

Churn Dataset Analysis

1869

Customers are in Risk

2173

Total Tech Tickets

885

Total Admin Tickets

\$2.9M

Total annual charges

\$139.1K

Total monthly charges

Demography

Gender Ratio



55.8%

%partner

Subscription time



21.1%

%dependent

34.2%

Senior citizenship

Customer account information

Payment method



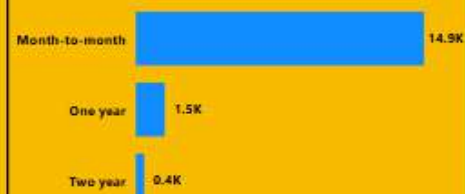
Paperless Billing



Average charges

\$74.4
Monthly
\$1,531.8
Annual

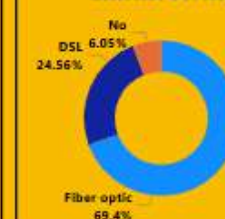
Type of contact



Services customers sign up for

90.9%
Phone Service
45.5%
Multiple Lines
43.8%
Streaming Movies
43.6%
Streaming TV
29.2%
Device Protection
28.0%
Online Backup
16.6%
Tech Support
15.8%
%OnlineSecurity

Internet Service



7043

Customers are in Risk

\$16.1M

Sum of TotalCharges

26.54%

churn rate %

2955

Tech Tickets

3632

Admin Tickets

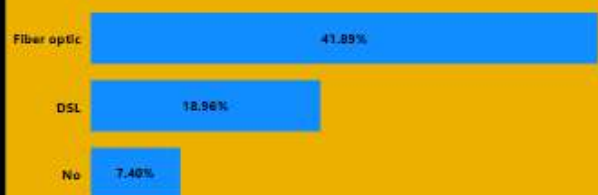
Count of Churn

1869

0

7043

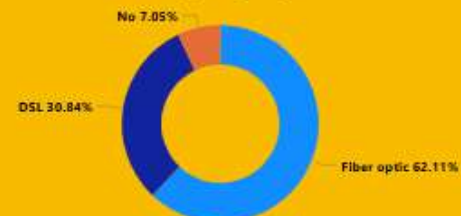
Distribution of churn by internet services



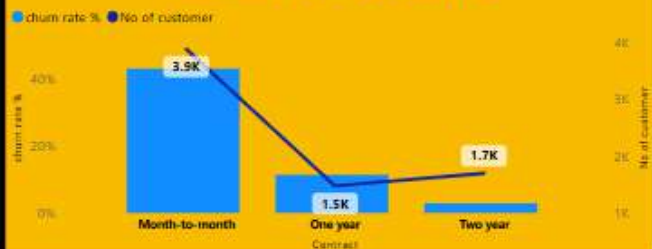
Distribution of customers by internet services



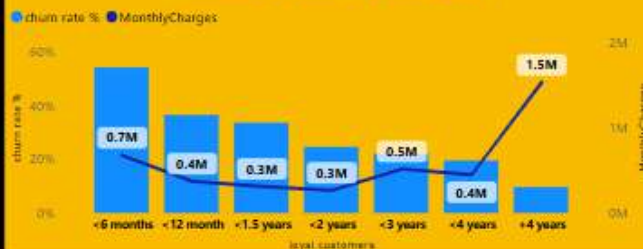
Distribution of monthly charges by internet services



Distribution of churn by contract type



Distribution of churn by contract year



Distribution of churn by payment mode



Please select churn

No

Yes

