

# Customer Churn Analysis Dashboard

1869

Customers at risk

2173

# of Tech Tickets

885

# of Admin Tickets

\$2.86M

Yearly Charges

\$139.13K

Sum of MonthlyCharges

Demographics

Female Male

49.76%

50.24%

25%

Senior Citizen

36%

Partner

17%

Dependents

Subscription Time

<1 Year 55.48%

<2 Year 15.73%

<3 Year 9.63%

<4 Year 7.76%

<5 Year 6.42%

<6 Year 4.98%

Customer Account Information

Payment Method

Electronic check 57.30%

Mailed check 16.48%

Bank transfer (a... 13.80%

Credit card (aut... 12.41%

Paperless Billing

25.09%

74.91%

Yes No

Average Charges

\$74.44 Monthly

\$1,531.80 Total

Types of Contract

Month-to-month 88.55%

One year 8.88%

Two year 2.57%

Services Customers Signed up for

91% Phone Service

44% Streaming TV

44% Streaming Movies

29% Device protection

28% Online Backup

17% Tech Support

16% Online Security

Multiple Lines

49.97%

NO

50.03%

Yes

Fiber optic DSL No

24.56%

6.05%

69.4%

# Customer Risk Analysis

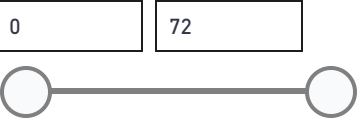
## Risk of Churn

- ☐ No
- ☐ Yes

## Internet Services

- ☐ DSL
- ☐ Fiber optic
- ☐ No

## Months Subscribed

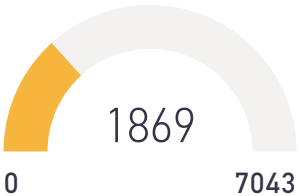


## Contract Type

- ☐ Month-to-month
- ☐ One year
- ☐ Two year

7043  
Total Customer

26.54%  
Churn Rate %

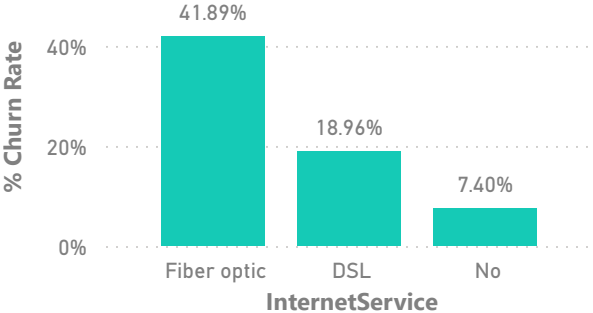


\$16.06M  
Yearly Charges

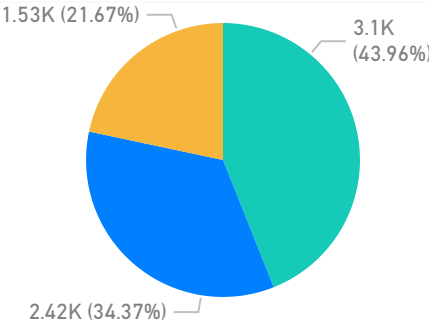
3632  
Admin Tickets

2955  
Tech Tickets

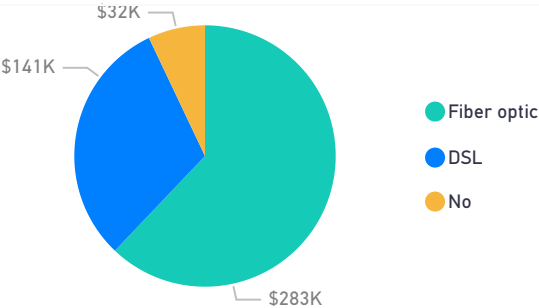
## Churn By Type of Internet Services



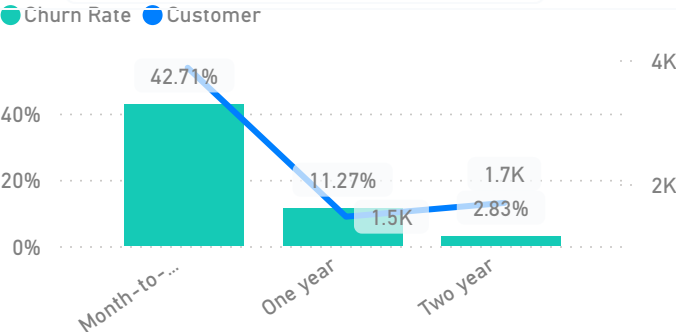
## #of customers by Internet services



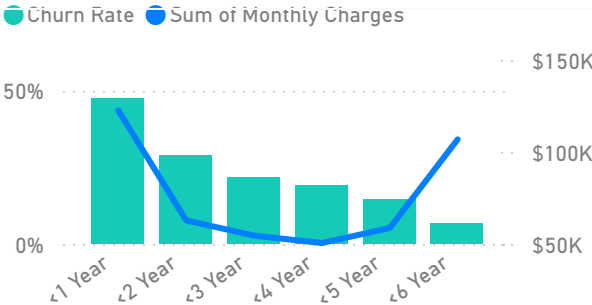
## Sum of Monthly Charges



## Type of Contract



## Years of Contract



## Churn by Payment Method

