

1869

CUSTOMERS AT RISK

2173

OF TECH TICKETS

885

ADMIN TICKETS

\$2.86M

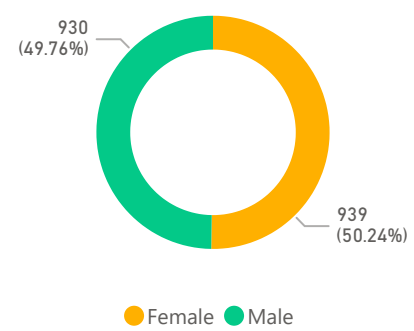
YEARLY CHARGES

139.13K

MONTHLY CHARGES

DEMOGRAPHICS BY GENDER

CHURNED CUSTOMERS BY GENDER



25%

Senior Citizen

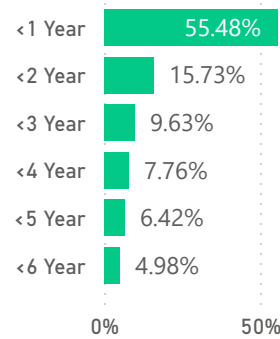
36%

Partner

17%

Dependents

SUBSCRIPTION TIME



SUBSCRIBED SERVICES

17%

Tech Support

44%

Streaming TV

44%

Streaming Movies

29%

Device Protection

28%

Online Backup

16%

Online Security

91%

Phone Service

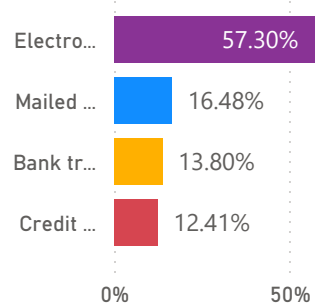
Multiple Lines

50.03%
Yes

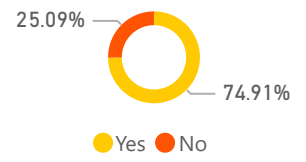
49.97%
No

CUSTOMER ACCOUNT INFORMATION

PAYMENT METHOD



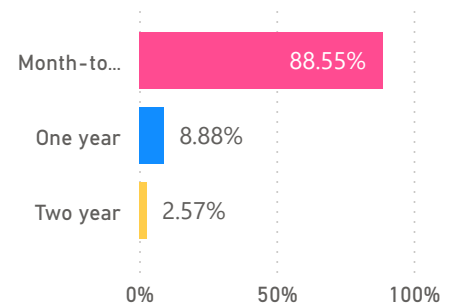
