

CUSTOMER CHURN DASHBOARD

Gender

All

Payment M...

All

Group

All

State

All

Contract C...

All

Contract Type

All

Customers

6687



Churned

1796



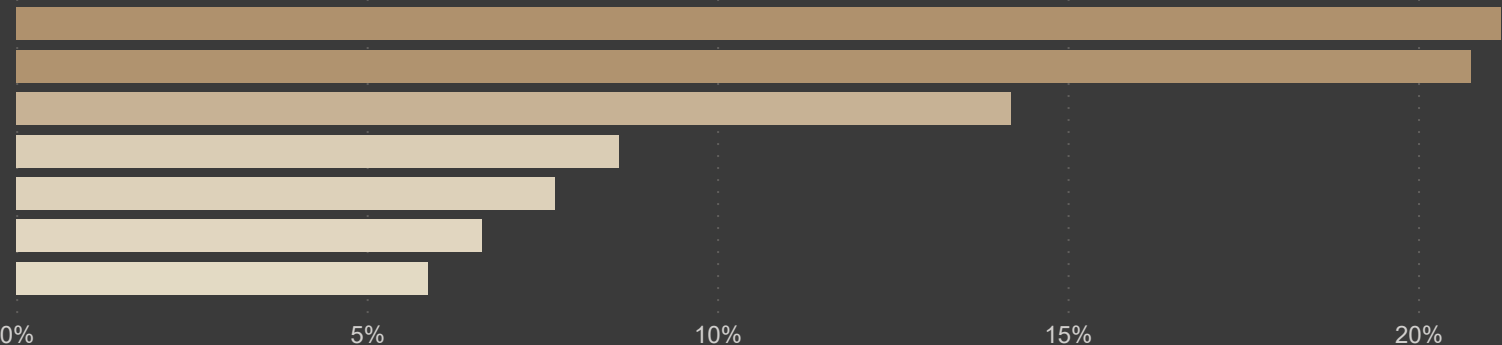
Churn Rate

26.86 %

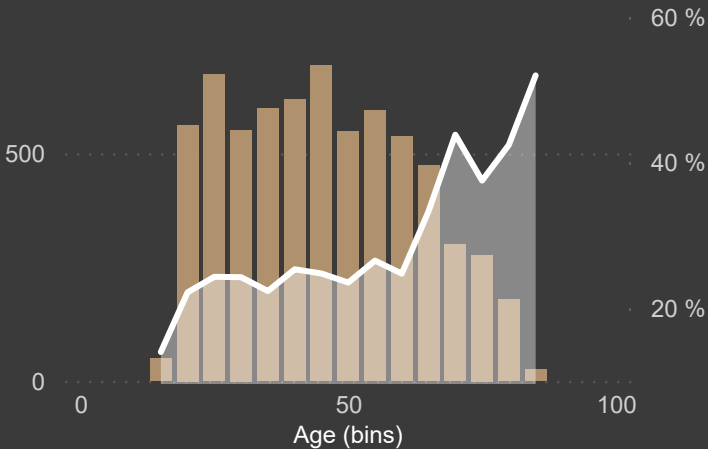


Churn Reasons

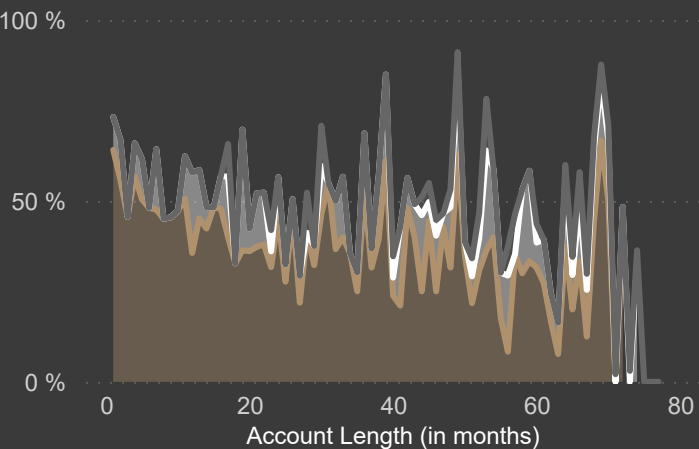
Competitor made better offer
Competitor had better devices
Attitude of support person
Don't know
Competitor offered more data
Competitor offered higher download speeds
Attitude of service provider



