

Customer Retention



Customer

All

7043

Total Customer

16.21

% of SeniorCitizen

29.96

% of Dependants

48.30

% of Partner

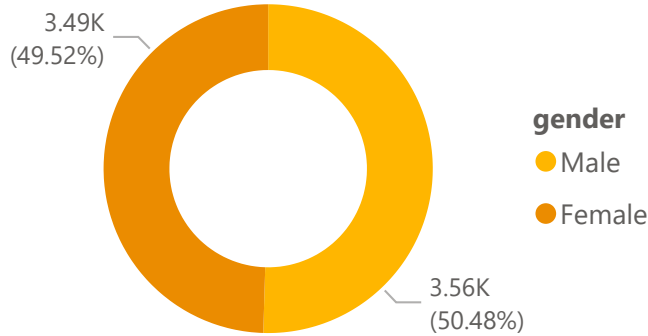
3632

Total AdminTickets

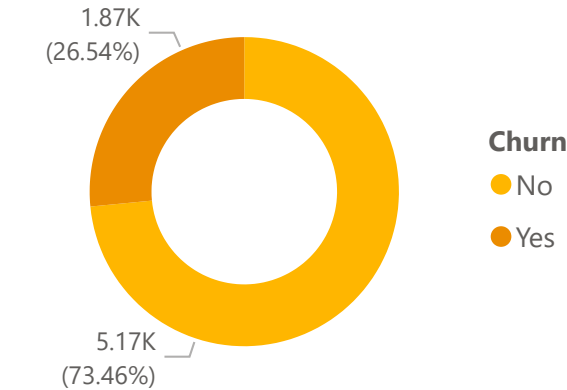
2955

Total TechTickets

Customer by Gender

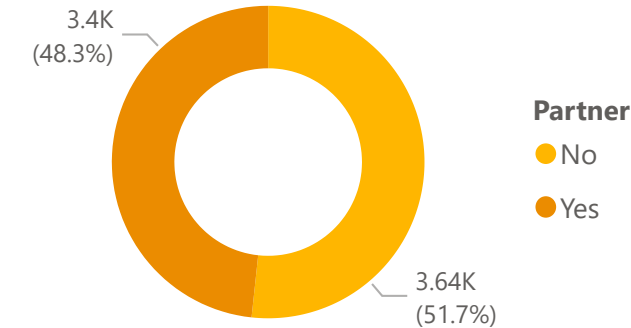


Customer at Risk

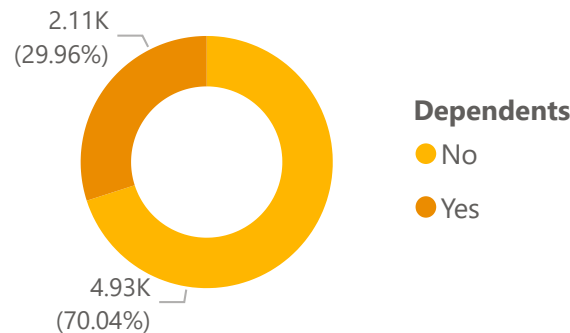


customerID	PhoneService	InternetService	MultipleLines	OnlineBackup	OnlineS
0002-ORFBO	Yes	DSL	No	Yes	No
0003-MKNFE	Yes	DSL	Yes	No	No
0004-TLHLJ	Yes	Fiber optic	No	No	No
0011-IGKFF	Yes	Fiber optic	No	Yes	No
0013-EXCHZ	Yes	Fiber optic	No	No	No
0013-MHZWF	Yes	DSL	No	No	No
0013-SMEOE	Yes	Fiber optic	No	Yes	Yes
0014-BMAQU	Yes	Fiber optic	Yes	No	Yes
0015-LUOQI	Yes	DSL	No	No	Yes

Customer having Partners



Customer having Dependants



customerID	Contract	PaymentMethod	PaperlessBilling	MonthlyCharges
0002-ORFBO	One year	Mailed check	Yes	65.60
0004-TLHLJ	Month-to-month	Electronic check	Yes	73.90
0011-IGKFF	Month-to-month	Electronic check	Yes	98.00
0013-EXCHZ	Month-to-month	Mailed check	Yes	83.90
0013-MHZWF	Month-to-month	Credit card (automatic)	Yes	69.40
0013-SMEOE	Two year	Bank transfer (automatic)	Yes	109.70
0014-BMAQU	Two year	Credit card (automatic)	Yes	84.65
0015-LUOQI	Month-to-month	Electronic check	Yes	40.00
Total				