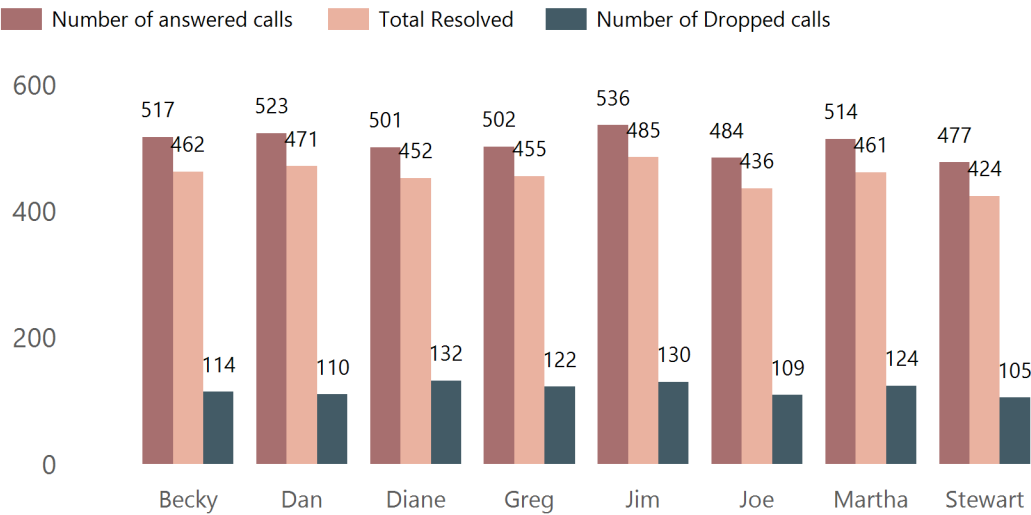


Agent Calls Summary

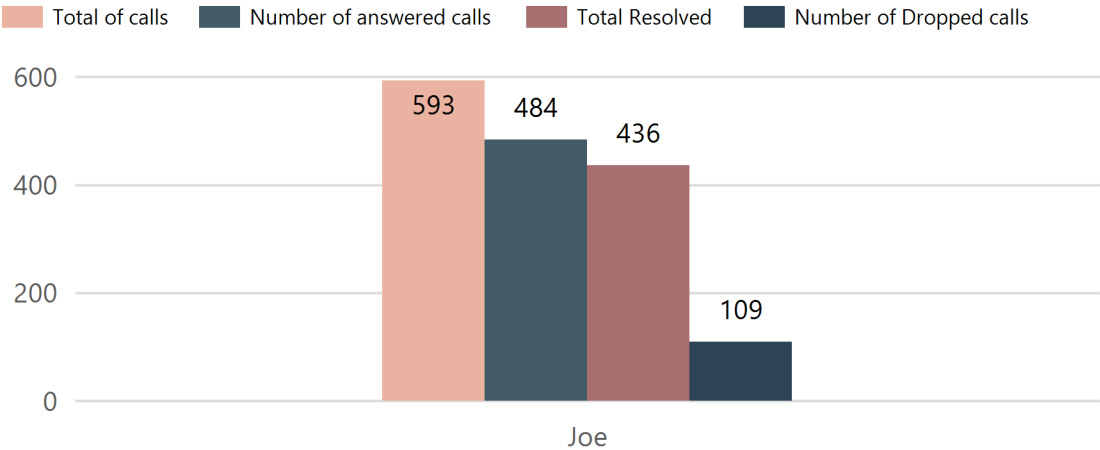
Agent Name	Total of calls	Number of answered calls	Number of Dropped calls	Total Resolved
Becky	631	517	114	462
Dan	633	523	110	471
Diane	633	501	132	452
Greg	624	502	122	455
Jim	666	536	130	485
Joe	593	484	109	436
Martha	638	514	124	461
Stewart	582	477	105	424

Agents Performance



Calls Summary By Agent: Joe

Total of calls	Number of answered calls	Total Resolved	Number of Dropped calls
593	484	436	109



