

CUSTOMER CHURN CUSTOMER

Risk Analysis DB

Customers At Risk

7043

Tech Tickets

2955

Admin Tickets

3632

Yearly Charges

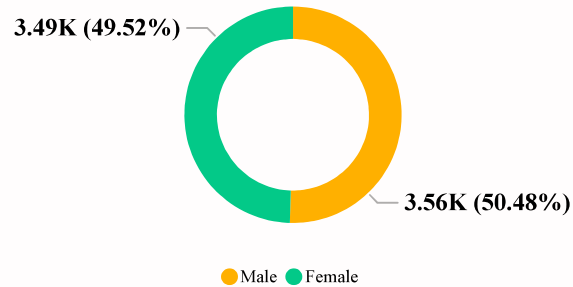
16.06M

Monthly Chages

456.12K

Demographic By gender

Churned Customer By Gender



36%

% of partner

25%

Senior Citizen

17%

% of Dependents

Subscribed Services

16.59%

% Tech Support

43.55%

Streaming TV

43.77%

Streaming Movies

29.16%

Device Protection

27.98%

Online Backup

15.78%

% Online Security

90.90%

Phone Service

Multiple Lines



49.97%

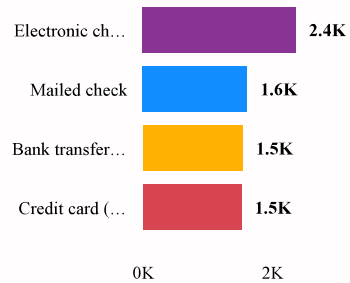
% No-Multiple Lines

50.03%

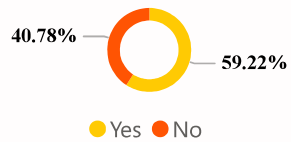
% Yes-Multiple Line

Customer Account Information

Payment Method



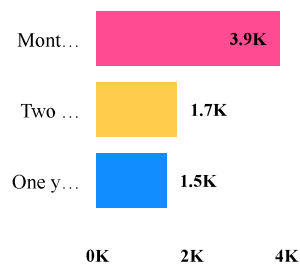
Paperless Billing



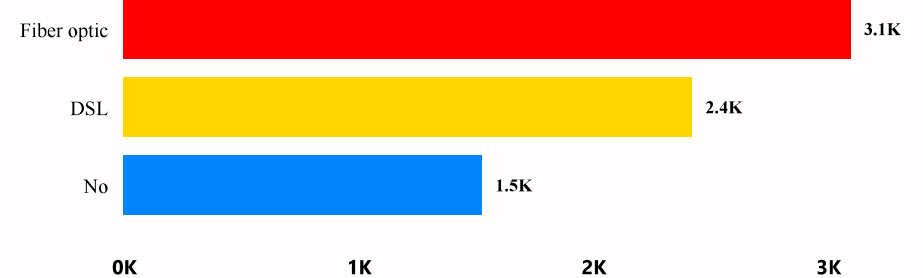
AVG Charges

4,56,116.60
Sum of MonthlyCharges
1,60,56,168.70
Sum of TotalCharges

Type of Contracts



Internal Service Users





CUSTOMER CHURN CUSTOMER

Risk Analysis

Churn

All

Internet Service

All

Tenure

0

60

Contract

All

5636

Total Customers

31.51%

Churn Rate

2885

Admin Tickets

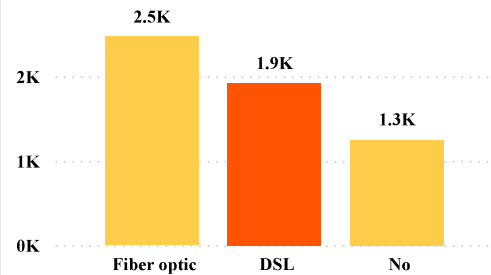
8.77M

Yearly Charges

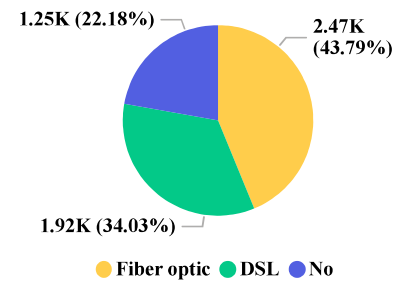
2885

Tech Tickets

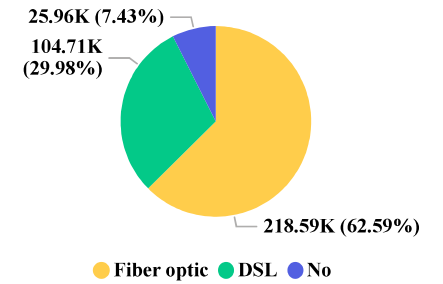
Churn Rate By Internet Service



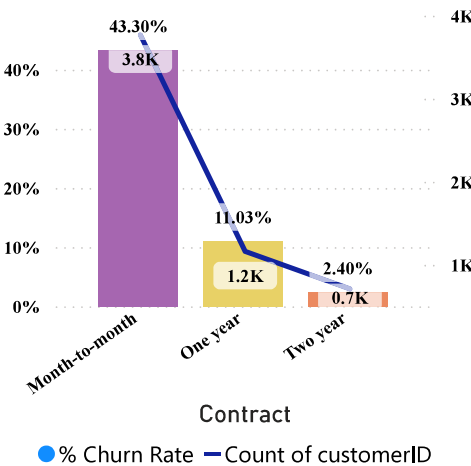
Customers by Internet Service



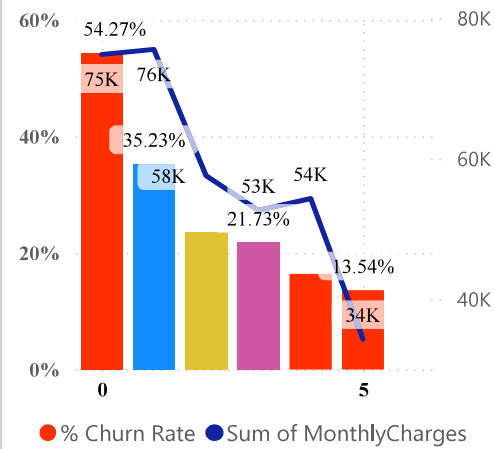
Sum of Monthly Charges



Type of Contract



Years of Contract



Churn by Payment Method

