

Telecommunication Churn Prediction Dashboard

Identify customer churn risks and revenue impact by internet service contract type, and tenure.

Internet Service

All

Contract

All

Prediction

All

7032

Total Customers

1780

Predicted Churn Customers

25%

Churn Rate

Static Insight Summary

This dashboard identifies **1,780 predicted churn customers**, representing **25%** of the total customer base, with an estimated **\$133,000 in monthly charges at risk**.

Key Insights:

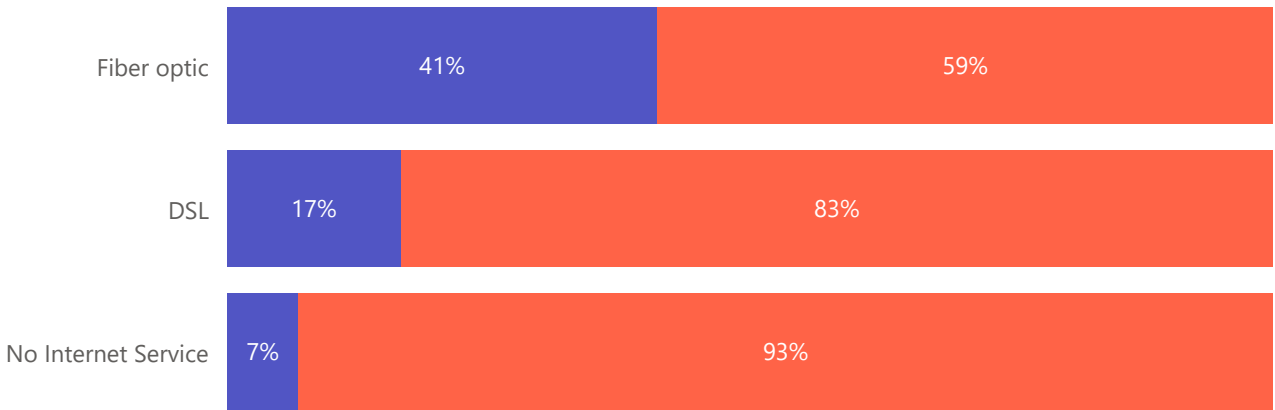
- Churn rate is notably high among **Month-to-month contract holders (42%)** and **Fiber Optic service users (41%)**.
- Customers in the **0-12 months tenure group** show the highest number of predicted churn, and combined with **higher monthly charges**, represent a significant high-risk segment.

Actions:

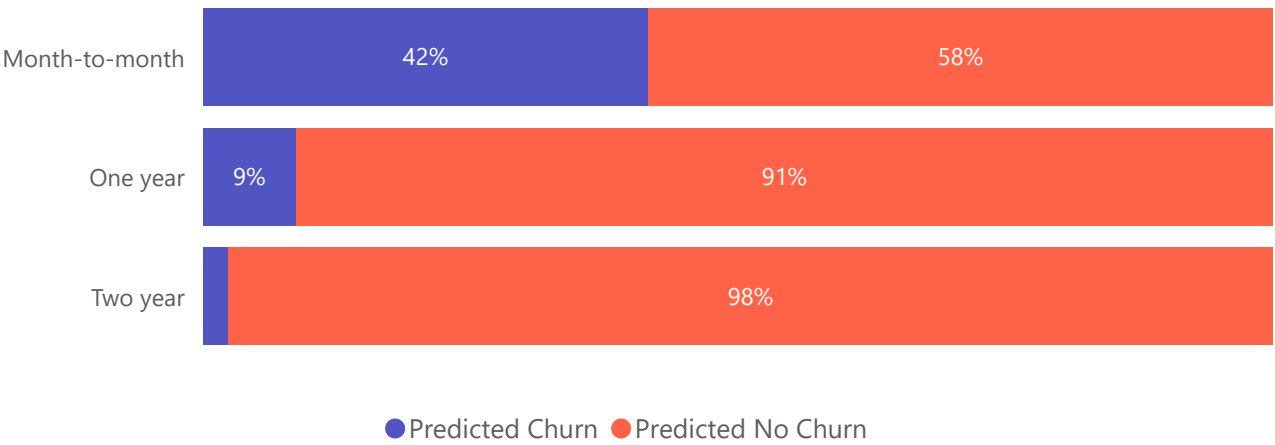
- Prioritize retention efforts for these high-risk customers, leveraging the Predicted Churn Probability for targeted

