

# XZY Telecom Company

For 2021 Q1

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For the analysis, select the links below.

[Churn Dashboard](#)

[Customer Risk Analysis](#)

## **Summary:**

According to the statistics presented, roughly 26% of consumers leave during the first two years of their subscription.

The proposed actions to be taken are as follows:

- .Expand technical support capabilities while decreasing the number of tickets submitted by half for each new customer acquired.
- .Promote the use of automated payment methods and increase sales of annual and two-year contracts by 5%.

7043  
Total Customers

1869  
Churned Customers

26.54%  
Churn Rate

\$2.86M  
Yearly Charges

\$139.13K  
Monthly Charges

885  
Admin Tickets

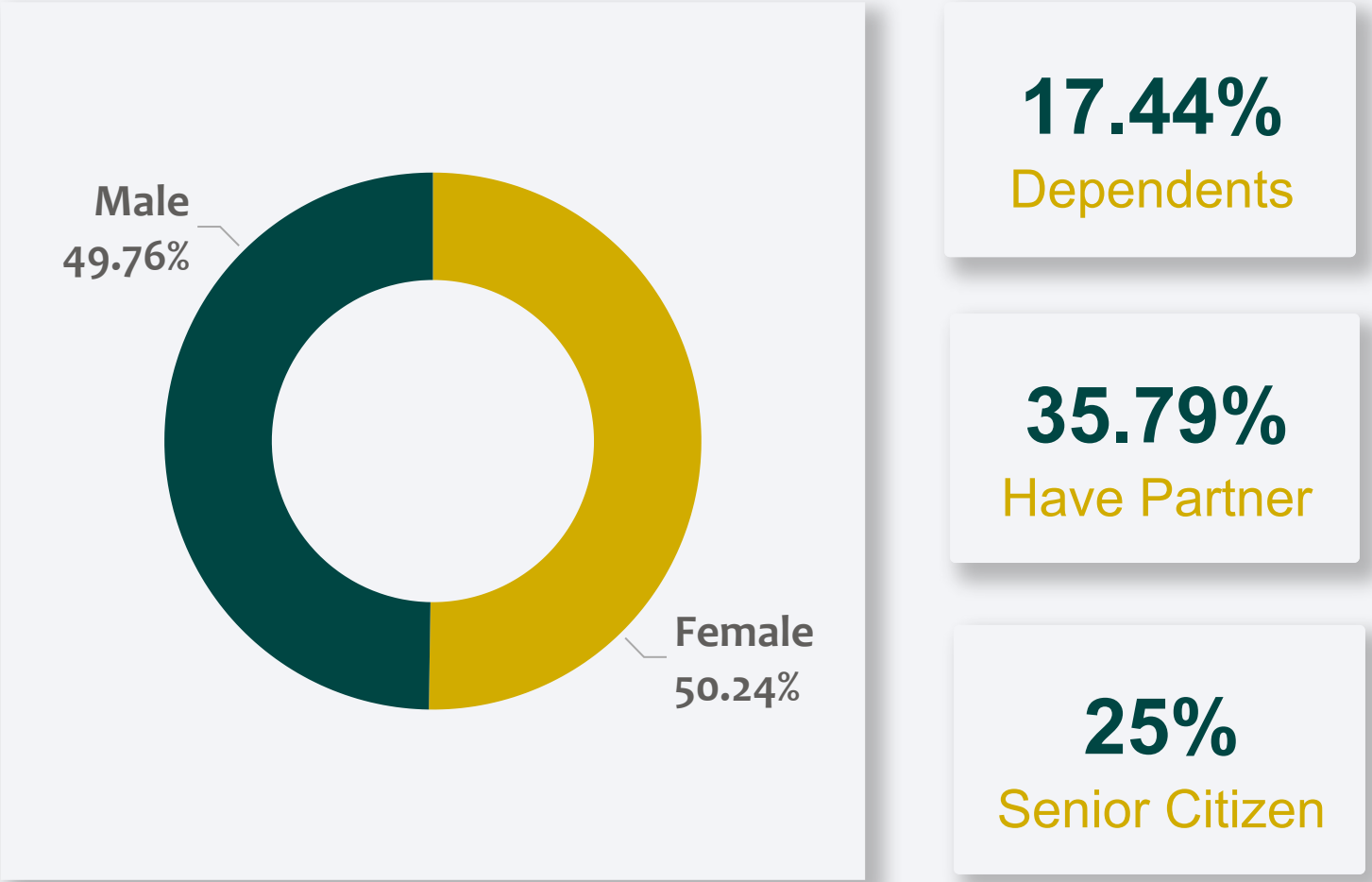
2173  
Tech Tickets

Churn

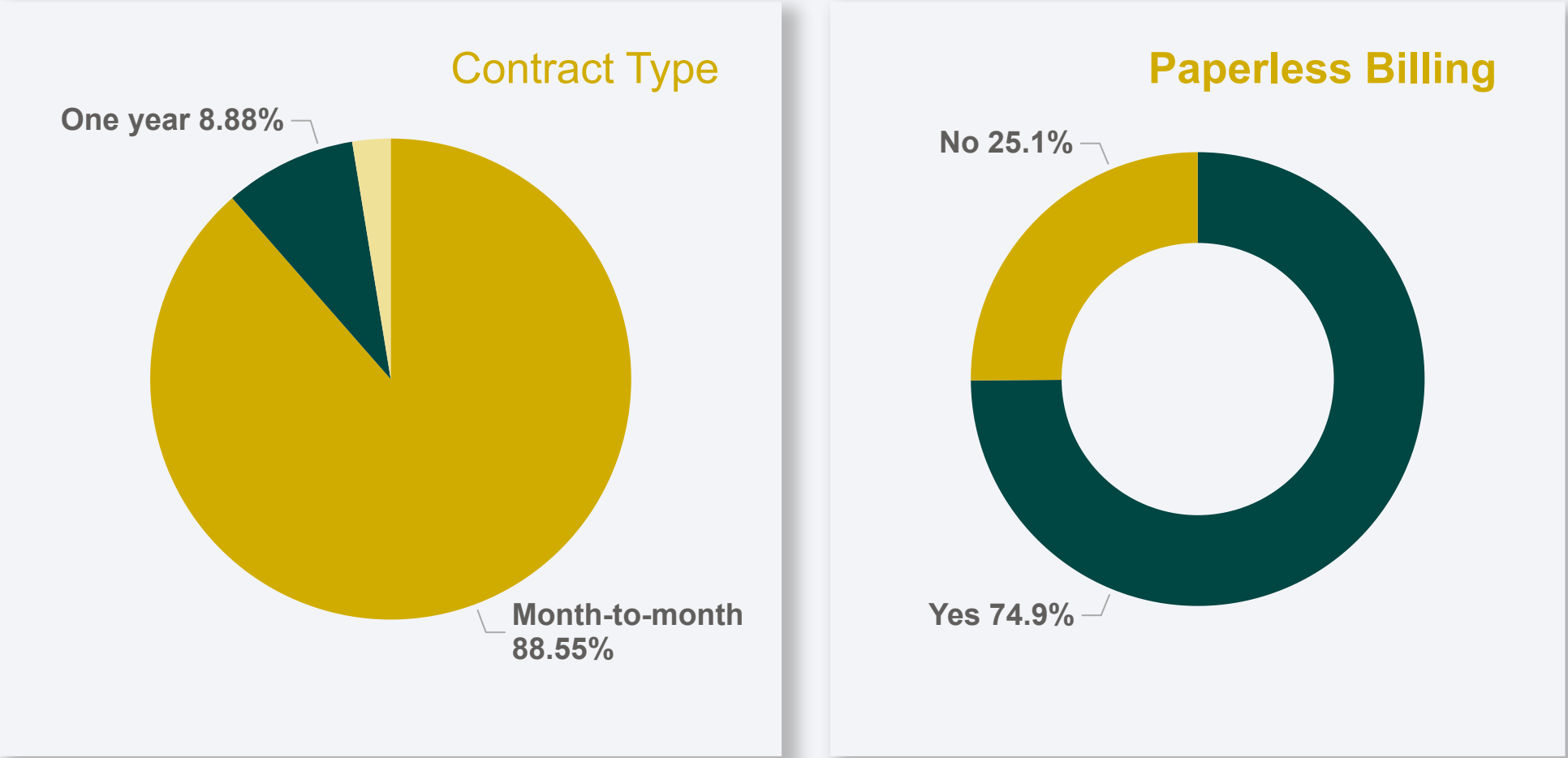
No

Yes

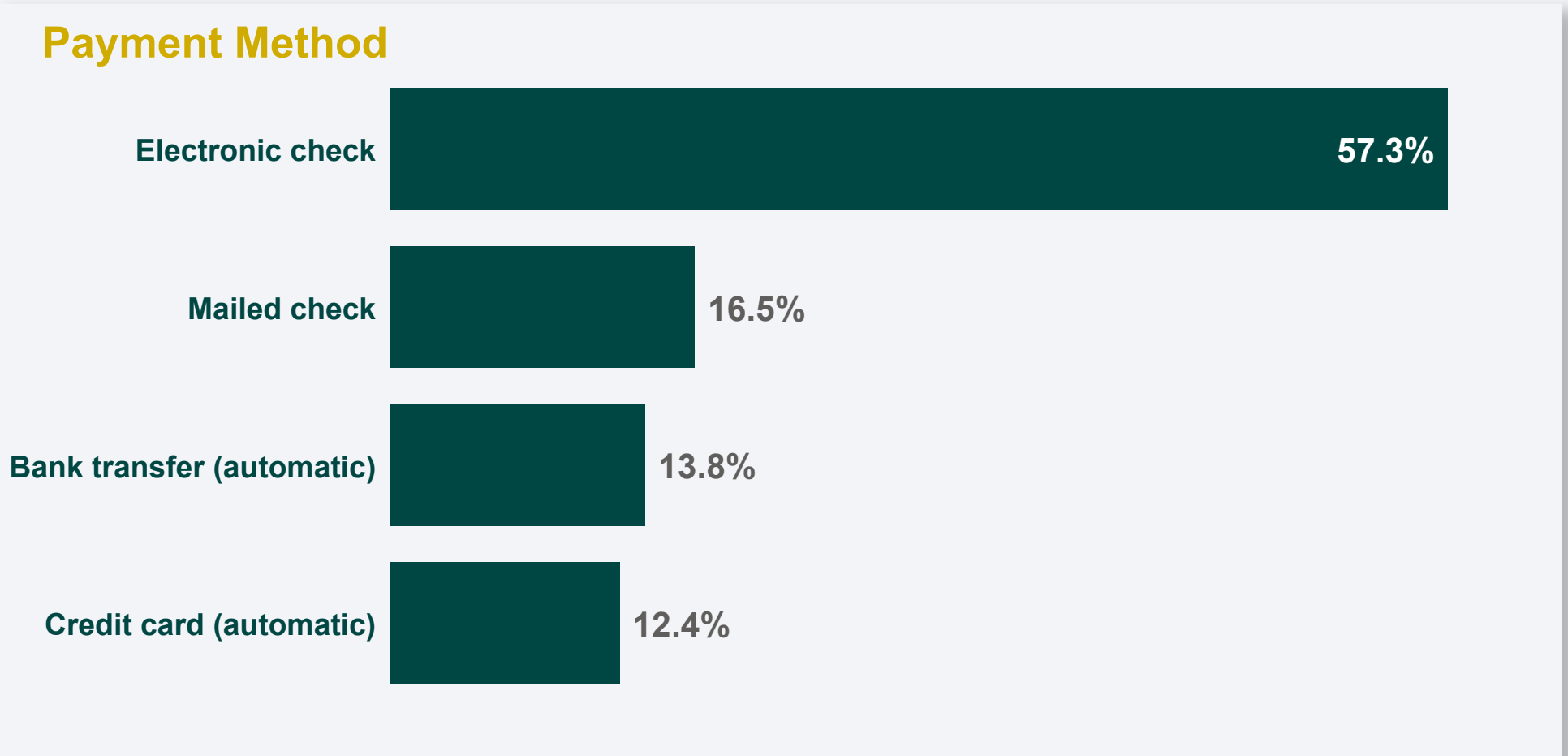
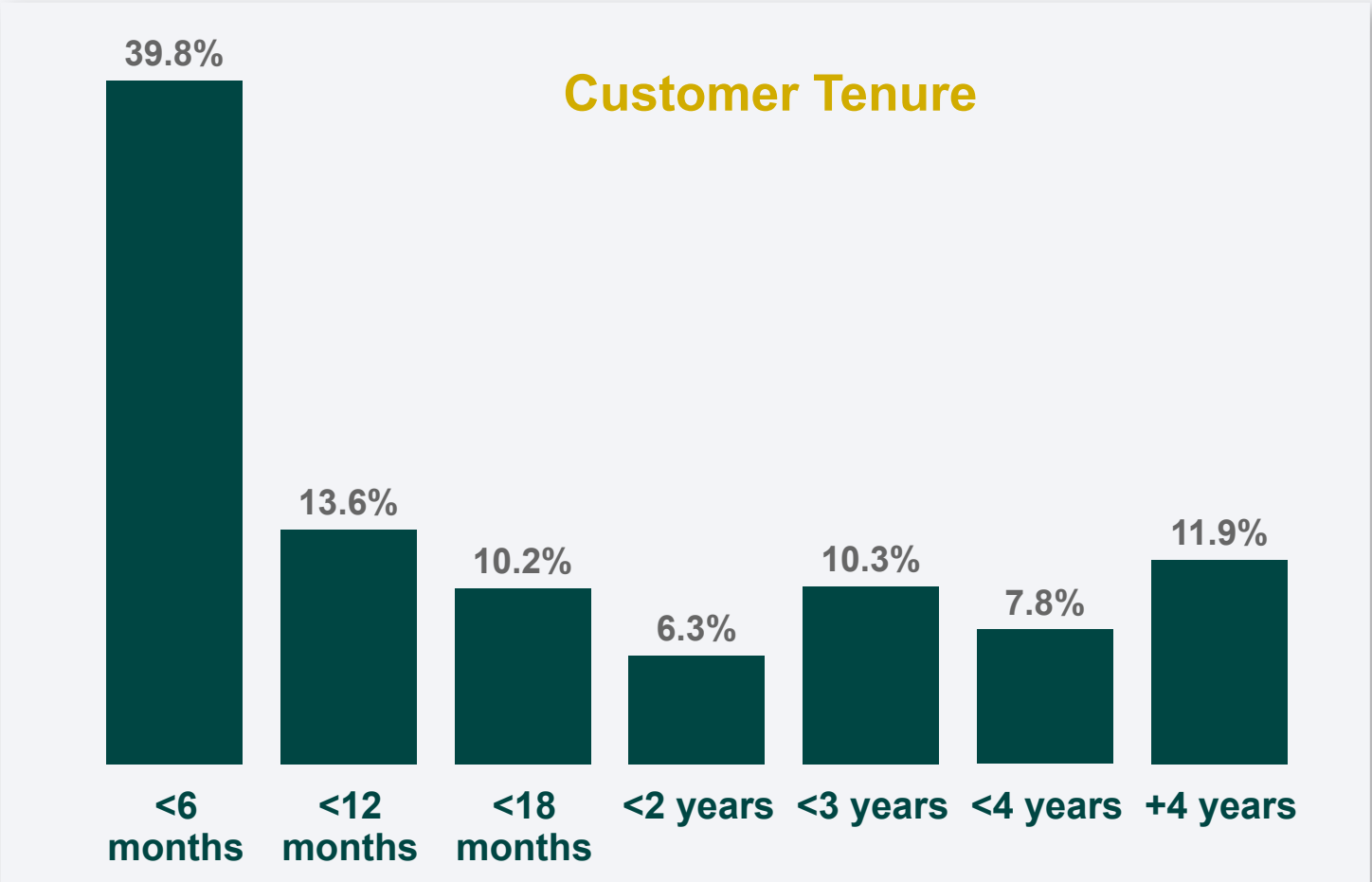
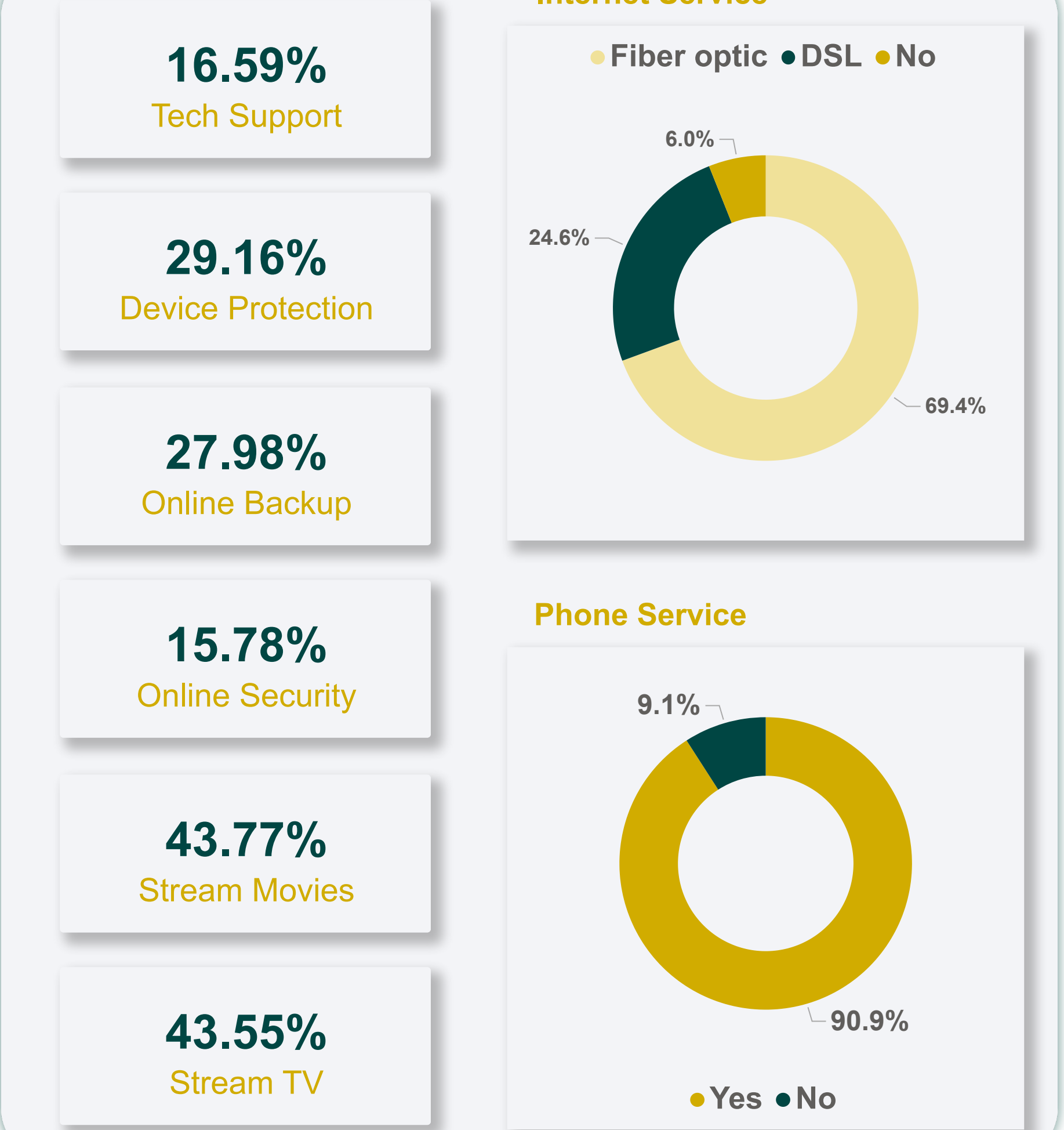
### Demographics



