

Welcome



Key Performance Indicators

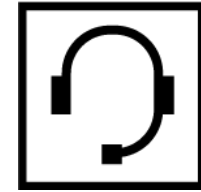
- 1) Increase tech support capacity for Fiber Optic customers and lower tech tickets per customer to 0.5
- 2) Increase sale of 1 and 2 year contracts by 5% each
- 3) Yearly increase of automatic payments by 5%

Churn Dashboard



- Demographics
- Customer Account Information
- Services

Customer Risk Analysis



- internet service
- type of contract
- payment method



Churn Dashboard



1869

Customer at Risk

2173

Tech Tickets

885

Admin Tickets

2.86M

Total Charges

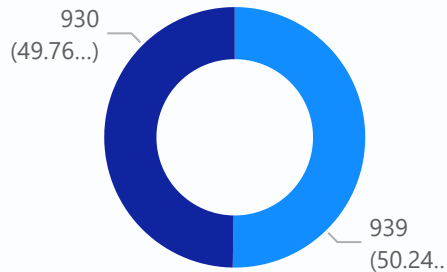
139.13K

Monthly Charges

Demographics

Count of gender by gender

Female Male



25%

Senior-Citizen

36%

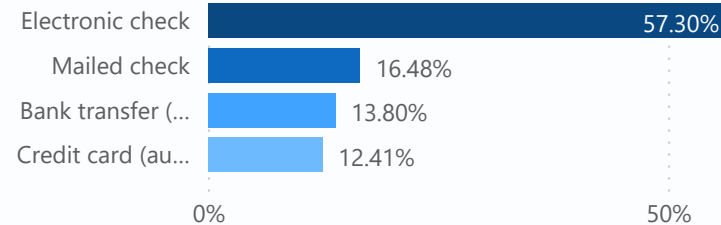
Partner

17%

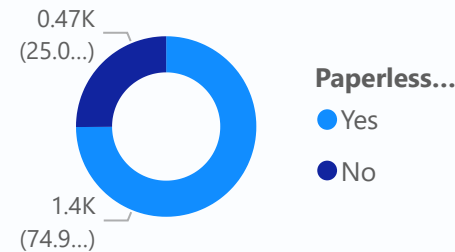
Dependents

Customer account information

Payment Method

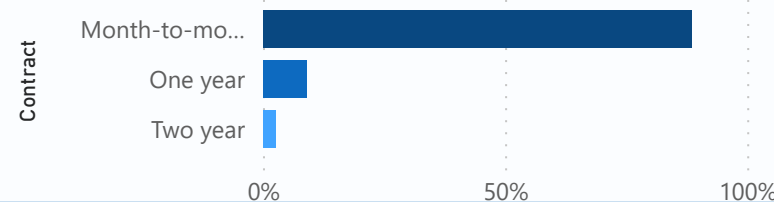


Paperless Billing



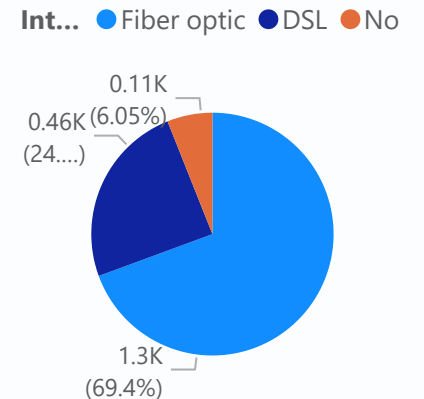
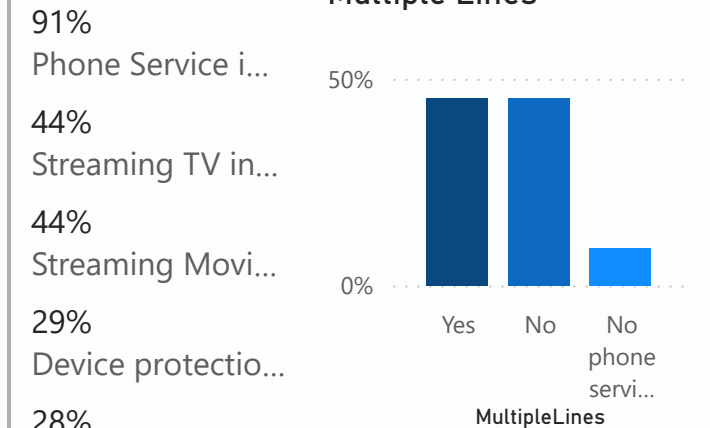
1,531.80
Total Charges
74.44
Monthly Charges

