

Churned Status

Yes

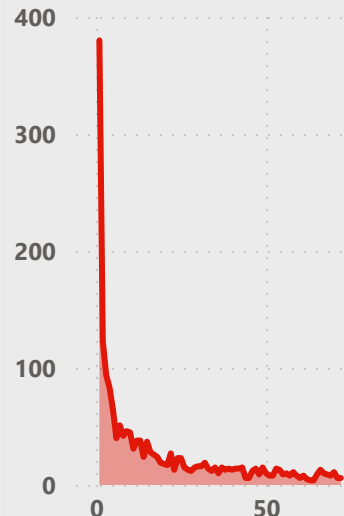
Payment Method

All

Paperless Billing

All

Churned by Tenure



DEMOGRAPHICS

Customer Retention Dashboard

Admin Tickets

0

5

Tech Tickets

0

9

1,869

Customers

1,869

Churned Customer

100.0%

Attrition Rate

139.1K

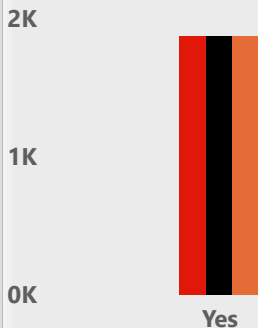
Monthly Charges

2.86M

Total Charges

Churn Rate

Internet Se... Phone Se...



DSL Fiber optic No

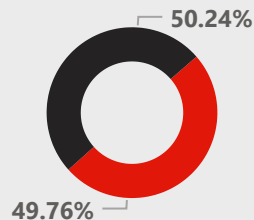


0K

1K

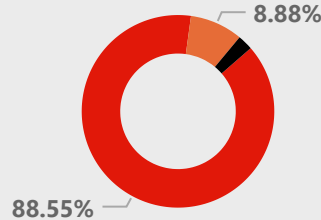
Gender

%male %female



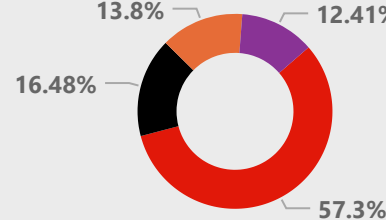
Contract

Month-to-month One year Two year



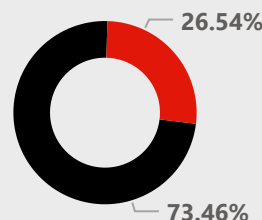
Payment

Electronic ... Mailed ch... Bank trans...



Churned

Not Churned Churned



ADD-ON SUPPORT

Online Backup



Device Protection



Movies Streaming



Online Security



Tech Support



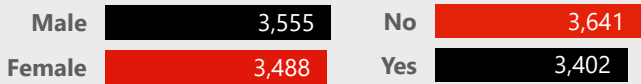
TV Streaming



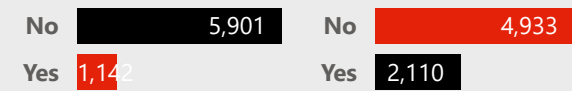
DEMOGRAPHICS

REPORT

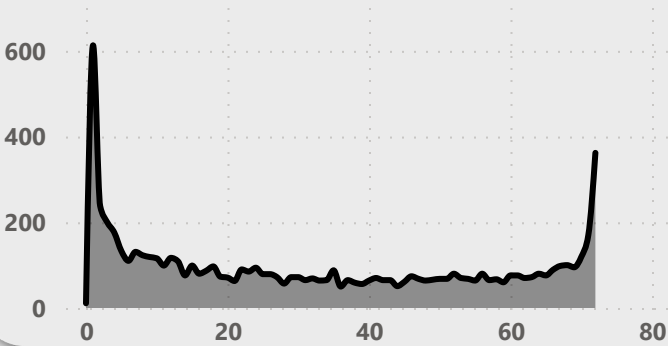
Gender Married



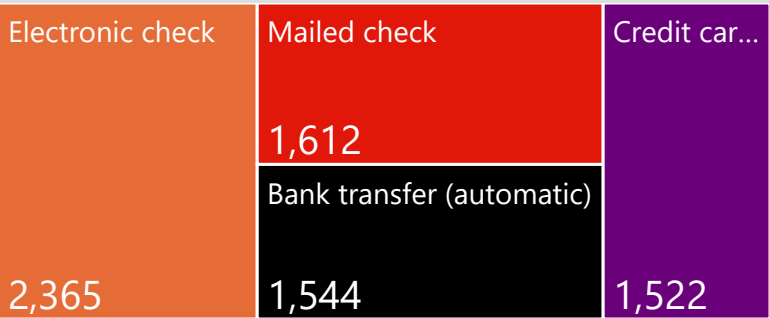
Senior Citizen Dependents



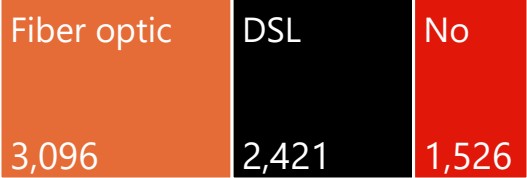
Customers by tenure



Payment Method



Internet Service



Churned Customer

All

Tech Tickets

All

Multiple Lines

All

Admin Tickets

All

customer ID	Tenure	Monthly Charges	Total Charges	Paperless Billing	Phone Service	Contract
0002-ORFBO	9	65.60	593.30	Yes	Yes	One year
0003-MKNFE	9	59.90	542.40	No	Yes	Month-to-month
0004-TLHLJ	4	73.90	280.85	Yes	Yes	Month-to-month
0011-IGKFF	13	98.00	1,237.85	Yes	Yes	Month-to-month
0013-EXCHZ	3	83.90	267.40	Yes	Yes	Month-to-month
0013-MHZWF	9	69.40	571.45	Yes	Yes	Month-to-month
0013-SMEOE	71	109.70	7,904.25	Yes	Yes	Two year
0014-BMAQU	63	84.65	5,377.80	Yes	Yes	Two year
0015-UOCOJ	7	48.20	340.35	Yes	Yes	Month-to-month
0016-QLJIS	65	90.45	5,957.90	Yes	Yes	Two year
0017-DINOC	54	45.20	2,460.55	No	No	Two year
0017-IUDMW	72	116.80	8,456.75	Yes	Yes	Two year
0018-NYROU	5	68.95	351.50	Yes	Yes	Month-to-month
0019-EFAEP	72	101.30	7,261.25	Yes	Yes	Two year
0019-GFNTW	56	45.05	2,560.10	No	No	Two year
0020-INWCK	71	95.75	6,849.40	Yes	Yes	Two year
0020-JDNXP	34	61.25	1,993.20	No	No	One year