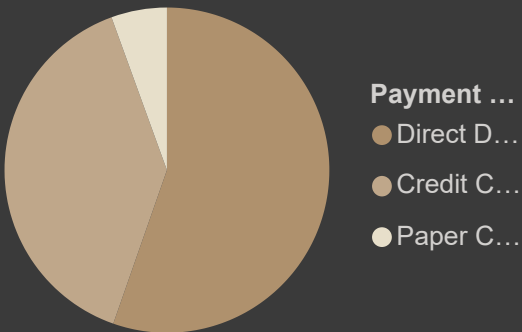
Age groups



Account length and Contract types



Payment methods



CUSTOMER CHURN DASHBOARD

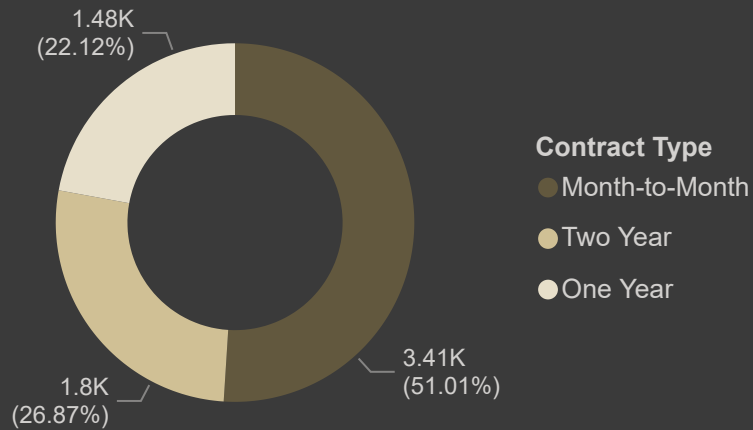
Contract Type
All

Account Length (in months)
All

Gender
All

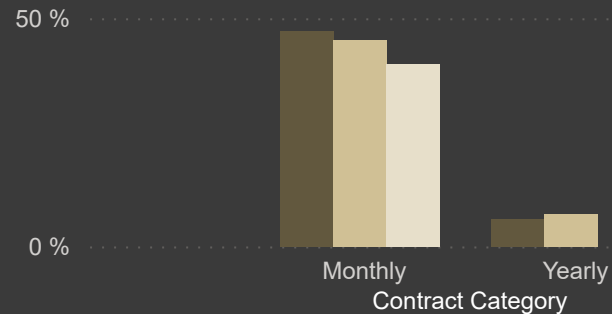
Churn Category
All

Customers by Contract type



Contract Category and Gender

Gender ● Female ● Male ● Prefer not to say



Customers

6687

Churn Rate

26.86 %

Churned

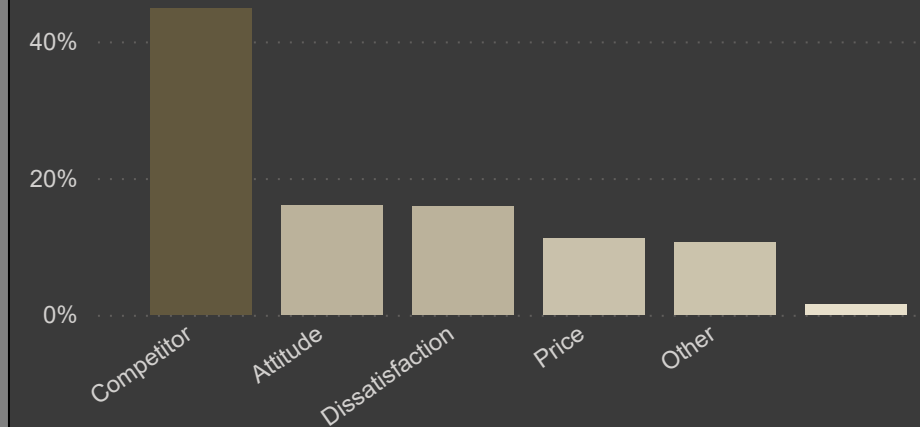
1796

Monthly
46.29 %
Churn Rate

Yearly
6.62 %
