



## Customer Risk Dashboard

Customer Churn

Customer Risk

Services

Insights

### Churn



7043

Total Customer Churn

0.27

Churn Rate %

\$456.12K

Monthly Charges

\$16.06M

Yearly Total Charges

Churn Risk

All

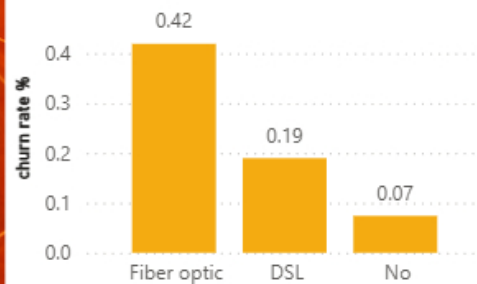
InternetService

All

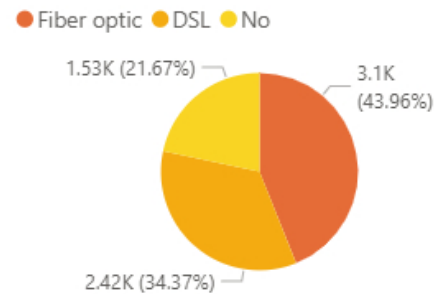
Contract

All

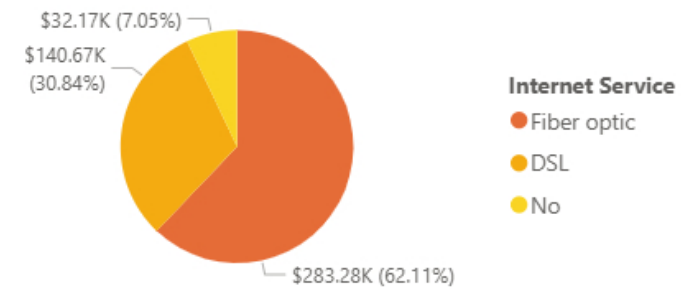
### Churn by Internet Service



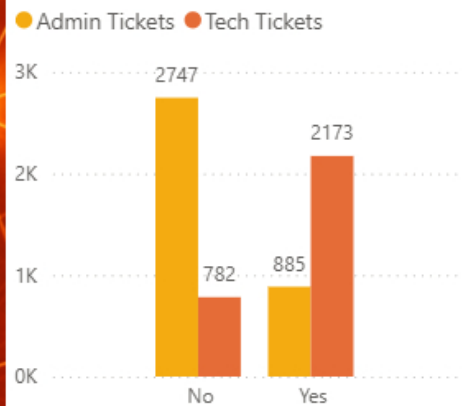
### Customer by Internet Service



### Monthly Charges by Internet Service

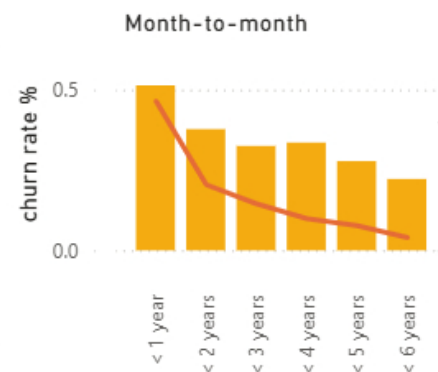


### Admin Tickets and Tech Tickets by Churn

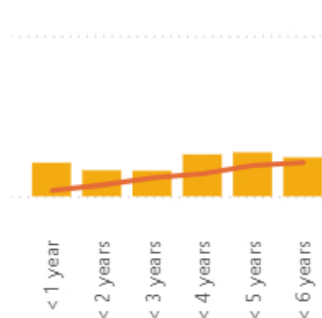


### churn rate % and Monthly Charges by Year and Contract

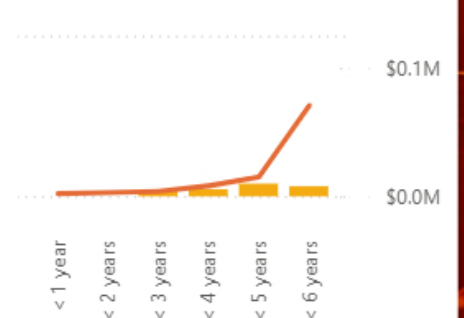
churn rate % Monthly Charges



### One year



### Two year





## Customer Churn Dashboard

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Churn

All

**1869**

Customer Churn

**\$16.06M**

Yearly Charges

**\$456.12K**

Monthly Charges

**3632**

Admin Tickets

**2955**

Tech Tickets

### Gender

● Male ● Female

**7043**

Senior Citizen

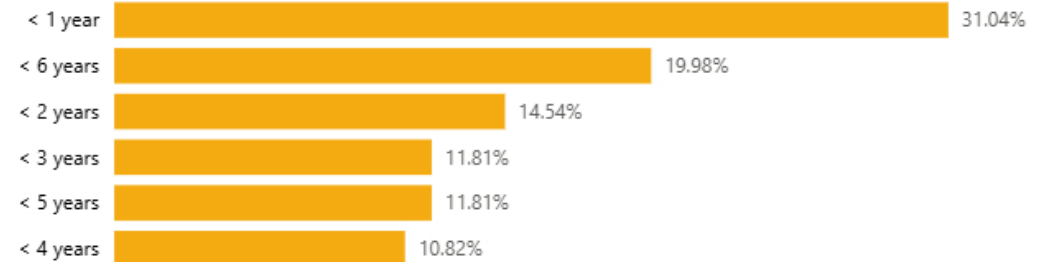
**0.36**

Partner in %

**0.17**

Dependent in %

### Churn by Yearly



### Payment Method

**0.91**

Phone service%