Type of Contract



Services customers signed up for

Multiple Lines





Customer Risk Analysis

Risk of churn

- ☐ No
☐ Yes



Internet Service

- ☐ DSL
☐ Fiber optic
☐ No

Months Tenured

tenure

0 72



Contract Type

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

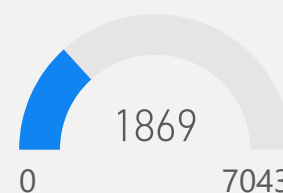
7043

Total Customer

27%

churn rate %

Churn



16.06M

Yearly Charges

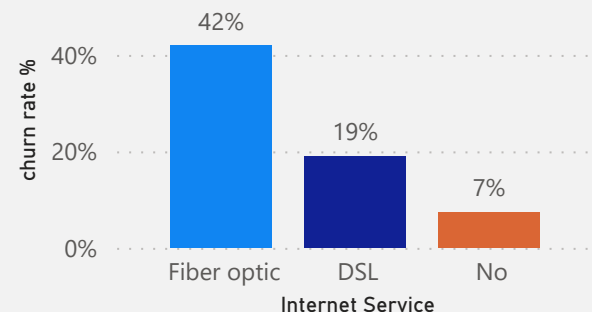
3632

Admin Tickets

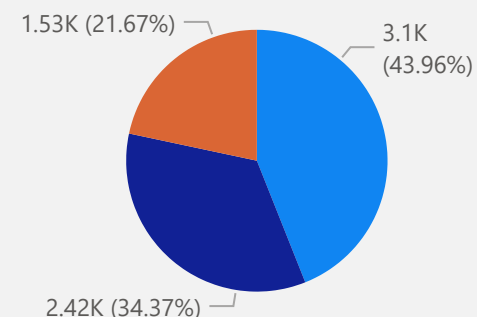
2955

Tech Tickets

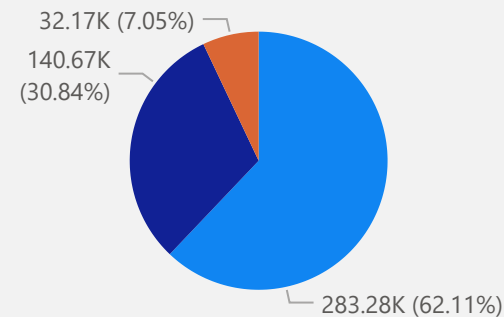
Churn by Type of Internet Service



No. of Customer by Internet Service

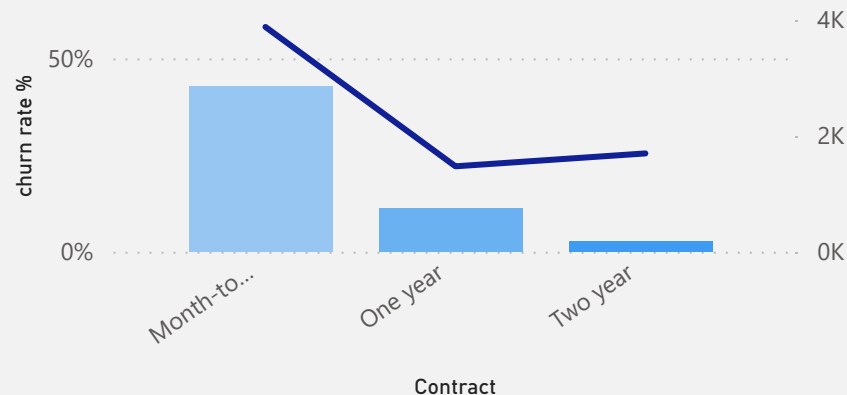


Sum of Monthly Charge



Type of Contract

churn rate % Count of customerID



Churn by Payment Method

churn rate % Sum of Monthly Charges

