



Churn Dashboard



Customers at Risk

1869

Tech Tickets

885

Admin Tickets

2173

Monthly Charges

\$139.13K

Yearly Charges

\$2.86M

DEMOGRAPHIC INSIGHTS

Customer by gender

gender ● Female ● Male



25.47%

%SeniorCitizen

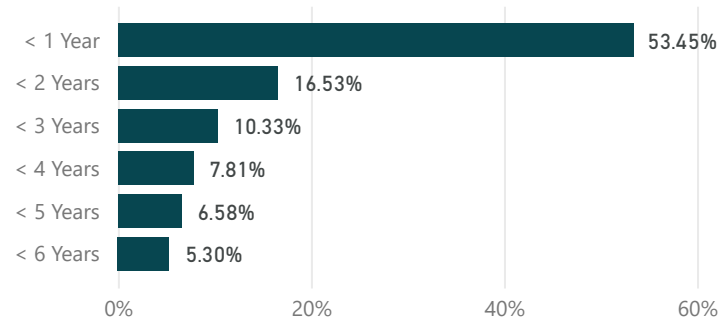
35.79%

%ofPartners

17.44%

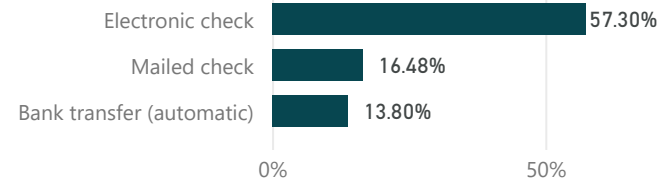
%ofDependents

Customer Subscription Time

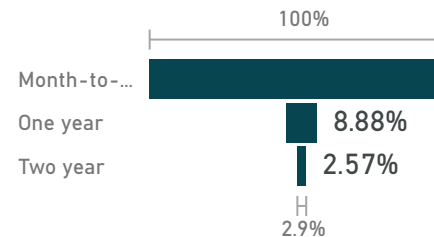


CUSTOMER ACCOUNT INSIGHTS

PaymentMethod



Contract Type



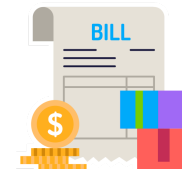
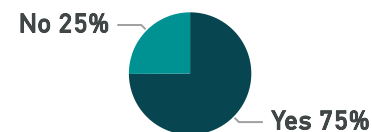
Avg Monthly Charges

\$74.44

Avg Total Charges

\$1.53K

Paperless Billing



SIGNED UP SERVICES INSIGHTS

Servies Signed Up For

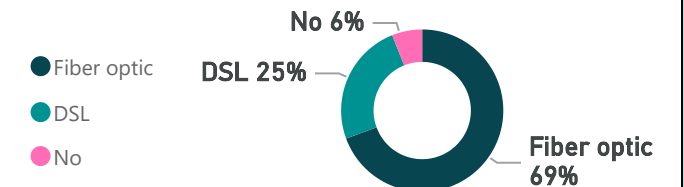
90.90%
% Phone Service
43.77%
% Streaming Movies
43.55%
% Streaming Tv
29.16%
% Device Protection
27.98%
% Online Backup
15.78%
% Online Security
16.59%
% Tech Support

