

GENERAL OVERVIEW

7043

of Customers

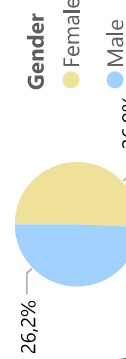
26,5%

Churn Rate

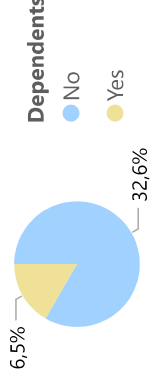
Average Satisfaction Score



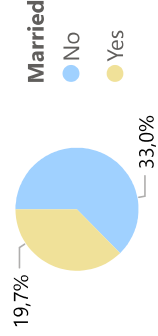
Churn Rate by Gender



Churn Rate by Dependents

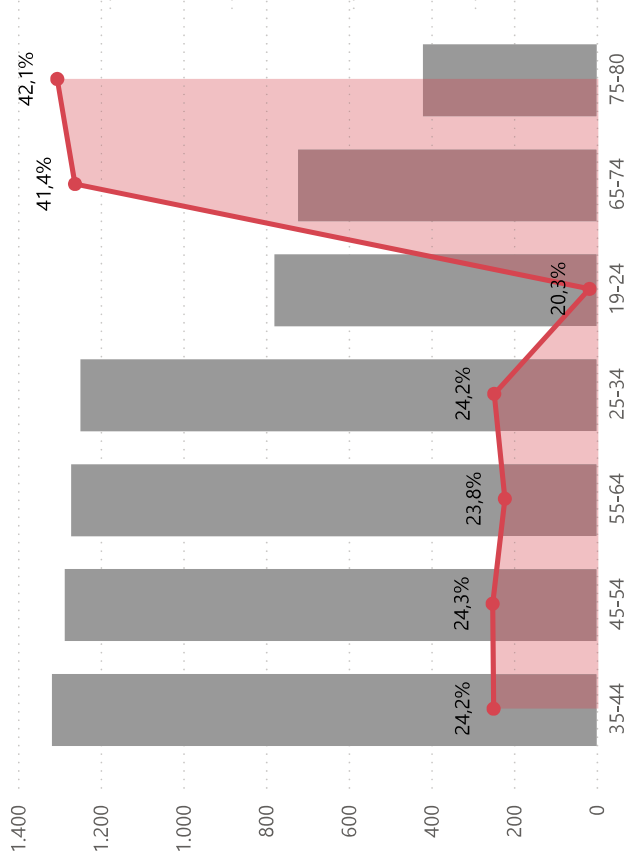


Churn Rate by Married



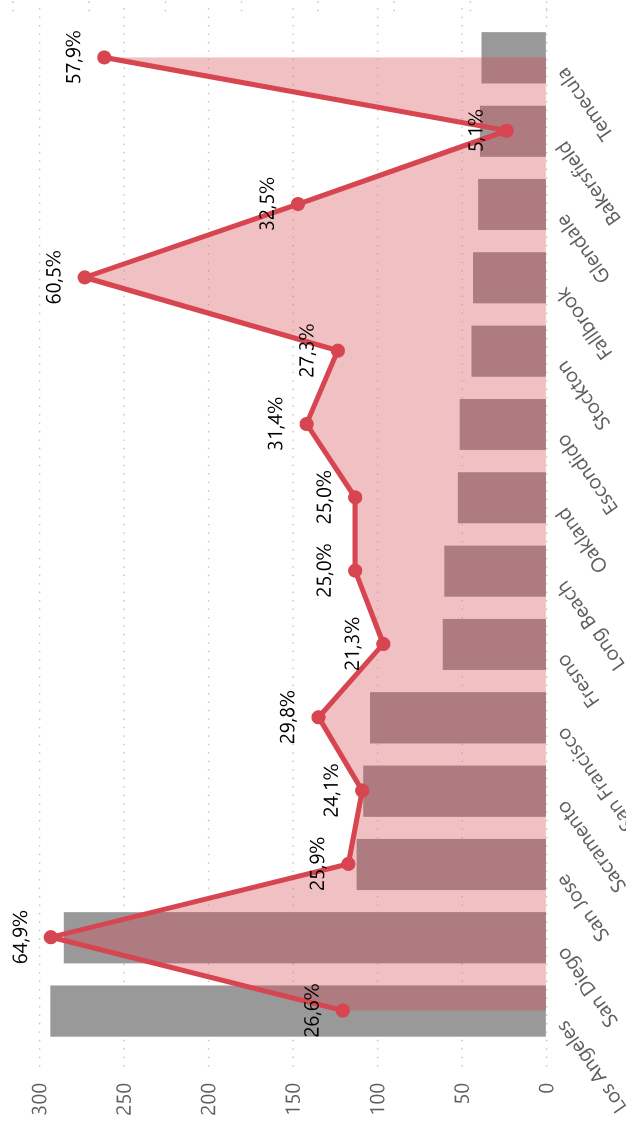
Age Group by Number of Customers