Calls Summary By Topic: Admin Support

Total of calls	Number of answered calls	Number of Dropped calls	Total Resolved
121	100	21	90
108	87	21	80
134	108	26	103
130	105	25	94
142	116	26	106
120	93	27	87
114	92	22	83
107	94	13	80
976	795	181	723

Contract with payment method



Contract Type	Payment Method	Total charge	Avg Revenue	
Month-to-Month	Bank Withdrawal	3362265.45	1945.34	▼
Month-to-Month	Credit Card	1227565.65	1455.36	▼
Month-to-Month	Mailed Check	108210.6	639.69	▼
One Year	Bank Withdrawal	2755055.85	4536	▲
One Year	Credit Card	1742795.94	3533.51	▲
One Year	Mailed Check	134140.2	2263.61	▼
Two Year	Bank Withdrawal	3577016.35	5386.92	▲
Two Year	Credit Card	3010379.75	4387.37	▲
Two Year	Mailed Check	143305.45	2993.48	▲

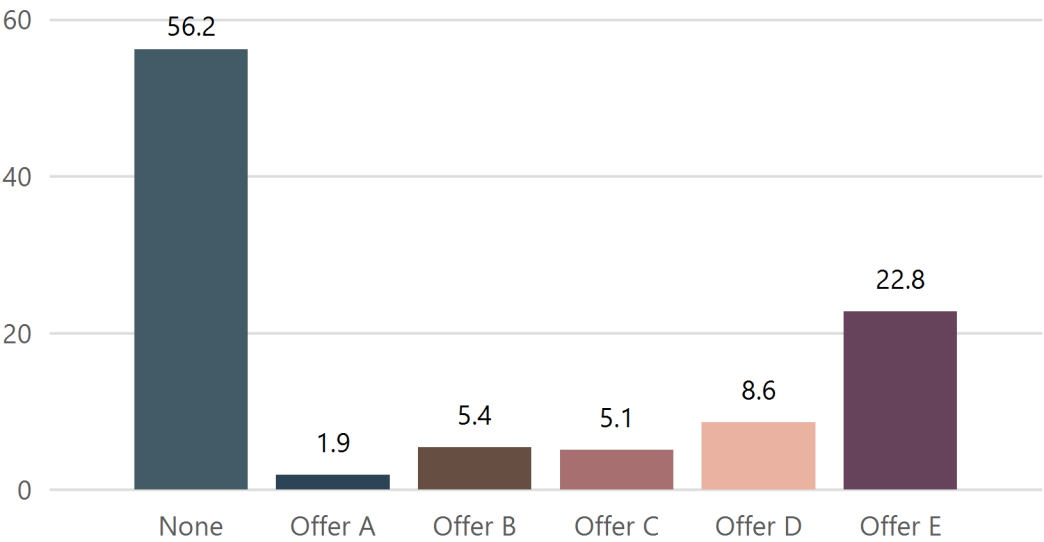
Contract Type & payment method

Month-to-Month One Year Two Year



Churned Customer Distribution By Offer

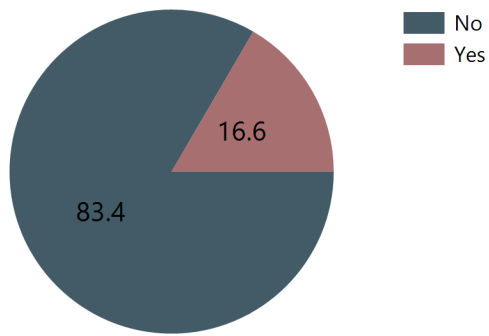
Offer	Churned
None	56.20
Offer E	22.80
Offer D	8.60
Offer B	5.40
Offer C	5.10
Offer A	1.90



