

Churn Dashboard

Customers Churned

1869

Tech Tickets

2173

Admin Tickets

885

Yearly Charges

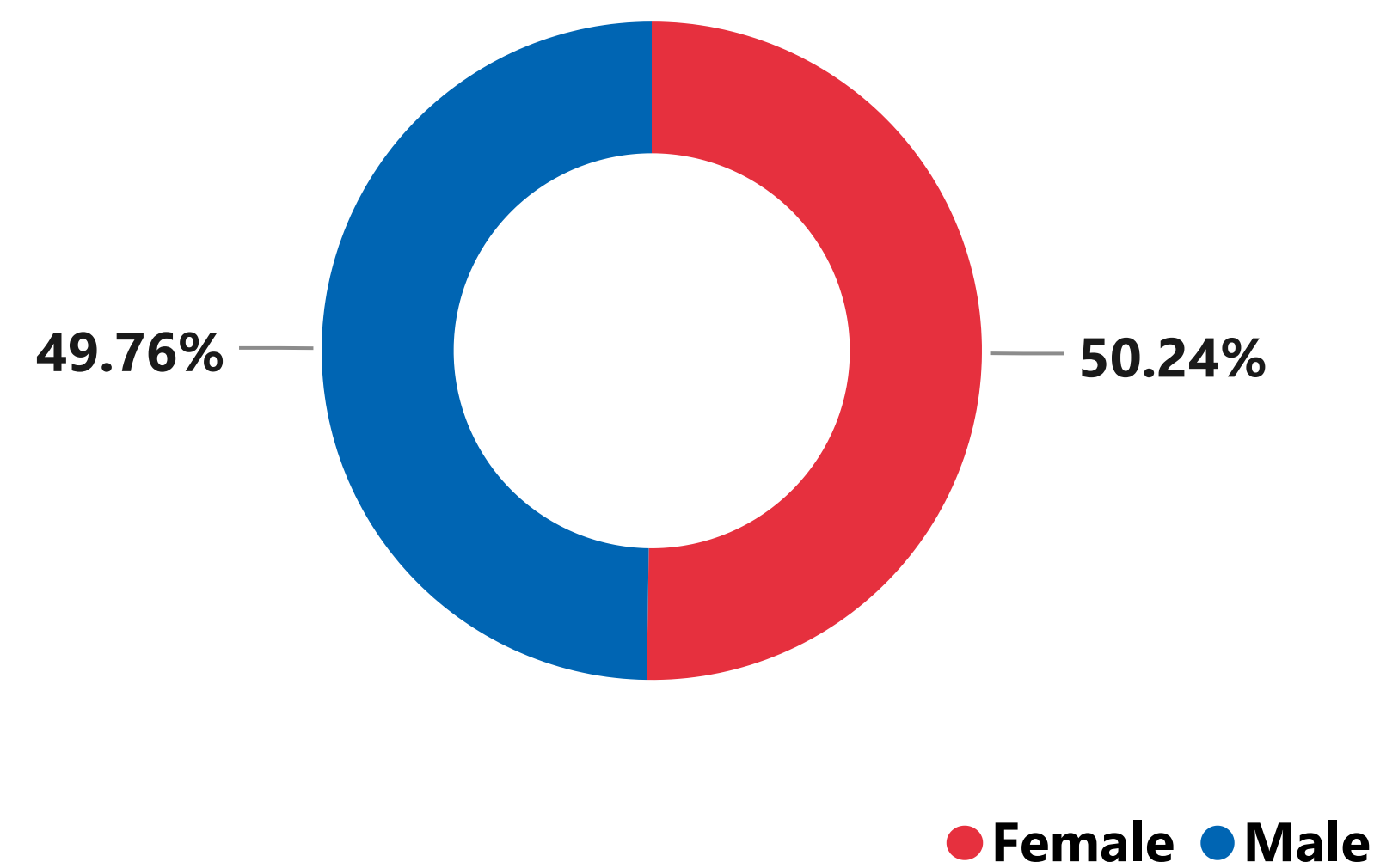
\$2.86M

Monthly Charges

\$139.1K

Demographic Information

Churned by Gender



Dependents

17%

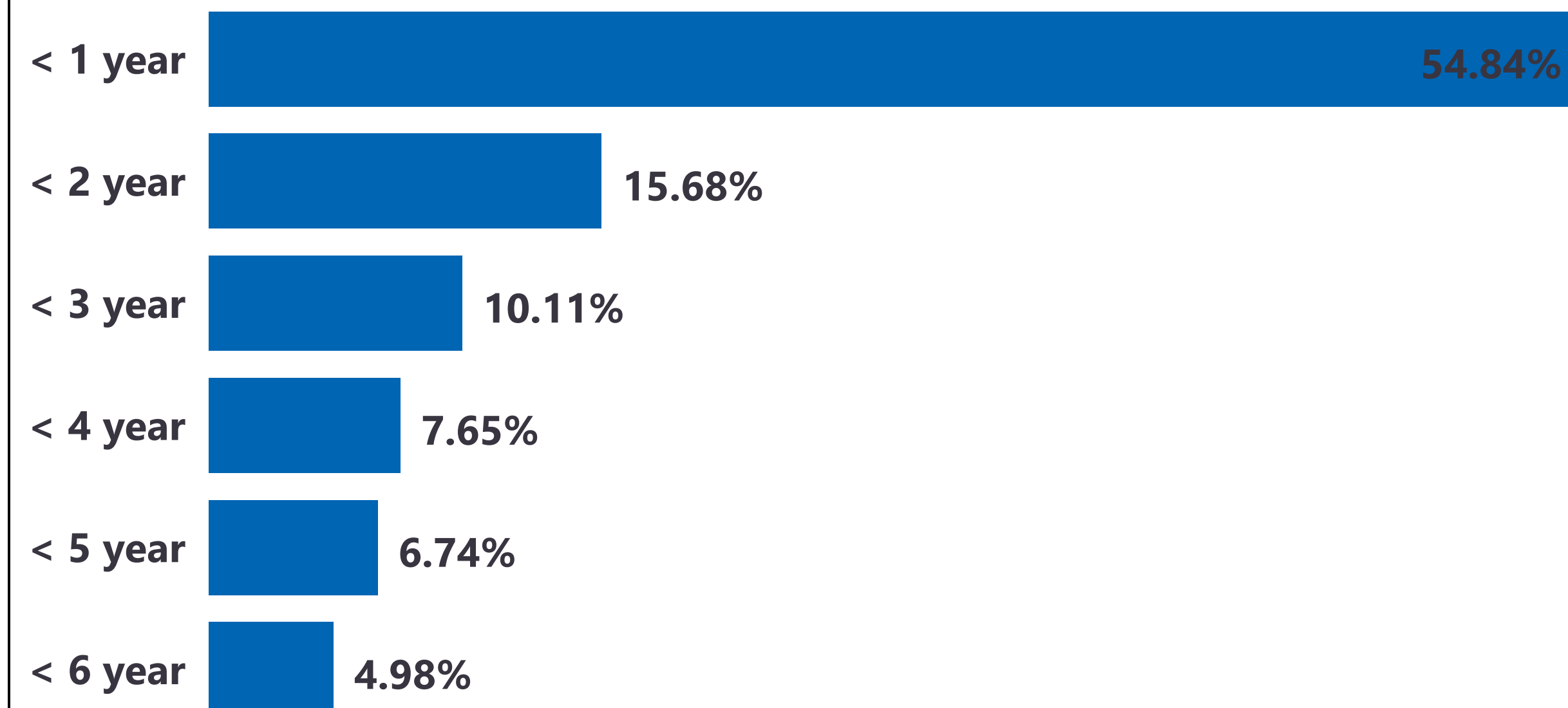
Senior Citizen

25%

Partners

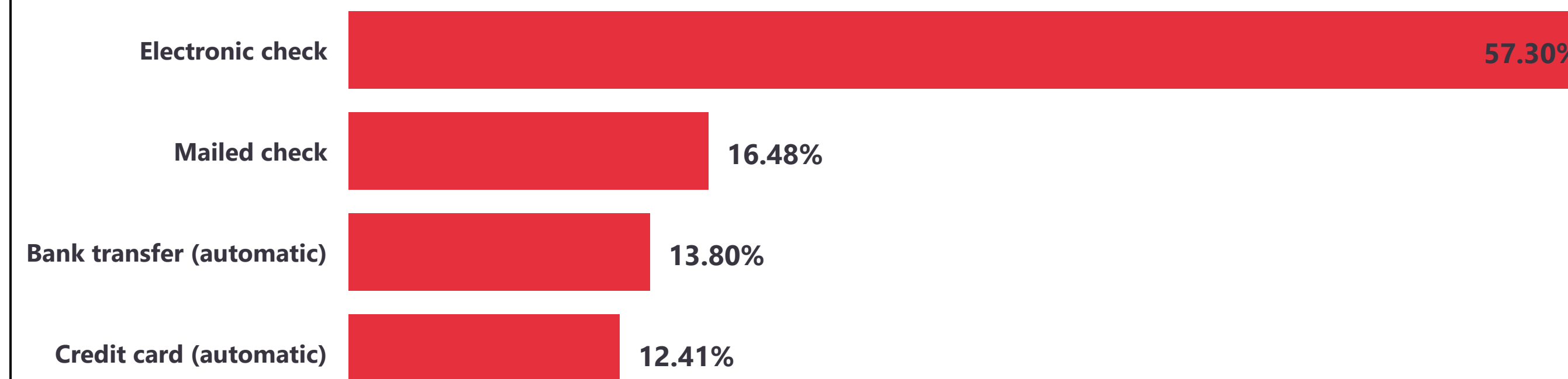
36%

