

Churn Dashboard for Phone Now Service

1869

Customers at risk

2173

of Tech Tickets

885

of Admin Tickets

\$2.86M

Yearly Charges

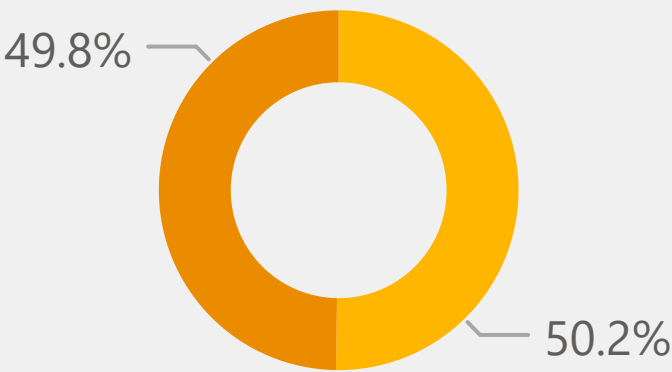
\$139.13K

Monthly Charges



Demographics

Female Male



25%

Senior-Citizen

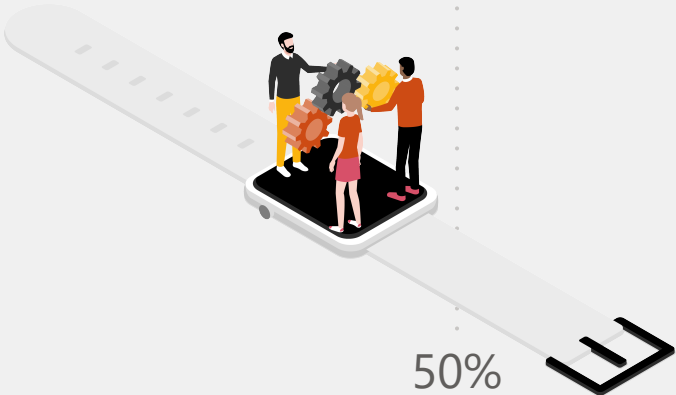
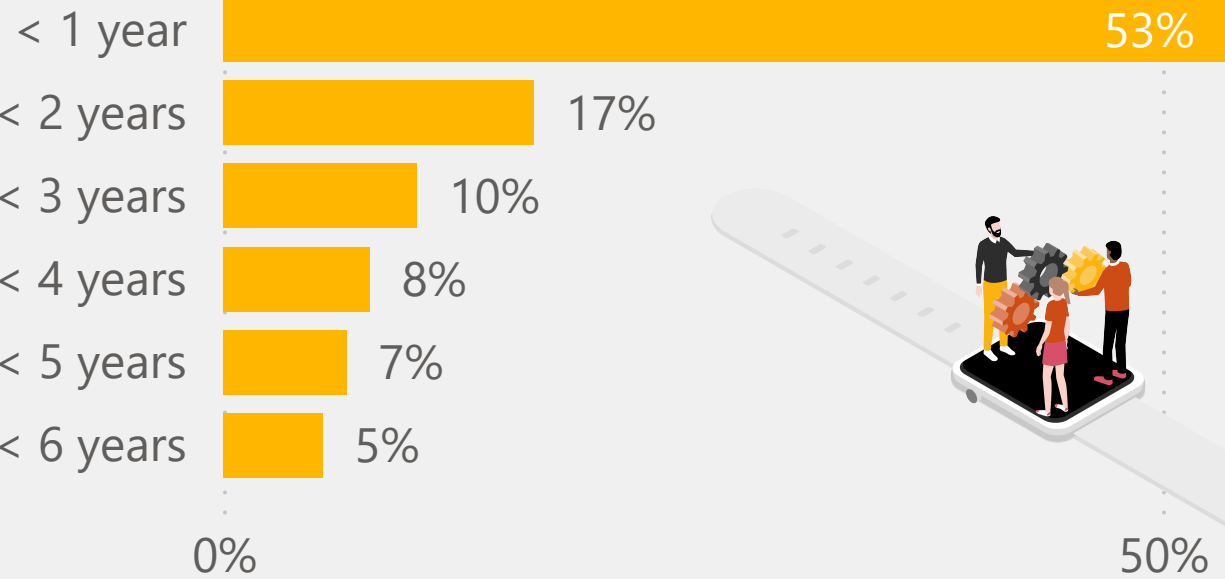
36%