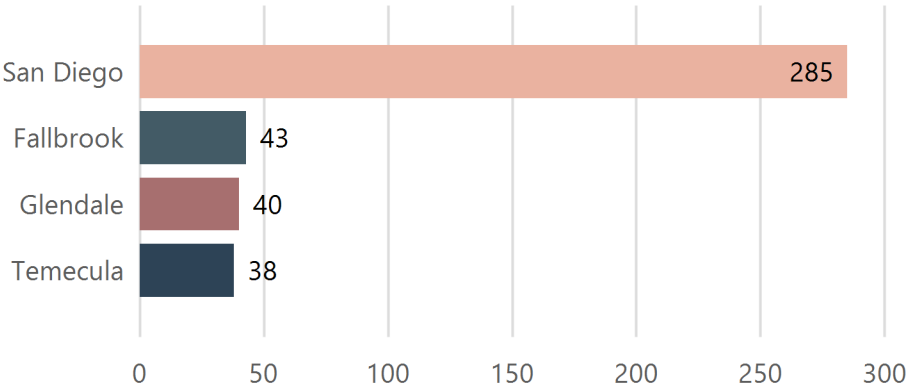
Did churners have premium tech support?

Premium Tech Support	Churned	Churn Percentage
No	1559	83.40
Yes	310	16.60

Premium Tech Support



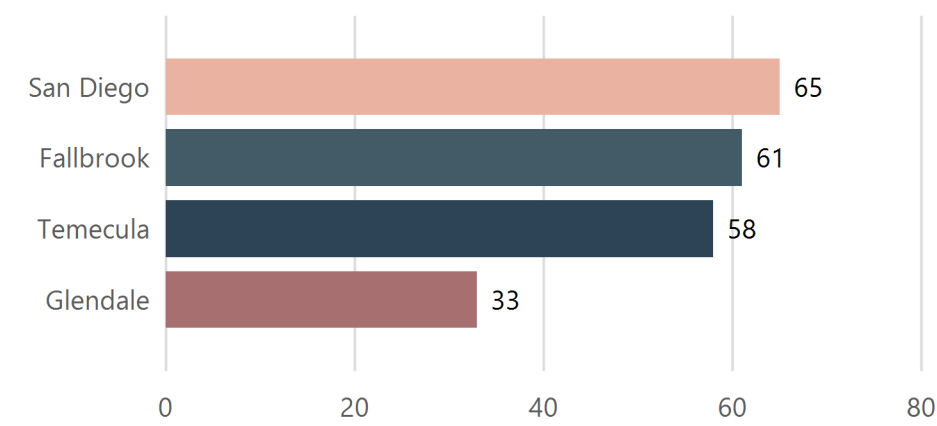
Cities have the highest churners



Which cities had the highest churn rates?

<i>City</i>	<i>Churned</i>	<i>Churn Rate</i>
San Diego	285	65
Fallbrook	43	61
Temecula	38	58
Glendale	40	33
Escondido	51	32
San Francisco	104	30
Berkeley	32	29
Stockton	44	28
Los Angeles	293	27
San Jose	112	26
Riverside	32	25
Oakland	52	25
Long Beach	60	25
Sacramento	108	25
Fresno	61	22
Bakersfield	39	6

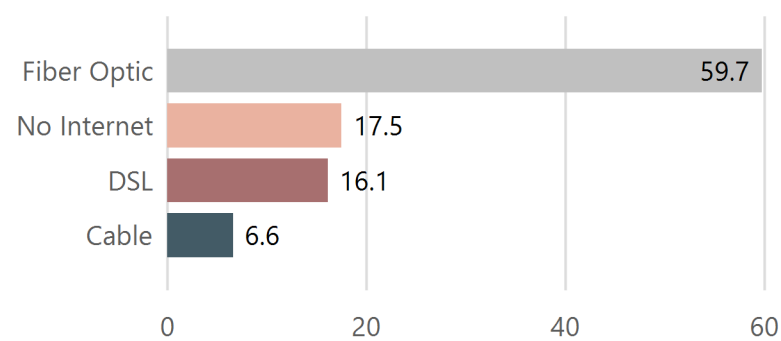
Cities have the highest churn rates



Internet Type Price category Churners have

Internet Type	Churn Category	Churned Percentage
Fiber Optic	Price	59.7
No Internet	Price	17.5
DSL	Price	16.1
Cable	Price	6.6