Churn Rate

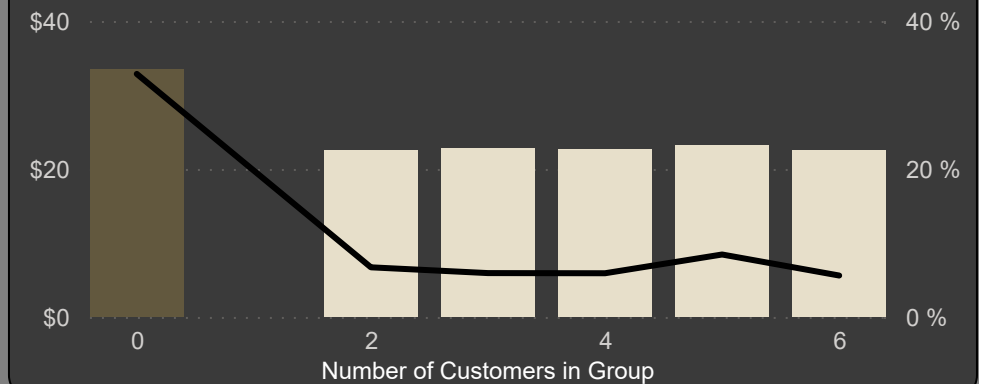
Churn by category

Count of Churn Category 27 805



Average of Monthly Charge

Group ● No ● Yes ● Churn Rate



CUSTOMER CHURN DASHBOARD

6123

Customer Service Calls

0.92

Avg Customer Service Calls

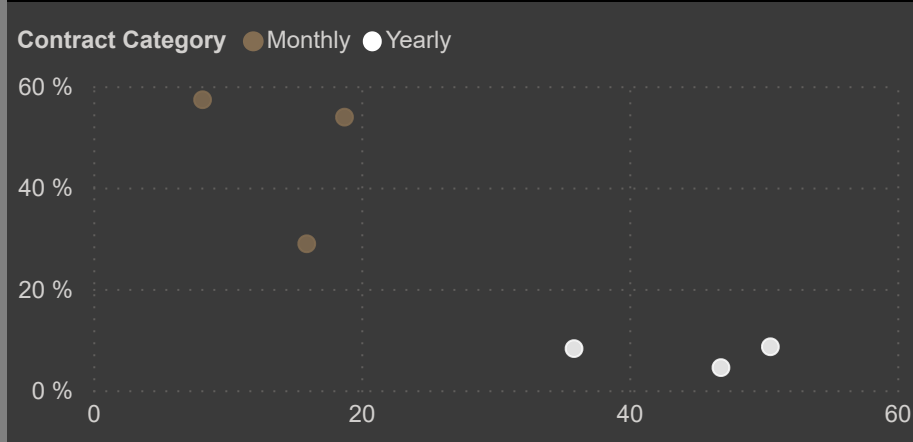
3.37

Avg Extra Data Charges

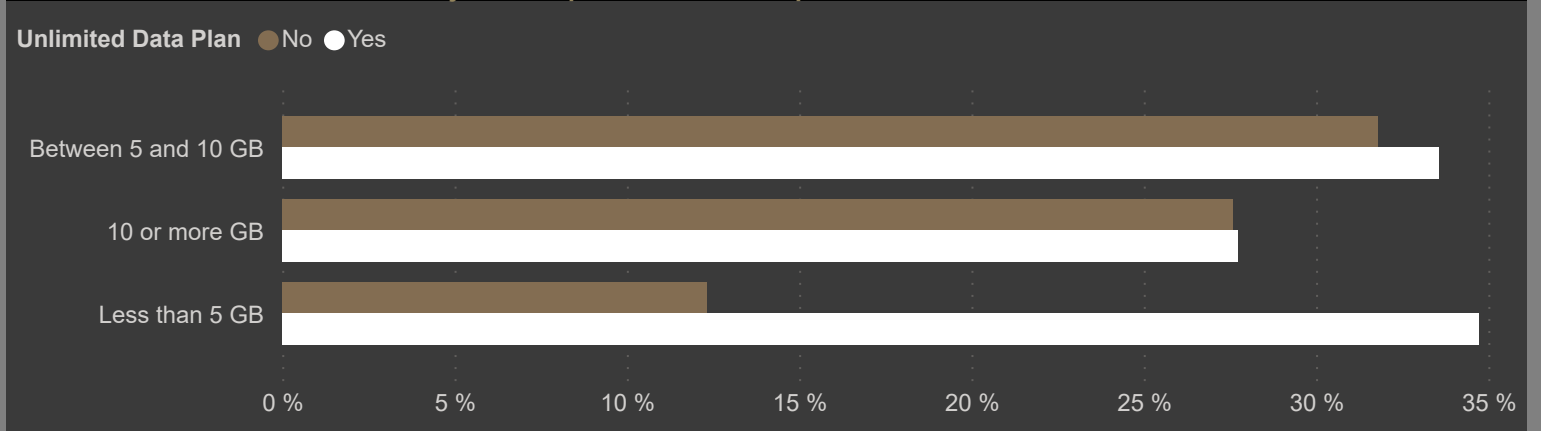
33.64

Avg Extra International Charges

YEARLY VS MONTHLY



Churn Rate by Grouped Consumption and Unlimited Data Plan



Avg Customer Service Calls by State and Churn Label

