

WELCOME TO PHONENOW

Ctrl + click on the any of the following to get into the mentioned analysis.

CHURN DASHBOARD

-SERVICES

-DEMOGRAPHICS

-CUSTOMER ACCOUNT INFO

CUSTOMER RISK ANALYSIS

-PAYMENT METHOD

-TYPE OF CONTACT

-INTERNET SERVICE

CHURN DASHBOARD

7043

Customer at risk

2955

of tech tickets

3632

of admin tickets

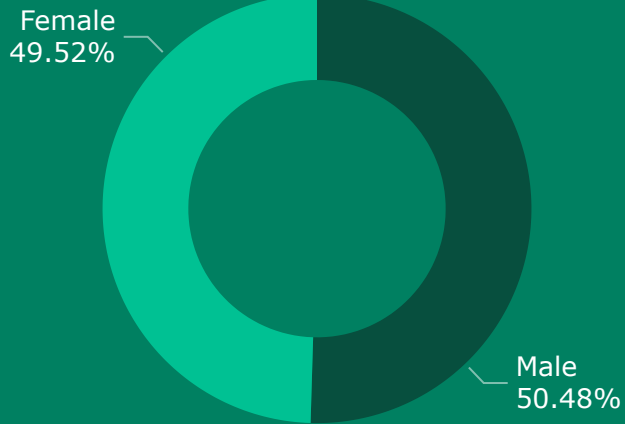
\$16.06M

Yearly charges

\$456.12K

Monthly charges

DEMOGRAPHICS



gender ● Male ● Female

CUSTOMER ACCOUNT INFORMATION

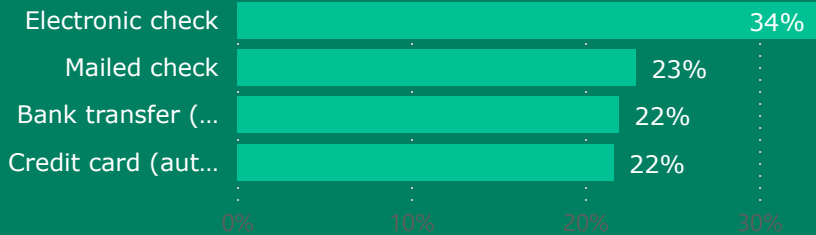
PAPERLESS BILLING



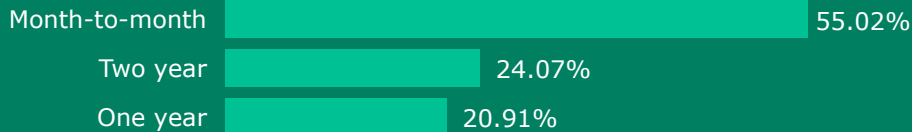
AVERAGE CHARGES

\$74.44
Monthly
\$1,531.80
Total

PAYMENT METHOD



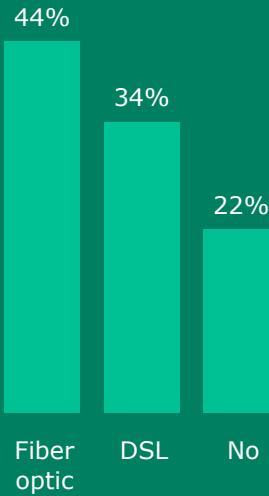
TYPE OF CONTRACT



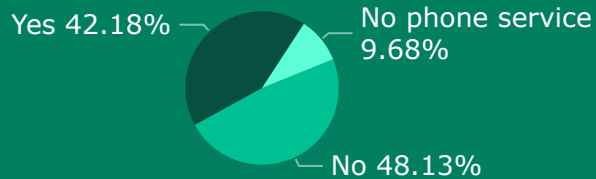
SERVICES CUSTOMER SIGNED UP FOR

91% Phone Service
44% Streaming TV
44% Streaming Movies
29% Device protection
28% Online Bacup
17% Tech Support
16% Online Security

