



CHURN DAHSBOARD

Data is filtered to have Churned customers

CHURN DASHBOARD

CHURN ANALYSIS

26.54%

CHURN RATE

1869

CHURN CUSTOMER

885

OF ADMIN TICKETS

2173

OF TECH TICKETS

\$2.86M

TOTAL CHARGES

SERVICE INSIGHTS

SERVICES SIGNED UP FOR

29%
Device Protection

28%
Online Backup

16%
Online Security

91%
Phone Service

44%
Streaming Movies

44%
Streaming Tv

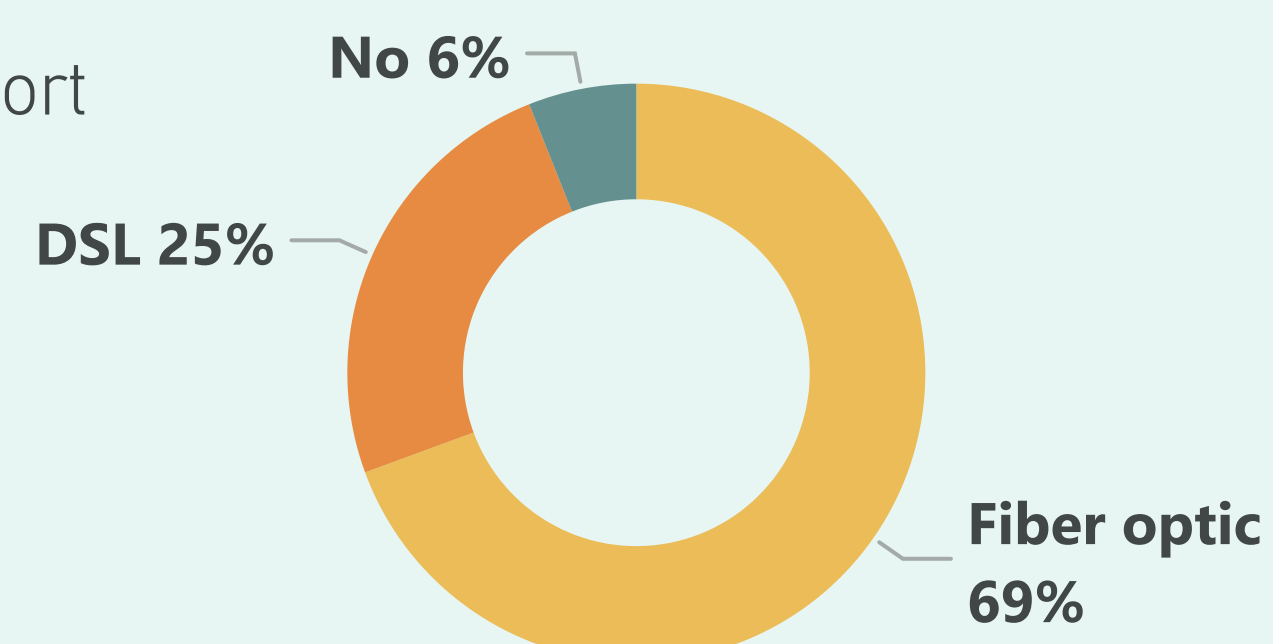
17%
Tech Support

45%

Customers opted for
Multiple Services

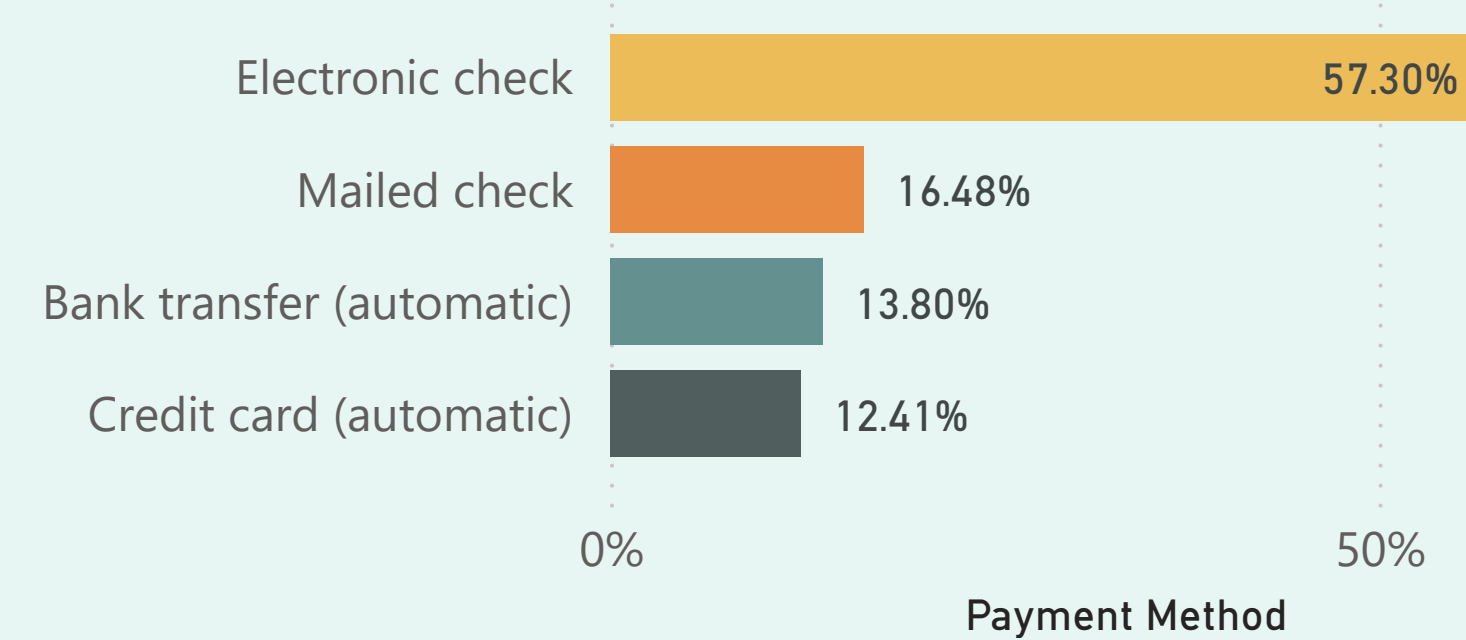


INTERNET SERVICE TYPE

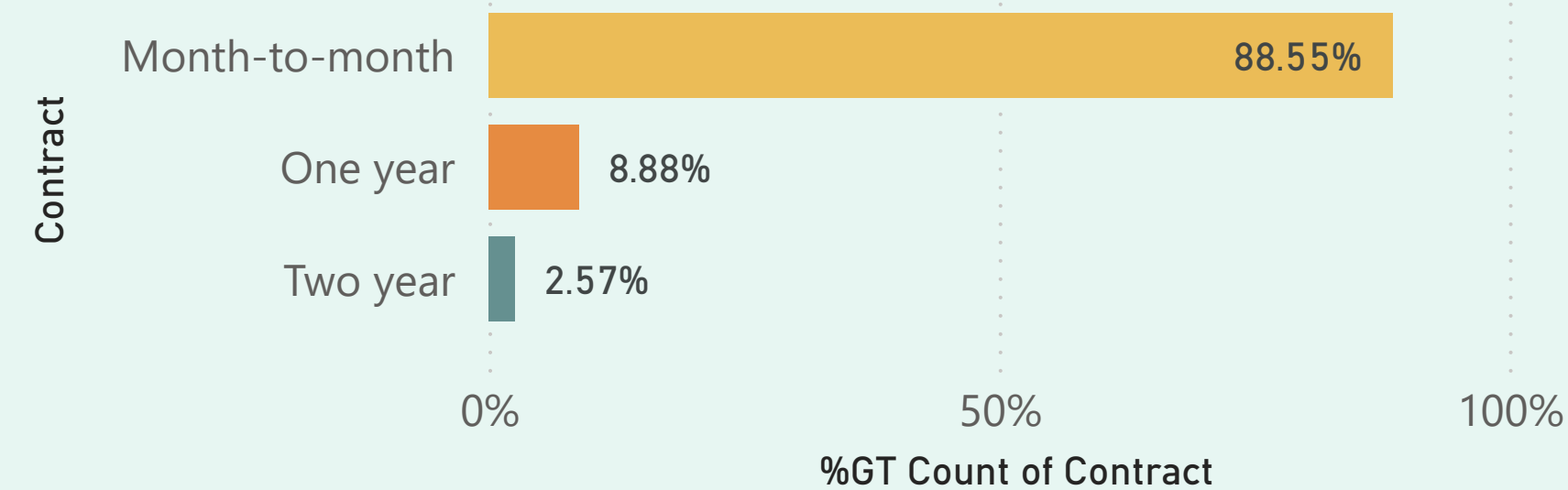


ACCOUNT INSIGHTS

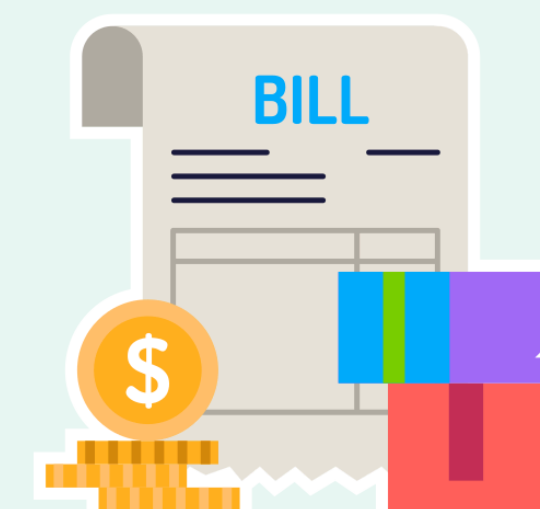
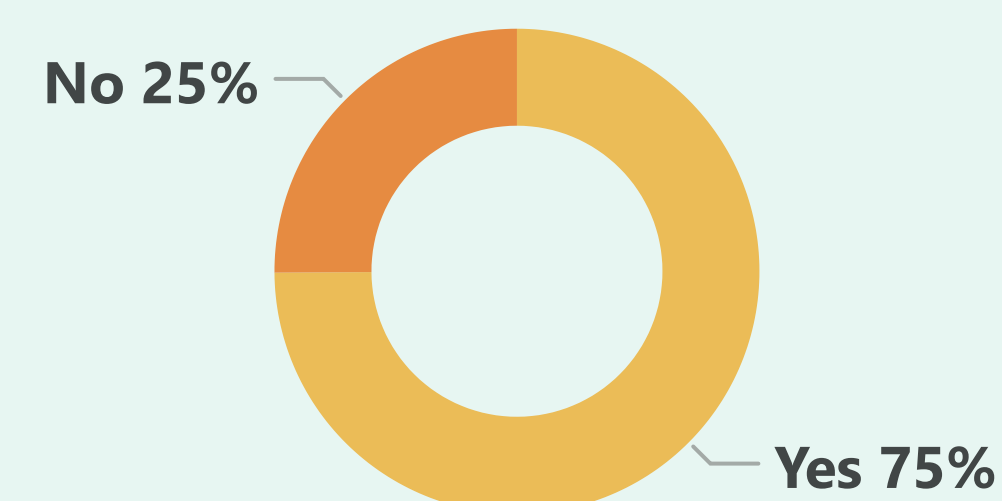
PAYMENT METHOD



