



Customer Risk Analysis



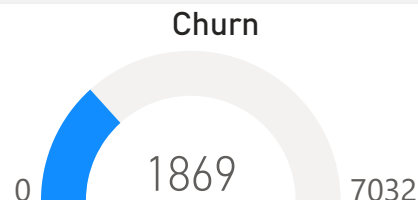
Quick measure

7032

Total Customer

26.58%

Churn Rate



16.06M

Sum of TotalCharges

3621
Admin Tickets
2955
Tech Tickets

Churn

- ☐ No
☐ Yes

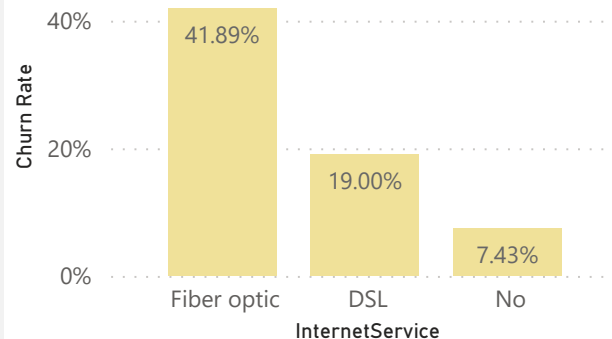
Internet Service

- ☐ DSL
☐ Fiber optic
☐ No

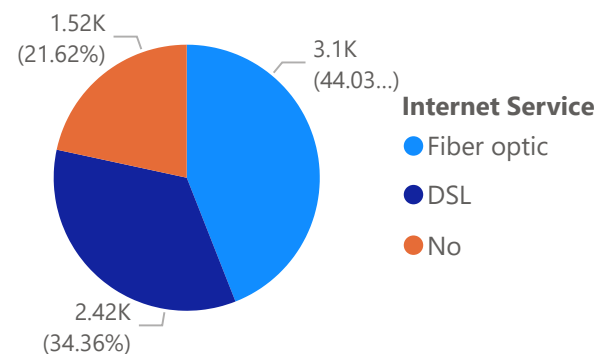
Contract Type

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

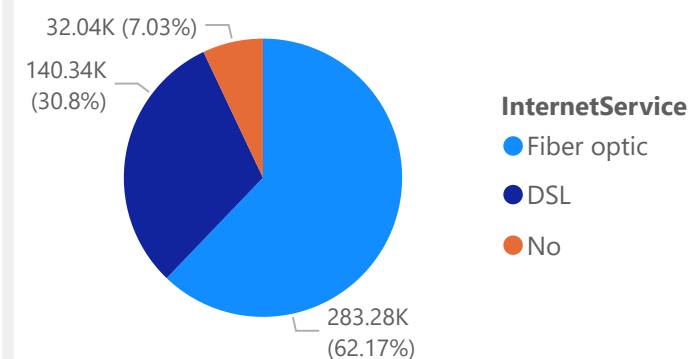
Churn Rate by Internet Service



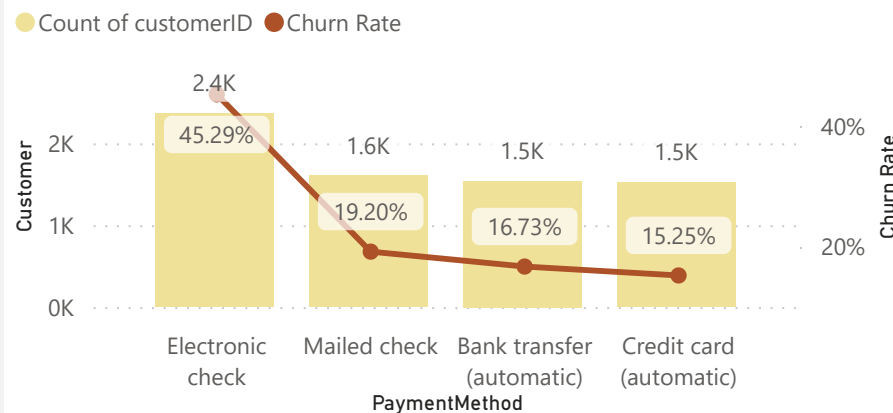
Customer of each Internet Service



