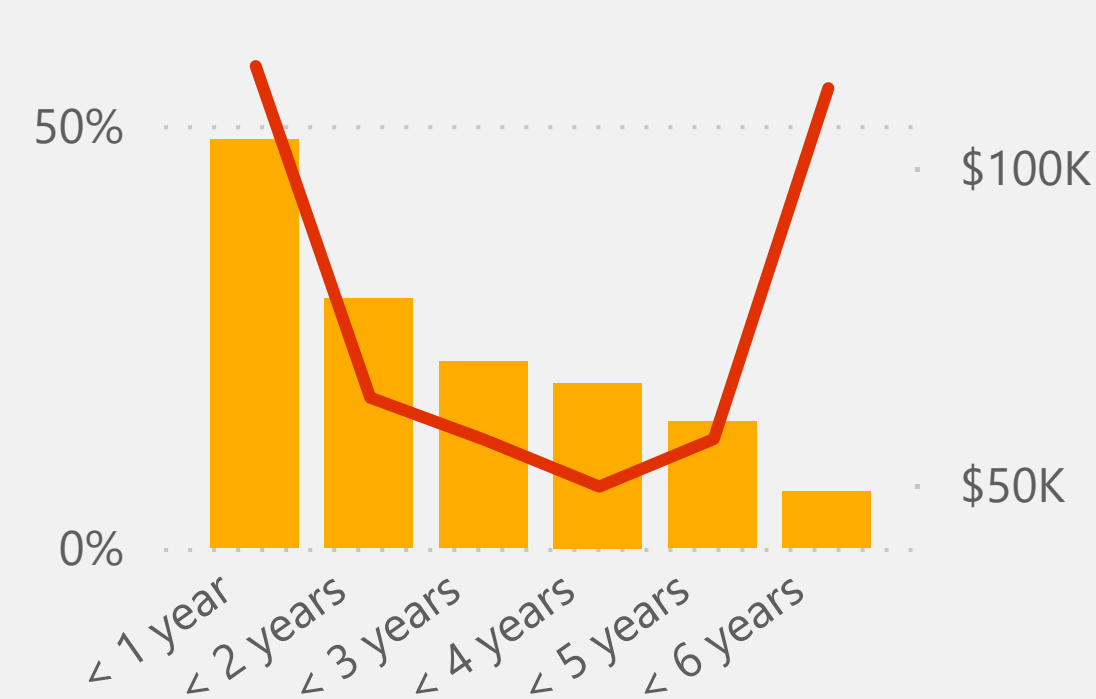
## Type of contract

Churn rate Customers



## Years of contract

churn rate % Sum of MonthlyCharges



## Churn by payment method

churn rate % Sum of MonthlyCharges