CONTRAC TYPE

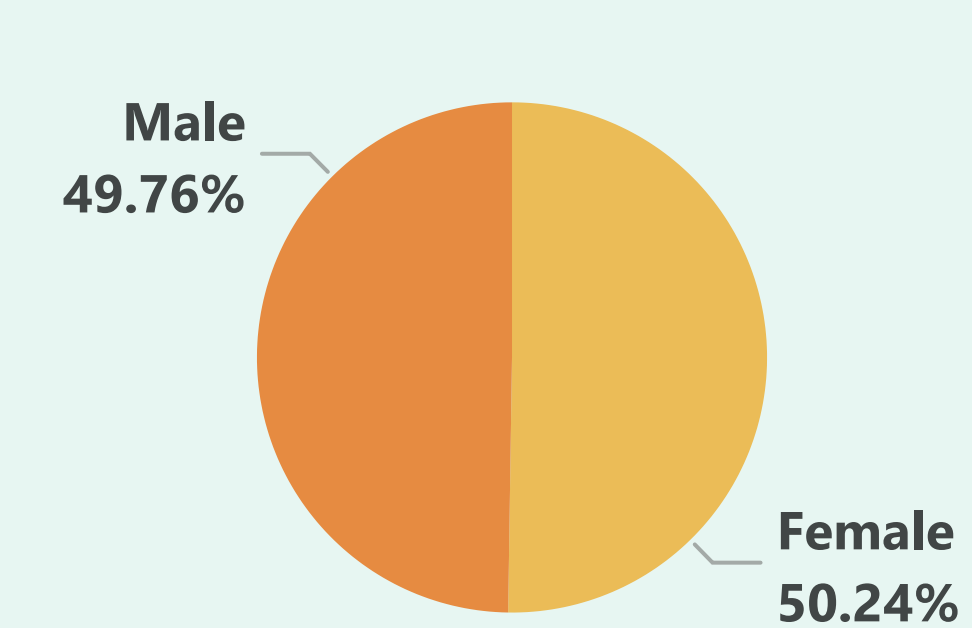


PAPERLESS BILLING



DEMOGRAPHIC INSIGHTS

USERS BY GENDER

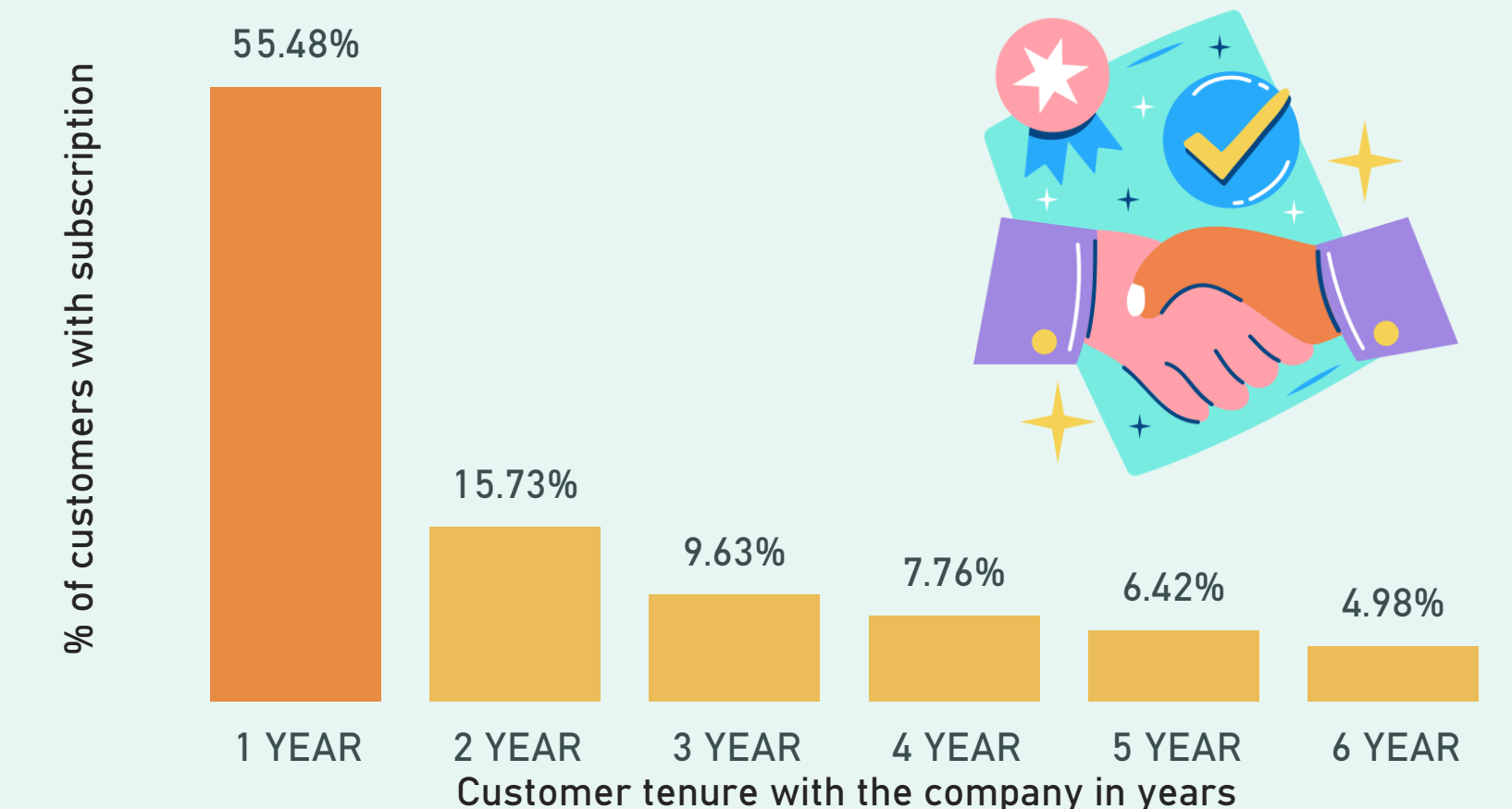


25%
Senior Citizen

36%
Partner

17%
Dependants

CUSTOMER TENURE IN YEARS



Logistics stickers created by inipagistudio - Flaticon

Human resources stickers created by Stickers - Flaticon



CHURN ANALYSIS

