

CUSTOMER RETENTION ANALYSIS

CHURN DECISION

Select all

No

Yes

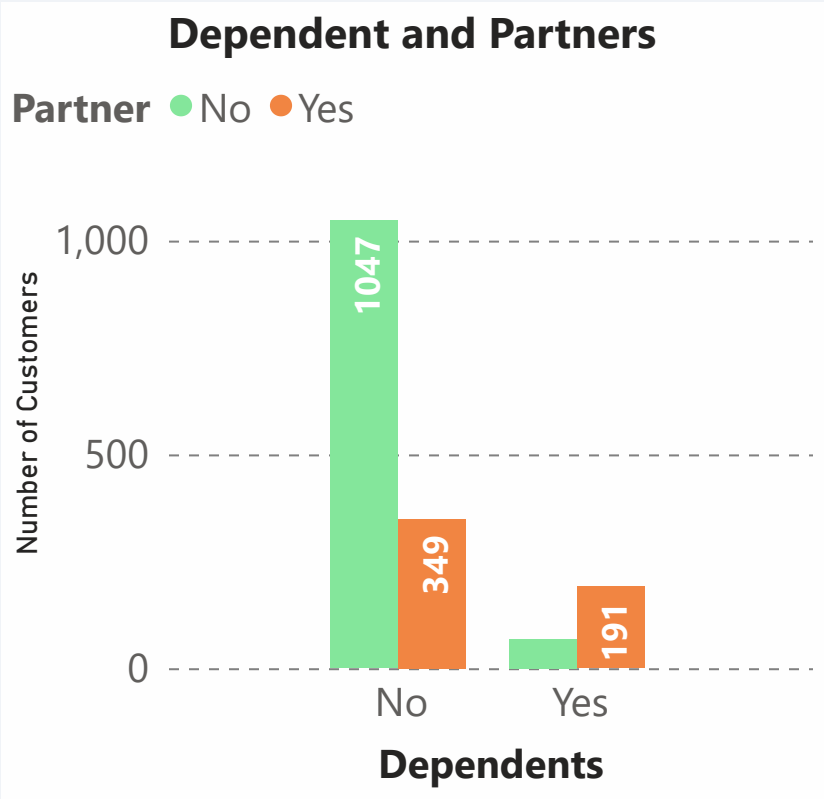
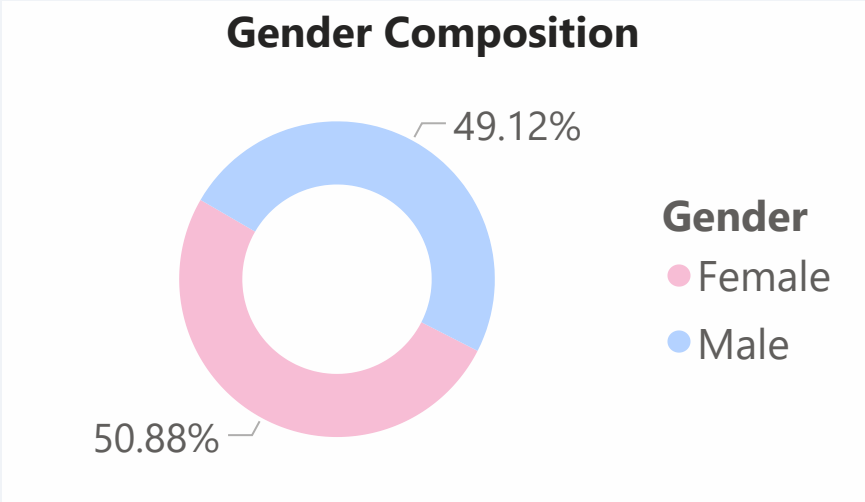
CUSTOMER INFO :

Customer Count

1655

Senior Citizens

441



ACCOUNT INFO :