Opted For Multiple Lines

45.48%



Internet Services Type



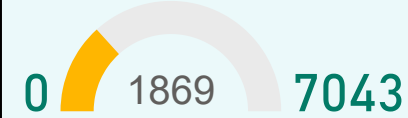


Churn Risk Analysis

Churn Rate

27%

Churn



\$456,116.6

Monthly Charges

\$16,056,168.7

Total Charges

3632

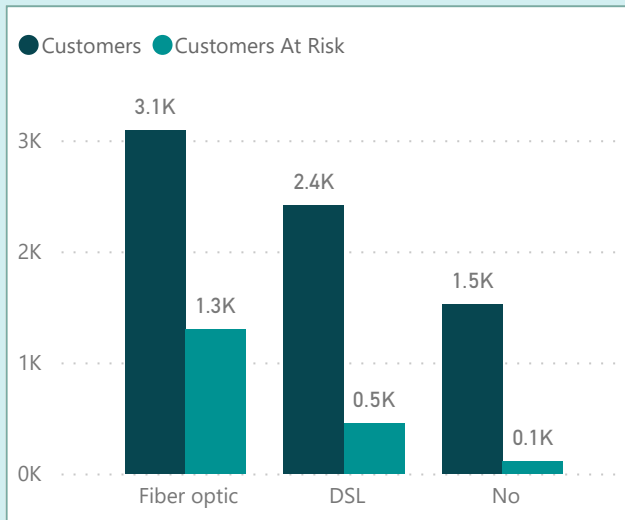
AdminTickets

2955

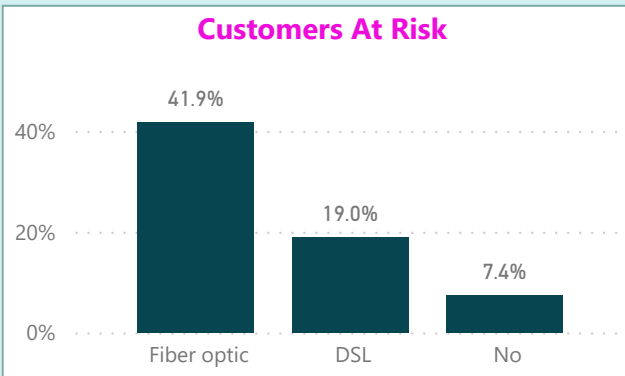
TechTickets



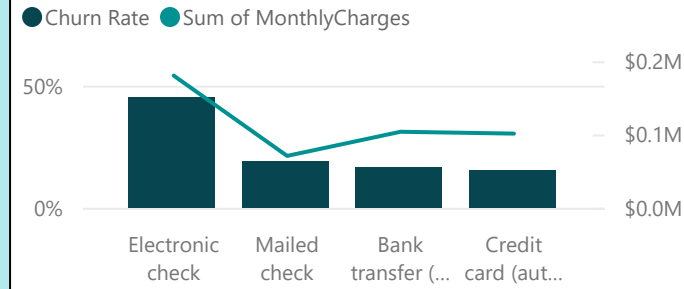
Churn By Internet Service



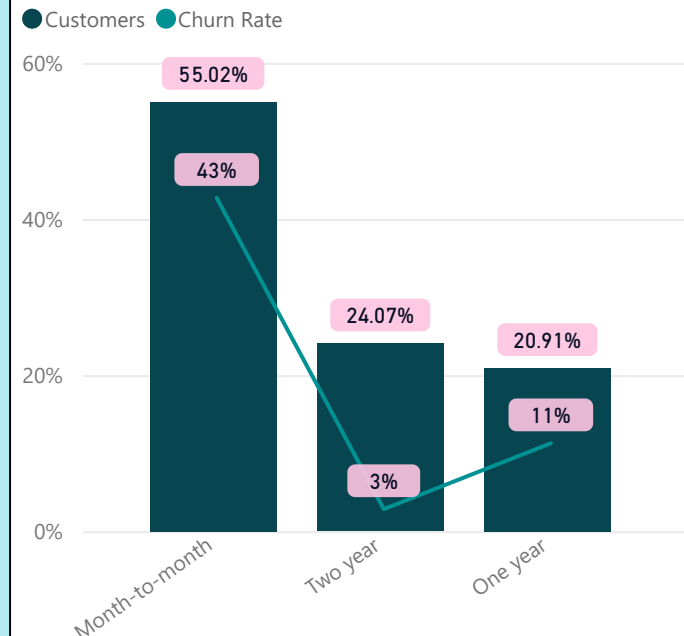
Customers At Risk



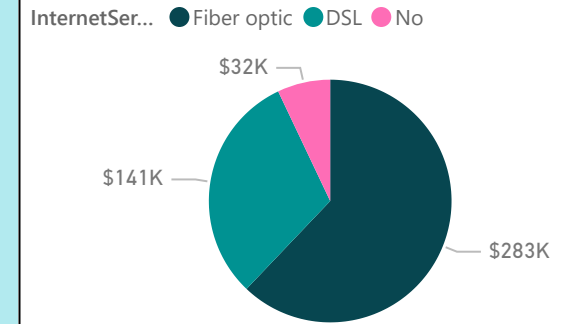
Churn by Payment Method



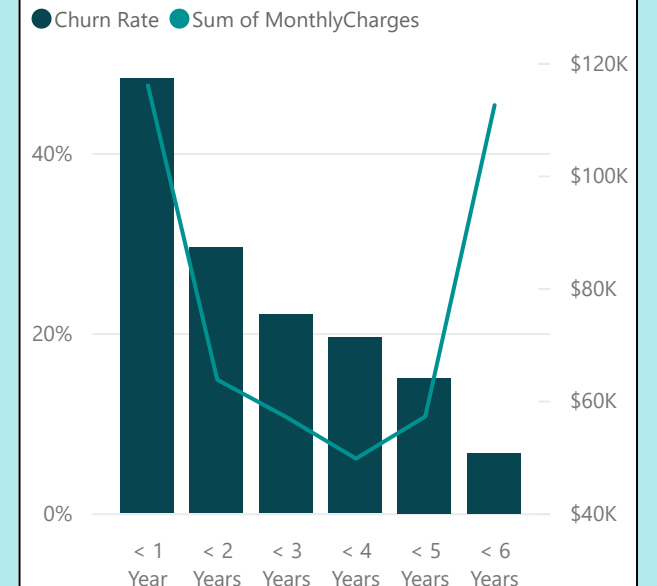
Type of Contract



Sum of Monthly Charges



Churn by Subscription Time



Churn

All

Internet Service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

Contract Type

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

Tenure in Years

All