CHURN DASHBOARD

CHURN ANALYSIS

CHURN ANALYSIS 2

26.54%

CHURN RATE

1869

CHURN CUSTOMER

3632

OF ADMIN TICKETS

2955

OF TECH TICKETS

\$16.06M

TOTAL CHARGES

\$65

Avg Monthly Charges

\$2,283

Avg Total Charges

Churn Risk

- ☐ No
☐ Yes

Contract: All

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

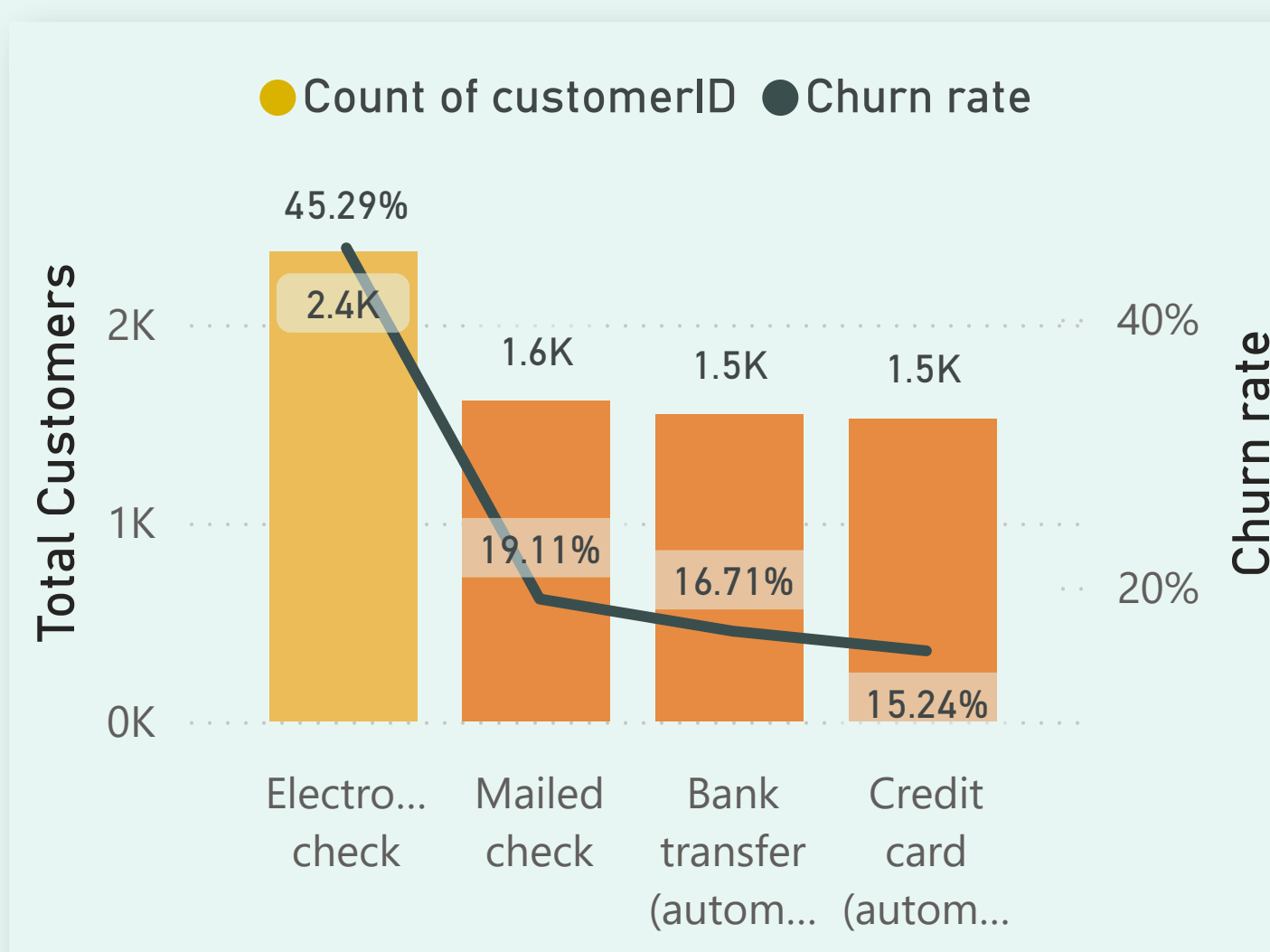
Gender

- ☐ Female
☐ Male

