



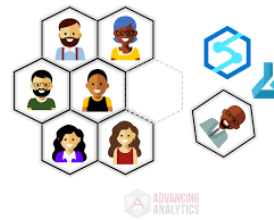
# WELCOME TO PHONENOW



## Key Performance Indicators

- Increase tech support capacity for fiber optic customers and lower tech tickets per customer to 0.5
- Increase sale of 1 and 2 years contracts by 5% each
- 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

885

# of Admin Tickets

2173

# of Tech Tickets

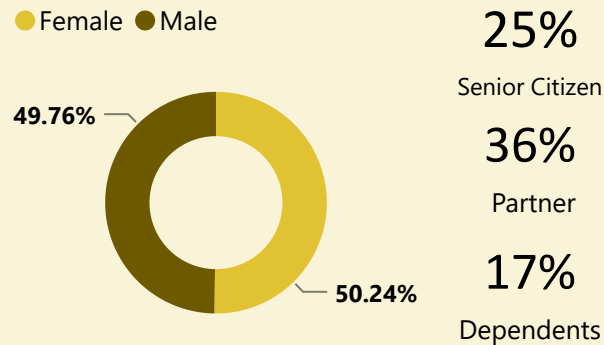
\$2.9M

Yearly Charges

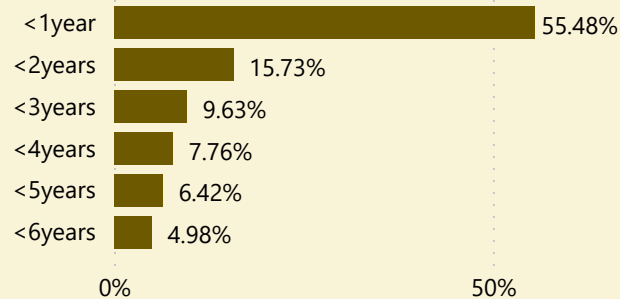
\$139.1K

Monthly Charges

## Demographic

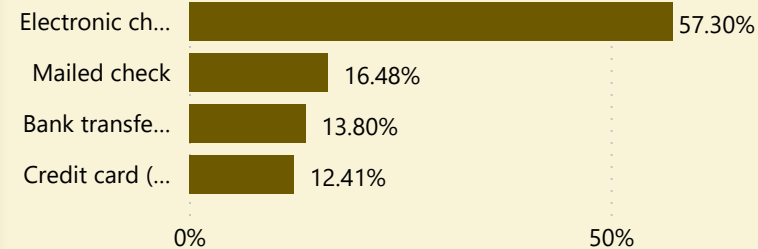


## Subscription Time

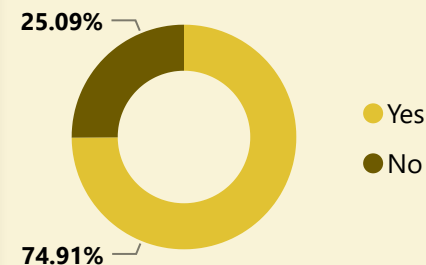


## Customer Account Information

### Payment Method



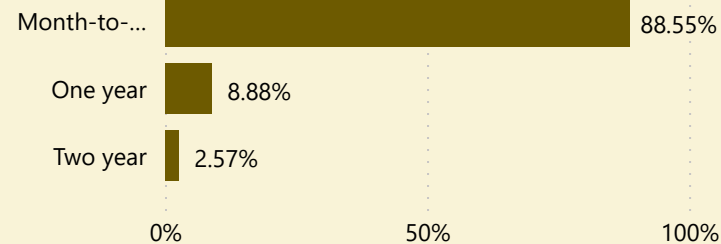
### Paperless Billing



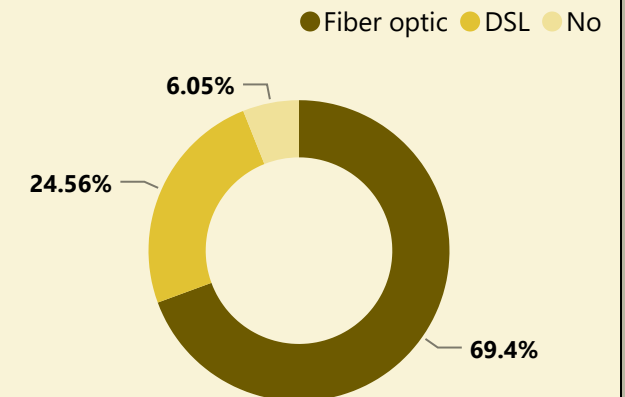
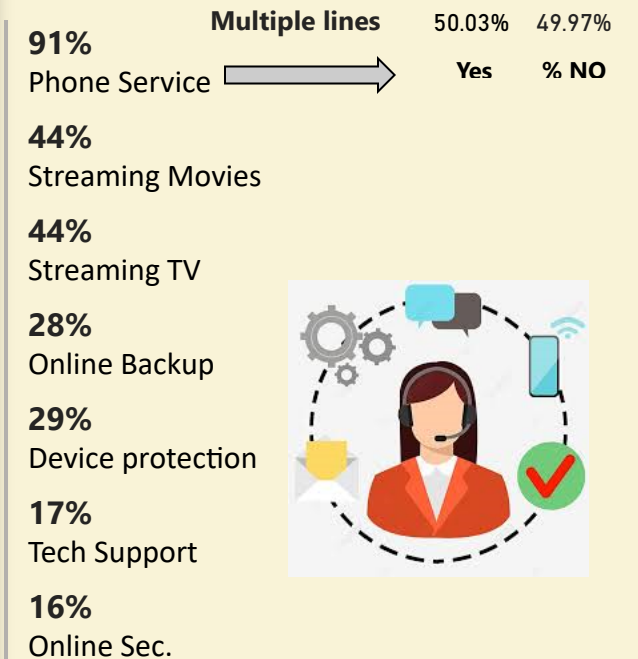
### Avg Charges