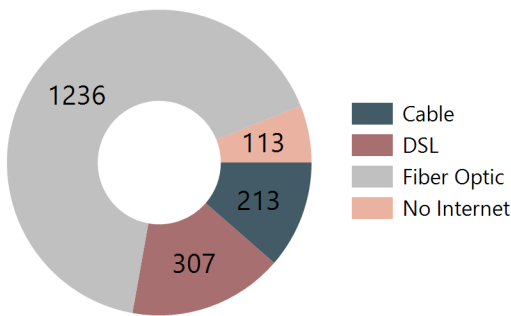
Churned Percentage of Price category by Internet Type



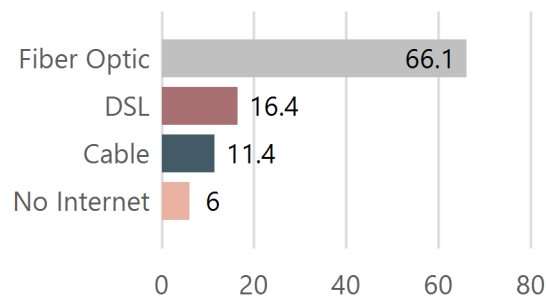
What Internet Type Did Churned Customer Have?

Internet Type	Count Customer	Status Percentage
Fiber Optic	1236	66.1
DSL	307	16.4
Cable	213	11.4
No Internet	113	6.0

No of Customer by Churned Status for Internet Type

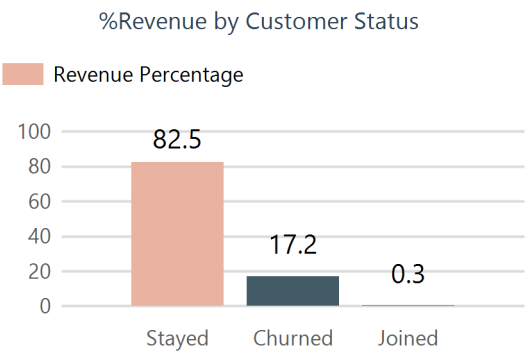
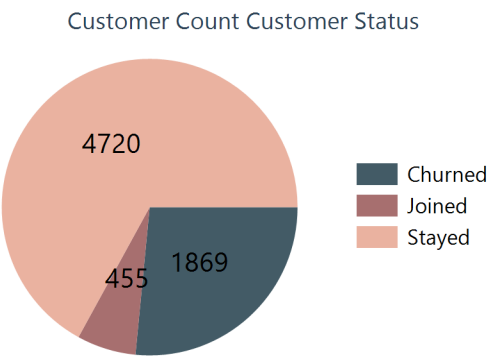