Profile Drivers

Internet Service Churn Rate

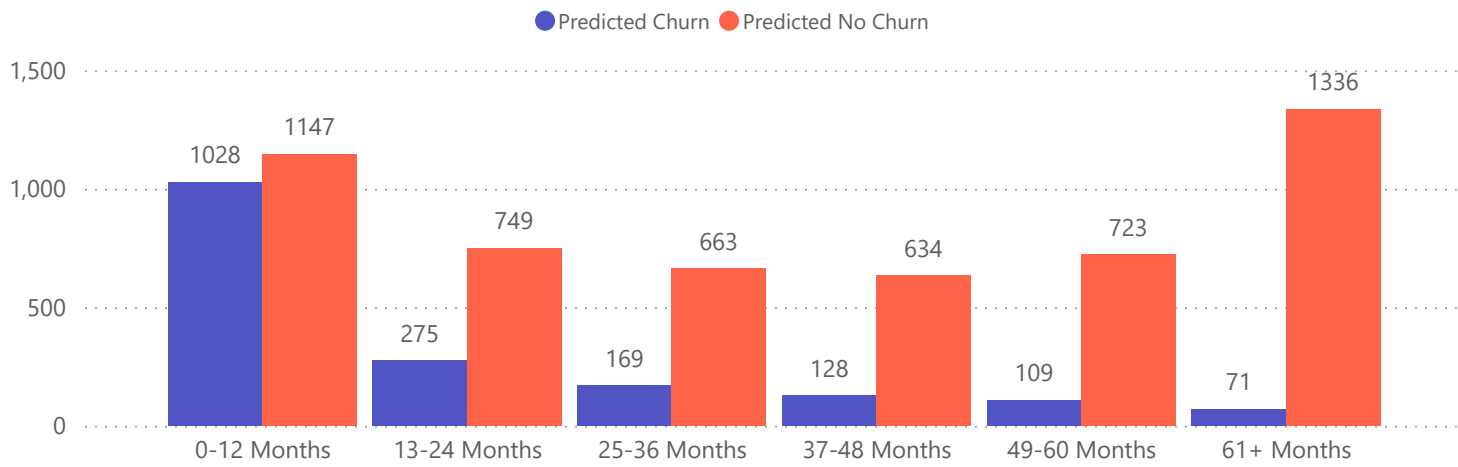


Contract Type Churn Rate

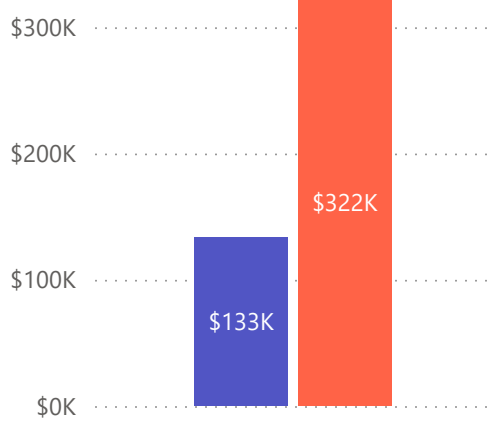


Customer Lifetime & Value Drivers

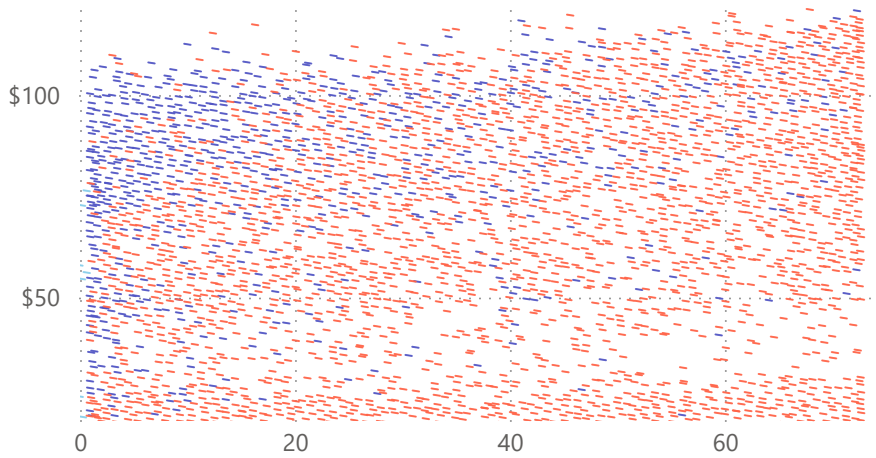
Predicted Churn by Customer Tenure



Monthly Revenue at Risk



Churn Pattern: Monthly Charges & Tenure



Customer Details

Appendix: Predicted Churn Customers - Detailed View

Internet Service

All

Contract

All

Prediction

All

Predicted Churn Customers							
Customer ID	Internet Service	Contract	Tenure	Monthly Charges	Probability	Churn Risk	Prediction
0295-PPHDO	Fiber optic	Month-to-month	1	\$95.45	1.00	Very High Risk	Predicted Churn
0781-LKXBR	Fiber optic	Month-to-month	9	\$100.5	1.00	Very High Risk	Predicted Churn
1455-UGQVH	Fiber optic	Month-to-month	10	\$98.5	1.00	Very High Risk	Predicted Churn
5178-LMXOP	Fiber optic	Month-to-month	1	\$95.1	1.00	Very High Risk	Predicted Churn
6861-XWTWQ	Fiber optic	Month-to-month	7	\$99.25	1.00	Very High Risk	Predicted Churn
7024-OHCCK	Fiber optic	Month-to-month	2	\$93.85	1.00	Very High Risk	Predicted Churn
7294-TMAOP	Fiber optic	Month-to-month	1	\$90.55	1.00	Very High Risk	Predicted Churn