\$1,531.8  
Total  
\$74.4  
Monthly

### Types of contract



## Services Customer Signed up for



# Customer Risk Analysis



## Risk of Churn

- ☐ No
- ☐ Yes

7043

Total customer

26.54%

Churn Rate%



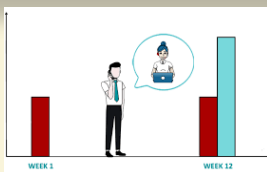
\$16.1M

Yearly Charges

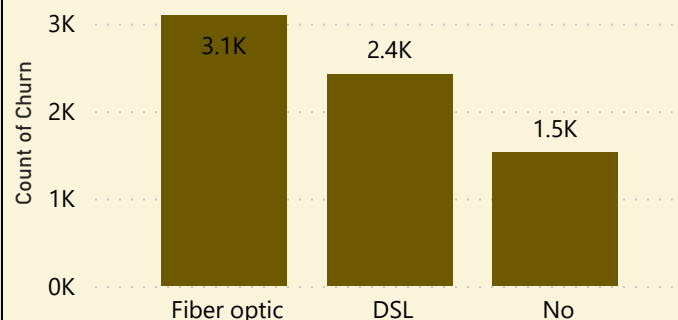
3632  
Admin Tickets  
2955  
Tech Tickets

## Internet Services

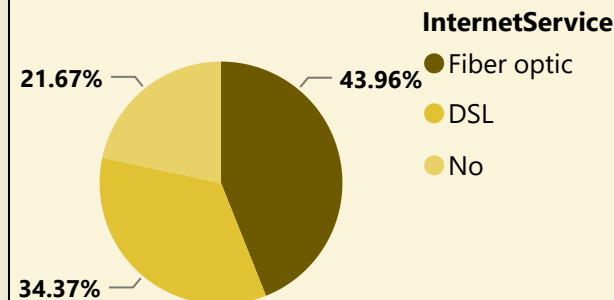
- ☐ DSL
- ☐ Fiber optic
- ☐ No



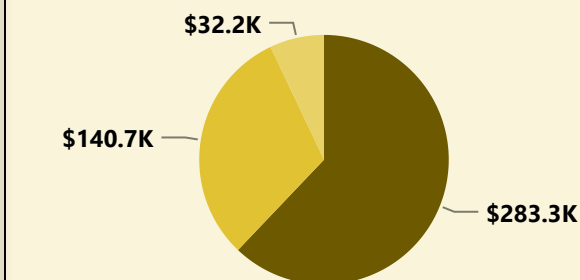
## Churn by type of Internet Service



## # of customer by Internet Service



## # of Monthly Charges



## Months Subscribed

0 72

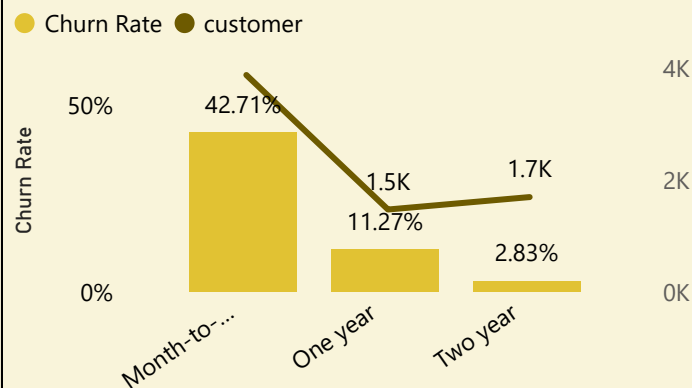


## Contract Type

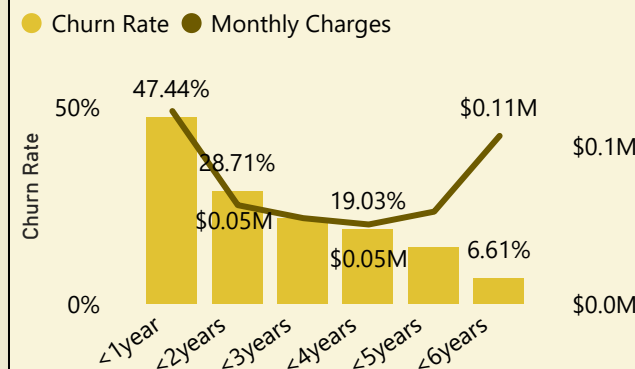
- ☐ Month-to-month
- ☐ One year
- ☐ Two year



## Types of Contract



## Years of Contract



## Churn by Payment Method