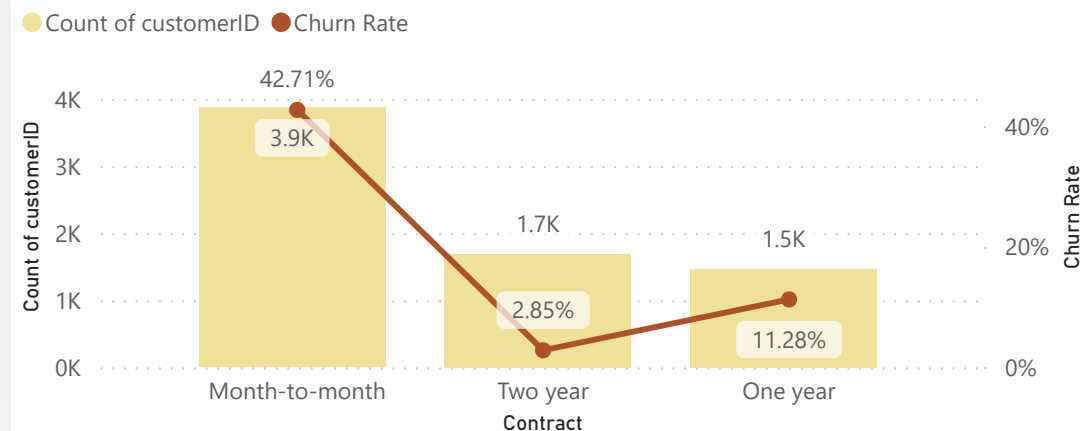
Monthly Charges by Internet Service



Type of Payment Method



Contract Type



Churn

No

Yes

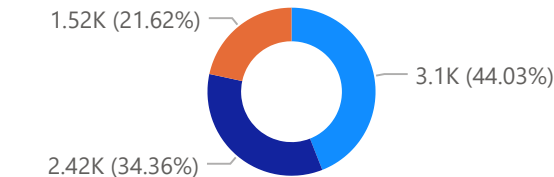


Service



Quick measure

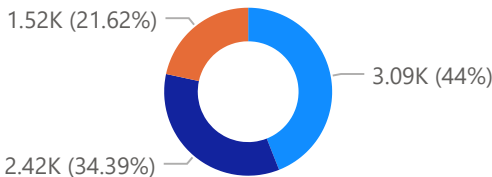
Internet Service



InternetService

- Fiber optic
- DSL
- No

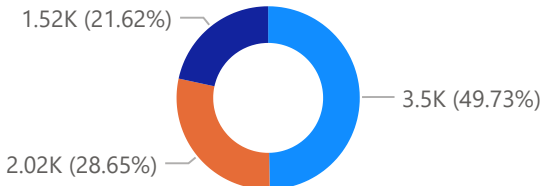
Device Protection



DeviceProtection

- No
- Yes
- No internet service

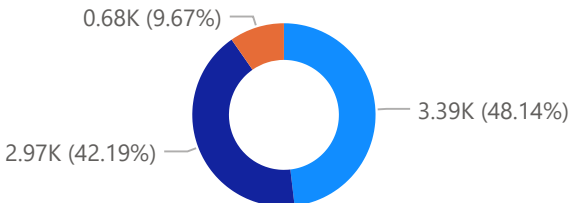
Online Security



OnlineSecurity

- No
- Yes
- No internet service

