

Churn Dashboard



1869

Count of customerID

2173

Num Tech Tickets

\$139.13K

MonthlyCharges

\$2.86M

Yearly Charges

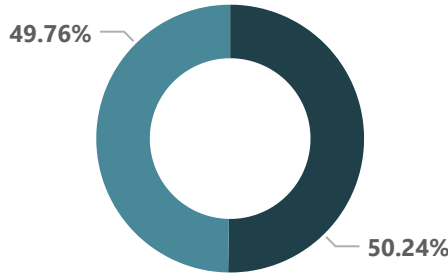
885

Num Admin Tickets

Demographics

Gender Count

● Female ● Male

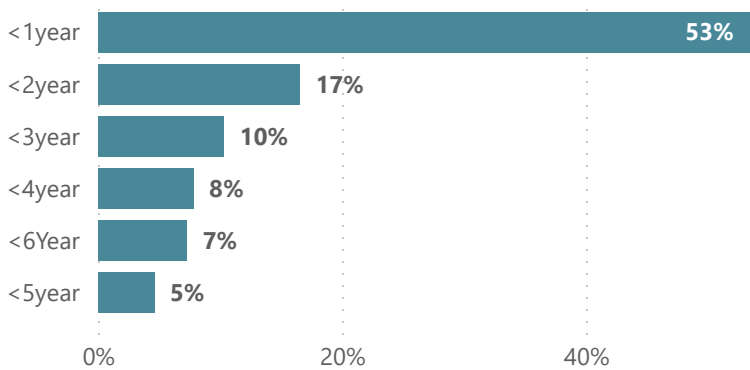


25%
Senior Citizen

36%
Partner

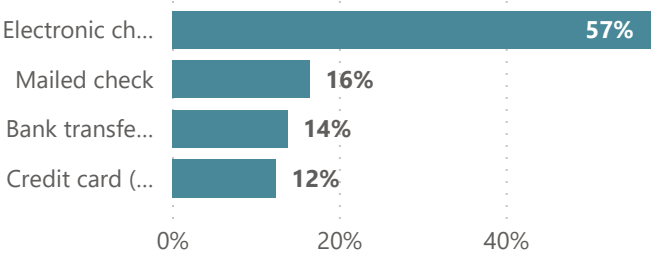
17%
Dependents

Subscription Time



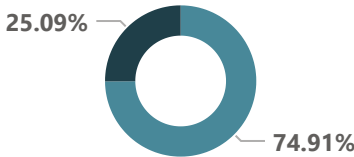
Customer Account Information

Payment Method



Paperless Billing

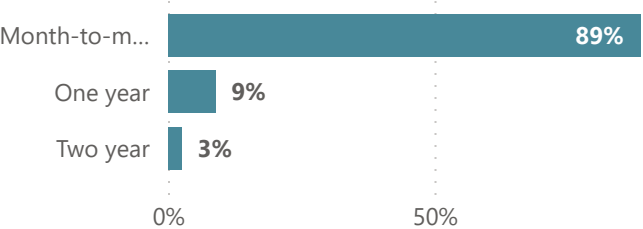
● Yes ● No



Average Charges

\$74.44
Monthly
\$1,531.80
Total

Type of contract



Services signed up for

91%

Phone Service



50.03%
Yes

28%

Online Backup

16%

online security

49.97%
no

29%

Device protection

17%

Tech support

44%

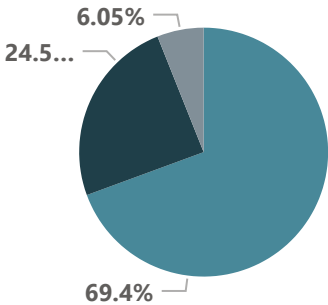
Streaming Movies

44%

Streaming TV

Internet Services

● Fiber optic ● DSL ● No



Customer Risk Analysis



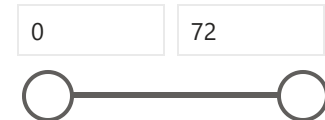
Risk of churn

- ☐ No
☐ Yes

Internet Services

- ☐ DSL
☐ Fiber optic
☐ No

Months subscribed



Types of Contract

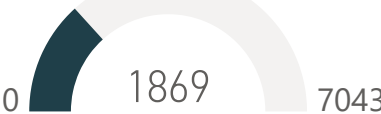
- ☐ Month-to-month
☐ One year
☐ Two year

