

# Customer Retention



Customer

All

7043

Total Customer

25%

# of SeniorCitizen

17%

% of Dependants

36%

% of Partner

3632

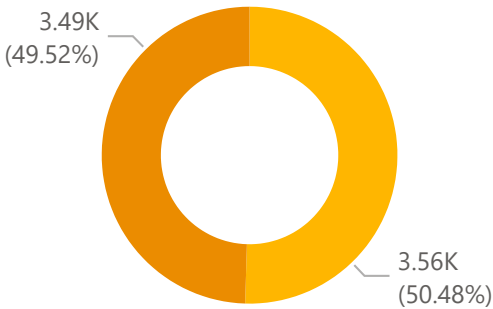
Total AdminTickets

2955

Total TechTickets

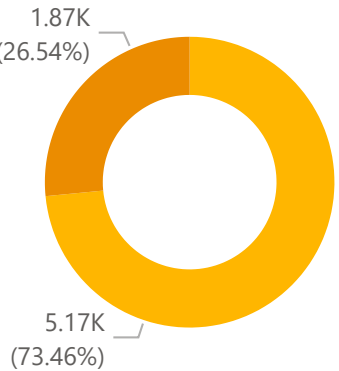
## Customer by Gender

gender ● Male ● Female



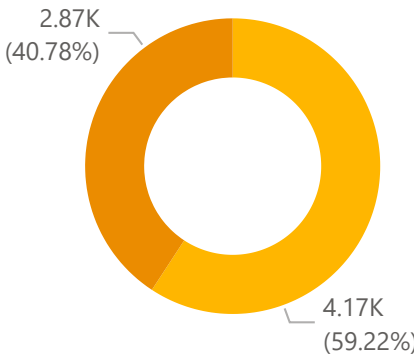
## Customer at Risk

Churn ● No ● Yes

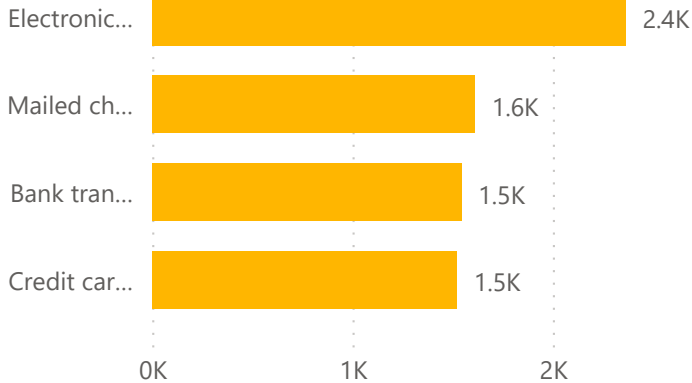


## Paperless Billing

Paperle... ● Yes ● No

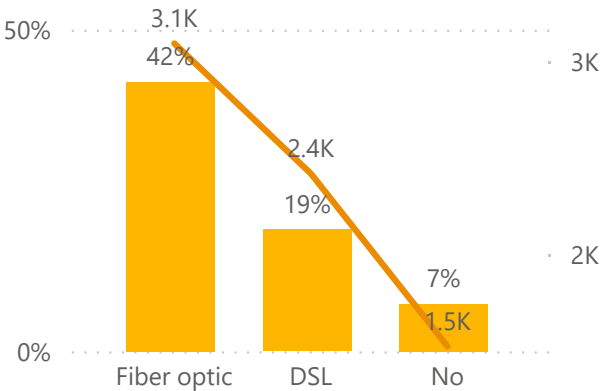


## Payment Methods

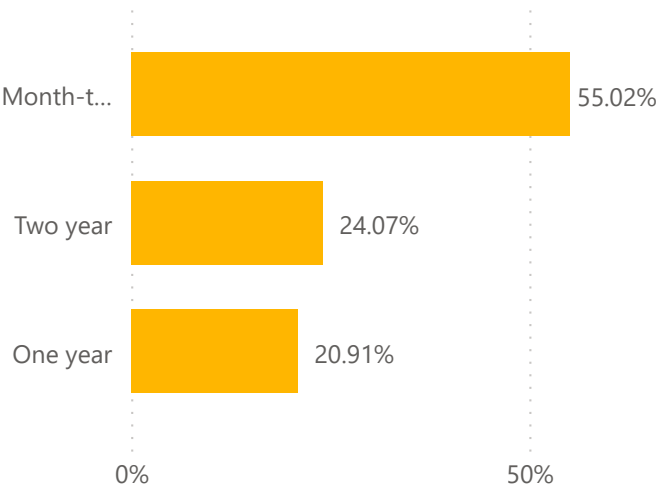


## Churn by InternetService

● % of churn rate ● Customer

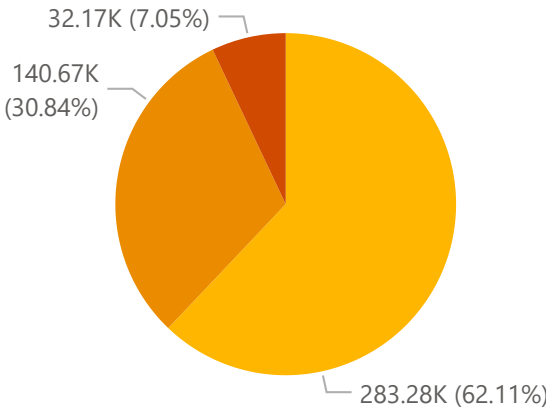


## Type of contract



## MonthlyCharges by InternetService

InternetSer... ● Fiber optic ● DSL ● No



## Services customer signed up for

29%  
Device protection  
28%  
Online Backup  
16%  
Online Security  
91%  
Phone service  
44%