9305-CDSKC	Fiber optic	Month-to-month	8	\$99.65	1.00	Very High Risk	Predicted Churn
1069-XAIEM	Fiber optic	Month-to-month	1	\$85.05	0.99	Very High Risk	Predicted Churn
1143-NMNQJ	Fiber optic	Month-to-month	2	\$85.7	0.99	Very High Risk	Predicted Churn
2004-OCQXK	Fiber optic	Month-to-month	1	\$81.95	0.99	Very High Risk	Predicted Churn
2867-UIMSS	Fiber optic	Month-to-month	1	\$80.5	0.99	Very High Risk	Predicted Churn
2968-SSGAA	Fiber optic	Month-to-month	10	\$100.6	0.99	Very High Risk	Predicted Churn
3158-MOERK	Fiber optic	Month-to-month	2	\$96	0.99	Very High Risk	Predicted Churn
3902-FOIGH	Fiber optic	Month-to-month	12	\$101.35	0.99	Very High Risk	Predicted Churn
4078-SAYYN	Fiber optic	Month-to-month	11	\$100.75	0.99	Very High Risk	Predicted Churn

Static Insight Summary

With **1,780 customers identified as churn risks**, this detailed view quantifies an estimated **\$133,000 in monthly revenue at stake**. The list is prioritized to emphasize customers with **high monthly charges and recent contracts** (or shorter tenures), indicating areas for urgent intervention. Use the filters to target specific customer segments for retention campaigns.