Tenure in Years

All

PAYMENT METHOD VS CHURN RATE

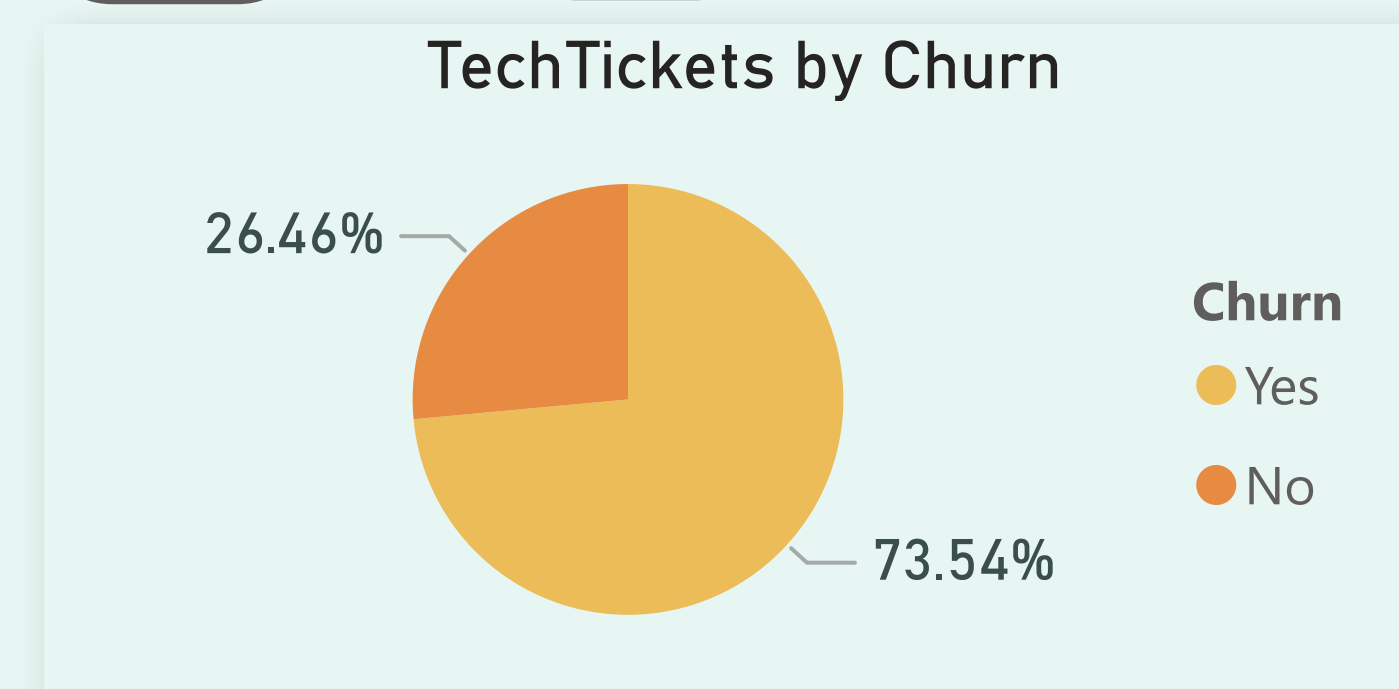


ADMIN

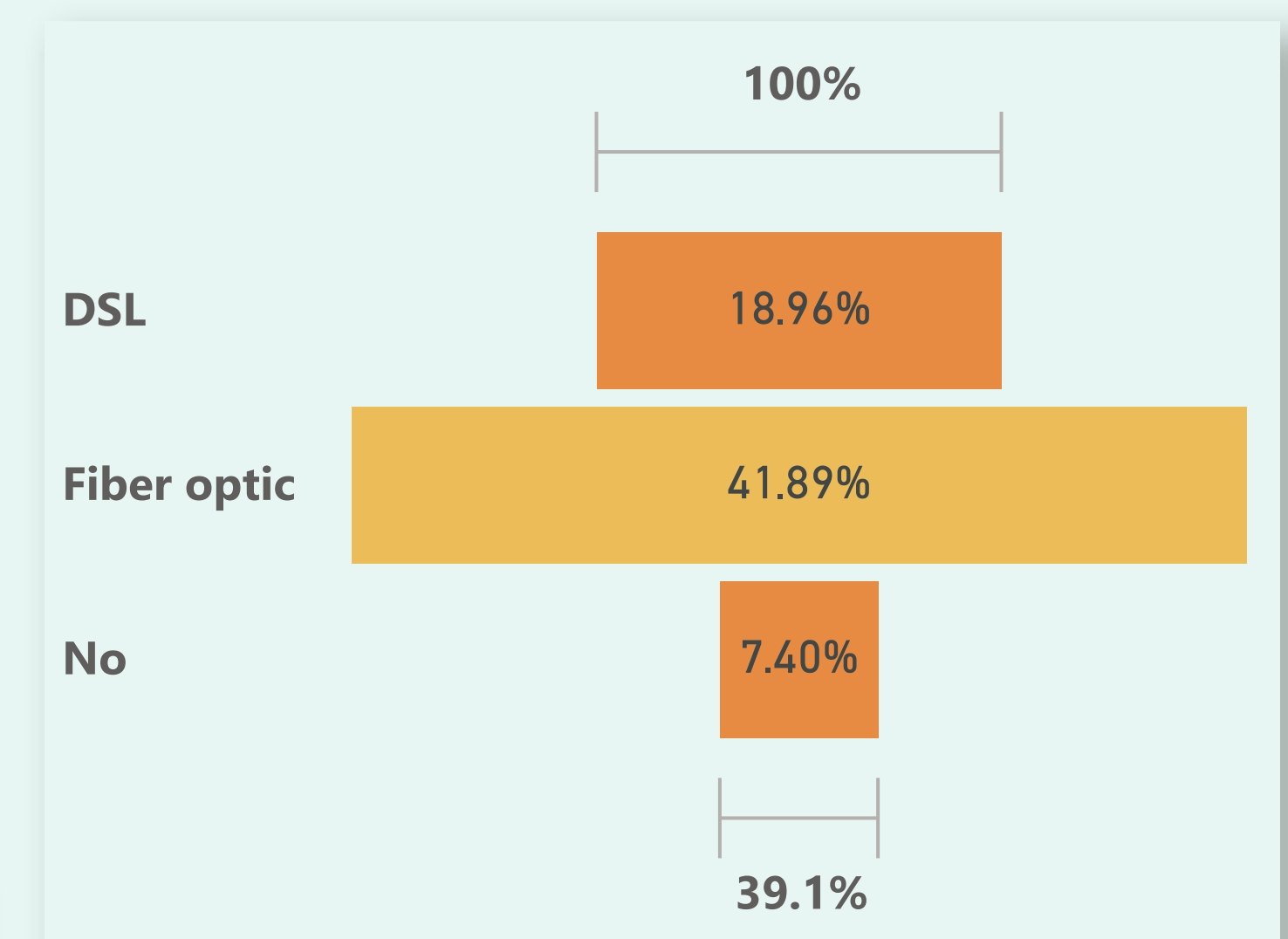
OR

TECH

TICKETS BY CHURN



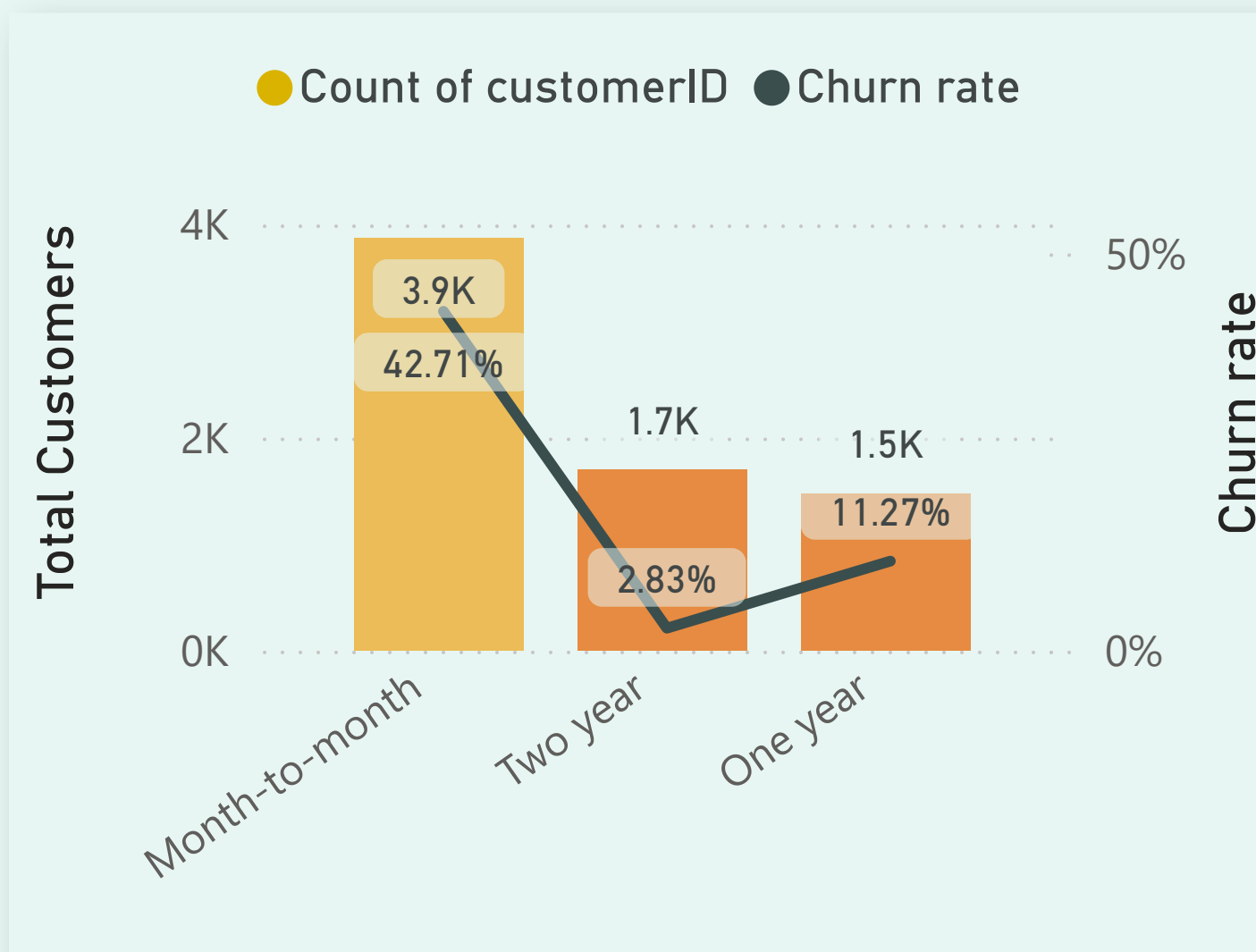
CHURN RATE BY INTERNET SERVICE



MATRIX OF CHURB AND CHARGES

Churn	Avg Monthly Charges	Avg Total Charges
No	\$61	\$2,555
Yes	\$74	\$1,532
Total	\$65	\$2,283

