

# Customer Churn Dashboard



1869

Count of customerID

885

Sum of numAdminTickets

2173

Sum of numTechTickets

2.86M

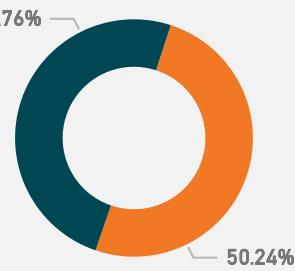
Sum of TotalCharges

139.13K

Sum of MonthlyCharges

## Demographics

Female Male



25%

Senior-Citizen in %

36%

Partner in %

17%

Dependents in %

<1Year 55.48%

<2Year 15.73%

<3Year 9.63%

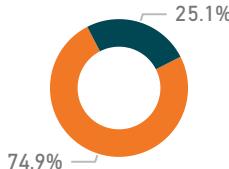
<4Year 7.76%

<5Year 6.42%

<6Year 4.98%

## Customer Information

PaperlessBilling



Contract

Month-to-month 88.55%

One year 8.88%

Two year 2.57%

PaymentMethod

Electronic check 57.30%

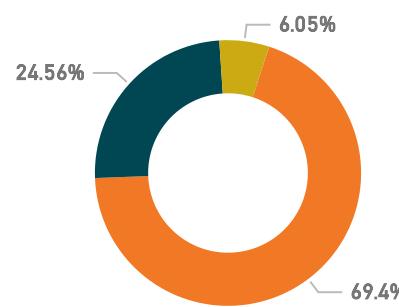
Mailed check 16.48%

Bank transfer (... 13.80%

Credit card (au... 12.41%

## Services Information

Fiber optic DSL No



91% %PhoneService

29% %DeviceProtection

50% %Multiple lines yes

16% %OnlineSecurity

28% %OnlineBackup

44% %StreamingMovies

44% %StreamingTV

17% %TechSupport

# Customer Risk Analysis



**Churn**

- No
- Yes

**InternetService**

- DSL
- Fiber optic
- No

**tenure**

0      72

**Contract**

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

**7,043**

Count of customerID

**26.54%**

%Churn



**16.06M**

Sum of TotalCharges

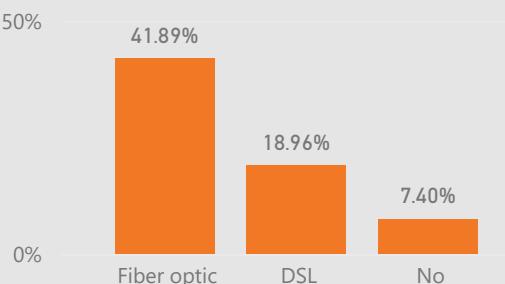
**3632**

Sum of numAdminTickets

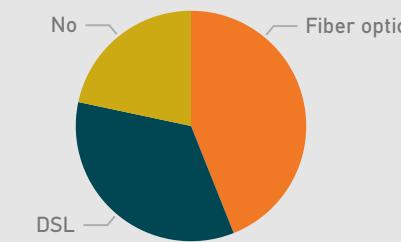
**2955**

Sum of numTechTickets

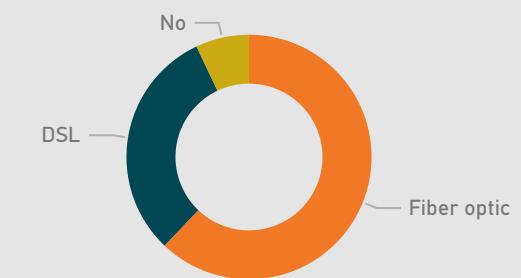
Churn by InternetService



Count of customerID by InternetService



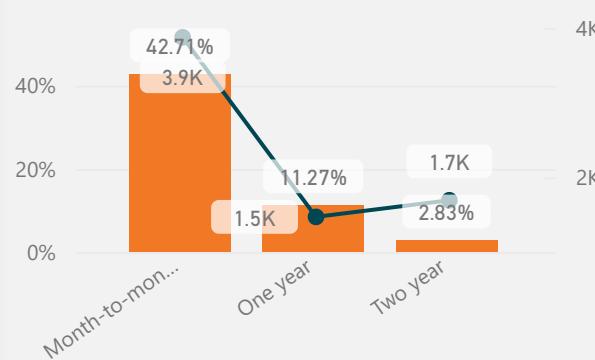
InternetService ● Fiber optic ● DSL ● No



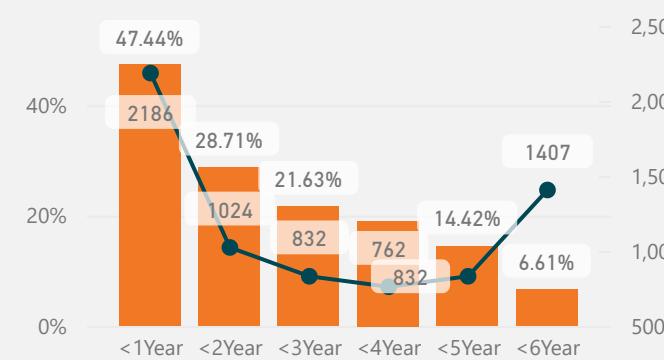
Contract

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

●%Churn ●Count of customerID



●%Churn ●Count of MonthlyCharges



●%Churn ●Sum of MonthlyCharges

