

7043

Total Customers

1869

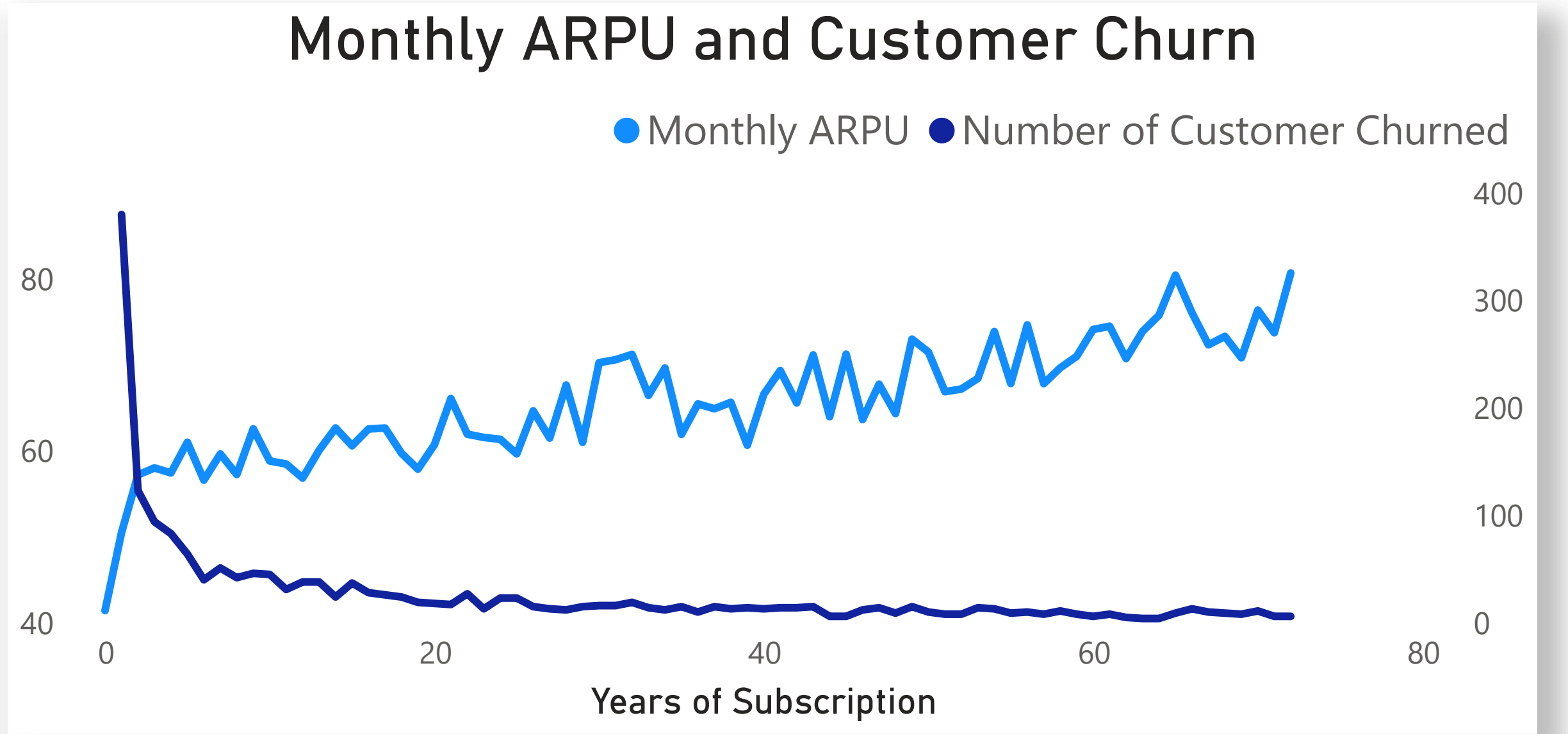
