

Customer Churn Analysis

PhoneNow Call Centre

Total Customers
7043

Customers Retained
5174

Customers Lost
1869

Churn Rate
26.5%

Custom...
All

Services Signed by Customers									
Phone Service	Multiple Lines	Internet Service	Online Backup	Online Security	Tech Support	Device Protection	Streaming TV	Streaming Movies	
No	No	DSL	No	No	No	No	No	No	

Customers Account Information							
Tenure Group	Payment Method	Contract	Sum of Monthly Charges	Paperless Billing	Sum of Total Charges	Sum of No of Tech Tickets	Sum of No of Admin Tickets
0	Bank transfer (automatic)	Two year	114.45	Yes		0	0