**0.44**

Streaming TV%

**0.44**

Streaming Movies%

**0.29**

Device protection%

**0.28**

Online backup%

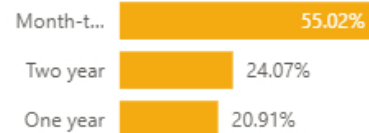
**0.16**

Online security%

**0.17**

Tech Support%

### Contract Type



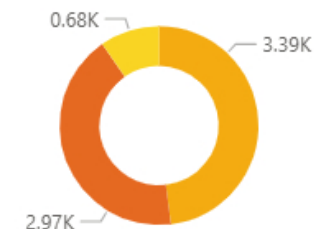
### PaperlessBilling

● Yes ● No



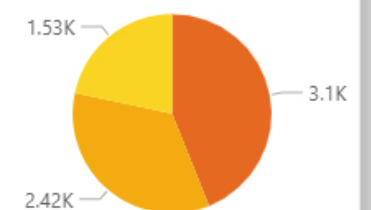
### Multiple Lines

● No ● Yes ● No phone service



### Internet Service

● Fiber optic ● DSL ● No

**\$64.7616924...**

Avg. of Monthl...

**\$2,283.3004408..**

Avg. of TotalChar...



## Services

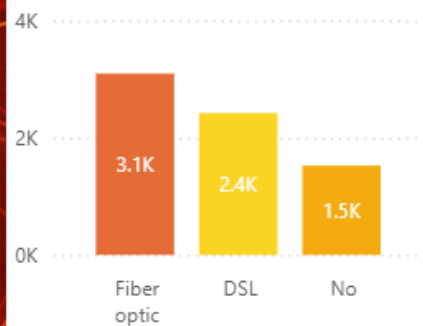
[Customer Churn](#)[Customer Risk](#)[Services](#)[Insights](#)

### Churn

All

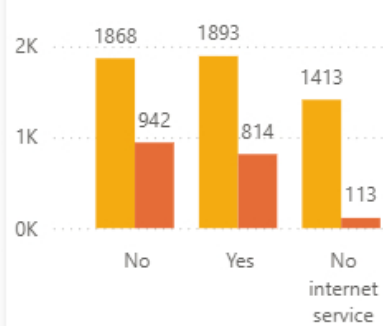
#### Internet Service

● Fiber optic ● DSL ● No



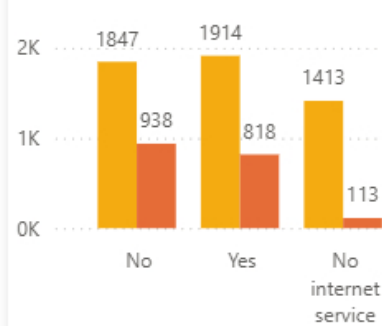
#### Streaming TV

● No ● Yes



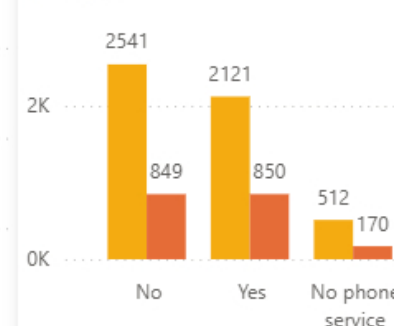
#### Streaming Movies

● No ● Yes



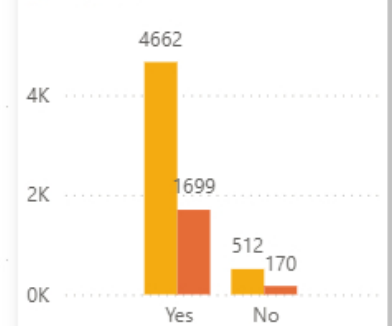
#### Multiple Lines

● No ● Yes



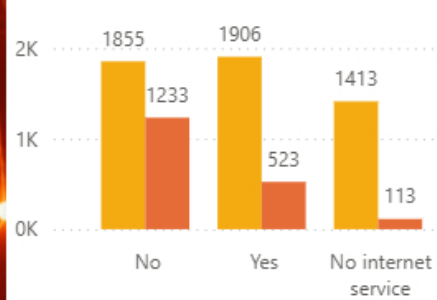
#### Phone Service

● No ● Yes



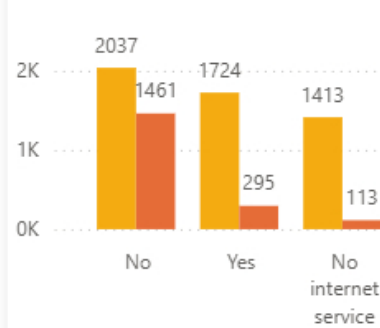
#### Online Backup

● No ● Yes



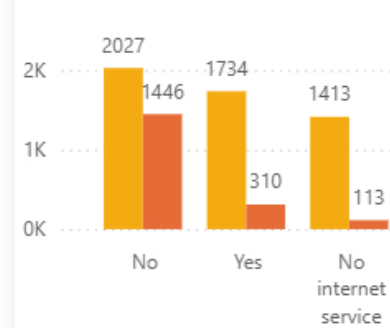
#### Online Security

● No ● Yes



#### Tech Support

● No ● Yes



#### Device Protection

● No ● Yes