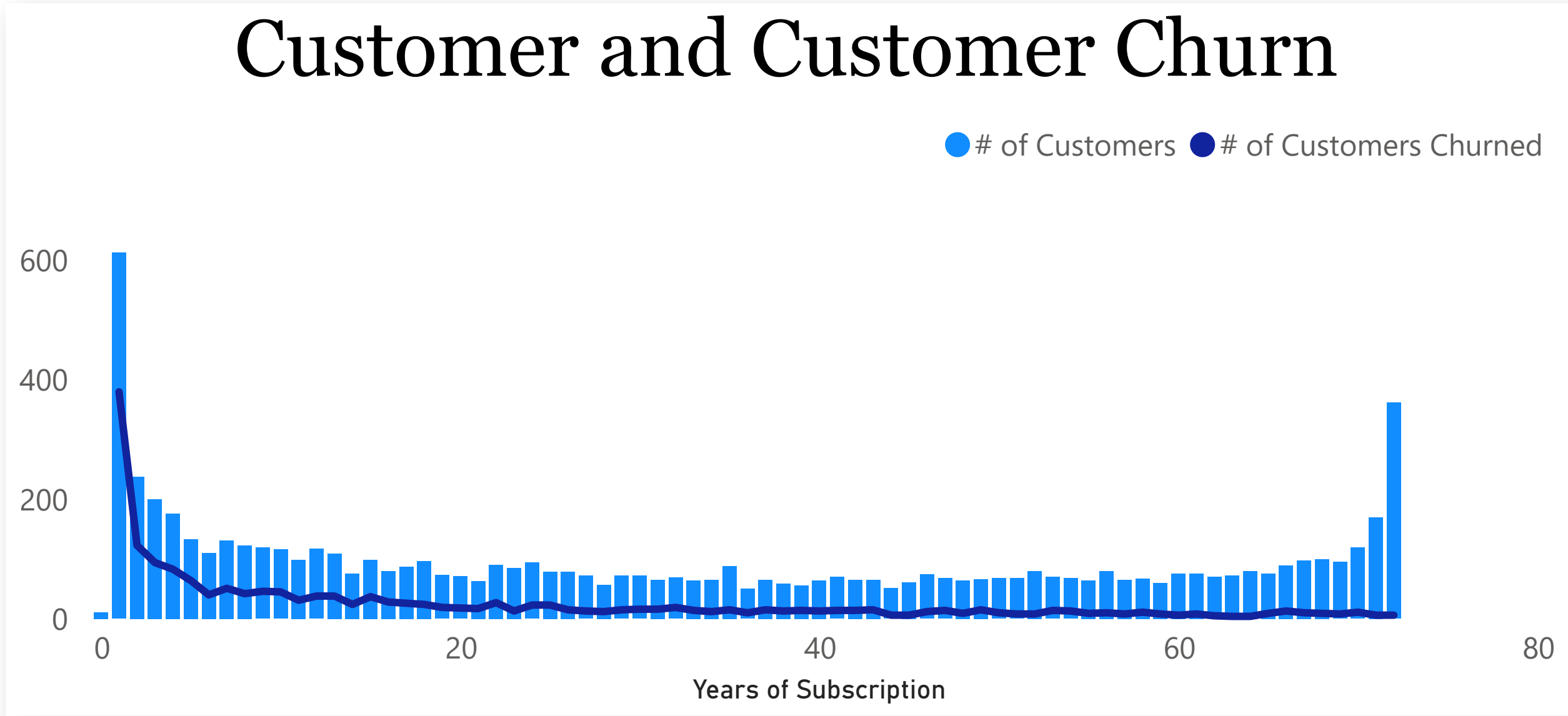
Churned Customer


