



# Churn Dashboard

1869

Customers at risk

2173

# of Tech Tickets

885

# of Admin Tickets



2.86M

Yearly Charges

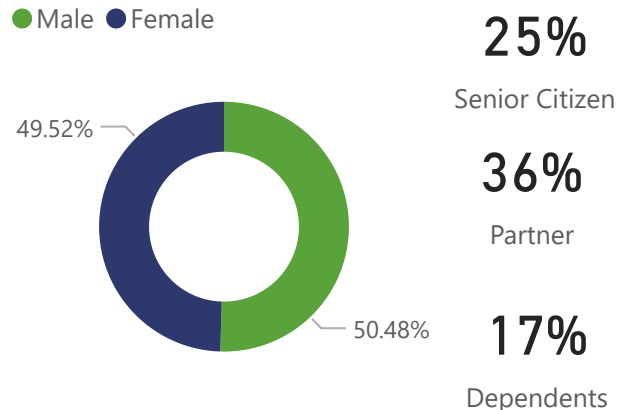
139.13K

Sum of MonthlyCharges

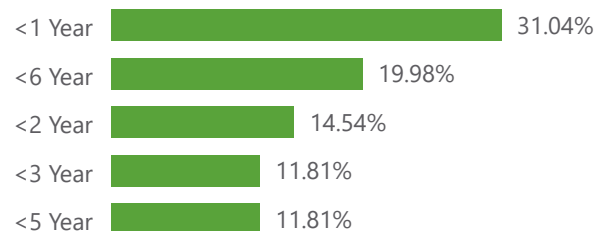


## Demographics

● Male ● Female



## Subscription Time



## Customer Account Information

### Payment Method



### Paperless Billing

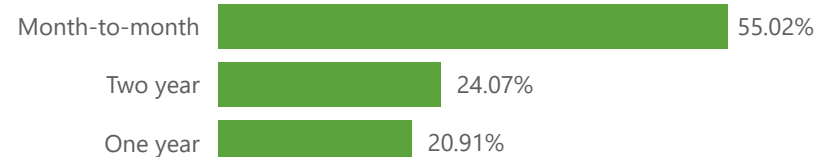
● Yes ● No



### Average Charges

64.76  
Monthly  
2,283.30  
Total

### Types of Contract



## Services Customers Signed up

91% Phone Service

Multiple Lines → 49.97% No 50.03% Yes

44% Streaming TV

44% Streaming Movies

29% Device protection

28% Online Backup

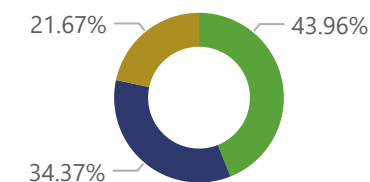
17% Tech Support

16% Online Sec.



### Internet Service

● Fiber optic ● DSL ● No





# Customer Risk Analysis



## Risk of Churn

- ☐ No  
☐ Yes



## Internet Services

- ☐ DSL  
☐ Fiber optic  
☐ No



## Months Subscribed

0 72



## Contract Type

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



1695

Total Customers

2.83%

Churn Rate

6.28M

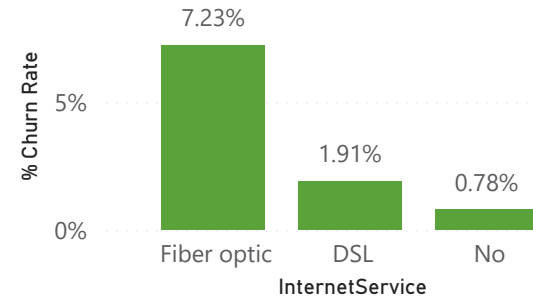
Yearly Charges

915  
Admin Tickets

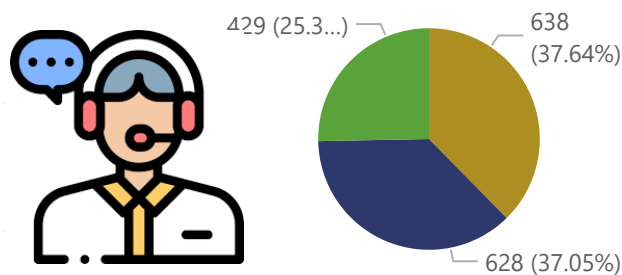
648  
Tech Tickets



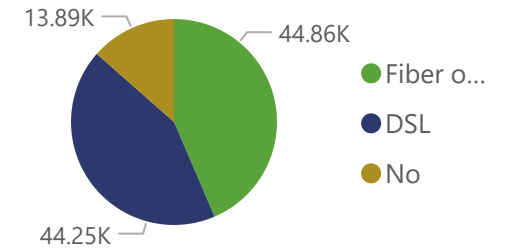
## Churn By Type of Internet Services



## # of Customers by Internet Service

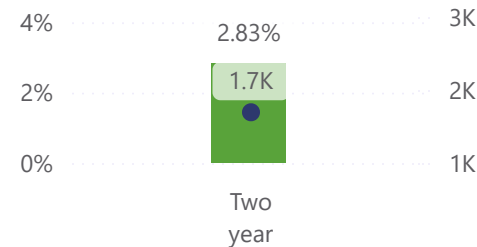


## Sum of Monthly Charges



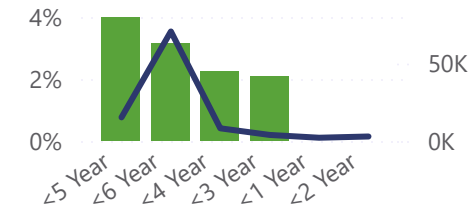
## Type of Contract

● Churn Rate ● Customer



## Years of Contract

● Churn Rate ● Sum of Monthly Charges



## Churn by Payment Method

● Churn Rate ● Sum of Monthly Charges