Status Percentage for Churned Status for Internet Type



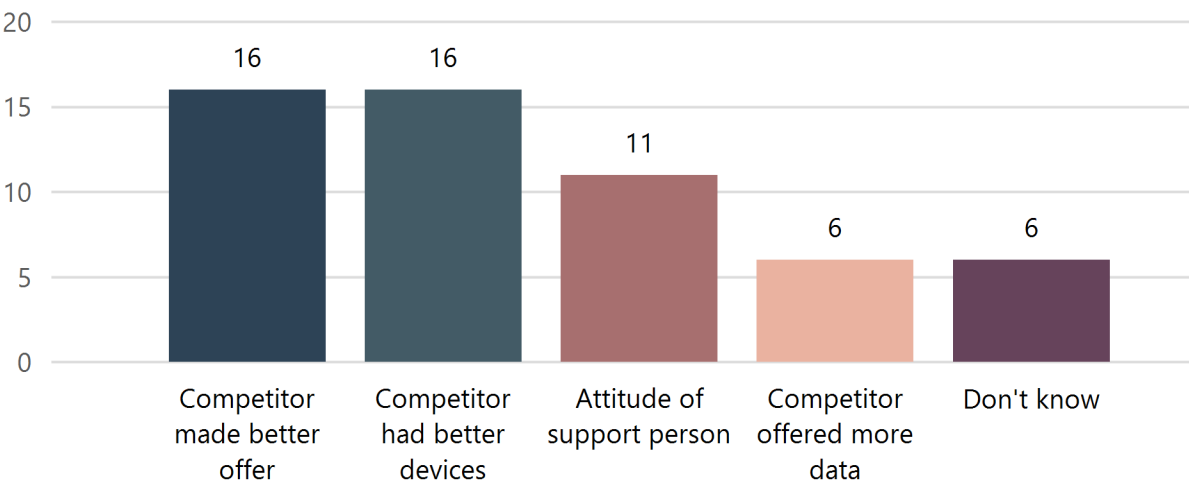
Revenue Lost Due to Churned Customers

Customer Status	Customer Count	Revenue Percentage
Churned	1869	17.20
Joined	455	0.30
Stayed	4720	82.50



Top Churn Reason Percentage

Churn Reason	Churn Category	Churn Percentage
Competitor made better offer	Competitor	16
Competitor had better devices	Competitor	16
Attitude of support person	Attitude	11
Competitor offered more data	Competitor	6
Don't know	Other	6



Customer Status with age between 30 & 35

Customer Status	No customer	age	Gender
Churned	12	19	Female
Joined	6	19	Female
Stayed	47	19	Female
Churned	6	19	Male
Joined	9	19	Male
Stayed	47	19	Male
Churned	18	20	Female
Joined	3	20	Female
Stayed	47	20	Female
Churned	12	20	Male
Joined	6	20	Male
Stayed	41	20	Male
Churned	20	21	Female
Joined	7	21	Female
Stayed	48	21	Female
Churned	16	21	Male
Joined	5	21	Male
Stayed	44	21	Male
Churned	14	22	Female
Joined	3	22	Female
Stayed	42	22	Female
Churned	13	22	Male
Joined	9	22	Male
Stayed	49	22	Male
Churned	16	23	Female
Joined	4	23	Female
Stayed	60	23	Female
Churned	13	23	Male
Joined	4	23	Male
Stayed	49	23	Male

Customer Status with age between 30 & 35

Churned	8	24	Female
Stayed	42	24	Female
Churned	10	24	Male
Joined	3	24	Male
Stayed	46	24	Male
Churned	15	25	Female
Joined	4	25	Female
Stayed	54	25	Female
Churned	17	25	Male
Joined	3	25	Male
Stayed	45	25	Male
Churned	16	26	Female
Joined	1	26	Female
Stayed	39	26	Female
Churned	12	26	Male
Joined	2	26	Male
Stayed	45	26	Male
Churned	16	27	Female
Joined	5	27	Female
Stayed	44	27	Female
Churned	18	27	Male
Joined	4	27	Male
Stayed	45	27	Male
Churned	14	28	Female
Joined	7	28	Female
Stayed	32	28	Female
Churned	14	28	Male
Joined	5	28	Male
Stayed	47	28	Male
Churned	14	29	Female
Joined	3	29	Female

Customer Status with age between 30 & 35

Stayed	37	29	Female
Churned	10	29	Male
Joined	6	29	Male
Stayed	48	29	Male
Churned	17	30	Female
Joined	4	30	Female
Stayed	51	30	Female
Churned	21	30	Male
Joined	2	30	Male
Stayed	33	30	Male
Churned	17	31	Female
Joined	3	31	Female
Stayed	32	31	Female
Churned	13	31	Male
Joined	8	31	Male
Stayed	46	31	Male
Churned	15	32	Female
Joined	3	32	Female
Stayed	41	32	Female
Churned	11	32	Male
Joined	10	32	Male
Stayed	42	32	Male
Churned	11	33	Female
Joined	6	33	Female
Stayed	56	33	Female
Churned	17	33	Male
Joined	6	33	Male
Stayed	43	33	Male
Churned	16	34	Female
Joined	5	34	Female
Stayed	33	34	Female

