Customer Churn Dashboard

pwc

Customer Churn | Services

Churn

All

7043
Total Customer Churn

1869
Customer Churn

2955
Tech Tickets

3632
Admin Tickets

Contract Type

● Month-to-month ● Two year ● One year

- 55.02%
- 24.07%
- 20.91%
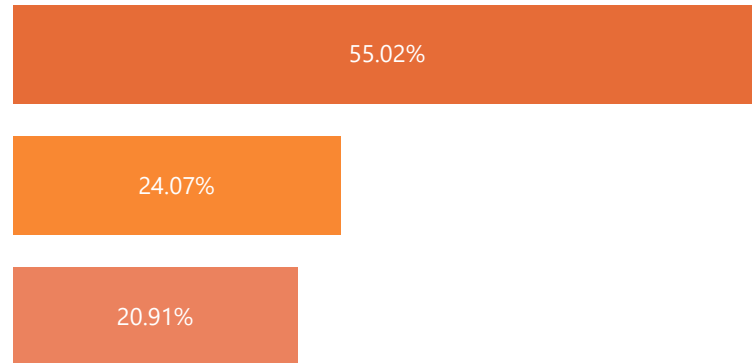
PaperlessBilling

● Yes ● No
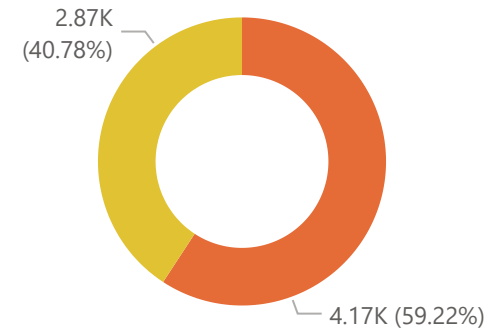
2.87K (40.78%)

4.17K (59.22%)

Gender

● Male ● Female

49.52%

50.48%

Payment Method

1.52K (21.61%)

2.37K (33.58%)

PaymentMethod
- ● Electronic check
- ● Mailed check
- ● Bank transfer (...
- ● Credit card (au...

1.54K (21.92%)

1.61K (22.89%)

MultipleLines

● No ● Yes ● No phone service

0.68K (9.68%)

3.39K (48.13%)

2.97K (42.18%)
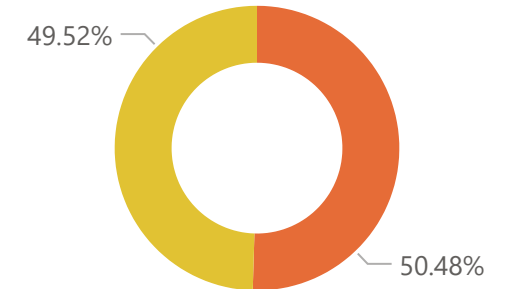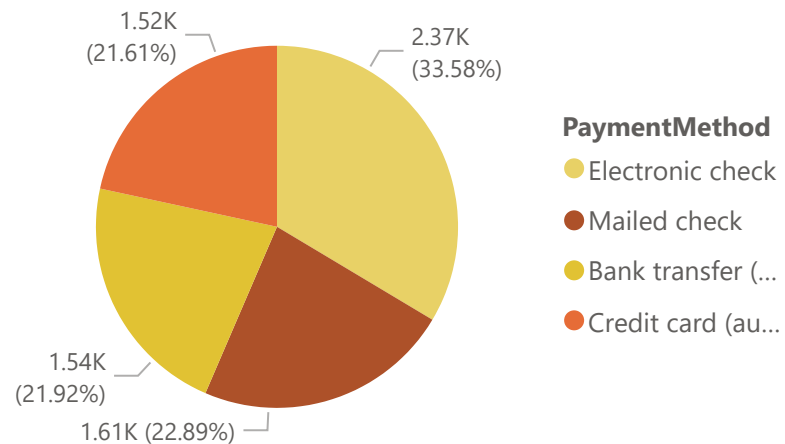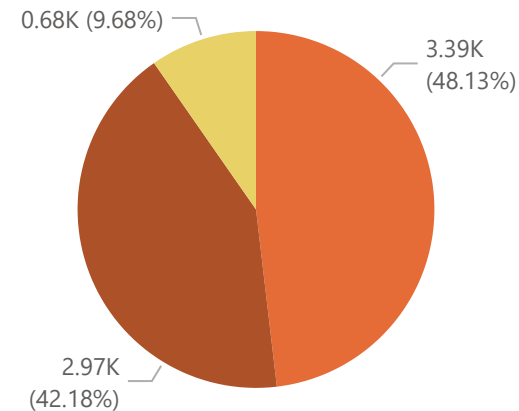
Internet Service

● Fiber optic ● DSL ● No

1.53K (21.67%)

3.1K (43.96%)

2.42K (34.37%)

