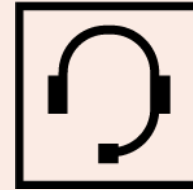


# Welcome to PhoneNow



## Dashboard

Demographics, Customer  
Account information,  
Services



## Customer Risk Analysis

Internet service, Type of  
Contract, Payment method



# Churn Dashboard

7043

Customers at Risk

2955

# of TechTickets

3632

# of AdminTickets



26.54%

Churn rate

\$16.06M

Yearly Charges

\$456.12K

Monthly Charges

## Demographics

Gender ● Male ● Female



36%

partners

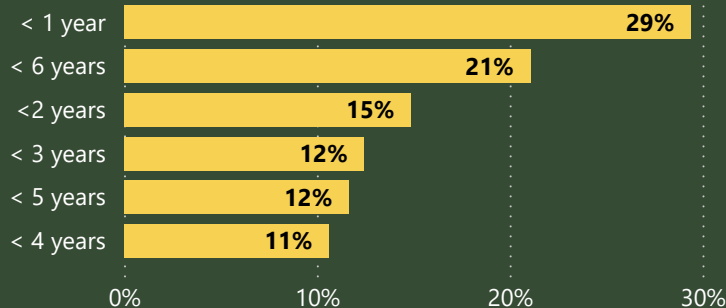
17%

dependents

25%

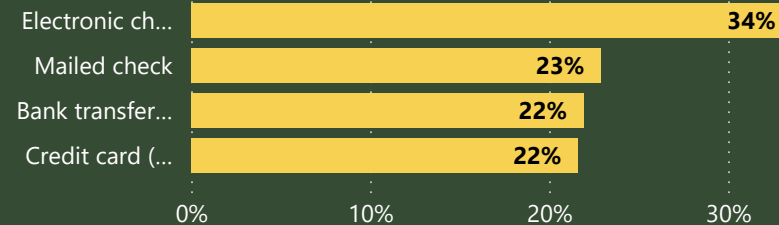
Senior citizen

## Subscription time

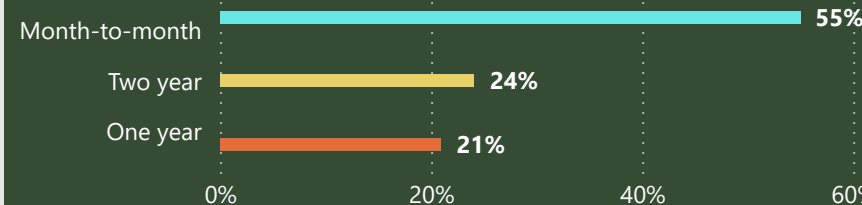


## Customer account information

### Payment method



### Type of Contract



### Paperless Billing

● Yes ● No



### Average Charges

\$64.76

Monthly

\$2,279.73

Total

## Services Customer signed up for

44%

streaming TV

44%

streaming movies

29%

device protecti...