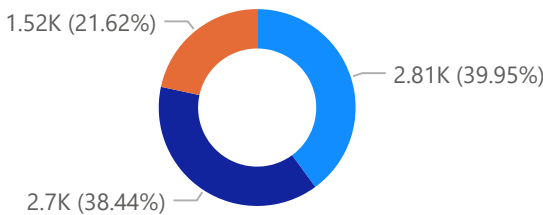
MultipleLines



MultipleLines

- No
- Yes
- No phone service

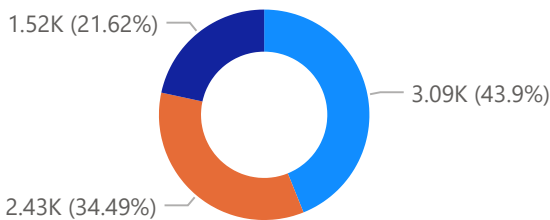
Streaming TV



StreamingTV

- No
- Yes
- No internet service

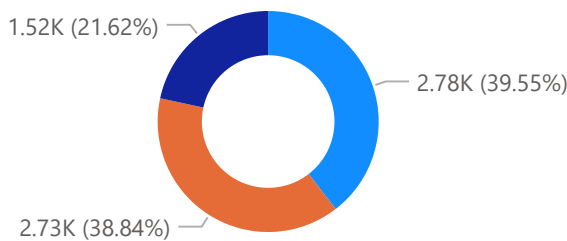
Online Backup



OnlineBackup

- No
- Yes
- No internet service

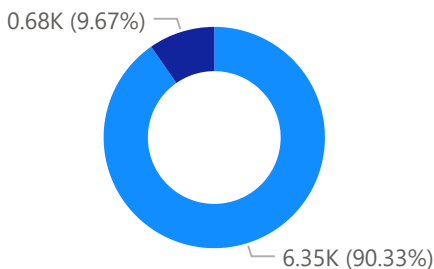
Streaming Movies



StreamingMovies

- No
- Yes
- No internet service

Phone Service



PhoneService

- Yes
- No

Churn

☐ No

☐ Yes

Account Information



Quick measure

0.51

Average of numAdminTickets

0.42