CONTRACT TYPE VS CHURN RATE



Senior
Citizen

Avg
Monthly
Charges

1142

Sum of SeniorCitizen

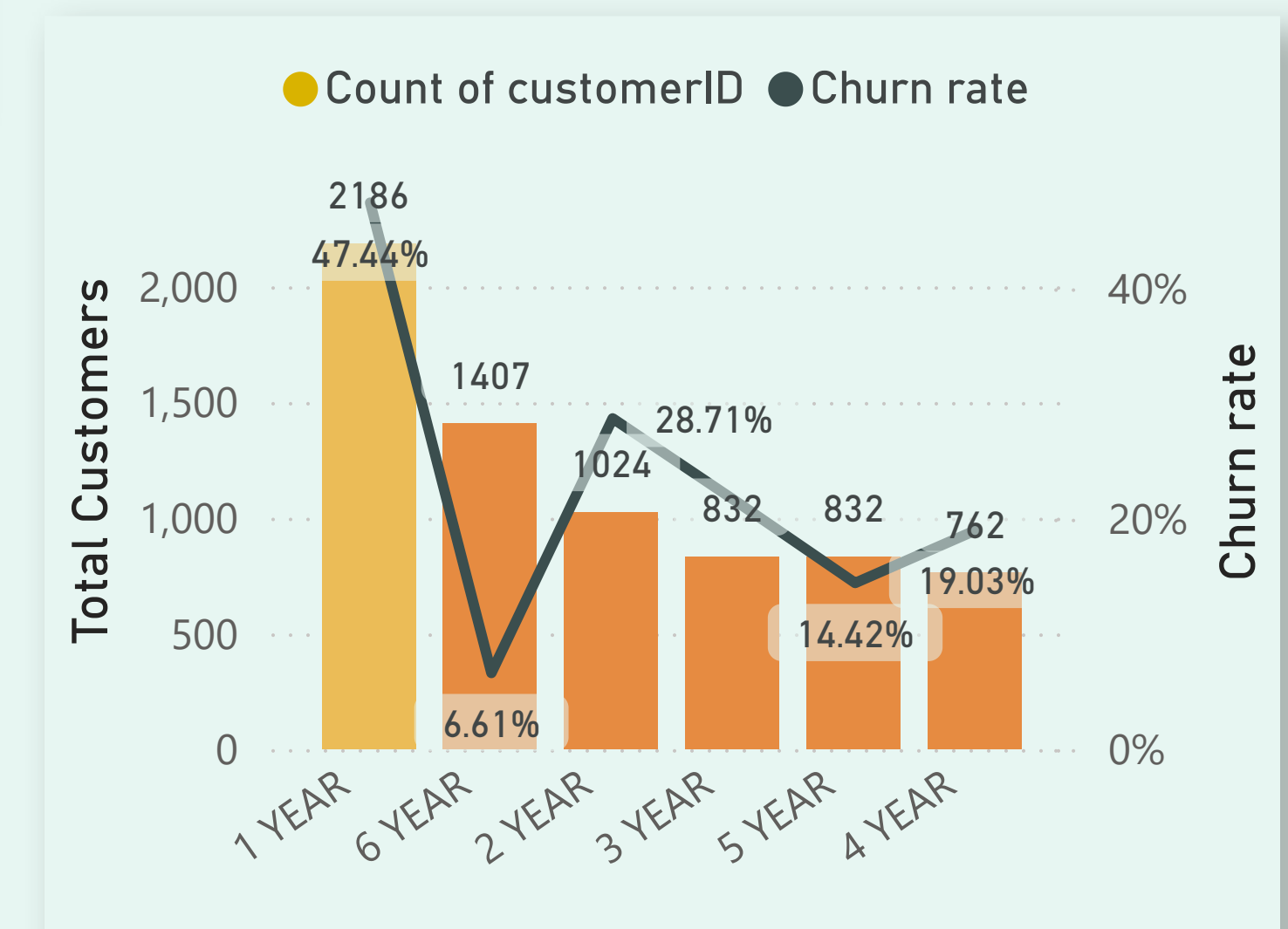
1
0

\$80
\$62

7043

Count of Partner

TENURE IN YEARS VS CHURN RATE





CHURN ANALYSIS

CHURN DASHBOARD

CHURN ANALYSIS

CHURN ANALYSIS 2

26.54%

CHURN RATE

1869

CHURN CUSTOMER

3632

