

# Churn Dashboard

This dashboard has a filter with churn = "yes"

1869

Customers at risk

2173

Tech Tickets

885

Admin Tickets

\$2.86M

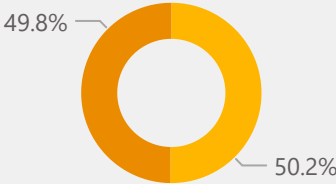
Yearly Charges

\$139.13K

Monthly Charges

## Demographics

Female Male



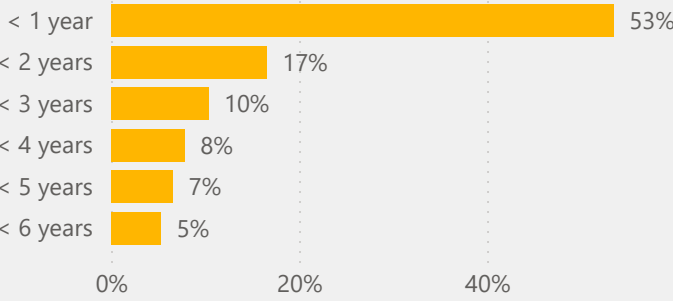
36%

Partner

17%

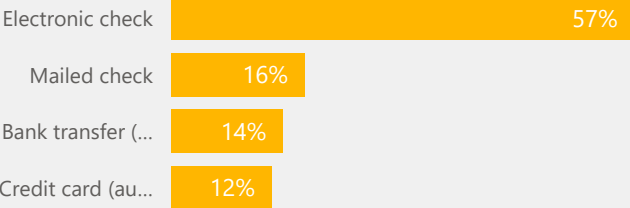
Dependents

### Subscription time

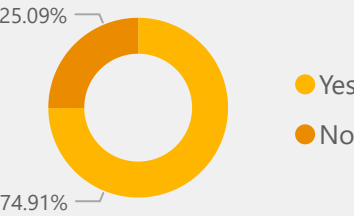


## Customer account information

### Payment method



### Paperless billing



### Average charges

\$74.44  
Monthly  
\$1,531.80  
Total

### Type of contract



## Services used by customers

91%

Phone Service

44%

Streaming TV

44%

Streaming Movies

29%

Device protection

28%

Online Backup

17%

Tech Support

16%

Online Security

Multiple Lines?

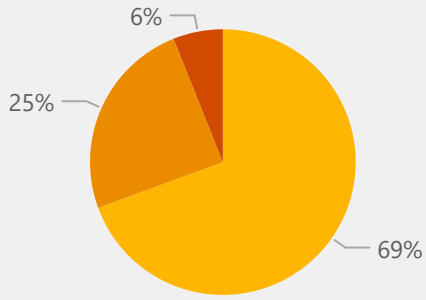
49.97%

no

50.03%

yes

Fiber optic DSL No



# Customer Risk Analysis

## Risk of churn

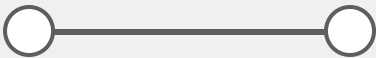
- ☐ No  
☐ Yes

## Internet service

- ☐ DSL  
☐ Fiber optic  
☐ No

## Months subscribed

0 72



## Contract type

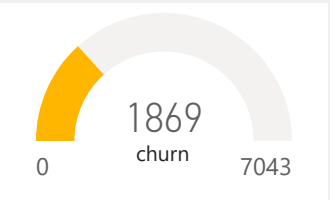
- ☐ Month-to-month  
☐ One year  
☐ Two year

7043

Total customers

26.54%

churn rate %



\$16.06M

Yearly Charges

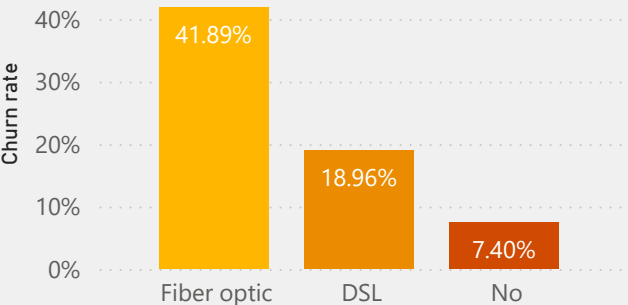
2955

Tech Tickets

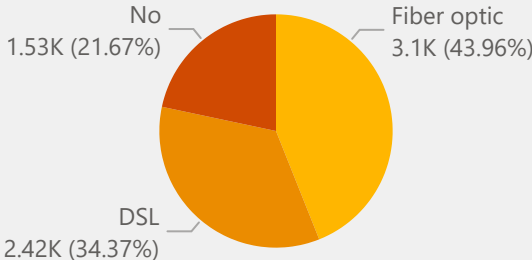
3632

Admin Tickets

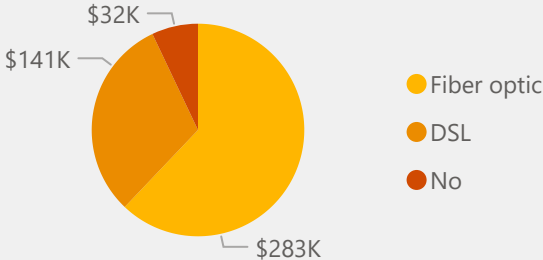
## Churn by type of internet service



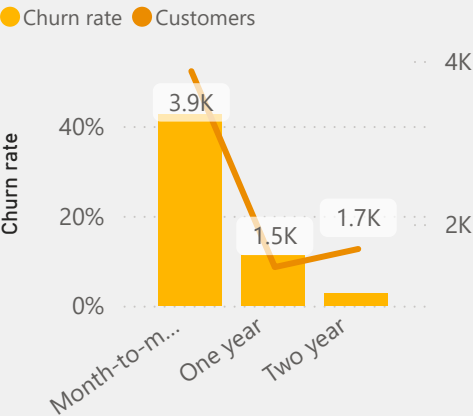
## Customers by internet service



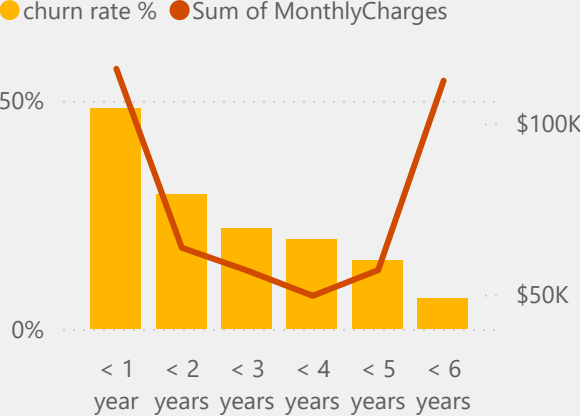
## Sum of monthly charges



## Type of contract



## Years of contract



## Churn by payment method