Partner

17%

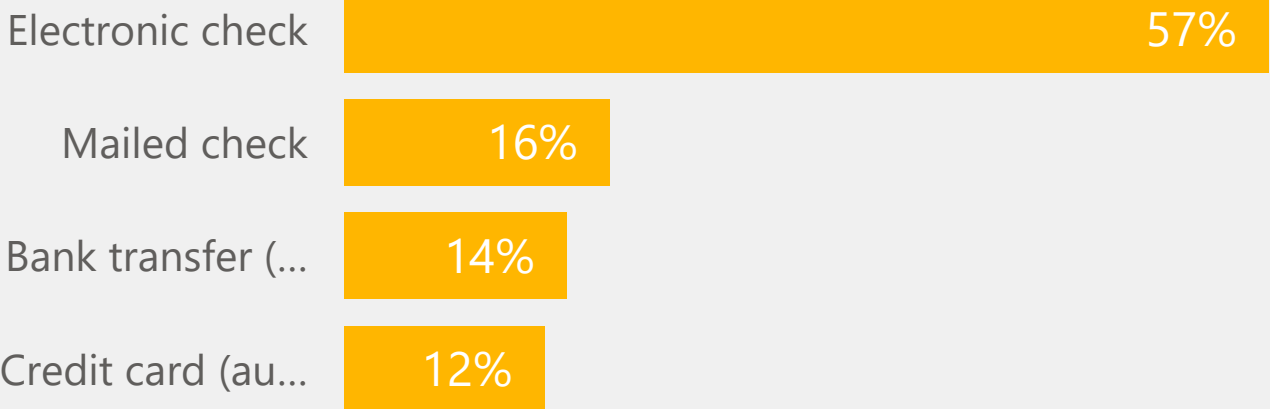
Dependents

Subscription time

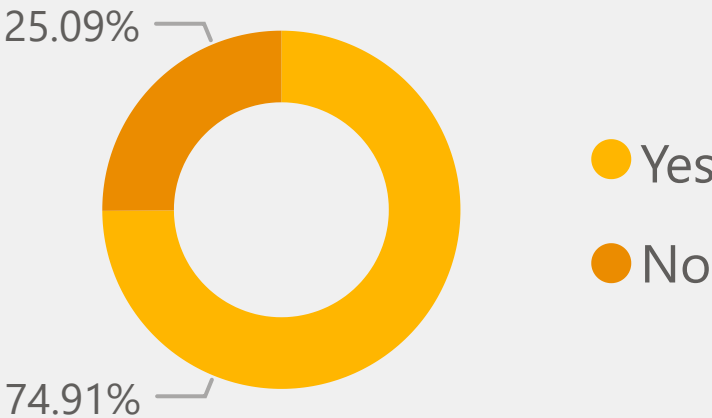


Customer account information

Payment method



Paperless billing



Average charges

\$74.44
Monthly
\$1,531.80
Total

Type of contract



Services customers signed up for

91%

Phone Service

44%

Streaming TV

44%

Streaming Movies

29%

Device protection

28%

Online Backup

17%

Tech Support

16%

Online Security

Multiple Lines?

