

CUSTOMER CHURN ANALYTICS

1869

CUSTOMERS AT RISK

2173

OF TECH TICKETS

885

ADMIN TICKETS

\$2.86M

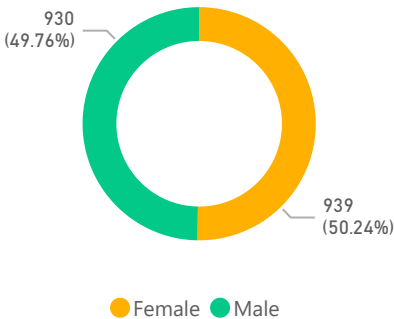
YEARLY CHARGES

139.13K

MONTHLY CHARGES

DEMOGRAPHICS BY GENDER

CHURNED CUSTOMERS BY GENDER



25%

Senior Citizen

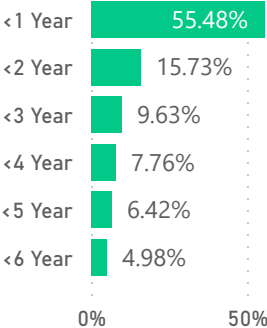
36%

Partner

17%

Dependents

SUBSCRIPTION TIME



SUBSCRIBED SERVICES

17%

Tech Support

44%

Streaming TV

44%

Streaming Movies

29%

Device Protection

28%

Online Backup

16%

Online Security

91%

Phone Service

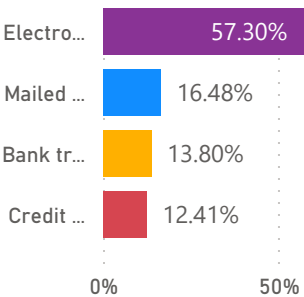
Multiple Lines

50.03%
Yes

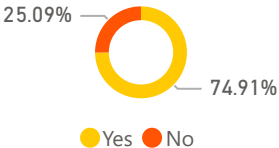
49.97%
No

CUSTOMER ACCOUNT INFORMATION

PAYMENT METHOD



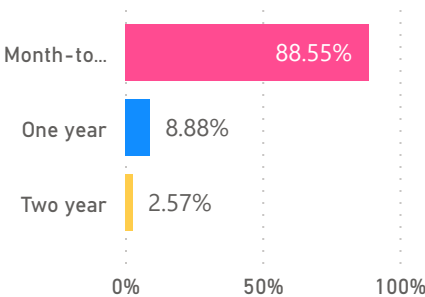
PAPERLESS BILLING



