



# Churn Dashboard



1869

Customers at Risk

2173

# of Tech Tickets

885

# of Admin Tickets

\$2.86M

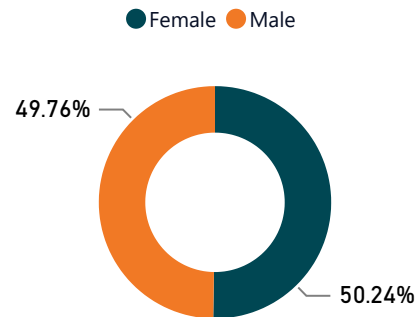
Yearly Charges

\$139.13K

Sum of MonthlyCharges



## Demographics

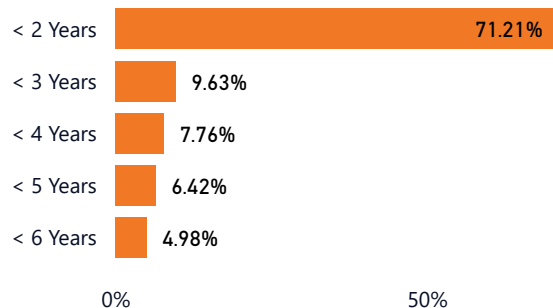


25%  
Senior Citizen

36%  
Partner

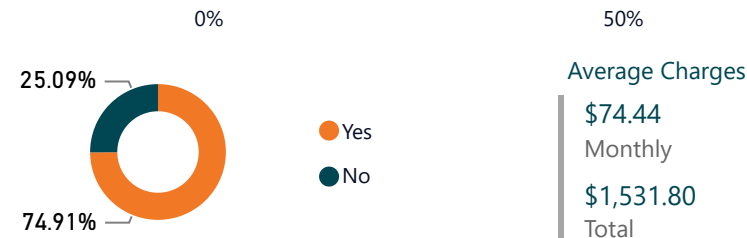
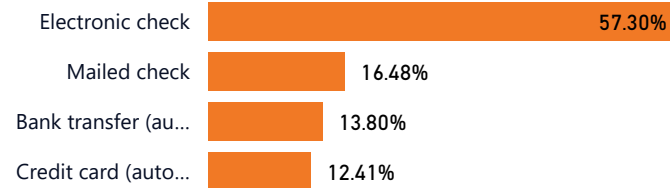
17%  
Dependent

### Subscription Time

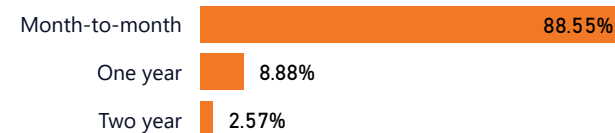


## Customer Account Information

### Payment Method



### Types of Contract



## Services Customers Signed up for

91%  
% Phone Service → 50%  
Yes

44%  
% Streaming TV 50%  
Yes

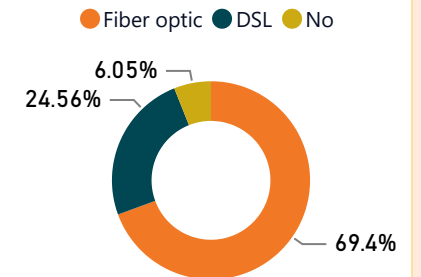
44%  
% Streaming Movies

29%  
% Device Protection

28%  
% Online Backup

17%  
% Tech Support

16%  
% Online Security





# 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

3632

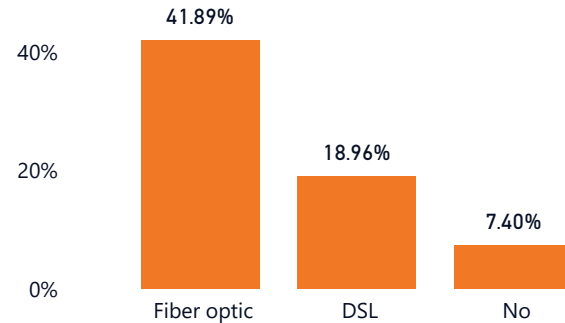
Admin Tickets

2955

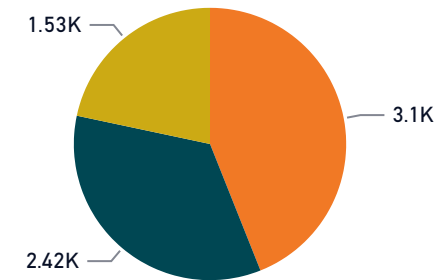
Tech Tickets



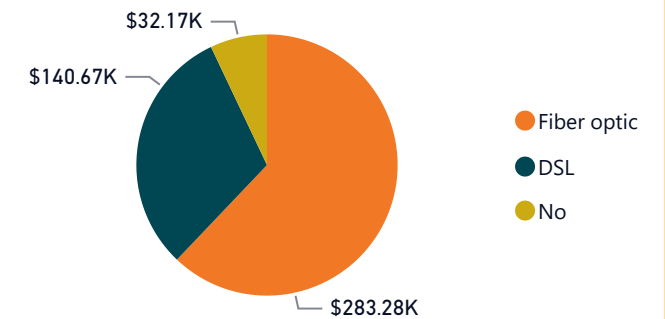
## Churn by type of internet service



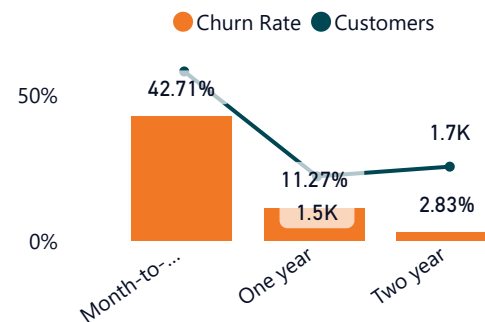
## # of Customers by internet service



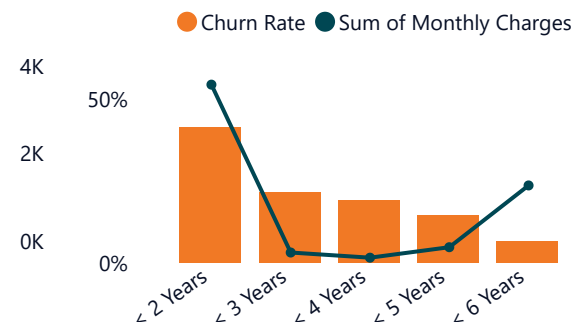
## Sum of Monthly Charges



## Type of contract



## Type of contract



## Churn by Payment

