Churn Dashboard Analysis

1869 — Customer Churn

885 — Number of Admin Tickets

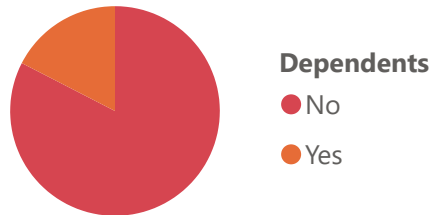**2173** — Number of Tech Tickets

$2.86M — Total Charges per Year
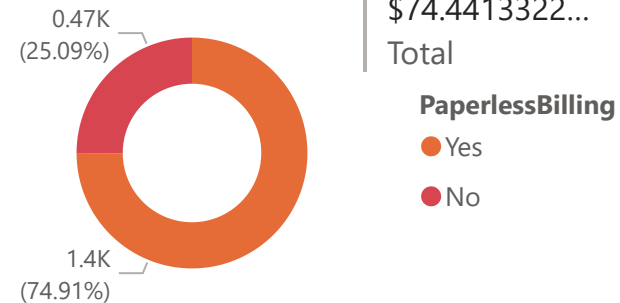
$139.13K — Monthly Charges

Customer Demography

930 (49....)

939 (50....)

gender
- Female
- Male

Dependents
- No
- Yes

Partner
- No
- Yes

25.5%
% Senior Citizen
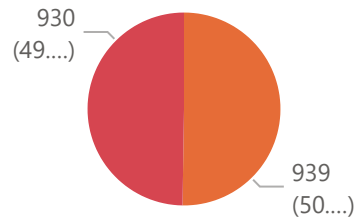
Customer Account Info.

Payment Method

- Electronic c...
- Mailed check
- Bank transfe...
- Credit card (...

PaymentMethod

0K — 1K

$1,531.79609...
Monthly

$74.4413322...
Total

Paperless Billing

0.47K (25.09%)

1.4K (74.91%)

PaperlessBilling
- Yes
- No

Subscription Count

Tenure (in years)
- < 1 year
- < 2 year
- < 3 year
- < 4 year
- < 5 year

0 — 500 — 1,000

Count of Churn

Contract Count

Tyoes of Contract
- Month-to-...
- One year
- Two year

0K — 1K — 2K

Count of Contract

pwc
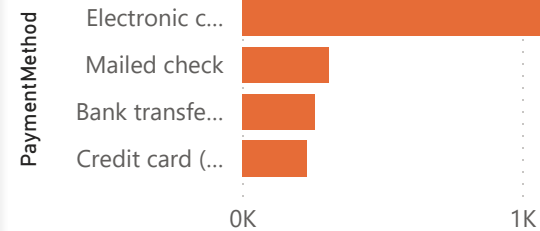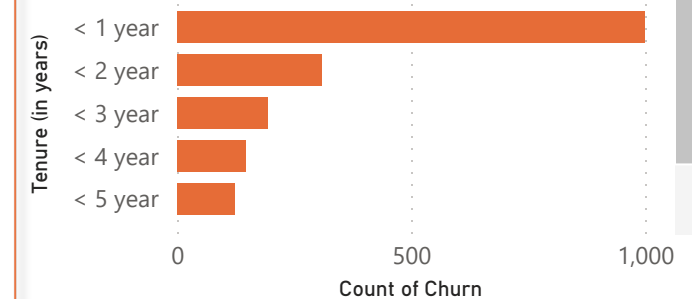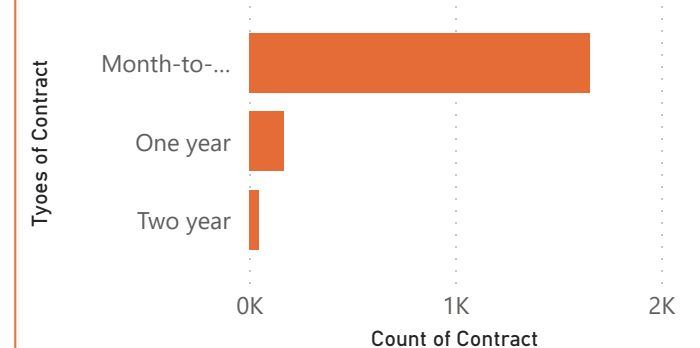
Churn
- [ ] No
- [ ] Yes

InternetService
- [ ] DSL
- [ ] Fiber optic
- [ ] No

tenure
| 0 | 72 |

Contract
- [ ] Month-to-month
- [ ] One year
- [ ] Two year

7043
Total Customers

$16.06M
Total Charges

3632
Total Admin Tickets
2955
Total Tech Tickets

OnlineSecurity
- No
- Yes
- No internet …

3.5K (49.67%)
2.02K (28.67%)
1.53K (21.67%)

StreamingMovies
- No
- Yes
- No internet s…

2.79K (39.54%)
2.73K (38.79%)
1.53K (21.67%)

PhoneService
- Yes
- No

0.68K (9.68%)
6.36K (90.32%)

StreamingTV
- No
- Yes
- No internet…

2.81K (39.9%)
2.71K (38.4…)
1.53K (21.67%)

OnlineBackup
- No
- Yes
- No intern…

3.09K (43.84%)
2.43K (34.49%)
1.53K (21.67%)

TechSupport
- No
- Yes
- No interne…

3.47K (49.31%)
2.04K (29.02%)
1.53K (21.67%)