

Churn Dashboard - Overview

1869

churn count

2955

of Tech Tickets

3632

of Admin Tickets

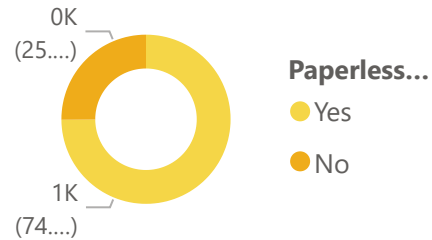
\$16.06M

Yearly Charges

\$456.12K

Monthly Charges

Paperless Billing



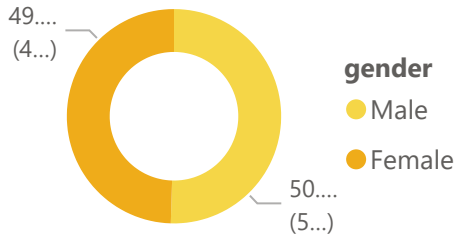
25%

SeniorCitizen

36%

Partner

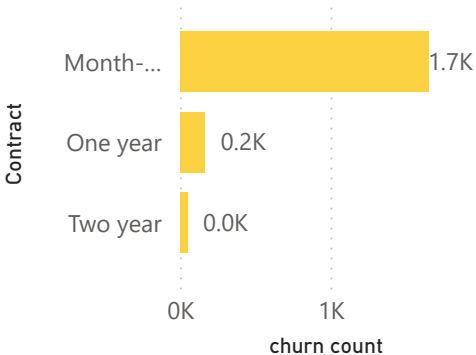
% of Gender



17%

Dependent

Type of Contract



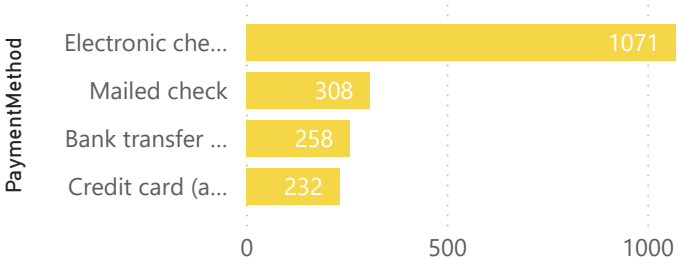
\$65

Avg_monthly_charges

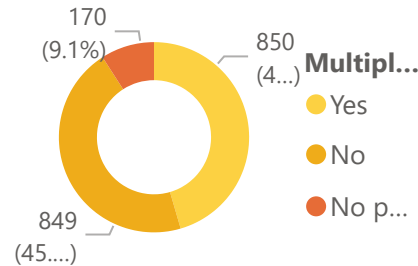
\$2K

Average of TotalCharges

PaymentMethod



MultipleLines



91%

Phone service

44%

Streaming TV

29%

Device protection

17%

Tech Support

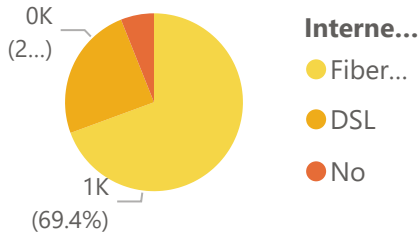
16%

Online security

28%

Online backup

InternetService



Customer Risk Analysis

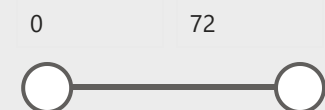
Risk of Churn

- ☐ No
- ☐ Yes

Internet Servi...

- ☐ DSL
- ☐ Fiber optic
- ☐ No

Tenure



Contract

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

7043

Total # of customers

26.54%

churn rate %

churn count



\$16M

Yearly Charges

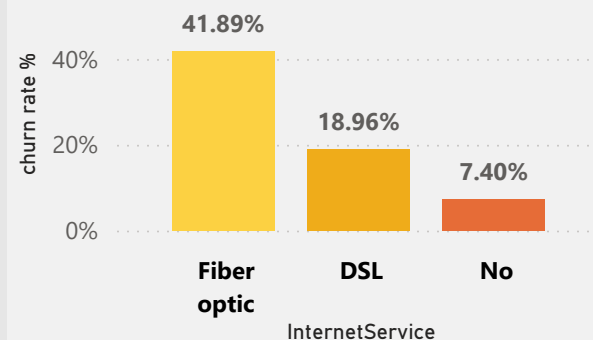
3632

AdminTickets

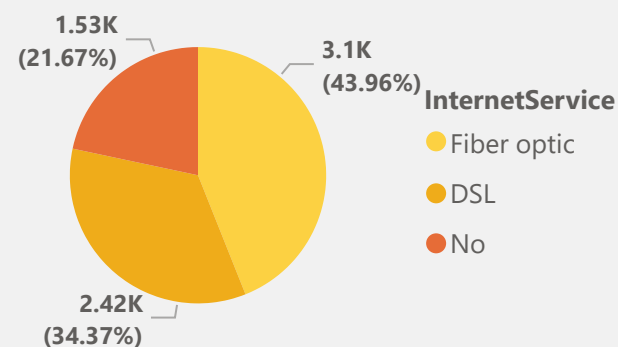
2955

TechTickets

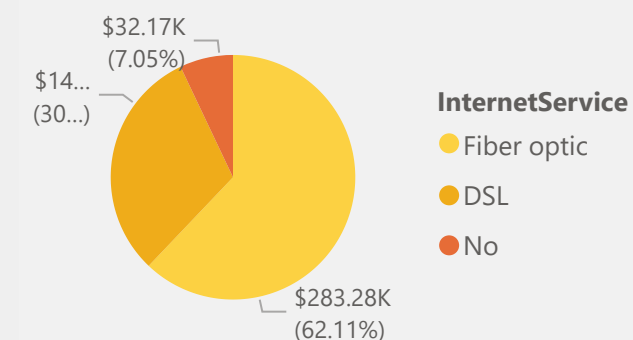
Churn by Type of Internet Service



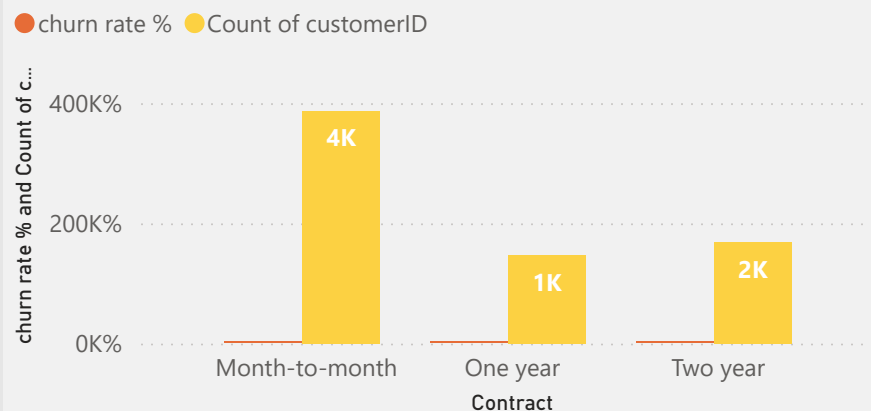
of customers by Internet Service



Sum of Monthly Charges



Churn by Contract



Churn by Payment Method