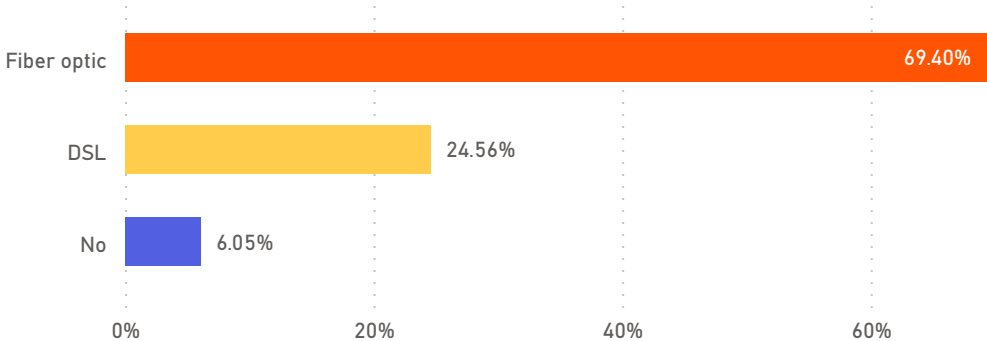
AVG CHARGES

74.44
Monthly
\$1,531.796094168...
Total

TYPE OF CONTRACTS



INTERNET SERVICE USERS



CUSTOMER RISK ANALYSIS

CHURN

☒ No

☐ Yes

INTERNET SERVICE

☐ DSL

☐ Fiber optic

☒ No

CONTRACT

☐ Month-to-month

☒ One year

☐ Two year

155

Total Customers

3.23%

Churn Rate

\$40.85K

Yearly Charges

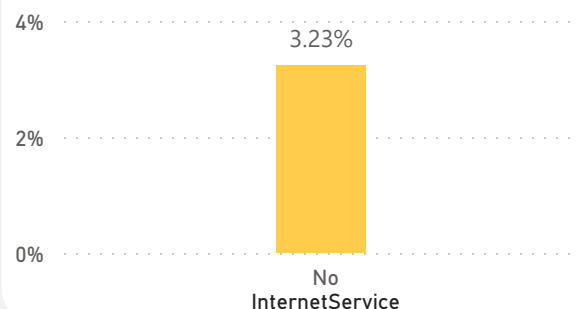
79

Admin Tickets

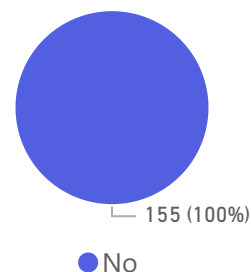
4

Tech Tickets

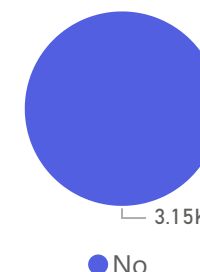
Churn Rate BY Type of Internet Service



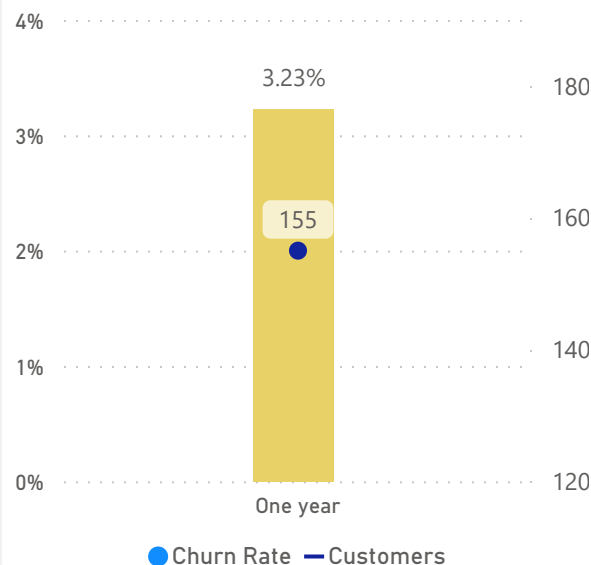
Of Customers by Internet Service



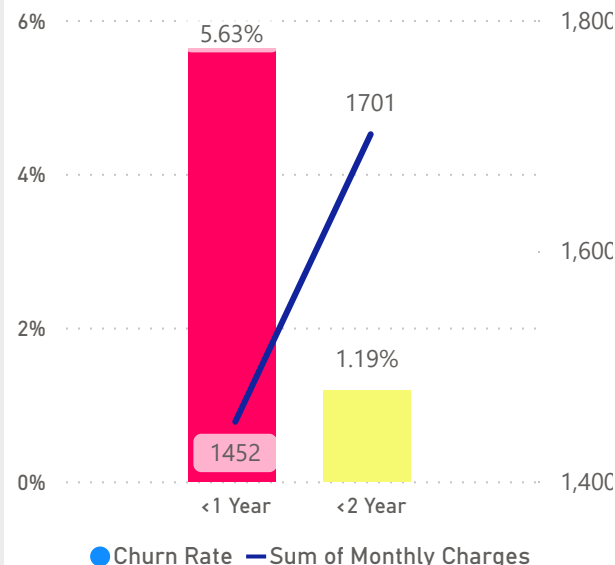
Sum of Monthly Charges



Type Of Contract



Years of Contract



Churn by Payment Method

