



CUSTOMER RISK ANALYSIS

Contract Type

All

Male

Female

26.54%

Churn Rate

7043

Customers

\$16M

Yearly Charges

Months Subscribed

0

72

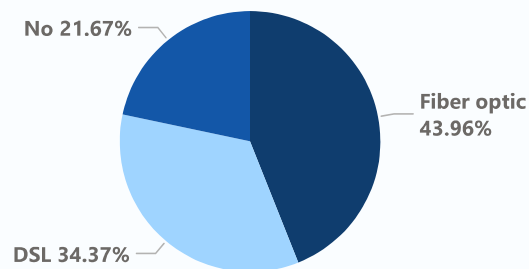
2955

Tech Tickets

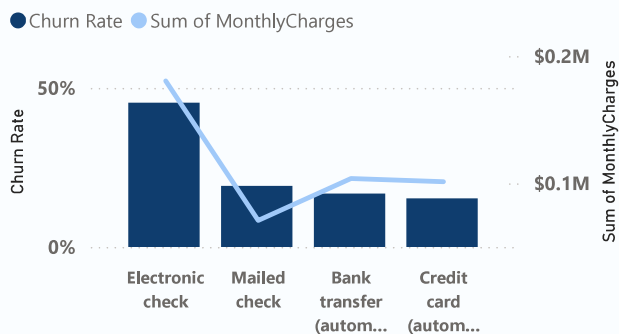
3632

Admin Tickets

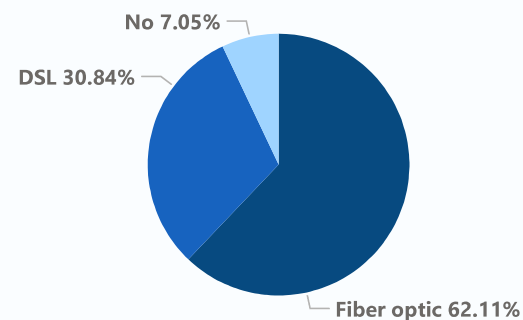
Customers by Internet Service



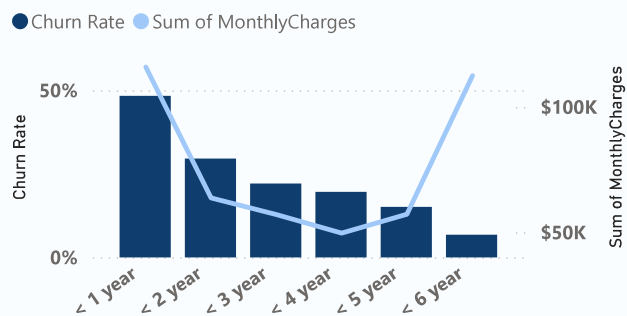
Churn Rate by Payment Method



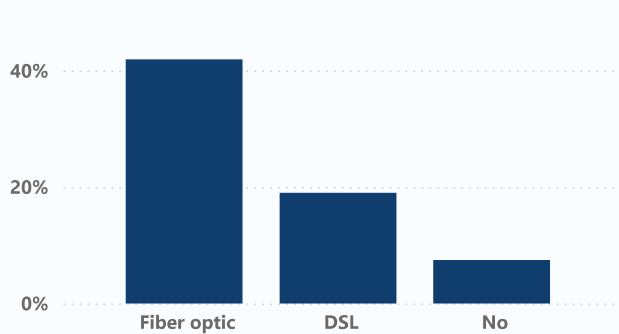
Monthly Charges



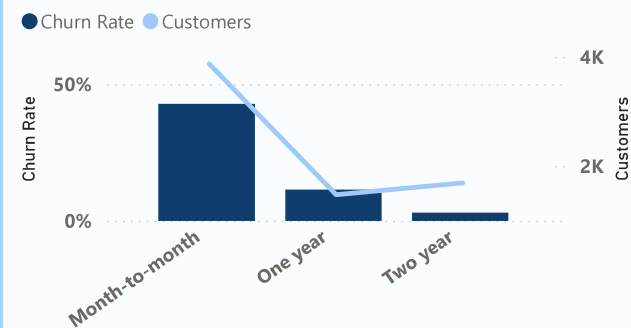
Churn Rate by Loyalty



Churn Rate by Internet Service



Churn Rate by Contract





CHURN DASHBOARD

1869

Customers at risk

885

Admin Tickets

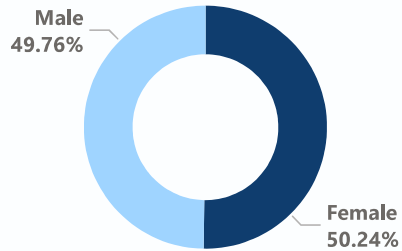
2173

Tech Tickets



DEMOGRAPHICS

Gender



25%

Senior Citizens

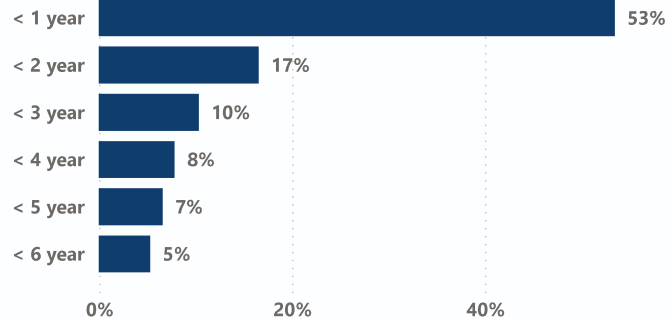
17%

Dependants

36%

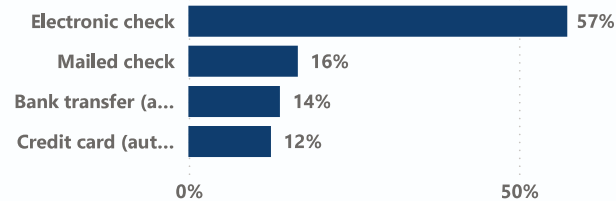
Partners

Tenure

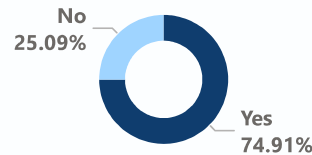


CUSTOMER ACCOUNT INFORMATION

Payment Method



Paperless Billing



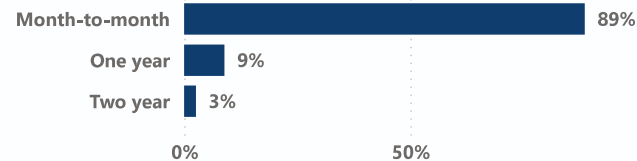
\$74.44

Avg Monthly Charges

\$1,531.80

Avg Total Charges

Contract Type



SERVICES CUSTOMERS SIGNED FOR

29%
Device Protection

28%
Online Backup

16%
Online Security

91%
Phone Service

44%
Streaming TV

44%
Streaming Movies

17%
Tech Support

Multiple

50.03%

Yes

49.97%

No

Internet Service