INTERNET SERVICE PROVIDER IN %



MULTIPLE LINES



36%

Partner

17%

Dependents

25%

SeniorCitizen

CUSTOMER RISK ANALYSIS

7043

TOTAL CUSTOMERS

26.54%

CHURN RATE

\$16.06M

YEARLY CHARGES

2955

TECH TICKETS

3632

ADMIN TICKETS

RISK OF CHURN

No

Yes

INTERNET SERVICE

DSL

Fiber
optic

No

INTERNET SERVICE

Month-to-month

One year

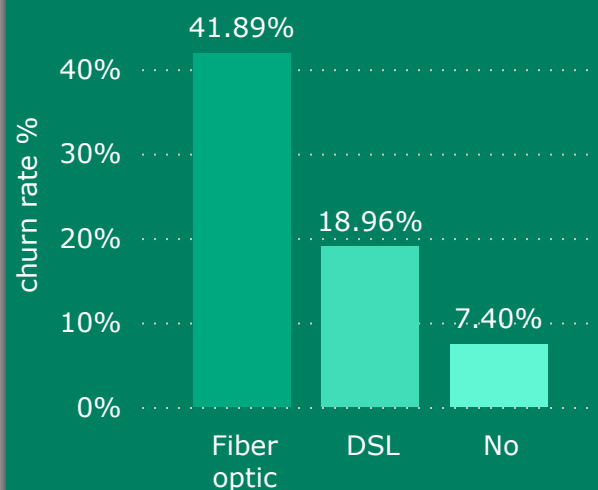
Two year

CONTACT TYPE

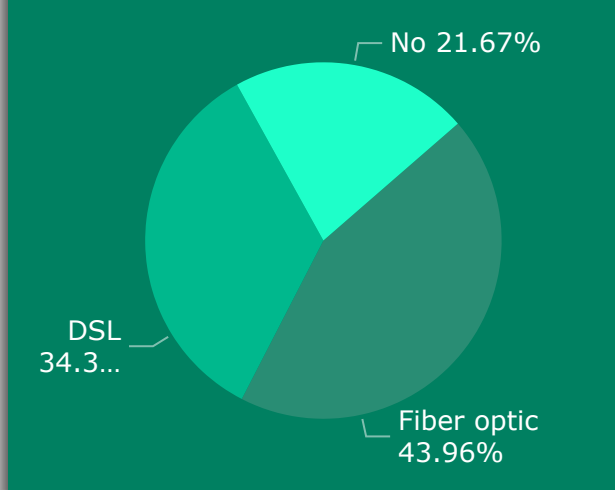
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72

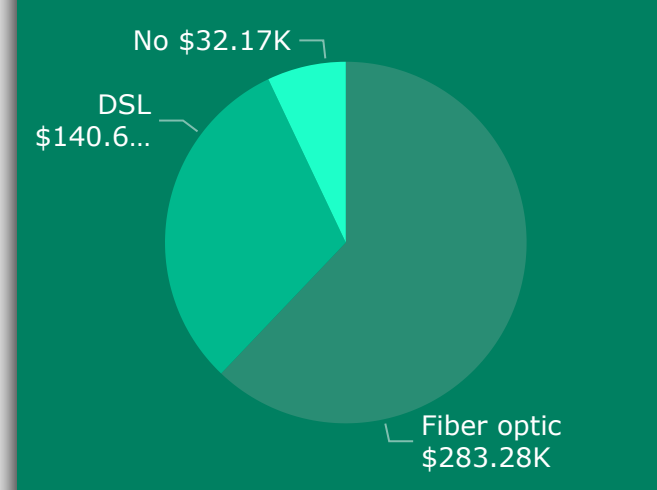
CHURN BY TYPE OF INTERENT SERVICE



OF CUSTOMERS BY INTERNET SERVICE



SUM OF MONTHLY CHARGES



TYPE OF CONTRACT

Contract	churn rate	Customers
Month-to-month	42.71%	3875
One year	11.27%	1473
Two year	2.83%	1695

CHURN BY PAYMENT METHOD

PaymentMethod	churn rate	Sum of MonthlyCharges
Electronic check	45.29%	\$1,80,345.00
Mailed check	19.11%	\$70,794.30
Bank transfer (automatic)	16.71%	\$1,03,745.45
Credit card (automatic)	15.24%	\$1,01,231.85