

Customer Churn Dashboard



Customers at Risk

1869

Tech Tickets

2173

Admin Tickets

885

Yearly Charges

\$2.9M

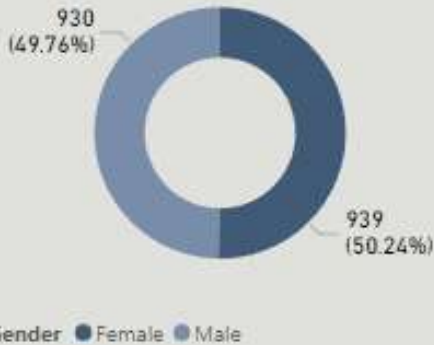
Monthly Charges

\$139K

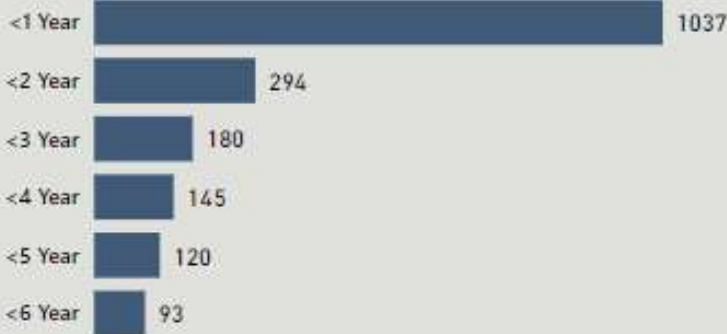
Demographics by Gender



Churned Customers by Gender



Subscription Time



25%

Senior Citizen

17%

Dependents

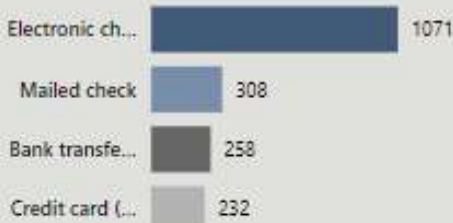
36%

Partner

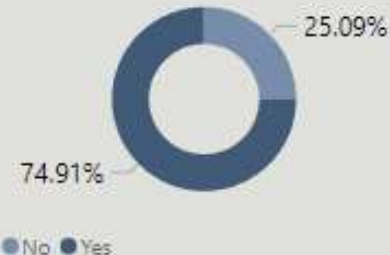
Customer Account Information



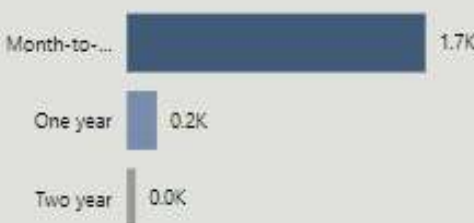
Payment Method



Paperless Billing



Type of Contracts



Average Charges

\$74
Monthly
\$1,531.8
Total

← Subscribed Services



17%

Tech Support

44%

Streaming TV

44%

Streaming Movies

29%

Device Protection

28%

Online Backup

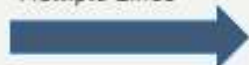
16%

Online Security

91%

Phone Svices

Multiple Lines



50.03%

Yes

49.97%

No

Internet Service Users





Customer Risk Analysis Dashboard

CHURN

No

Yes

INTERNET SERVICE

DSL

Fiber optic

No

TENURE

0

72

CONTRACT

Month-to-month

One year

Two year

Total Customers

7043

Churn Rate

26.5%

Yearly Charges

\$16.1M

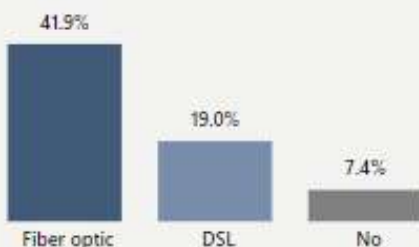
Admin Tickets

3632

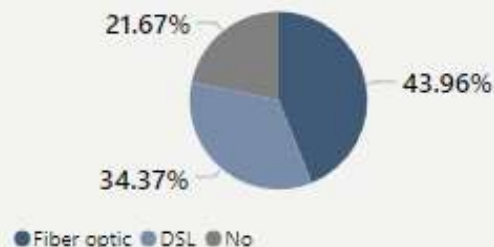
Tech Tickets

2955

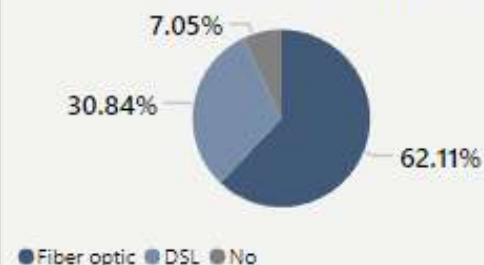
Churn Rate by Internet Service



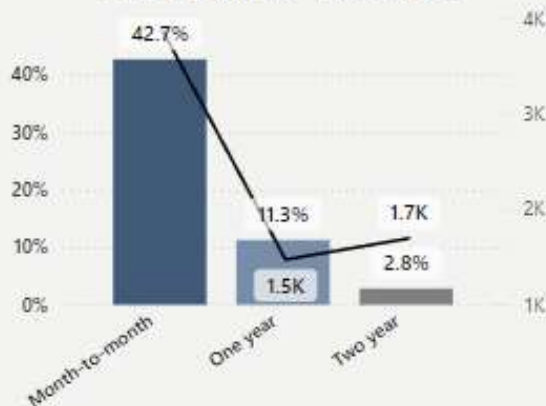
Customers by Internet Service



Sum of Monthly Charges



Type of Contract - Churn Rate



Churn by Years of Contract



Churn by Type of Contract