28%

online backup

17%

tech support

16%

online security

91%

phone service



Multiple Lines

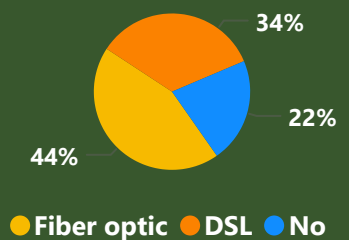
50.03%

Yes

49.97%

No

### Internet Service type





# Customer Risk Analysis

Clear filters



## Risk of Churn

- ☐ No  
☐ Yes

## Months subscribed

0 72

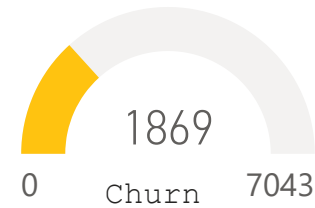
## Contract Type

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



7043  
Customers

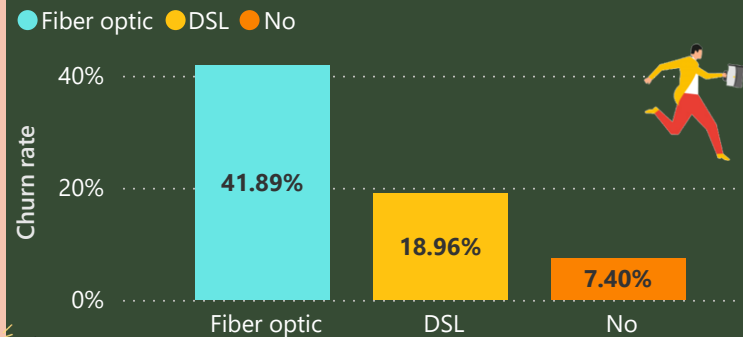
26.54%  
Churn rate



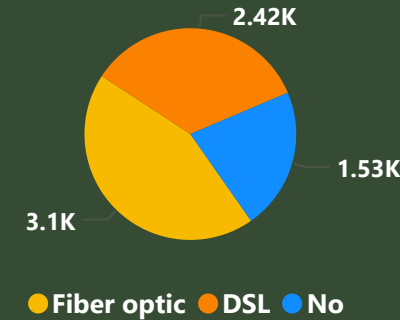
\$16.06M  
Yearly Charges

3632  
Admin Tickets  
2955  
Tech Tickets

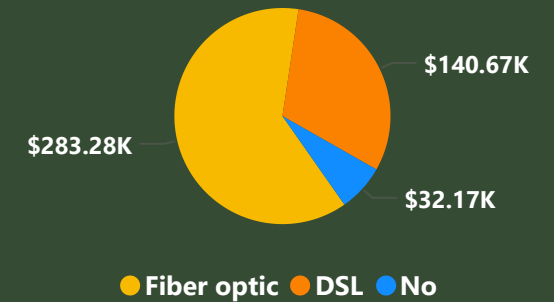
## Churn rate by Internet type



## # of customers by Internet Service

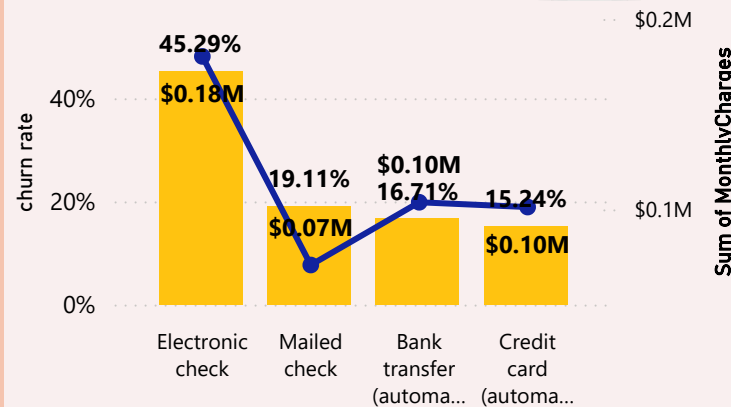


## Sum of monthly charges



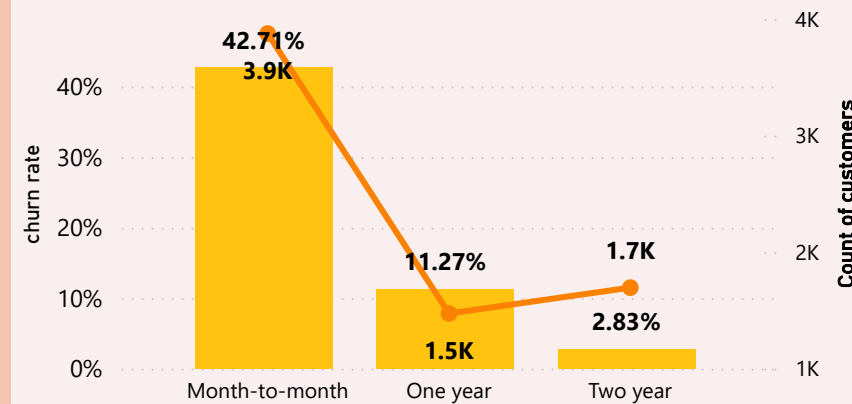
## Payment method

churn rate Sum of MonthlyCharges



## Type of Contract

churn rate Count of customers



## Years of Contract

churn rate Sum of MonthlyCharges