Customer Status with age between 30 & 35

Churned	18	34	Male
Joined	5	34	Male
Stayed	41	34	Male
Churned	17	35	Female
Joined	5	35	Female
Stayed	52	35	Female
Churned	15	35	Male
Joined	7	35	Male
Stayed	46	35	Male
Churned	15	36	Female
Joined	3	36	Female
Stayed	28	36	Female
Churned	13	36	Male
Joined	4	36	Male
Stayed	41	36	Male
Churned	13	37	Female
Joined	4	37	Female
Stayed	42	37	Female
Churned	16	37	Male
Joined	11	37	Male
Stayed	43	37	Male
Churned	12	38	Female
Joined	8	38	Female
Stayed	45	38	Female
Churned	13	38	Male
Joined	3	38	Male
Stayed	50	38	Male
Churned	20	39	Female
Joined	4	39	Female
Stayed	35	39	Female
Churned	19	39	Male

Customer Status with age between 30 & 35

Joined	3	39	Male
Stayed	53	39	Male
Churned	15	40	Female
Joined	6	40	Female
Stayed	51	40	Female
Churned	17	40	Male
Joined	6	40	Male
Stayed	55	40	Male
Churned	20	41	Female
Joined	1	41	Female
Stayed	41	41	Female
Churned	14	41	Male
Joined	2	41	Male
Stayed	32	41	Male
Churned	17	42	Female
Joined	8	42	Female
Stayed	54	42	Female
Churned	20	42	Male
Joined	7	42	Male
Stayed	50	42	Male
Churned	11	43	Female
Joined	4	43	Female
Stayed	40	43	Female
Churned	11	43	Male
Joined	2	43	Male
Stayed	45	43	Male
Churned	17	44	Female
Joined	7	44	Female
Stayed	54	44	Female
Churned	24	44	Male
Joined	7	44	Male

Customer Status with age between 30 & 35

Stayed	39	44	Male
Churned	13	45	Female
Joined	5	45	Female
Stayed	46	45	Female
Churned	7	45	Male
Joined	8	45	Male
Stayed	49	45	Male
Churned	15	46	Female
Stayed	45	46	Female
Churned	15	46	Male
Joined	8	46	Male
Stayed	36	46	Male
Churned	22	47	Female
Joined	4	47	Female
Stayed	43	47	Female
Churned	19	47	Male
Joined	5	47	Male
Stayed	60	47	Male
Churned	20	48	Female
Joined	3	48	Female
Stayed	45	48	Female
Churned	11	48	Male
Joined	3	48	Male
Stayed	53	48	Male
Churned	11	49	Female
Joined	4	49	Female
Stayed	49	49	Female
Churned	19	49	Male
Joined	7	49	Male
Stayed	40	49	Male
Churned	12	50	Female

Customer Status with age between 30 & 35

Joined	6	50	Female
Stayed	39	50	Female
Churned	11	50	Male
Joined	6	50	Male
Stayed	46	50	Male
Churned	19	51	Female
Joined	5	51	Female
Stayed	44	51	Female
Churned	19	51	Male
Joined	2	51	Male
Stayed	39	51	Male
Churned	9	52	Female
Joined	3	52	Female
Stayed	51	52	Female
Churned	16	52	Male
Joined	1	52	Male
Stayed	33	52	Male
Churned	21	53	Female
Joined	5	53	Female
Stayed	35	53	Female
Churned	20	53	Male
Joined	3	53	Male
Stayed	50	53	Male
Churned	18	54	Female
Joined	3	54	Female
Stayed	37	54	Female
Churned	15	54	Male
Joined	7	54	Male
Stayed	46	54	Male
Churned	18	55	Female
Joined	2	55	Female