OF ADMIN TICKETS

2955

OF TECH TICKETS

\$16.06M

TOTAL CHARGES

\$65

Avg Monthly Charges

\$2,283

Avg Total Charges

Churn Risk

- ☐ No
☐ Yes

Contract: All

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

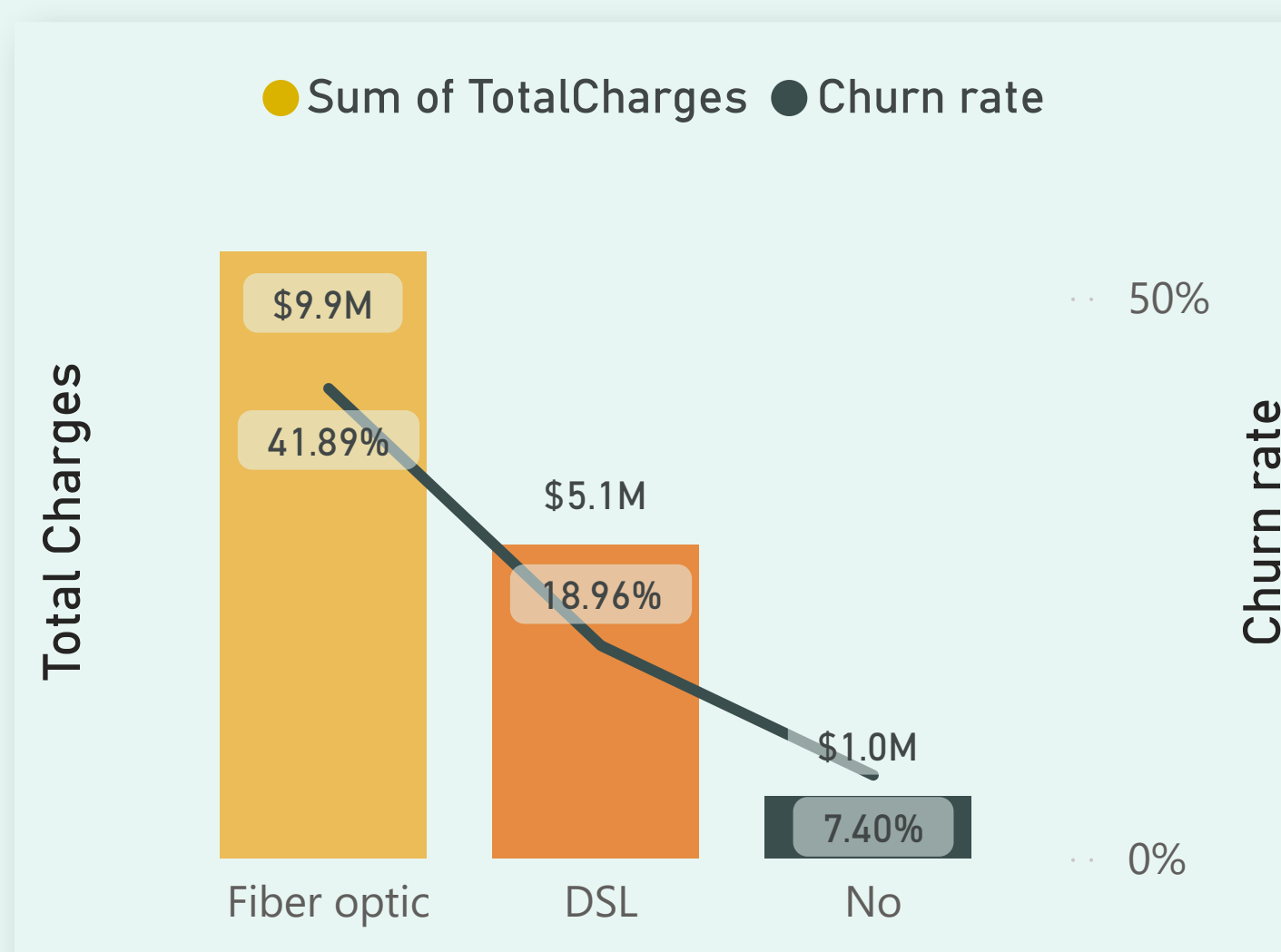
Gender

- ☐ Female
☐ Male

Tenure in Years

All

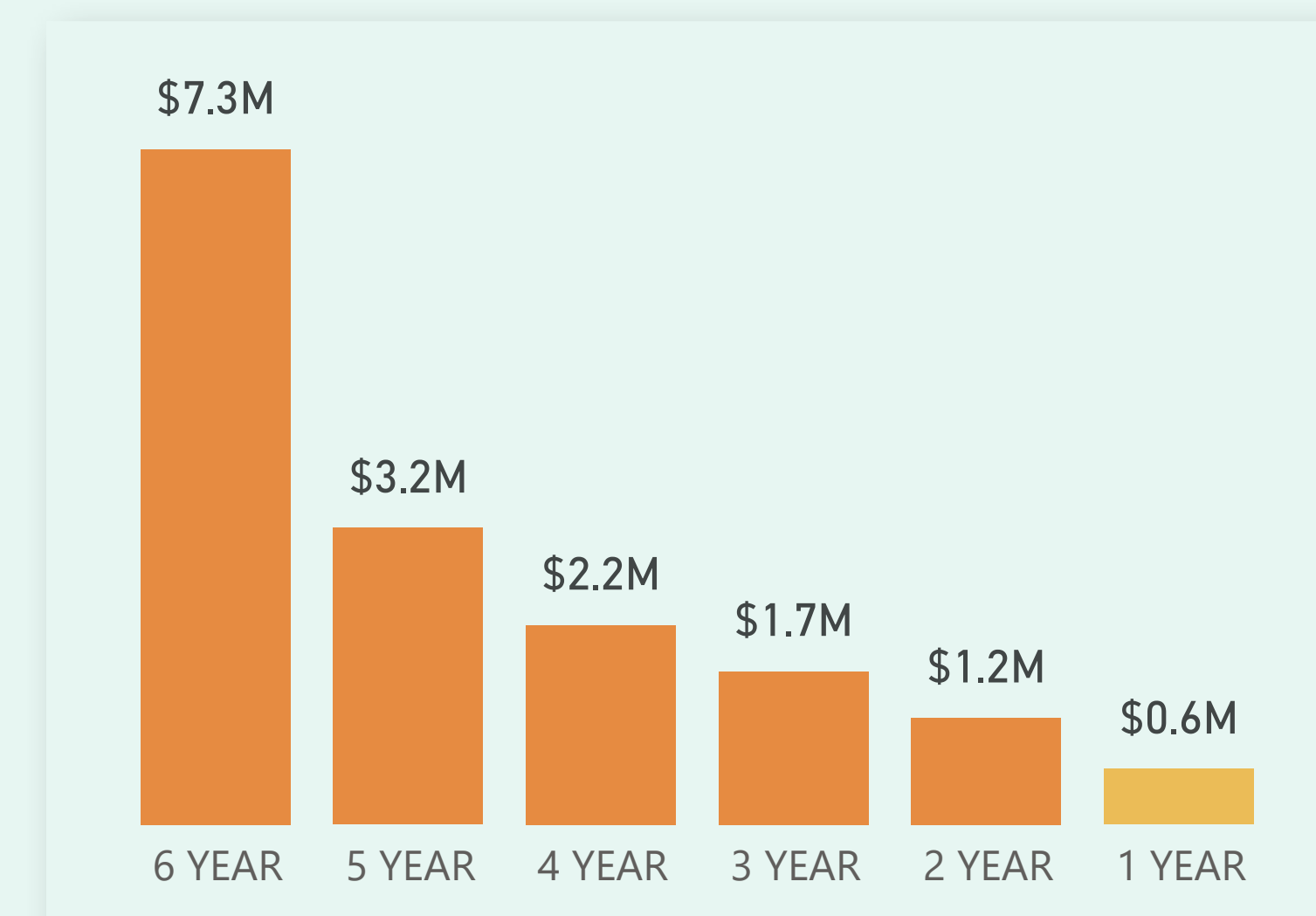
