

CUSTOMER CHURN DASHBOARD

Customers

6687

Churned

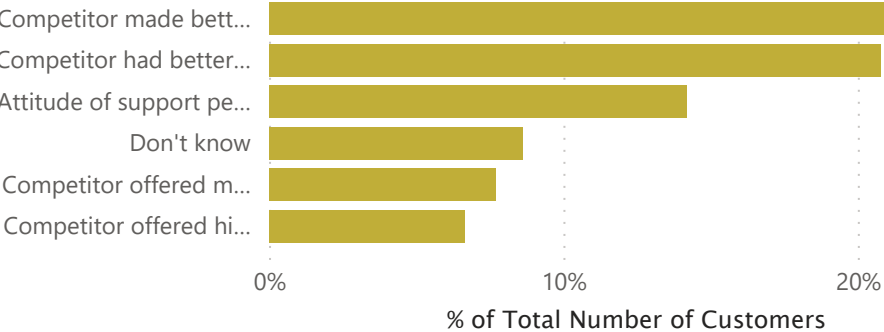
1796

Churn Rate

26.86 %

Churn Reasons

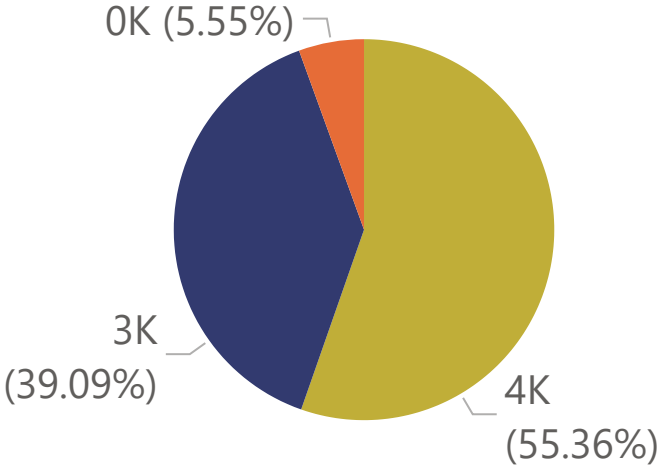
Churn Reasons



Payment methods

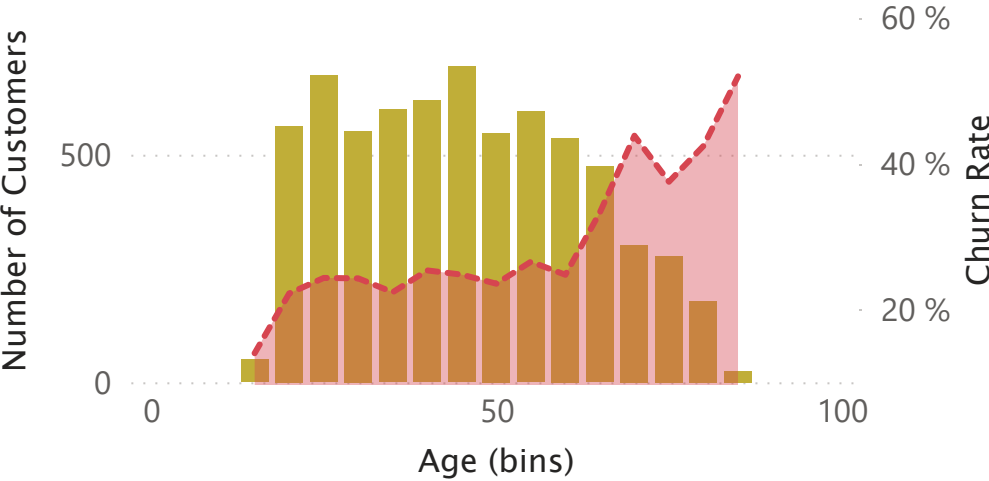
Payment Meth...

- Direct Debit
- Credit Card
- Paper Check



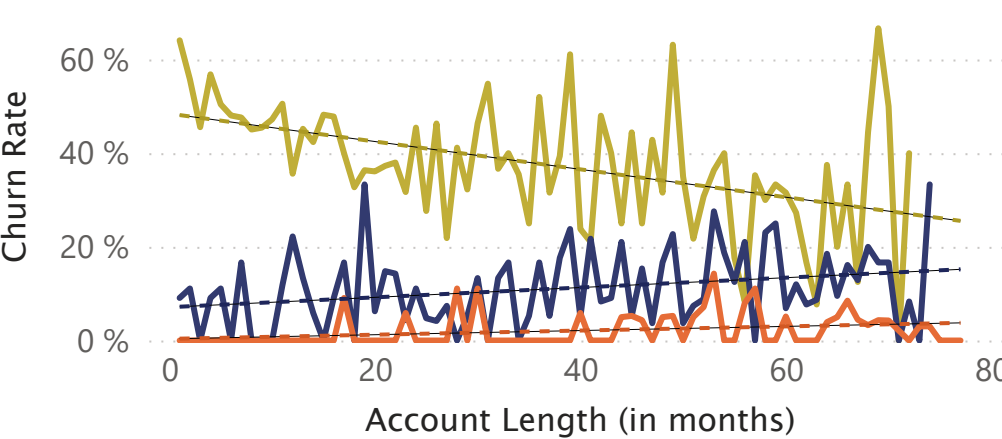
Age groups

Number of Customers Churn Rate



Account length and Contract types

Contract Type Month-to-Month One Year Two Year



Gender

All

Payment...