Contract Type

Month-to-month

Average Tenure

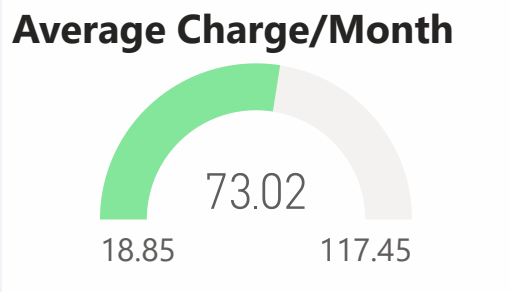
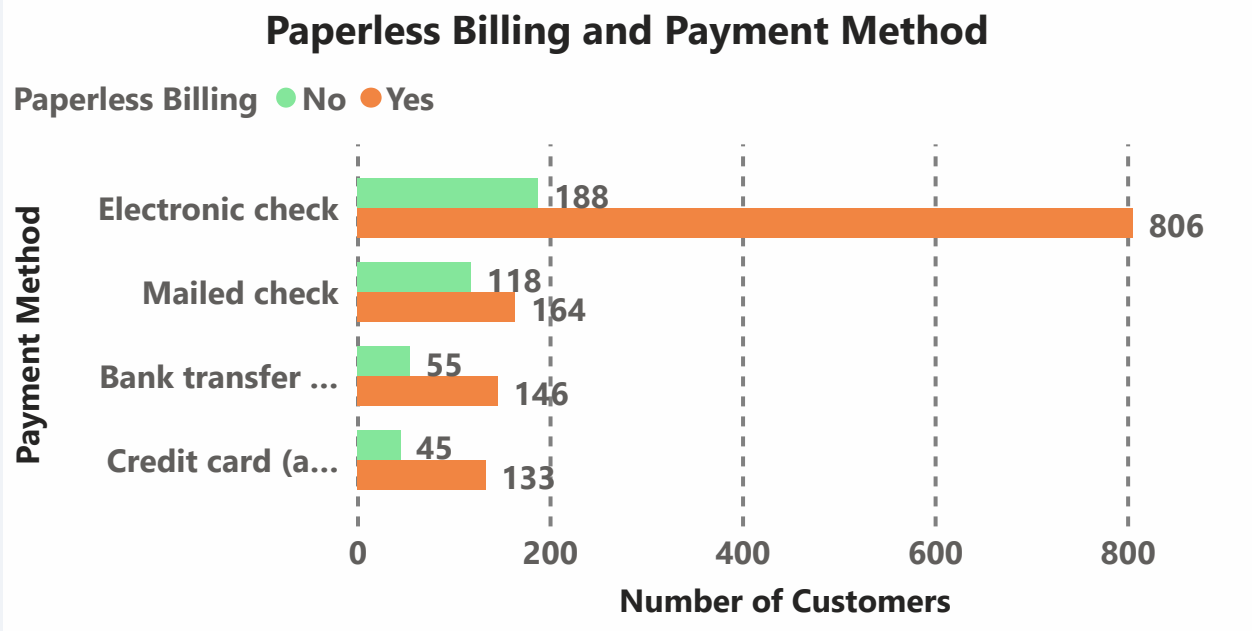
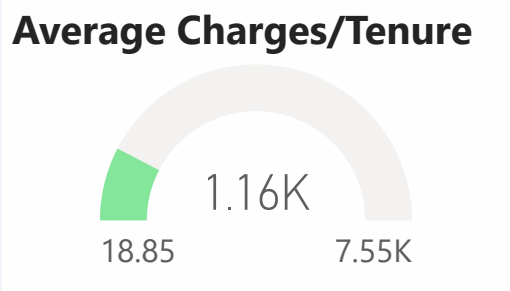
14.02

Total Admin Tickets

777

Total Tech Tickets

1313



SERVICE INFO :

Phone Services

90.76%

Online Security

12.87%

Multiple Lines

43.63%

Online Backup

24.47%

Tech Support

12.45%

Device Protection

25.20%

Streaming TV

39.70%

Streaming Movies

39.64%