INTERNET SERVICE VS CHURN RATE



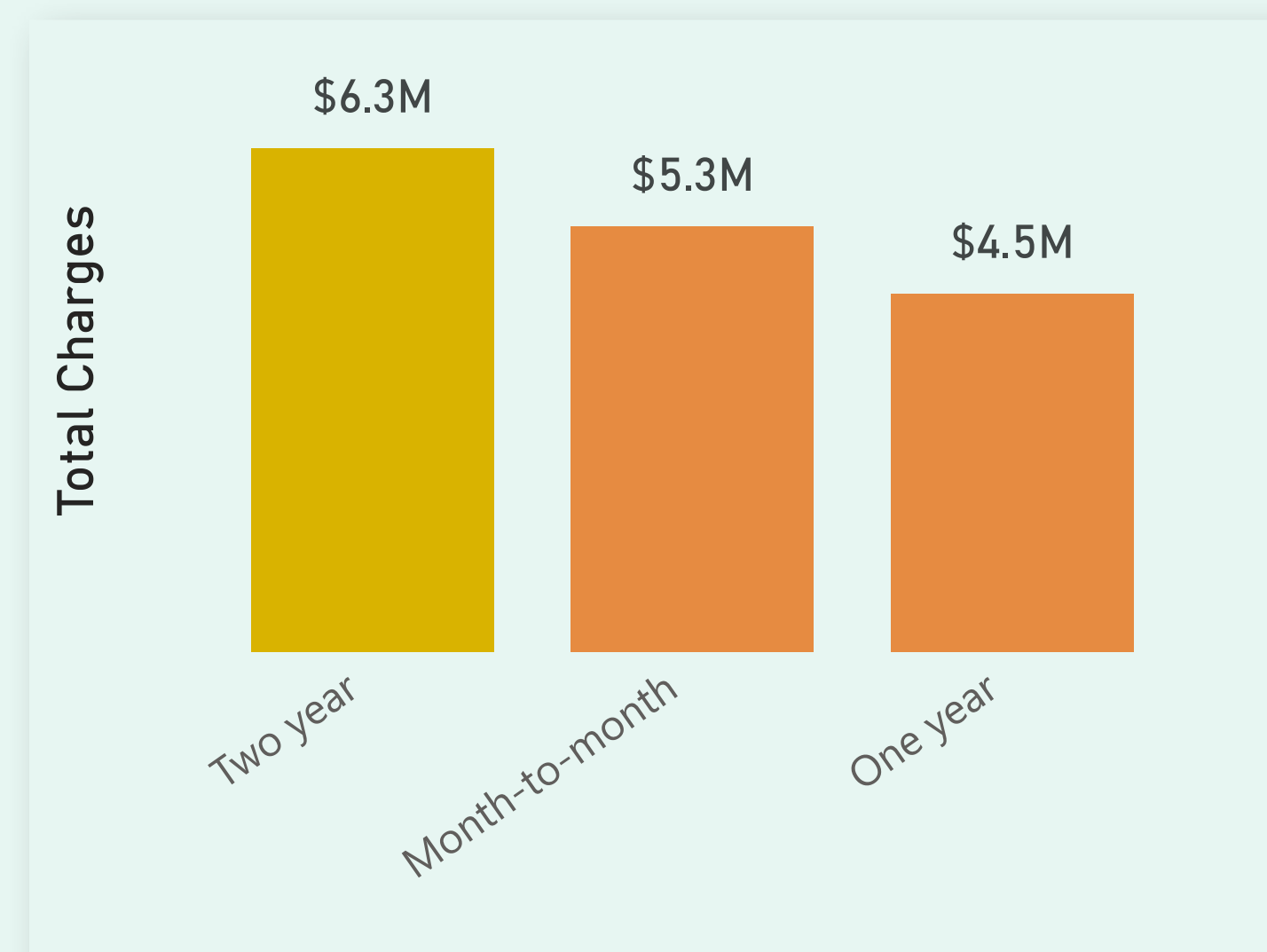
INTERNET AND PHONE SERVICE

InternetService	No	Yes	Total
Fiber optic		3096	3096
DSL	682	1739	2421
No		1526	1526
Total	682	6361	7043

TOTAL CHARGE VS TENURE IN YEARS



CONTRACT TYPE VS TOTAL CHARGES



1142

Sum of SeniorCitizen

3402

Count of Partner