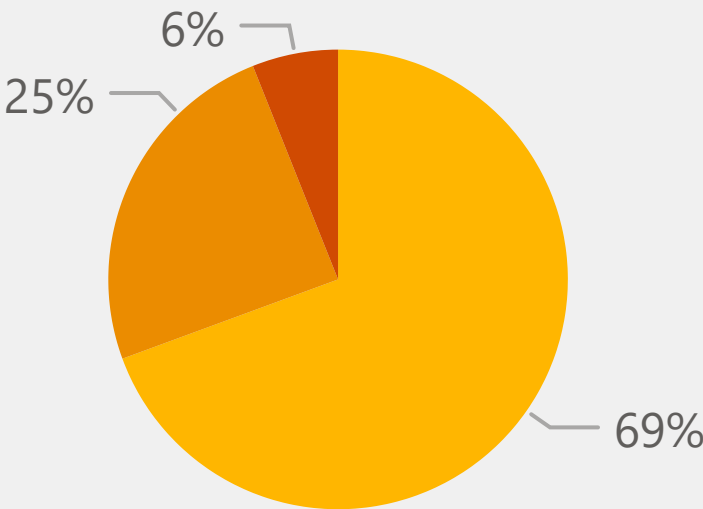


49.97%
no

50.03%
yes



Fiber optic DSL No



Customer Risk Analysis

Risk of churn

- ☐ No
- ☐ Yes

Internet service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

Months subscribed

0

72



Contract type

- ☐ Month-to-month
- ☒ One year
- ☐ Two year

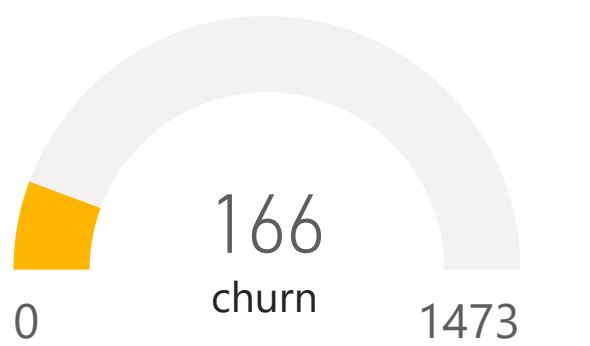


1473

Total customers

11.27%

churn rate %



\$4.47M

Yearly Charges

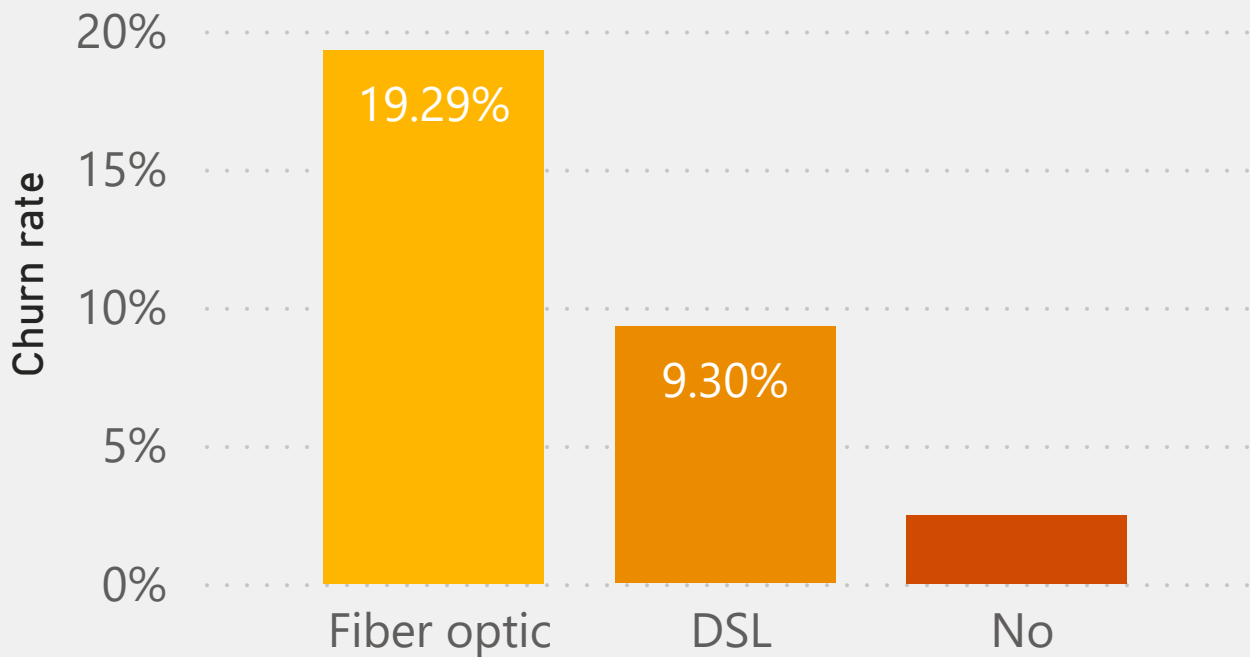