Services

Services

Churn

All ▼

16.06M
Yearly Total Charges

456.12K
Monthly Charges

Streaming Movies
● No ● Yes ● No internet service

- 2.8K
- 2.7K
- 1.5K

Multiple Lines
● No ● Yes ● No phone service

- 3.4K
- 3.0K
- 0.7K
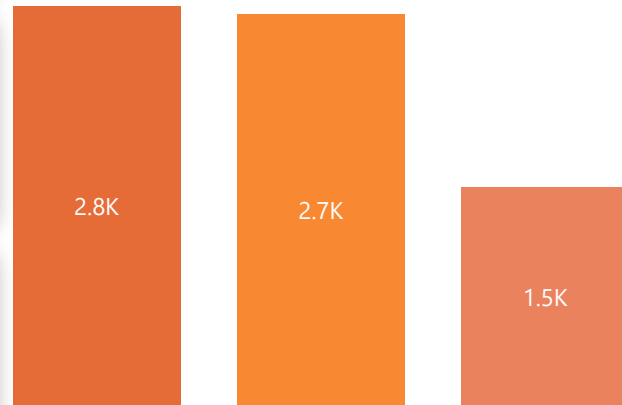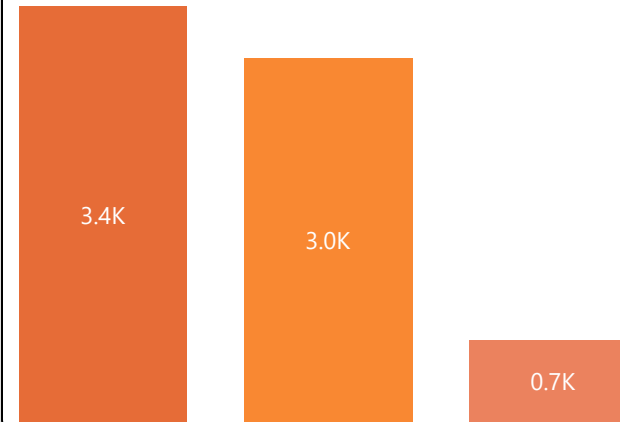
Streaming TV
● No ● Yes ● No internet service

- 2.8K
- 2.7K
- 1.5K
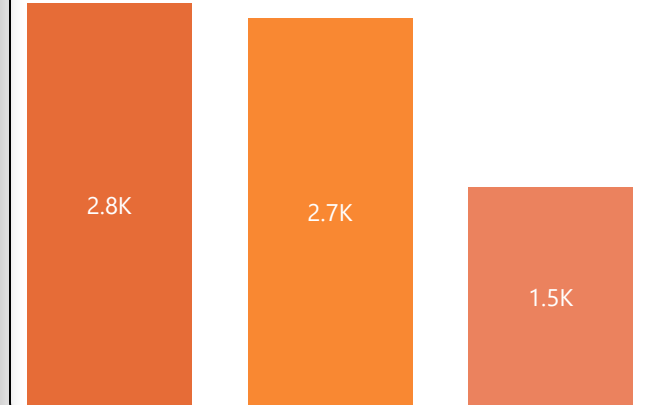
Phone Service
● Yes ● No

- 6.4K
- 0.7K
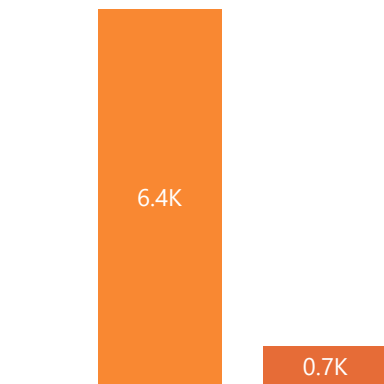
Tech Support
● No ● Yes ● No internet service

- 3.5K
- 2.0K
- 1.5K
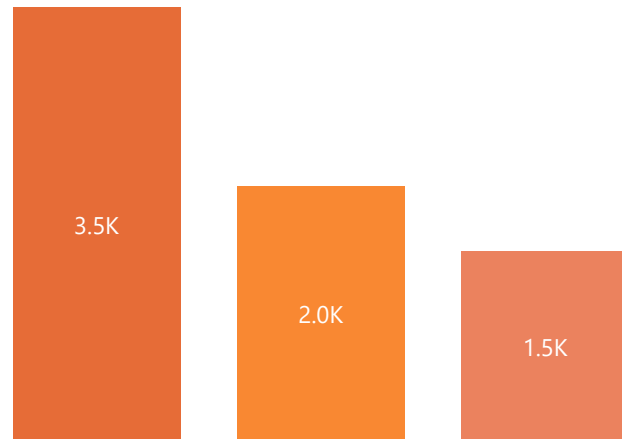
Online Backup
● No ● Yes ● No internet service

- 3.1K
- 2.4K
- 1.5K
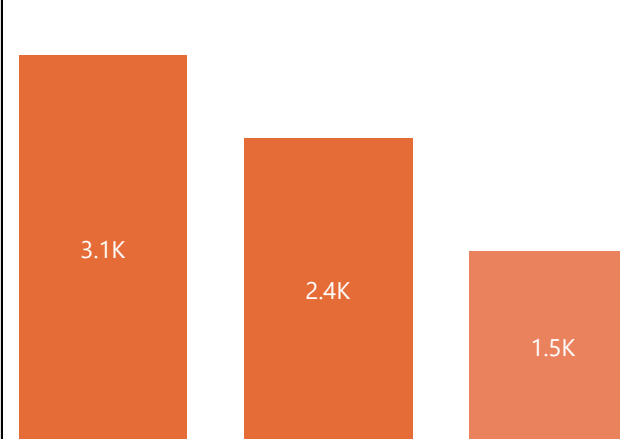
Device Protection
● No ● Yes ● No internet service

- 3.1K
- 2.4K
- 1.5K