All

Group

All

State

All

Contract...

All

Contract...

All

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Churn Rate

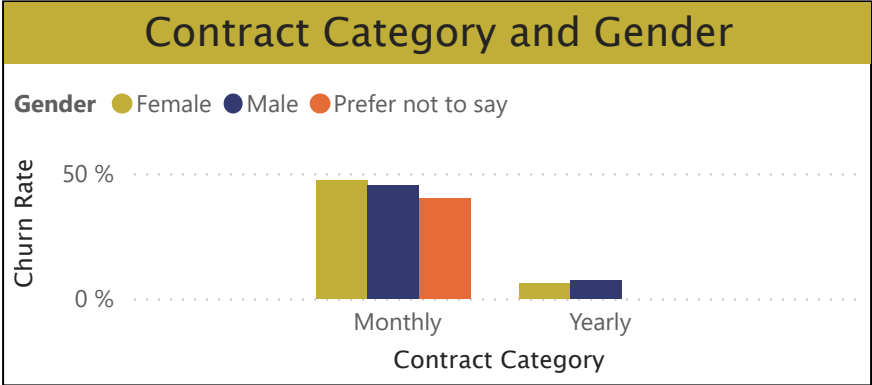
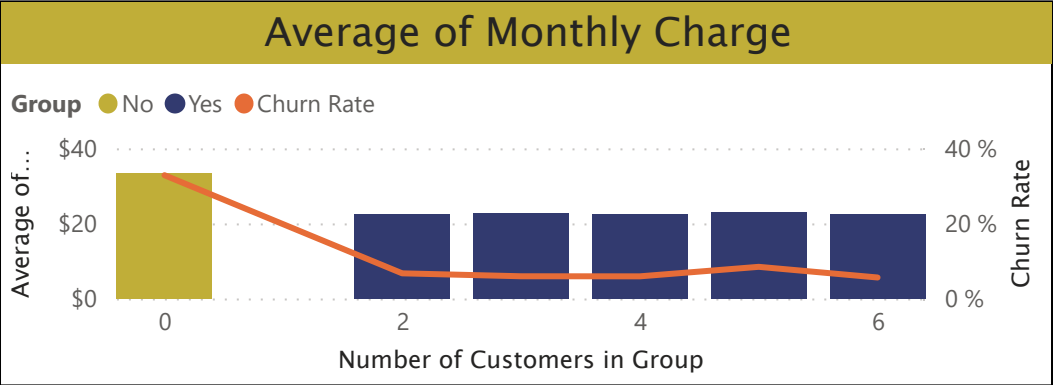
26.86 %

Account Length (in ...

All

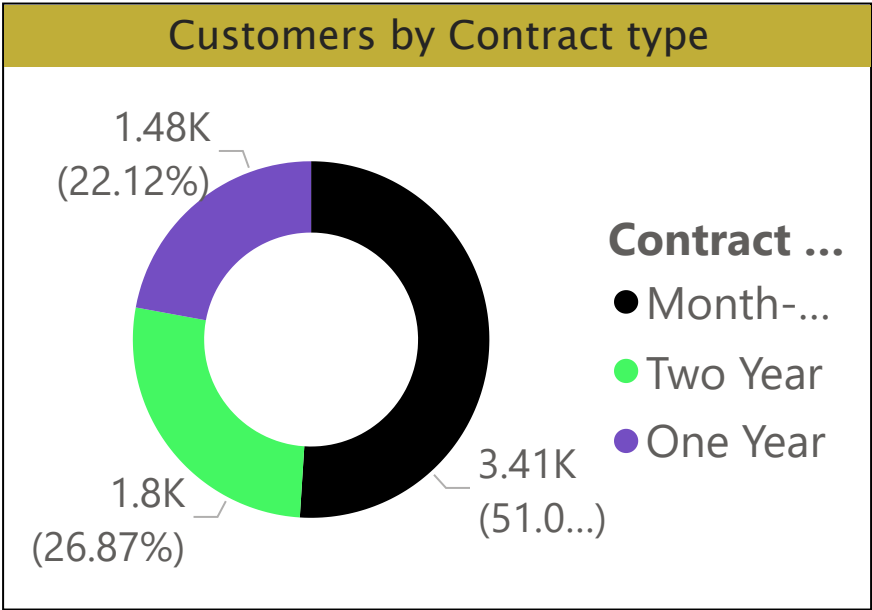
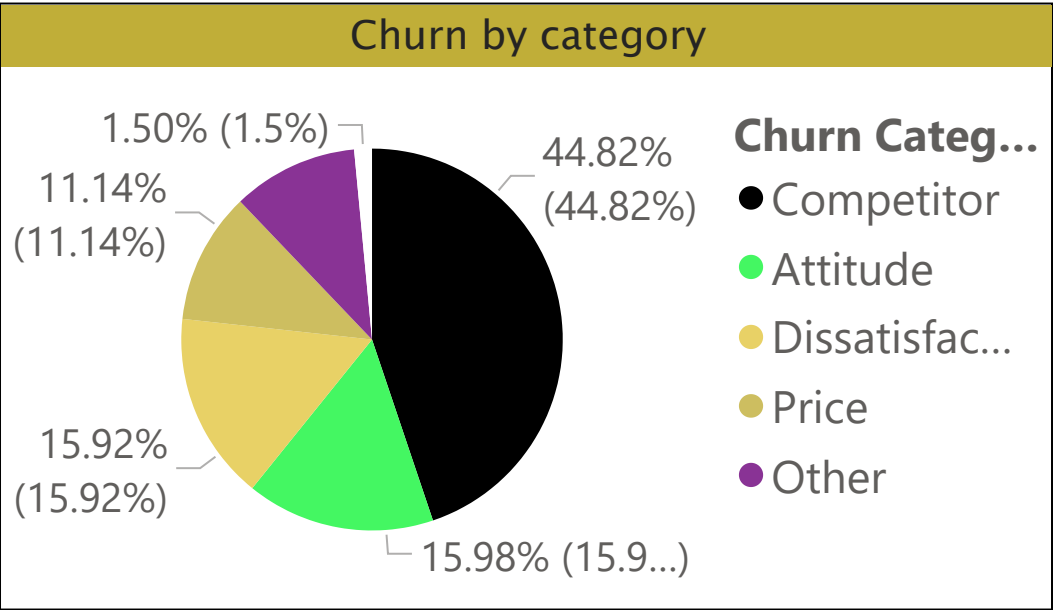
Churn Category

