



Churn Dashboard

Customers at Risk

1869

No. of Tech Tickets

2173

No. of Admin Tickets

885

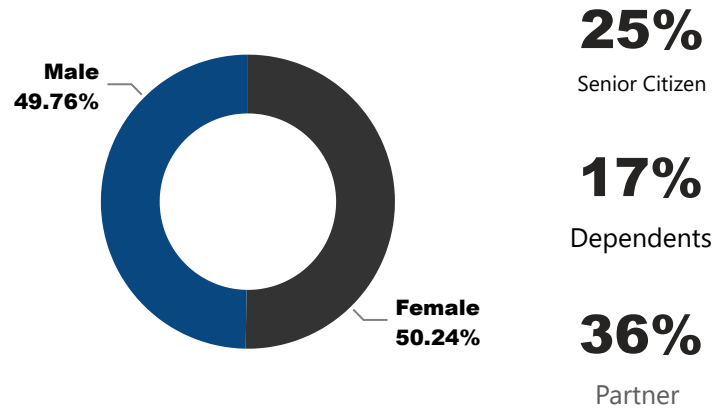
Monthly Charges

\$139.1K

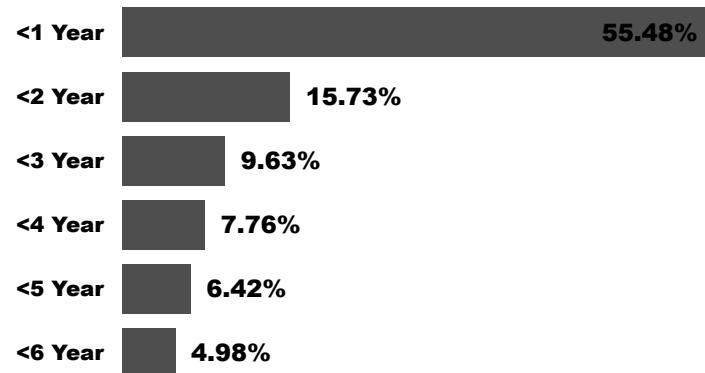
Total Charges

\$2.86M

DEMOGRAPHICS



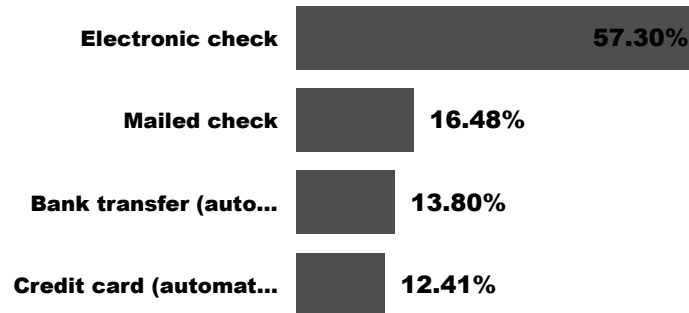
Subscription Time



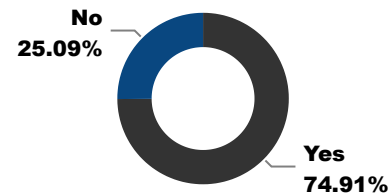
%GT Count of Churn

CUSTOMER ACCOUNT INFORMATION

Payment Method



Paperless Billing



Average Charges

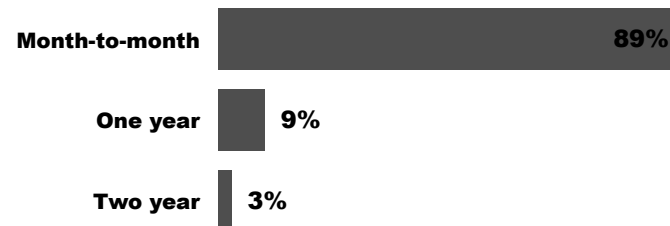
\$74.4413322632...