2.86M

Revenue Churned

74.44


monthly Churned ARPU





Churn Dashboard

- Demography
- Account information
- Customer Phone and Internet Service



Churn Risk Analyst

- Internet Service
- Type of Contract
- Payment Method



3632

Admin Tickets

2955

Tech Tickets

Churn Overview

Churn

All

456.12K

Monthly Charges

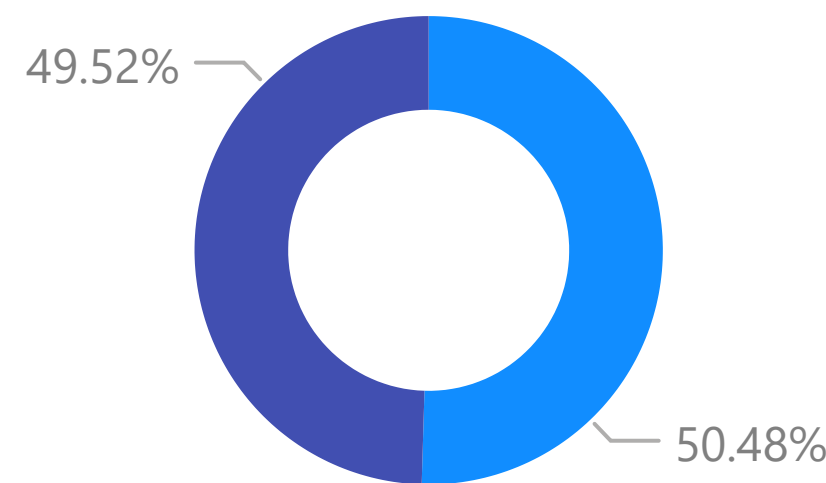
16.06M

Total Charges



Demographics

Male Female



16.21%

SeniorCitizen in %

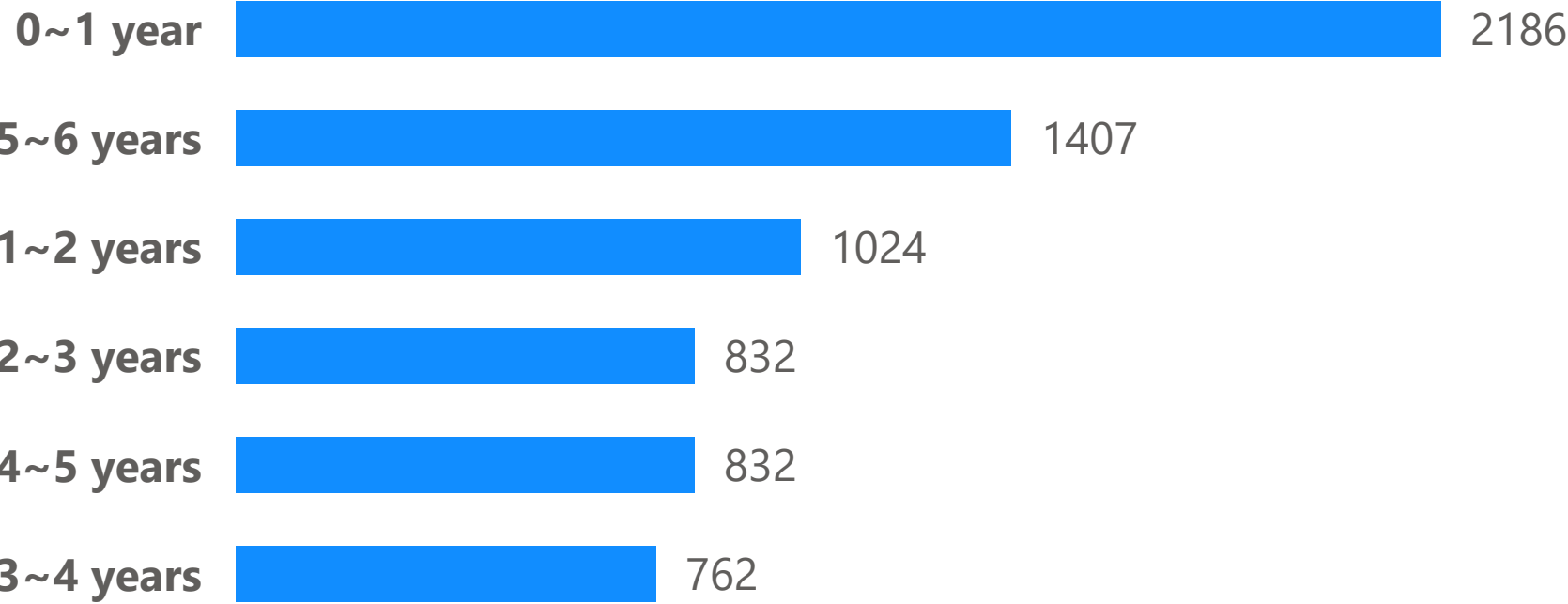
48.30%

Partner in %

29.96%

Dependent in %