7043

Total Customers

26.54%

Churn Rate %

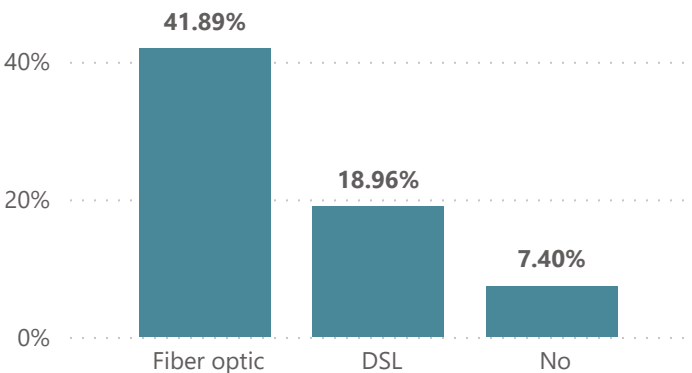


\$16.06M

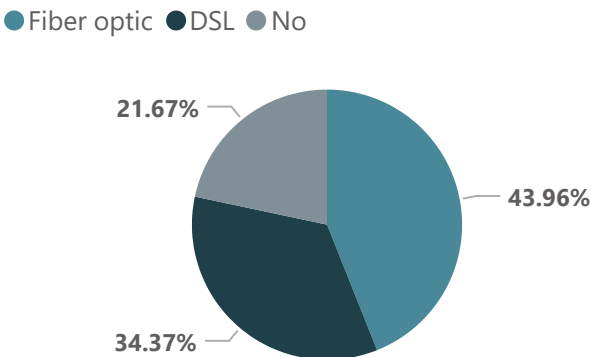
Sum of TotalCharges

2955
Tech Tickets
3632
Admin Tickets

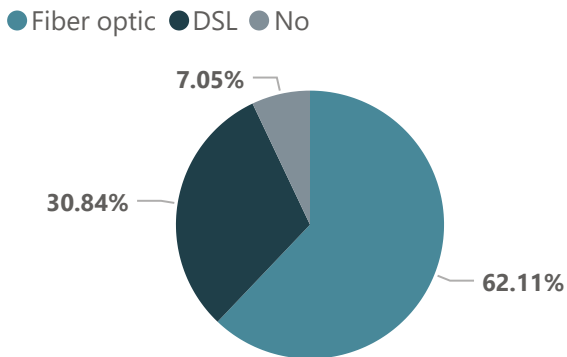
Churn by Internet Service



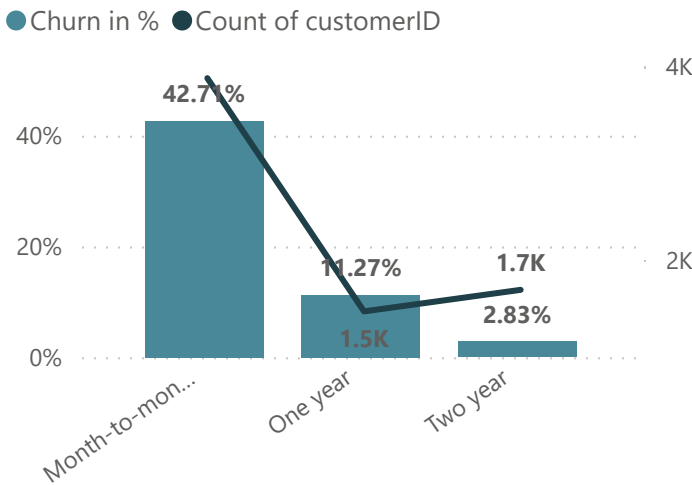
customers by Internet Service



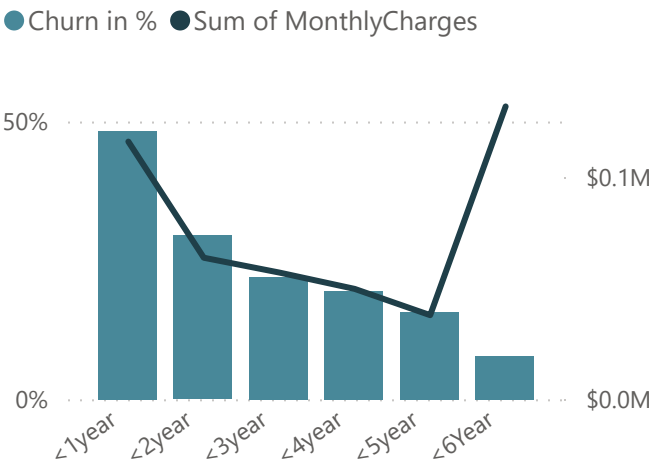
Monthly charges by Internet Service



Type of Contract



Years of Contract



Churn of payment method