Customer Subscription Time

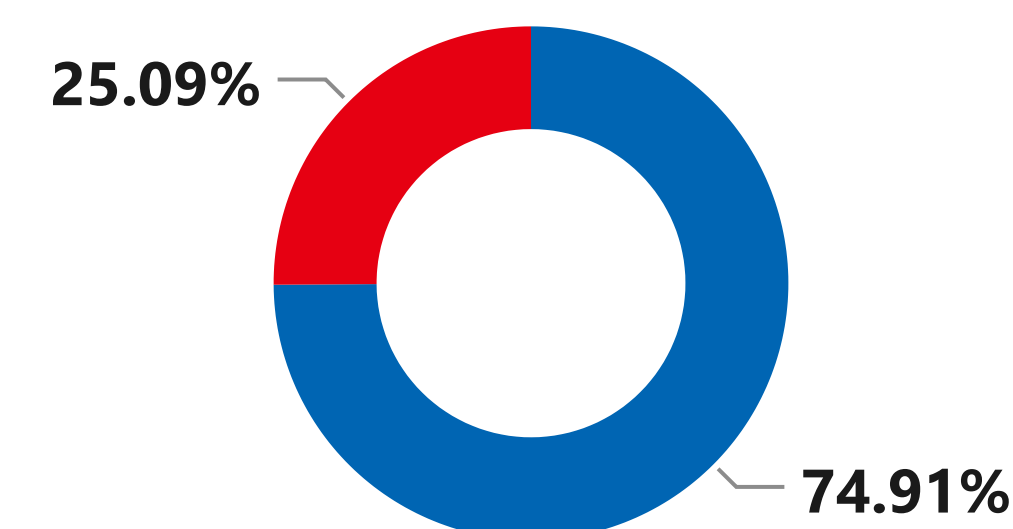


Customer Account Information

Churned by Payment Method



Churned by Paperless Billing



Average Monthly Charges

\$74.44

Average Total Charges

\$1,532

Churning by Contract



Services Customer

91% Phone Service
44% Streaming TV
29% Device Protection
44% Streaming Movies
28% Online Backup
16% Online Security
17% Tech Support
45% Multiple Lines



Customer Risk Analysis

Risk of Churn

☐ No

☐ Yes

Internet Service

☐ DSL

☐ Fiber optic

☐ No

Months of Contract

Contract

☐ Month-to-month

☐ One year

☐ Two year

Phone Service

☐ No

☐ Yes

Total Customers

7043

Churn Rate

26.5%

Yearly Charges

\$16.06M

Tech Tickets

2955

Admin Tickets

3632

