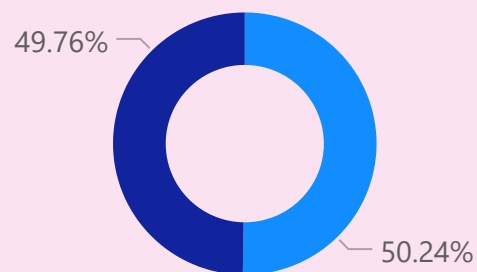


Demographics

Female Male



25%

Senior Citizen

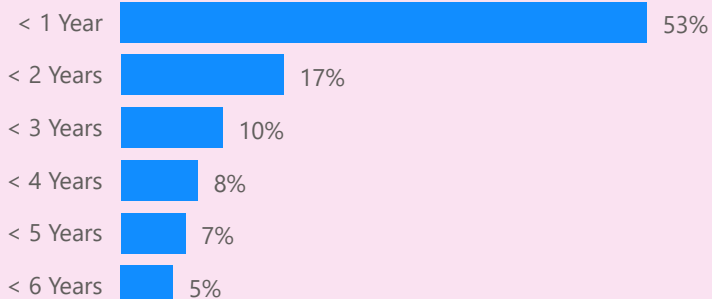
36%

Partner

17%

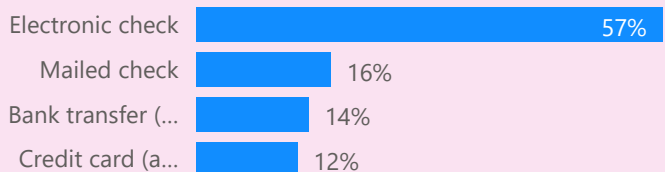
Dependents

Subscription time

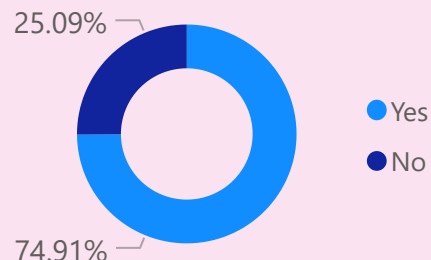


Customer Account Information

Payment Method



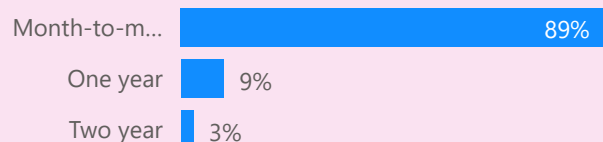
Paperless Billing



Average charges

1,531.80
Yearly charges
74.44
Monthly charges

Payment Method



Services customers signed up

29%

Device Protection

28%

Online Backup

16%

Online Security

91%

Phone Service

44%

Streaming Movies

44%

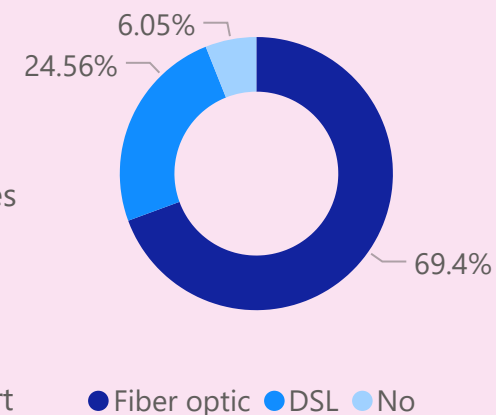
Streaming TV

17%

Technical Support

Multiple Lines

No	Yes
50.0%	50.03%



1869

Customers at risk

2173

of Tech Ticket

139.13K

Monthly charges

2.86M

Monthly Charges

885

of Admin Ticket

pwc

Customer Risk Analysis

Risk of churn

- Select all
- No
- Yes

Internet Service

- Select all
- DSL
- Fiber optic
- No

Contract Type

- Select all
- Month-to-month
- One year
- Two year

Months Subscribe

0 72



7043

Number of Customers

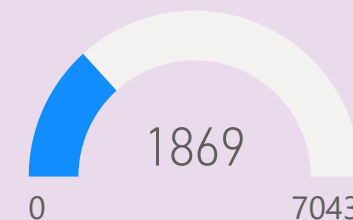
16.06M

TotalCharges

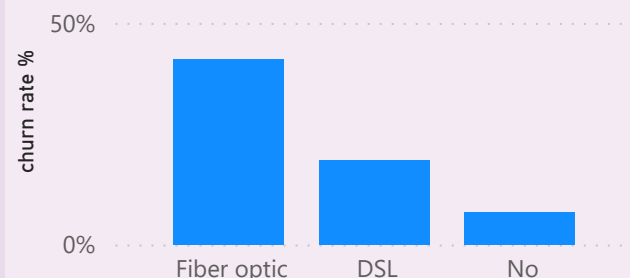
26.54%

Churn Rate

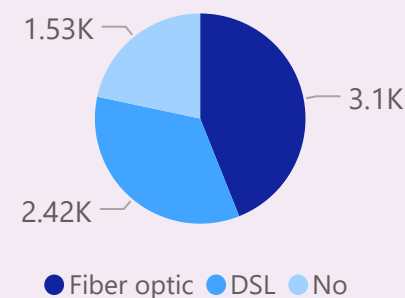
Churn



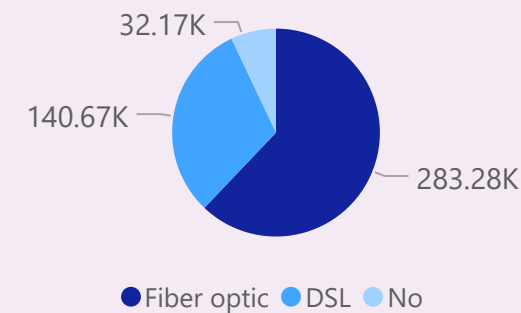
churn rate % by Churn by type of service



of customer by internet services

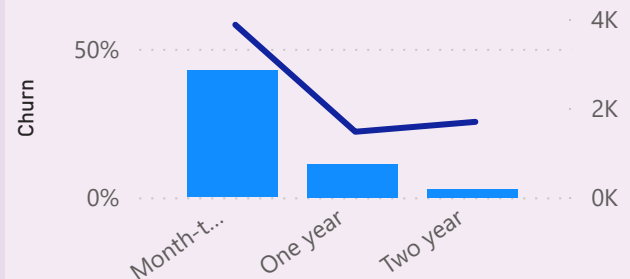


Sum of monthly charges



Type of Contract

Churn Count of Customers



Year of Contract

Churn rate Customer Count



Churn by payment method

Churn rate MonthlyCharges