### Account Information



### Services





# Customer Risk Analysis

For 2021 Q1

7043

Total Customers

1869

Churned Customers

26.54%

Churn Rate

0.42

Avg. Tech Tickets per customer

0.52

Avg. Admin Tickets per customer

## Risk of churn

☐ No

☐ Yes

## Contract Type

☐ Month-to-m...

☐ One year

☐ Two year

## Subscription Length

0

72

## Internet Service

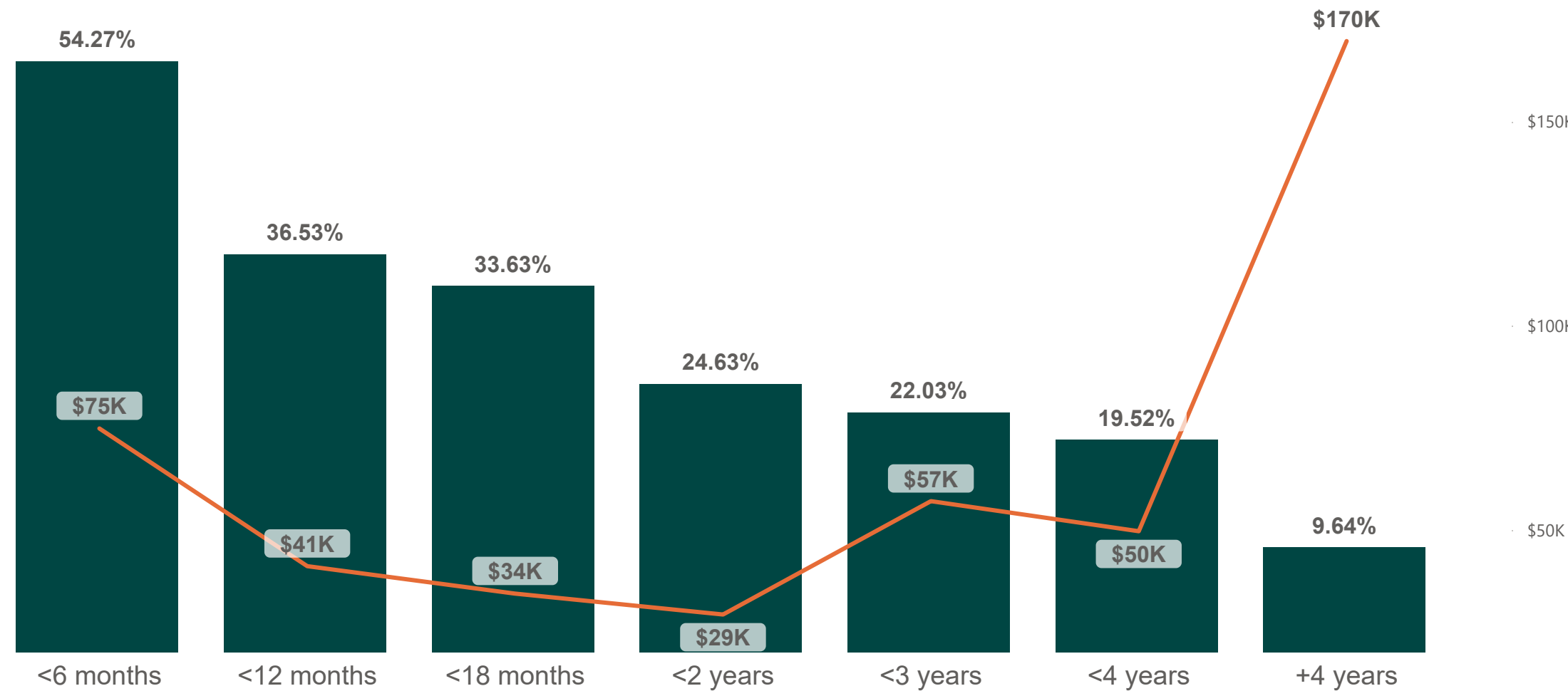
☐ DSL

☐ Fiber optic

☐ No

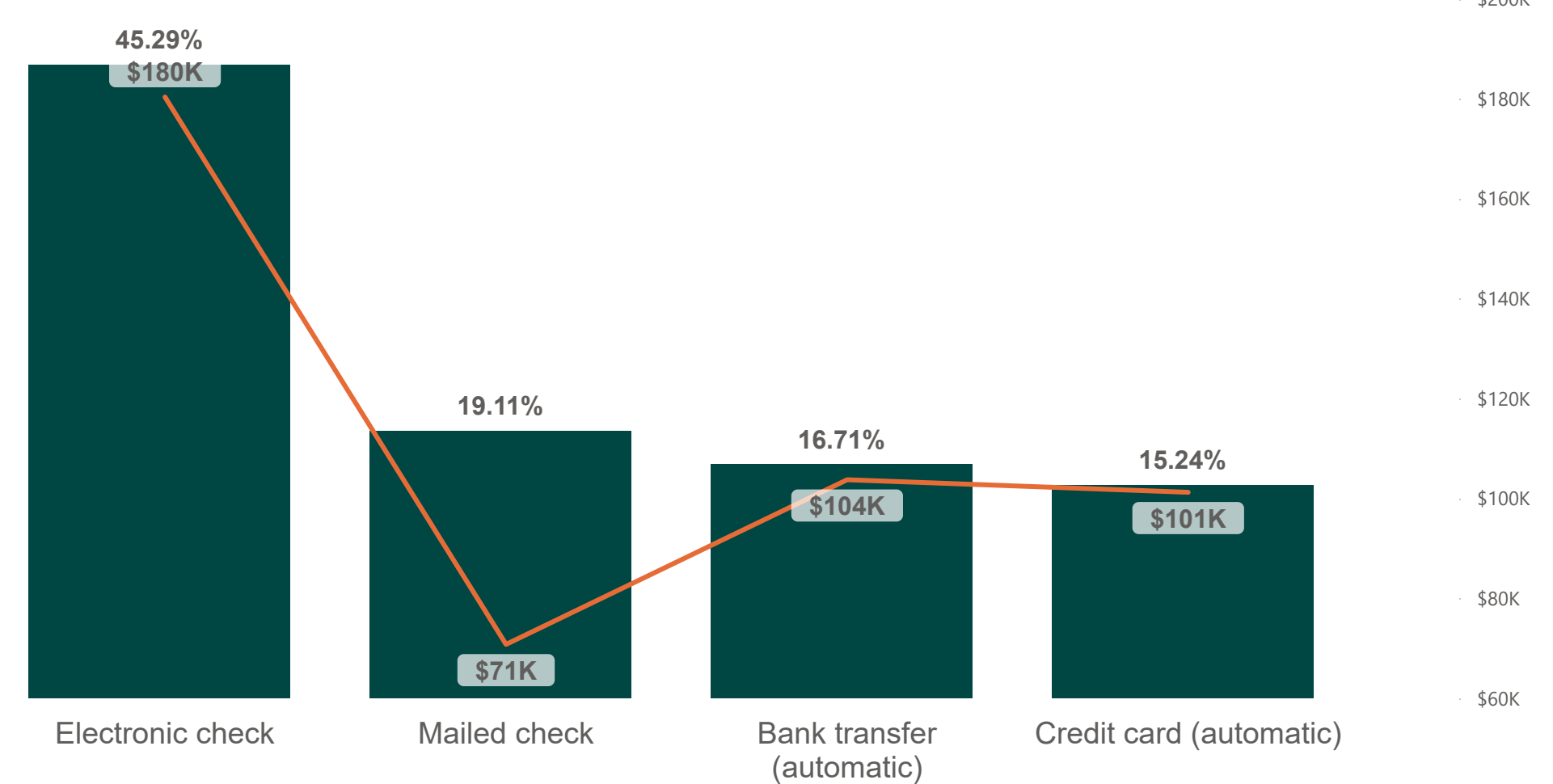
## Churn by Subscription length by Monthly charges