PAPERLESS BILLING



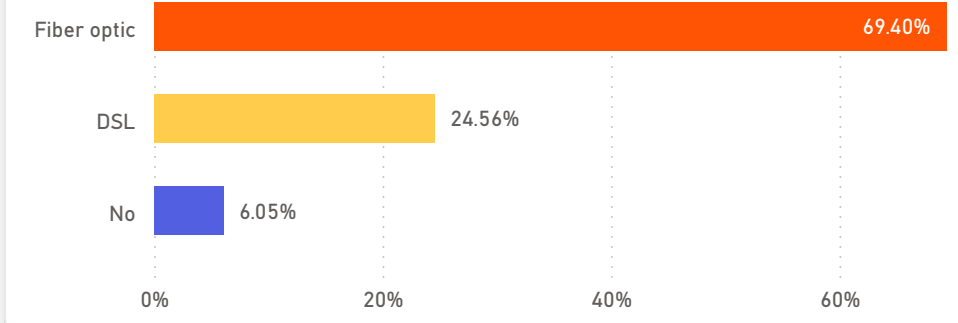
AVG CHARGES

74.44
Monthly
\$1,531.796094168...
Total

TYPE OF CONTRACTS



INTERNET SERVICE USERS



CHURN

All

INTERNET SERVICE

All

TENURE

0

72

CONTRACT

All

7043

Total Customers

26.54%

Churn Rate

\$16.06M

Yearly Charges

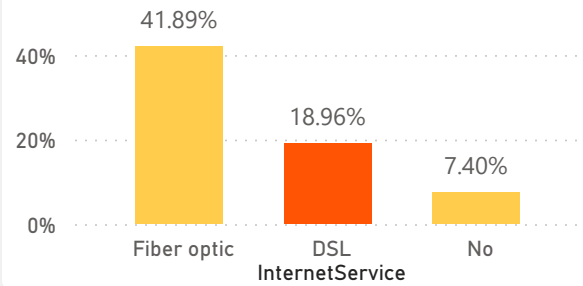
3632

Admin Tickets

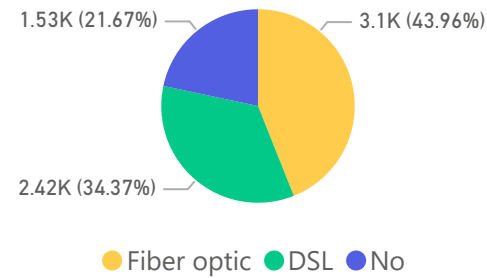
2955

Tech Tickets

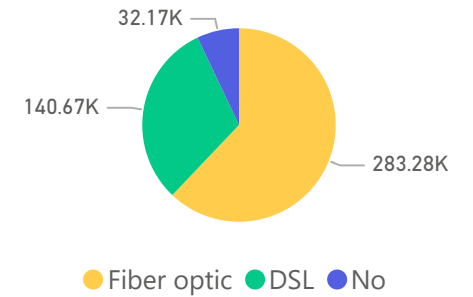
Churn Rate BY Type of Internet Service



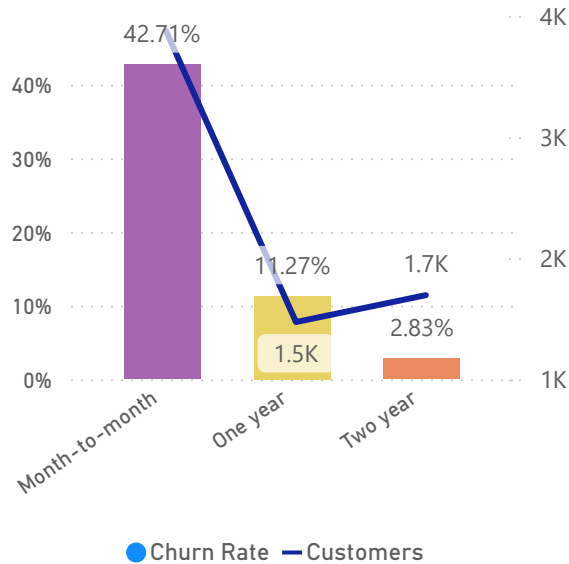
Of Customers by Internet Service



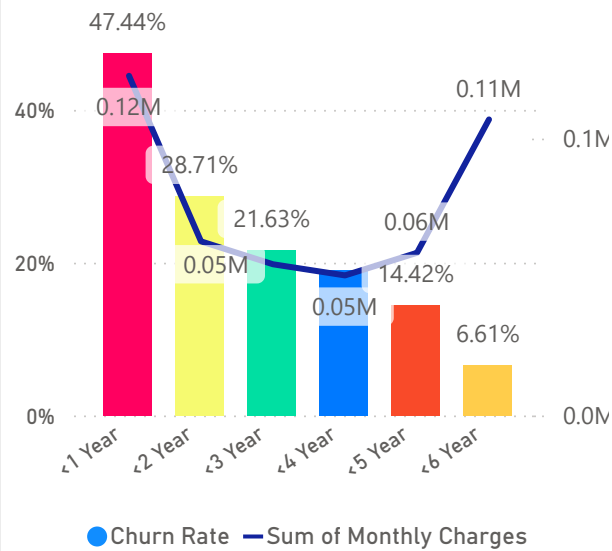
Sum of Monthly Charges



Type Of Contract



Years of Contract



Churn by Payment Method