Customer Status with age between 30 & 35

Stayed	36	55	Female
Churned	15	55	Male
Joined	7	55	Male
Stayed	46	55	Male
Churned	10	56	Female
Joined	3	56	Female
Stayed	57	56	Female
Churned	17	56	Male
Joined	4	56	Male
Stayed	53	56	Male
Churned	21	57	Female
Joined	8	57	Female
Stayed	46	57	Female
Churned	13	57	Male
Joined	2	57	Male
Stayed	34	57	Male
Churned	13	58	Female
Joined	4	58	Female
Stayed	39	58	Female
Churned	17	58	Male
Joined	5	58	Male
Stayed	39	58	Male
Churned	10	59	Female
Joined	4	59	Female
Stayed	46	59	Female
Churned	13	59	Male
Joined	2	59	Male
Stayed	47	59	Male
Churned	10	60	Female
Joined	7	60	Female
Stayed	44	60	Female

Customer Status with age between 30 & 35

Churned	15	60	Male
Joined	3	60	Male
Stayed	42	60	Male
Churned	12	61	Female
Joined	5	61	Female
Stayed	46	61	Female
Churned	19	61	Male
Joined	7	61	Male
Stayed	49	61	Male
Churned	16	62	Female
Joined	4	62	Female
Stayed	44	62	Female
Churned	20	62	Male
Joined	5	62	Male
Stayed	54	62	Male
Churned	16	63	Female
Joined	5	63	Female
Stayed	43	63	Female
Churned	15	63	Male
Joined	3	63	Male
Stayed	38	63	Male
Churned	17	64	Female
Joined	2	64	Female
Stayed	43	64	Female
Churned	15	64	Male
Joined	2	64	Male
Stayed	40	64	Male
Churned	13	65	Female
Stayed	28	65	Female
Churned	18	65	Male
Joined	1	65	Male

Customer Status with age between 30 & 35

Stayed	19	65	Male
Churned	12	66	Female
Joined	1	66	Female
Stayed	15	66	Female
Churned	13	66	Male
Stayed	22	66	Male
Churned	11	67	Female
Stayed	21	67	Female
Churned	13	67	Male
Stayed	16	67	Male
Churned	25	68	Female
Joined	2	68	Female
Stayed	22	68	Female
Churned	15	68	Male
Stayed	18	68	Male
Churned	16	69	Female
Joined	1	69	Female
Stayed	20	69	Female
Churned	16	69	Male
Joined	2	69	Male
Stayed	24	69	Male
Churned	17	70	Female
Joined	1	70	Female
Stayed	25	70	Female
Churned	14	70	Male
Joined	1	70	Male
Stayed	13	70	Male
Churned	5	71	Female
Stayed	14	71	Female
Churned	22	71	Male
Joined	4	71	Male

Customer Status with age between 30 & 35

Stayed	23	71	Male
Churned	10	72	Female
Joined	1	72	Female
Stayed	24	72	Female
Churned	5	72	Male
Joined	1	72	Male
Stayed	17	72	Male
Churned	18	73	Female
Joined	2	73	Female
Stayed	23	73	Female
Churned	18	73	Male
Joined	2	73	Male
Stayed	22	73	Male
Churned	20	74	Female
Joined	3	74	Female
Stayed	21	74	Female
Churned	18	74	Male
Stayed	14	74	Male
Churned	16	75	Female
Joined	1	75	Female
Stayed	16	75	Female
Churned	17	75	Male
Stayed	24	75	Male
Churned	15	76	Female
Joined	1	76	Female
Stayed	15	76	Female
Churned	14	76	Male
Joined	1	76	Male
Stayed	23	76	Male
Churned	14	77	Female
Stayed	20	77	Female

Customer Status with age between 30 & 35

Churned	15	77	Male
Stayed	23	77	Male
Churned	17	78	Female
Stayed	16	78	Female
Churned	13	78	Male
Stayed	17	78	Male
Churned	16	79	Female
Joined	1	79	Female
Stayed	17	79	Female
Churned	11	79	Male
Joined	2	79	Male
Stayed	29	79	Male
Churned	15	80	Female
Joined	1	80	Female
Stayed	16	80	Female
Churned	14	80	Male
Joined	1	80	Male
Stayed	19	80	Male