

## Customer Churn Exploratory Analysis

Customer at Risk

7043

No. of Admin Tickets

3632

Yearly Charges

16.06M

No. of Tech Ticket

2955

Monthly Charges

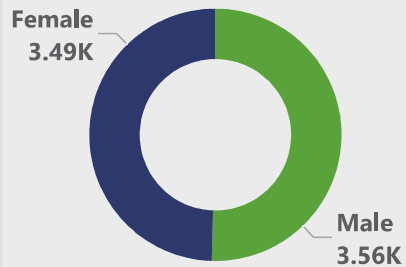
456.12K

Demographics

Customer Account

Services Customers Signed Up for For

Gender by gender



Partner

36%

Number Of Partners

3402

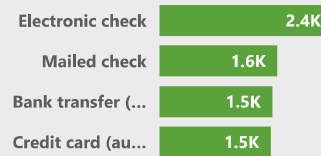
Dependents

17.44%

Senior Citizen

25.47%

Payment Method



Contract Type



MultipleLines	Count of MultipleLines
No	3390
No phone service	682
Yes	2971
Total	7043

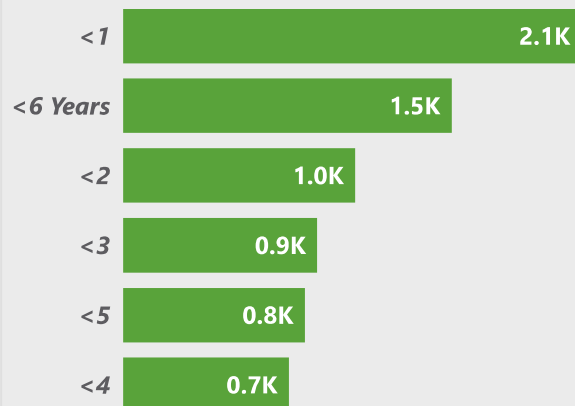
DeviceProtection	Count of DeviceProtecti
No	30
No internet service	15
Yes	24
Total	70

OnlineBackup	Count of OnlineBackup
No	3088
No internet service	1526
Yes	2429
Total	7043

TechSupport	Count of TechSupport
No	3473
No internet service	1526
Yes	2044
Total	7043

OnlineSecurity	Count of OnlineSecurity
No	3498
Yes	2019
No internet service	1526
Total	7043

Tenure Category



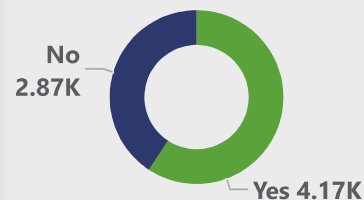
Average of MonthlyCharges

64.76

Average of TotalCharges

2.28K

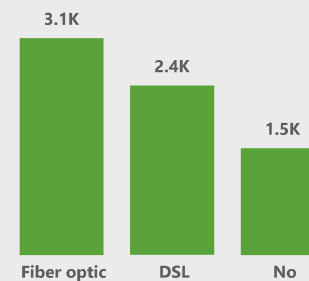
PaperlessBilling



Streaming Movies in %

43.77%

InternetService



Streaming TV in %

44%

Online Backup in %

28%

Phone Service in %

91%

Online Security in %

16%

# Customer Risk Analysis

Internet Service

All

Risk of Churn

All

Gender

All

Contract Type

All

Multiple LInes

All

Tenure in Months

072

Admin Tickets  
3632

Tech Tickets  
2955

Senior Citizen %  
25%

Churn Rate%  
27%

Total Churn  
7043