Monthly

\$1,531.80

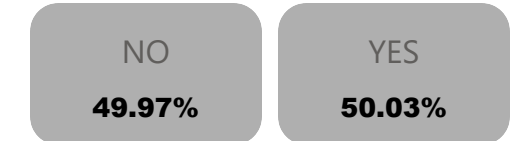
Total

Types of Contract



SERVICES CUSTOMERS SIGNED UP FOR

Multiple Lines



17% Tech Support in %

44% StreamingMovies in %

44% Streaming TV in %

91% Phone Service in %

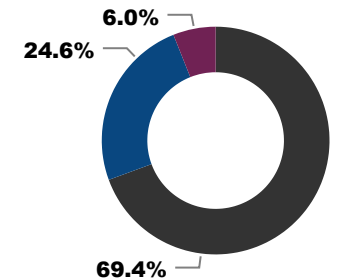
16% Online Sec. in %

28% Online backup in %

29% Device Protection in %

Internet Service

● Fiber optic ● DSL ● No





Customer Risk Analysis

Total Customers

7043

Churn Rate %

26.54%

Yearly Charges

\$16.06M

2955

Tech Tickets

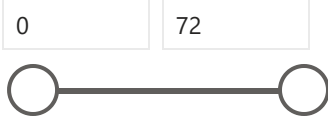
3632

Admin Tickets

Risk of Churn

- ☐ No
☐ Yes

Monthly Subscribed



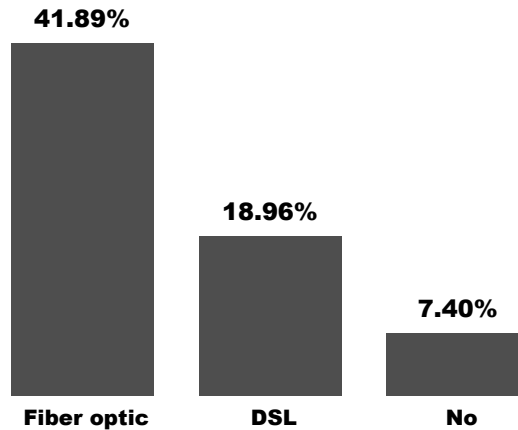
Internet Services

- ☐ DSL
☐ Fiber optic
☐ No

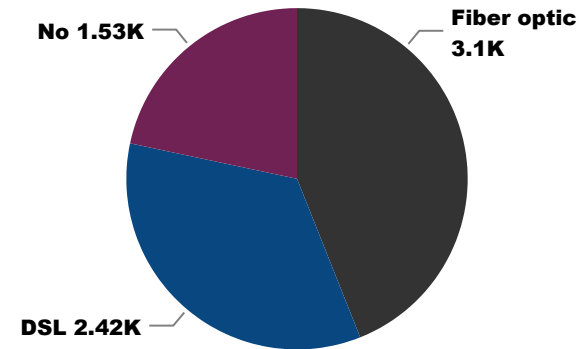
Contract Types

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

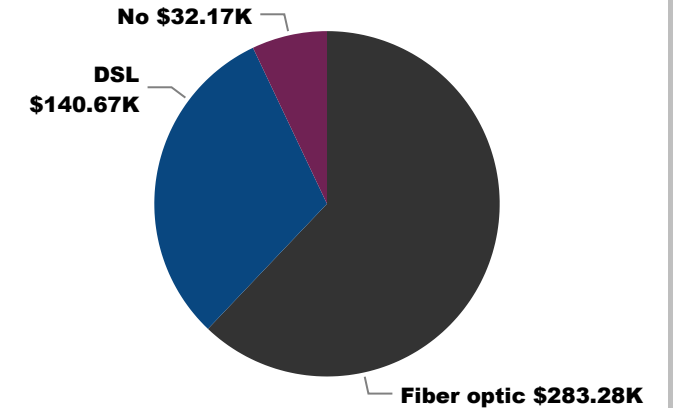
Churn by Types of Internet Services



Customers by Internet Services

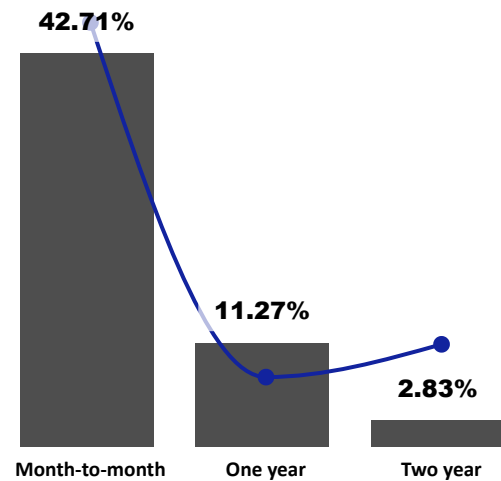


Sum of Monthly Charges



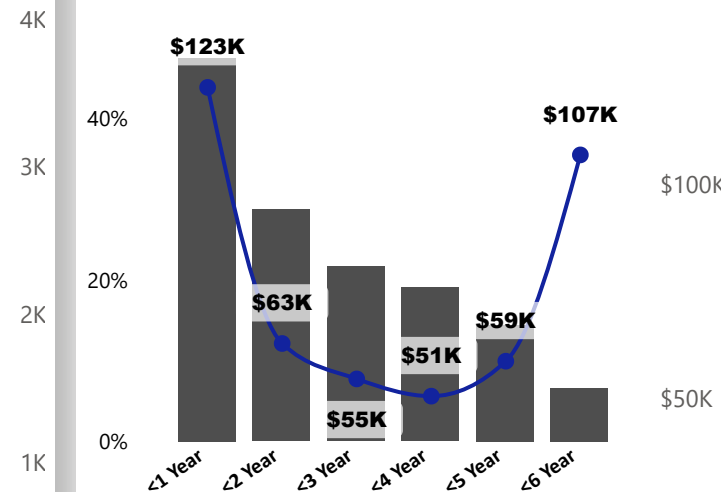
Type Of Contract

● Churn rate ● Customer



Years of Contract

● Churn rate % ● Sum of MonthlyCharges



Churn by Payment Method

● Churn rate % ● Sum of MonthlyCharges