810

Tech Tickets

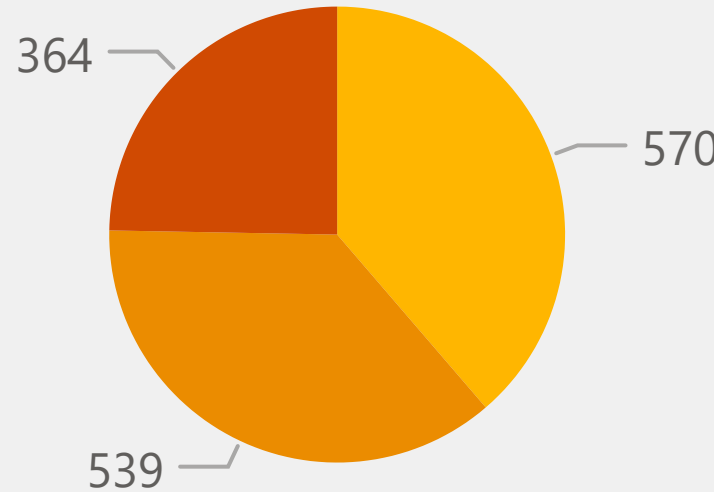
761

Admin Tickets

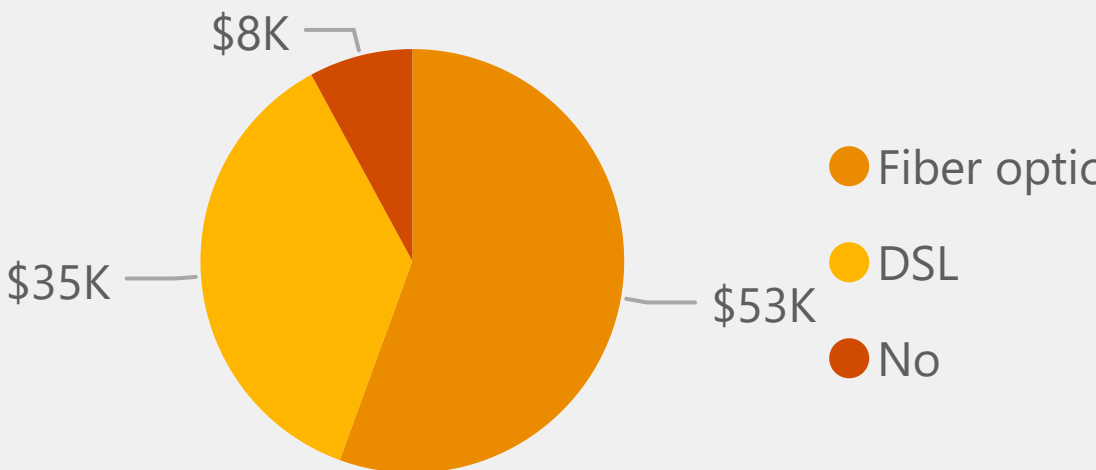
Churn by type of internet service



of customers by internet service



Sum of monthly charges



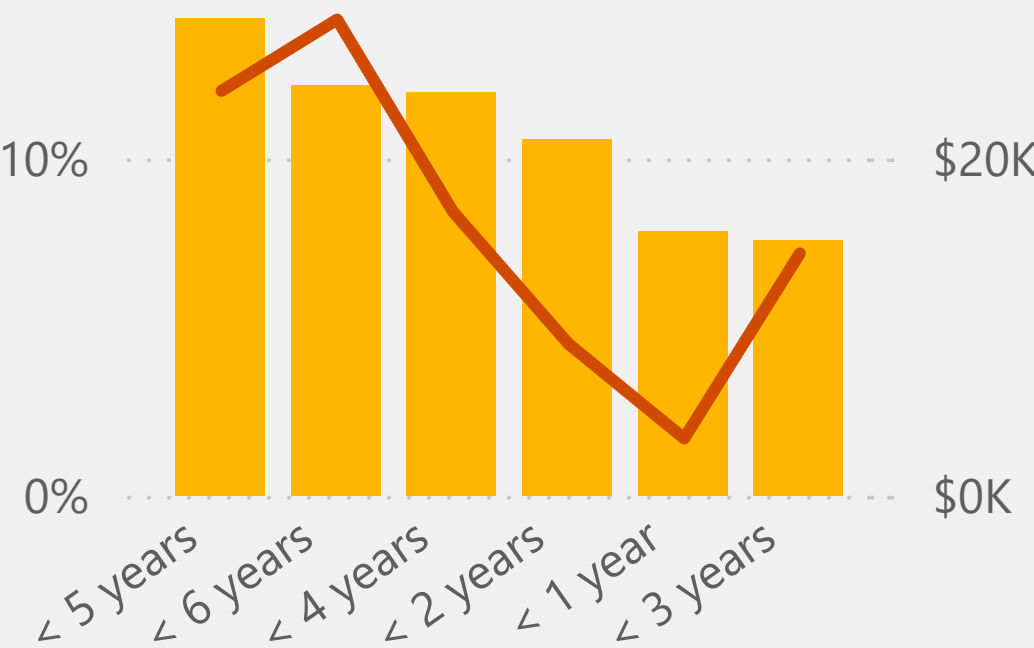
Type of contract

Churn rate Customers



Years of contract

churn rate % Sum of MonthlyCharges



Churn by payment method

churn rate % Sum of MonthlyCharges