● %churn ● Monthly Charges



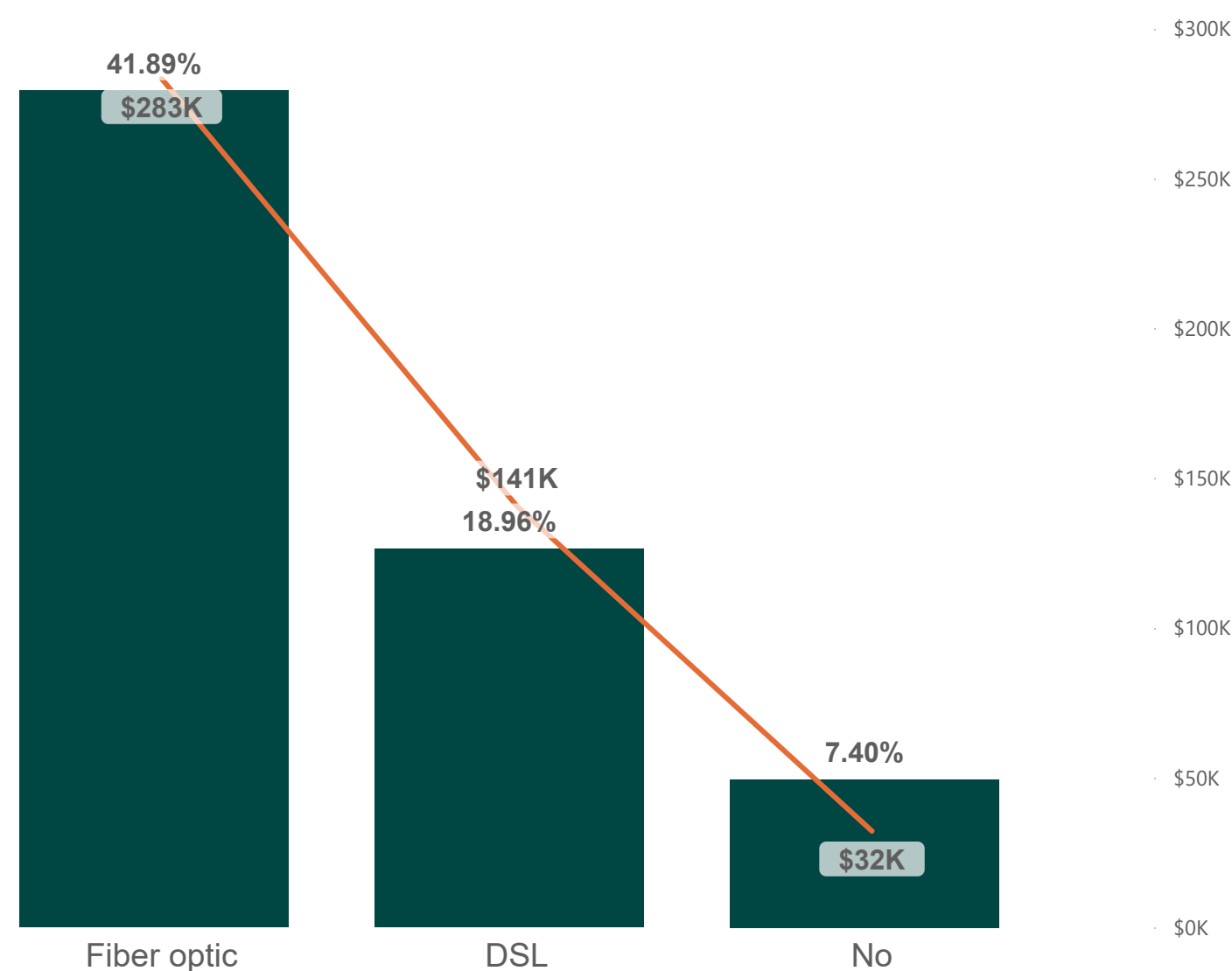
## Churn by Payment Method

● %churn ● Monthly Charges



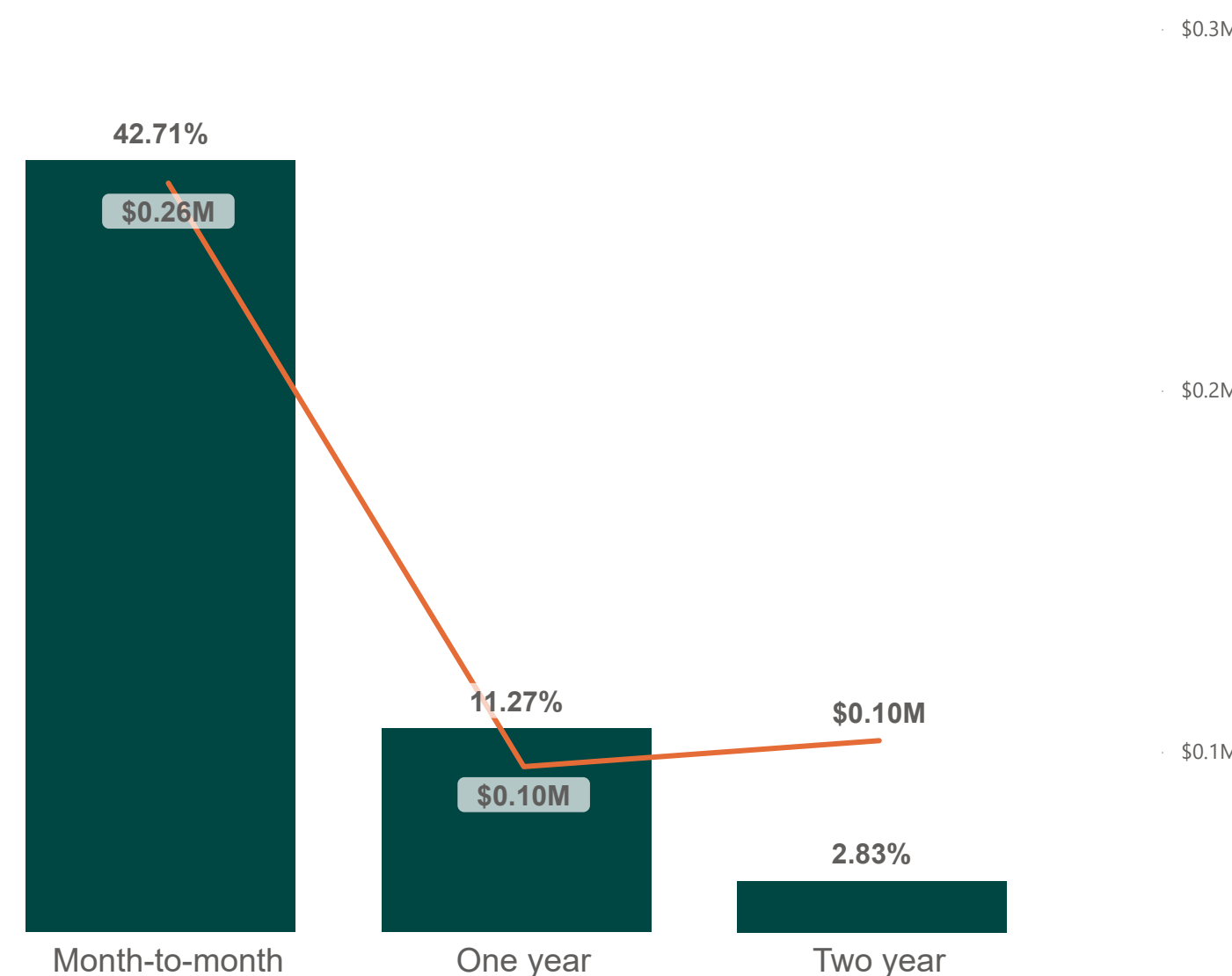
## Churn by Internet Service

● %churn ● Monthly Charges



## Churn by Contract Type

● %churn ● Monthly Charges



## Churn by Tech Support

