

# CHURN DASHBOARD

Sum of Monthly Charges

\$139.13K

Sum of TotalCharges

\$2.86M

Senior Citizen

25.47%

Dependents

17.44%

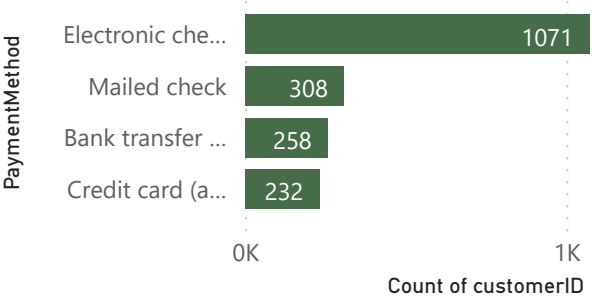
Partners

36%

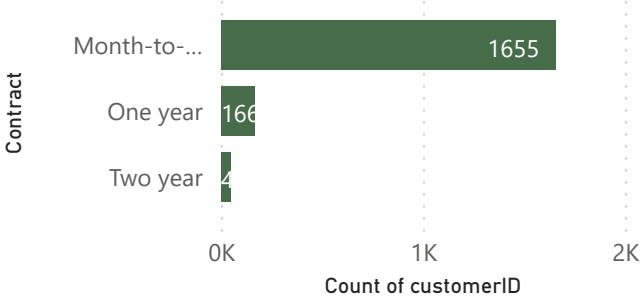
Customers At Risk

1869

Payment Method



Type of Contract



74.91%

PaperlessBilling

43.77%

StreamingMovies

43.55%

StreamingTV

29.16%

DeviceProtection

25%

InternetService

27.98%

OnlineBackup

16.59%

TechSupport

15.78%

OnlineSecurity

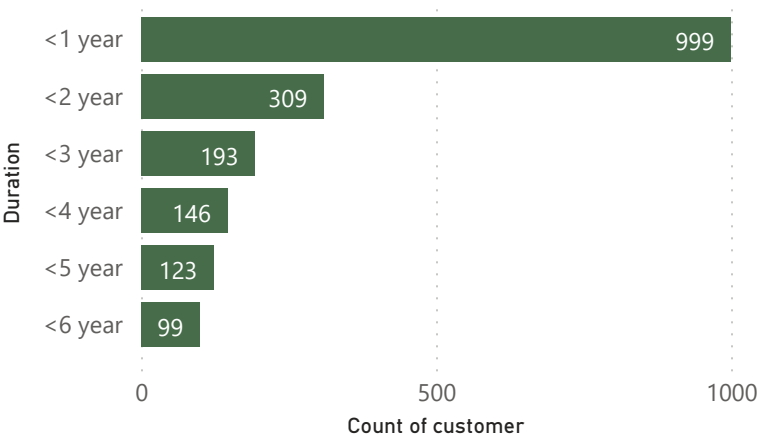
Average monthly Charges

\$74.44

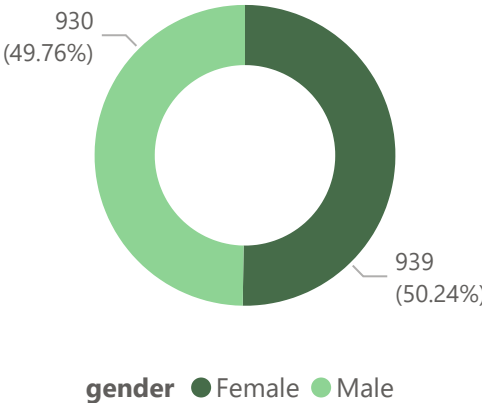
Average Total Charges

\$1.53K

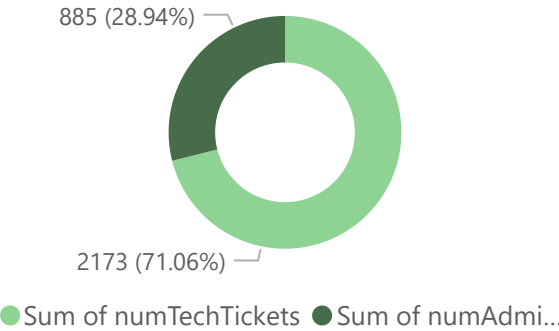
Count of customer by Duration



Customer by Gender



TechTickets vs AdminTickets



# CUSTOMER RETENTION ANALYSIS

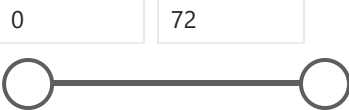
## Churn

- ☐ No  
☐ Yes

## Contract

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

## Tenure



## Internet Service

- ☐ DSL  
☐ Fiber optic  
☐ No

Sum of Monthly  
Charges

\$456.12K

Sum of  
TotalCharges

\$16.06M

Admin  
Tickets

3632

Tech  
Tickets

2955

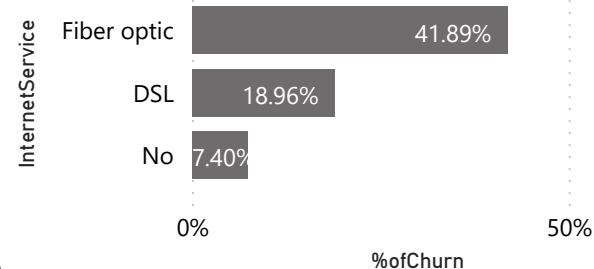
Churn

26.54%

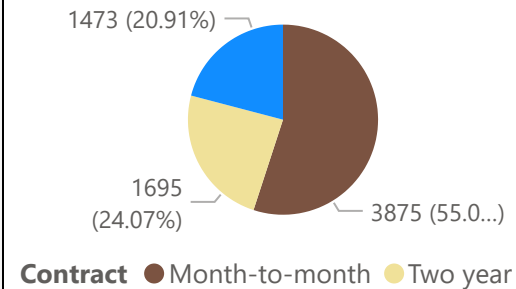
Total  
Customers

7043

## Churn By Internet Service

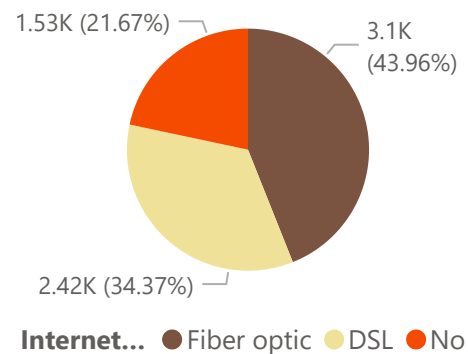


## Customers by Contract

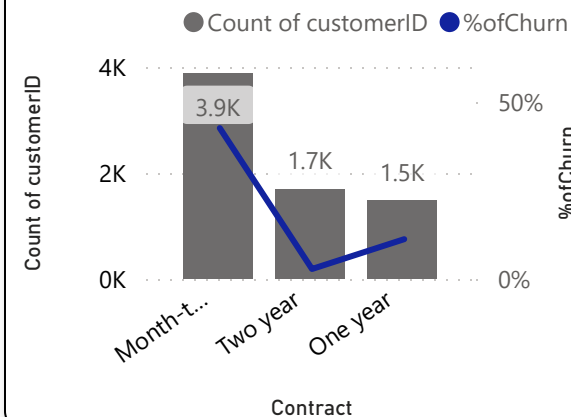


Contract	InternetService	CustomerID
Month-to-month	DSL	
Month-to-month	Fiber optic	
Month-to-month	No	
One year	DSL	
One year	Fiber optic	
One year	No	
Total		

## Customer by Internet Service



## Type of Contract



## Type of Payment method

