

Churn Dashboard

Total Customers

1869

Tech Tickets

2173

Admin Tickets

885

Yearly Charges

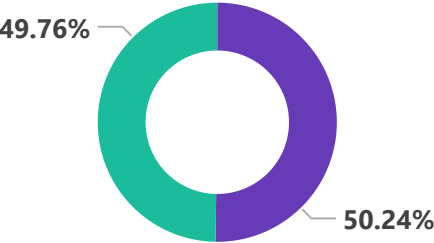
\$3M

Yearly Charges

\$139K

Demographics Information

Female Male



Senior Citizens

25%

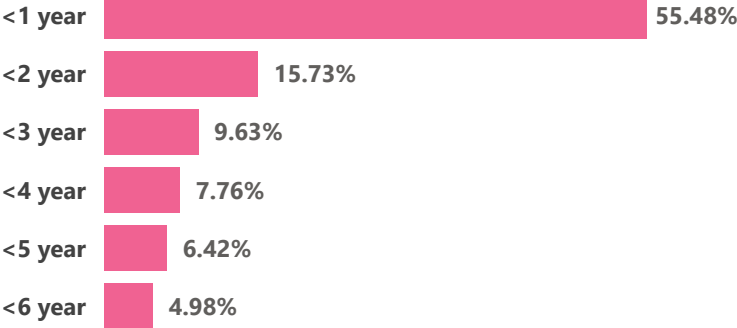
Partners

36%

Dependents

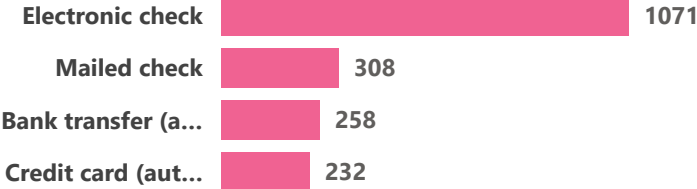
17%

Customer Subscription Time



Customer Account Information

Payment Method



Paperless Billing

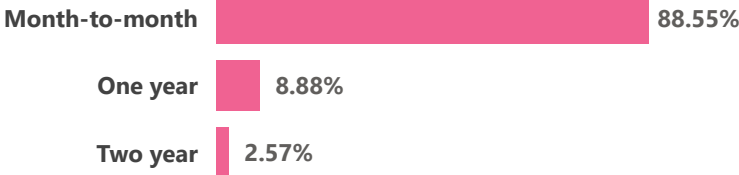
Yes No



Avg Charges

\$74
Monthly
\$1,532
Total

Contract Types



Services Distribution

91%

% of PhoneServices

44%

% of StreamingMovies

44%

% of StreamingTv

29%

% of DeviceProtection

28%

% of OnlineBackup

16%

% of OnlineSecurity

17%

% of TechSupoort

Multiple Lines

50.03%

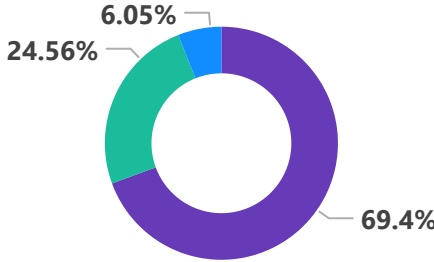
Yes

49.97%

No

Internet Services

Fiber optic DSL No



Customer Risk Analysis

Churn Risk

All

Phone Service

All

Contract

All

Internet Service

All

Months of Contract

072

Total Customers

7043

Churn Rate

26.54%

Yearly Charges

\$16M

Tech Tickets

2955

Admin Tickets

3632