Average of numTechTickets

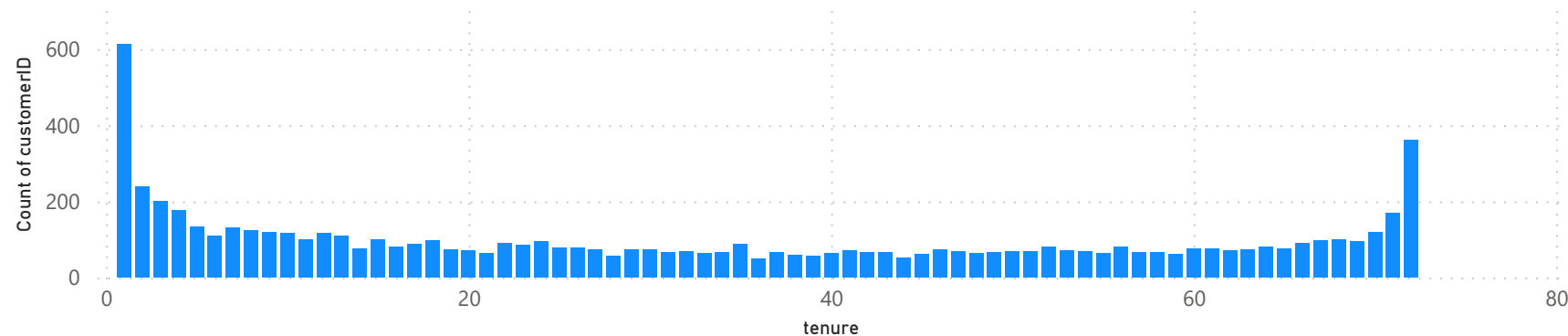
2.28K

Average of TotalCharges

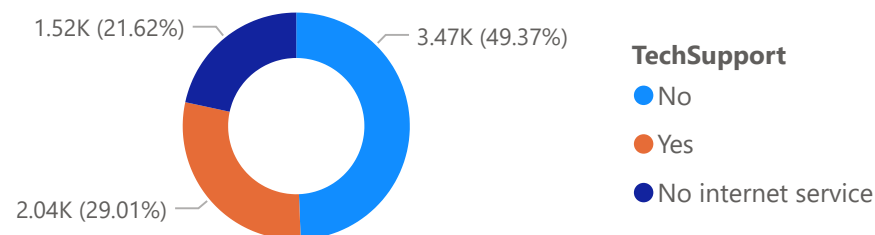
64.80

Average of MonthlyCharges

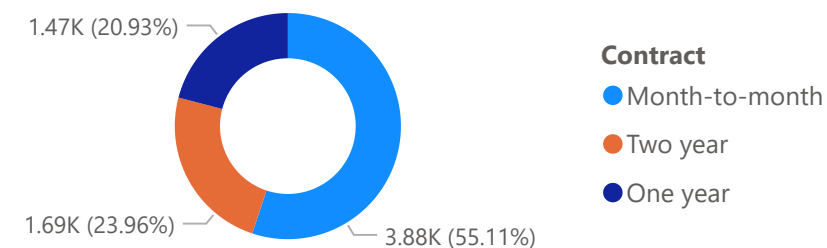
Tenure



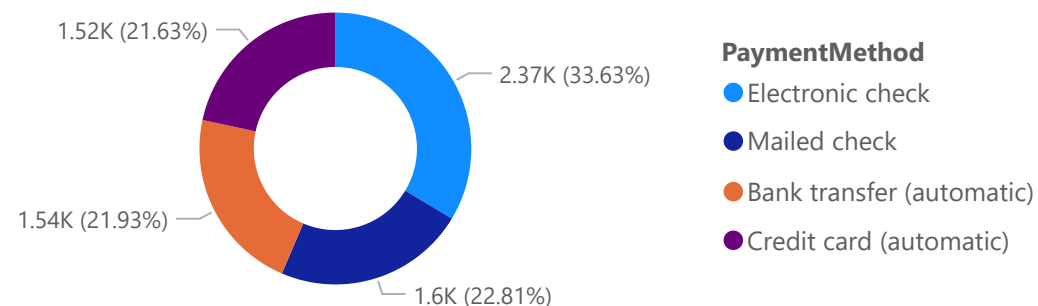
Tech Support



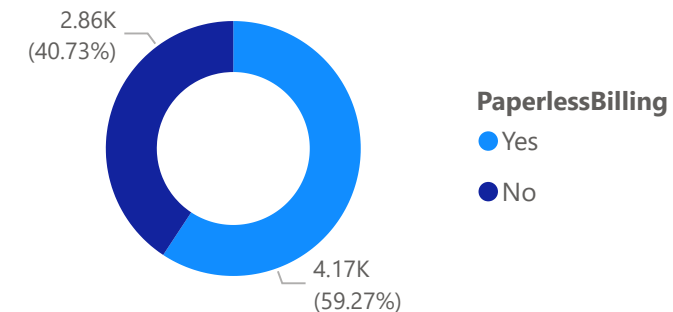
Contract Type



Payment Method



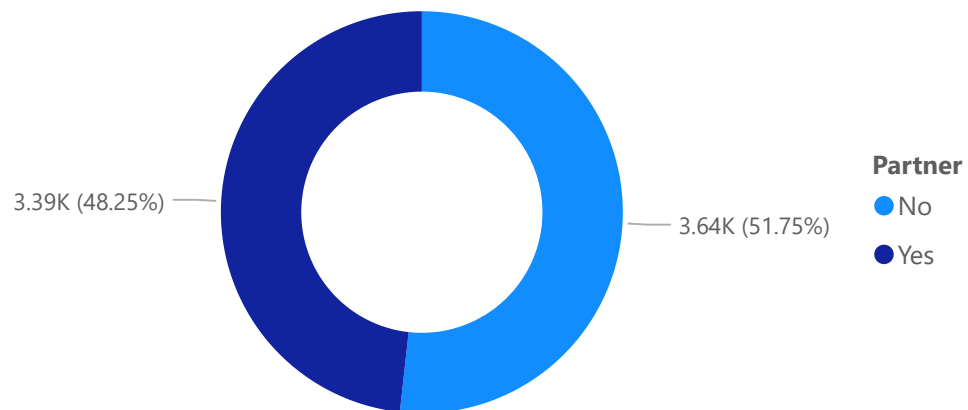
Paperless Billing



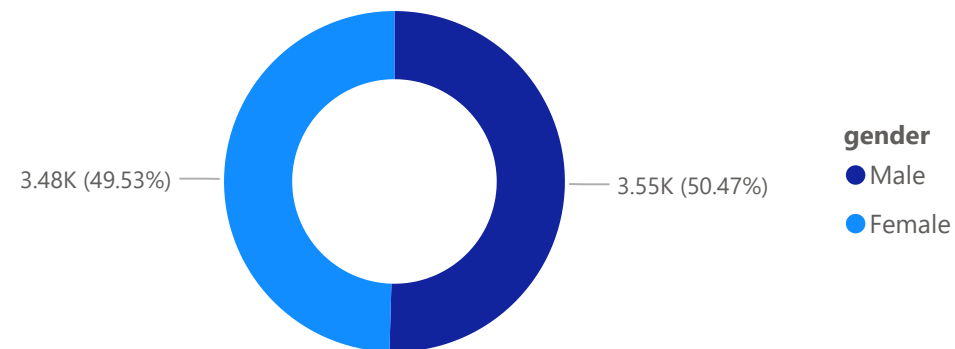
Demographic



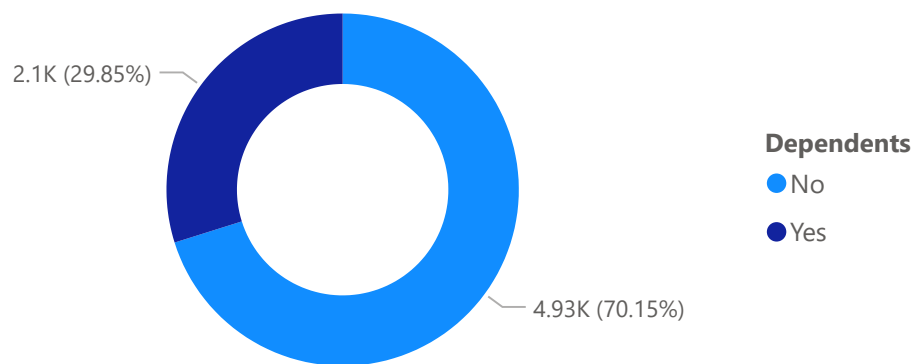
Partner



Gender



Dependents



Senior Citizen