All



Gender

All



Contract Type

All

Monthly

46.29 %
Churn Rate

Yearly

6.62 %
Churn Rate

CUSTOMER CHURN DASHBOARD

6123

Customer Service Calls

0.92

Avg Customer Service Calls

3.37

Avg Extra Data Charges

33.64

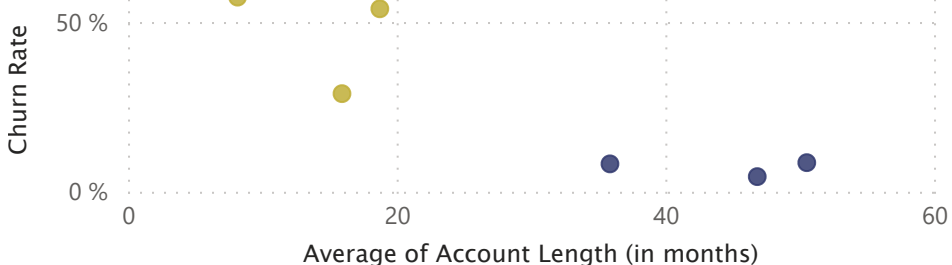
Avg Extra International Ch...

Contract Cate... 

All 

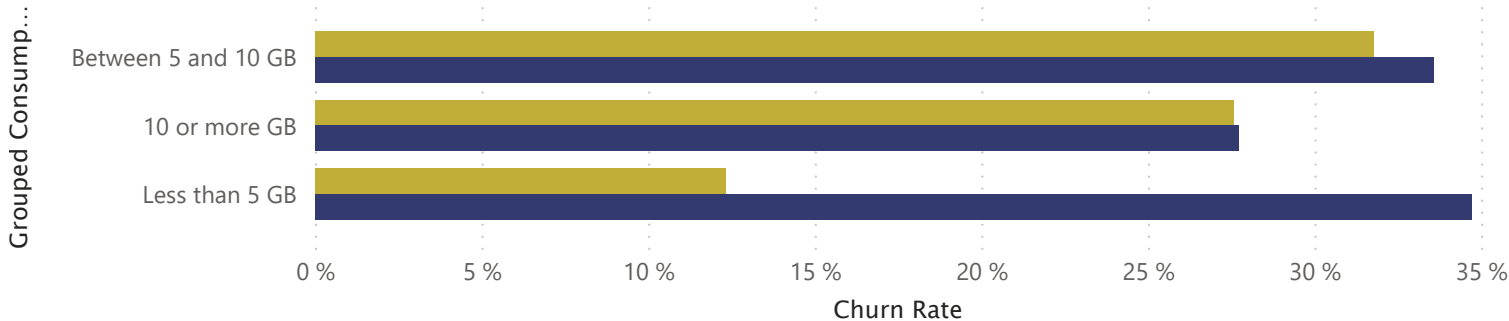
Average of Account Length (in months) and Churn Rate by Payment Method and Contract Category

Contract Category  Monthly  Yearly



Churn Rate by Grouped Consumption and Unlimited Data Plan

Unlimited Data Plan  No  Yes



Avg Customer Service Calls by State and Churn Label

Churn Label  No  Yes