Subscription Duration



Phone & Internet Service

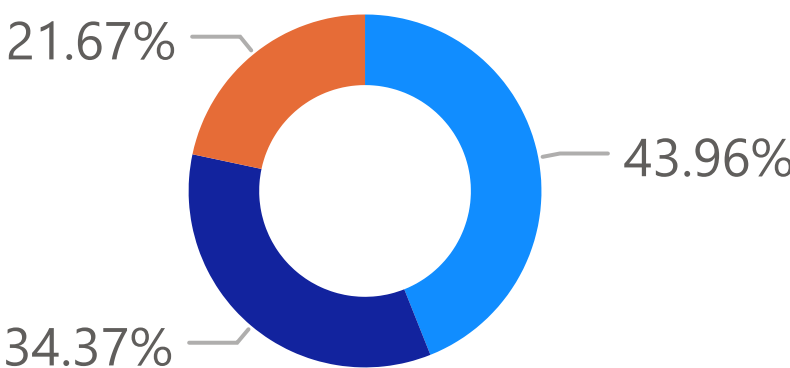
Phone Service

90.32%

42.18
Mmultiple Line

Internet Service

Fiber optic DSL No



44%

Online Back

43.90%

Device Protection

49.07%

Streaming TV

36.60%

OnlineSecurity

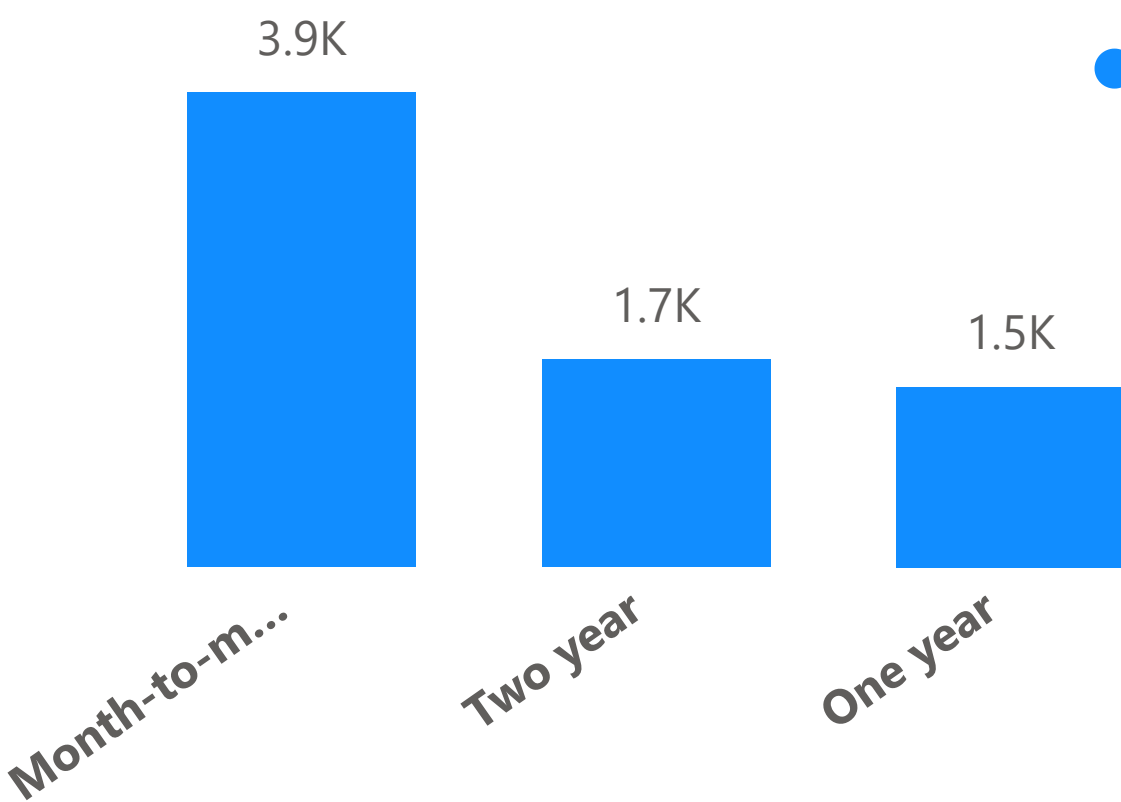
49.52%

Streaming Moive



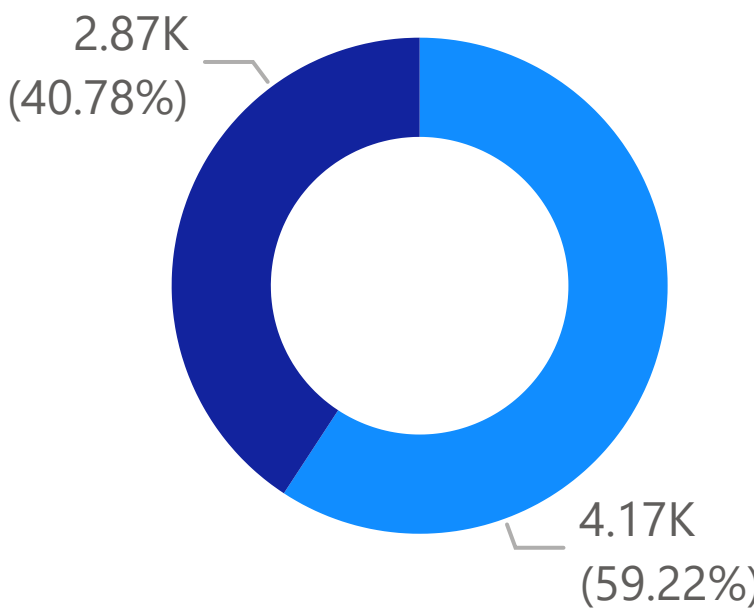
Customer Account

Contract Type

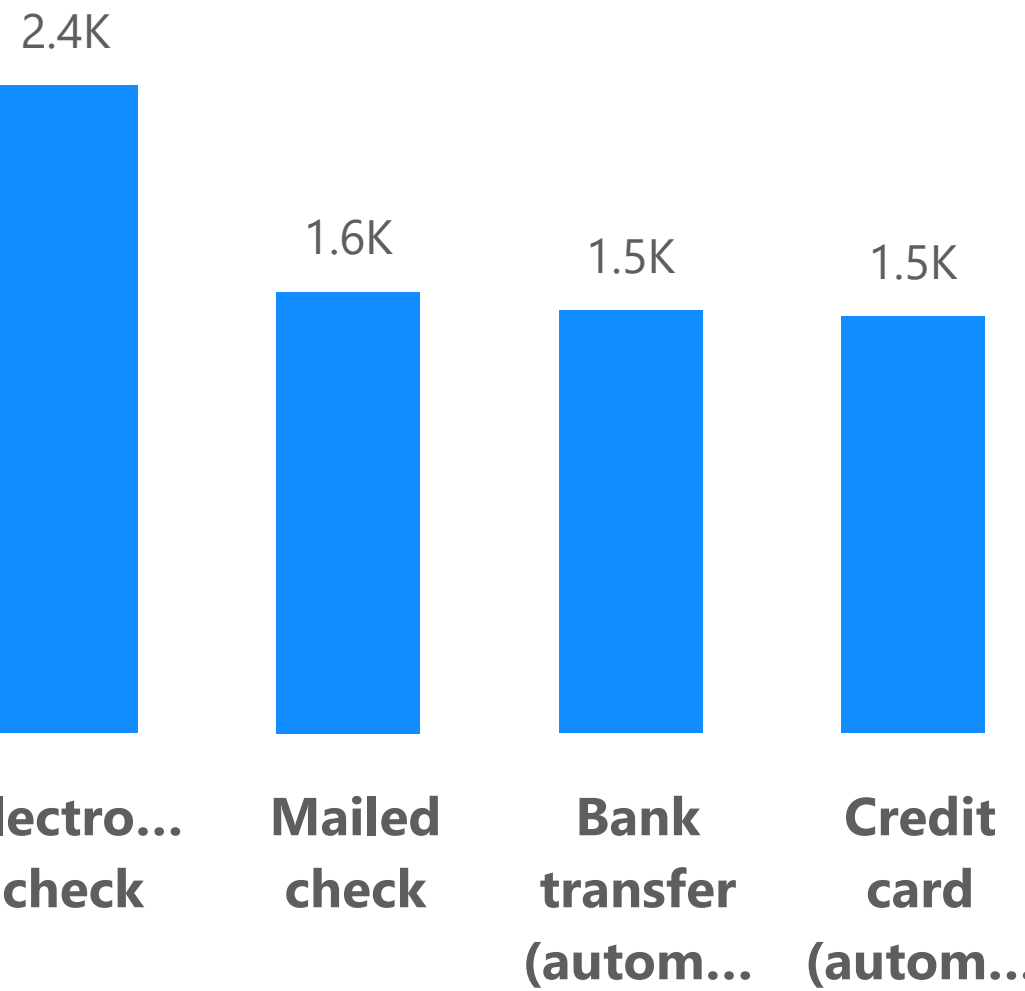


Paperless Billing

Yes No



Payment Method





Customer Churn Risk Analysis

7043

Total Customers

16.06M

Total Charges

Churn

0

1869

3738

3632

Admin Tickets

2955

Tech Tickets

Churn

☐ No

☐ Yes

Internet Service

☐ DSL

☐ Fiber optic

☐ No

Year of Subscription

0

72

Contract Type

☐ Month-to-month

☐ One year

☐ Two year

Payment Method

of Customer

% customer churned

4K

2K

0K

Electronic check

Mailed check

Bank transfer (automatic)

Credit card (automatic)

50%

0%

Type of Contract

% Customer Churned

Sum of Monthly Charges

50%

0%

Month-to-month

One year

Two year

0.4M

0.2M

0.0M