● # of Customers ● Churn Rate



Top 15 Cities by Number of Customers

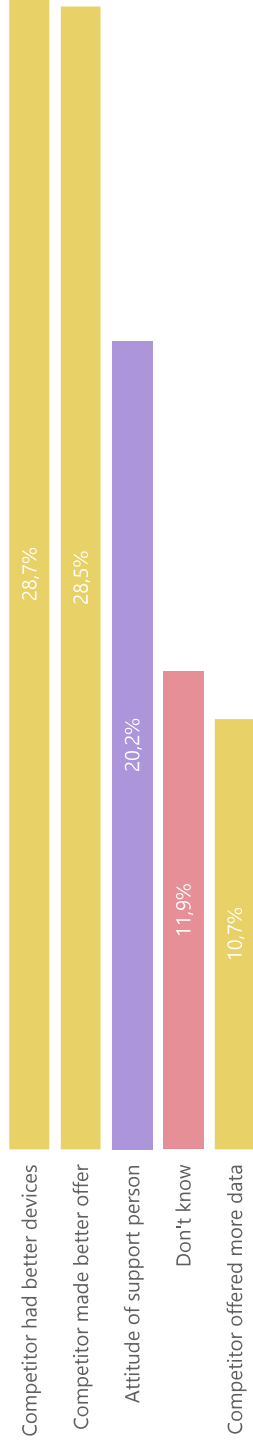
● # of Customers ● Churn Rate



CHURN REASONS

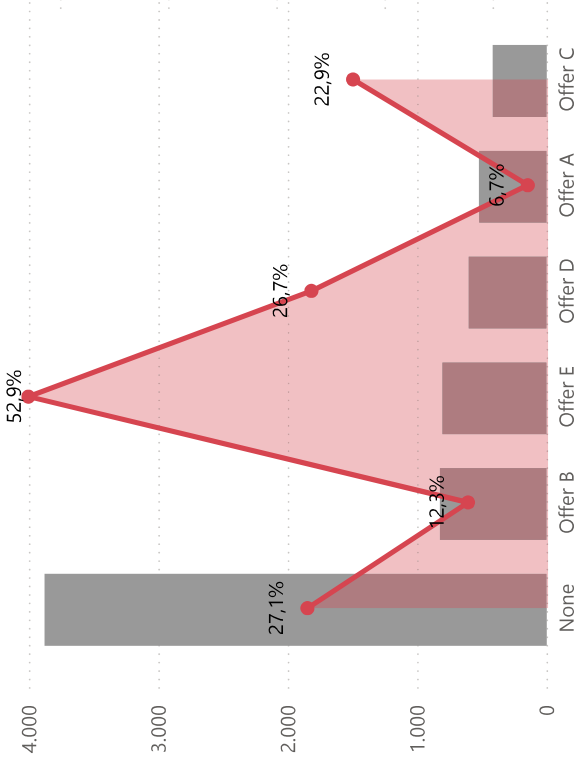
Percentage of Churned Customers by Top 5 Churn Reasons

Churn Category ● Attitude ● Competitor ● Other



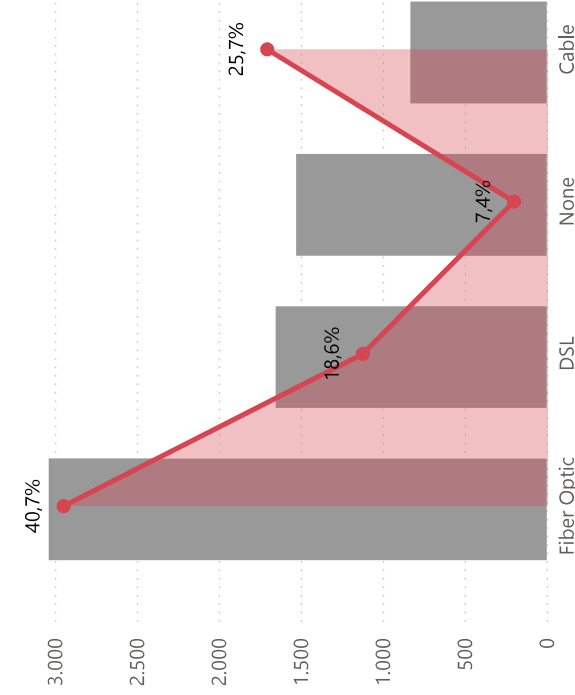
Offers by Number of Customers

● # of Customers ● Churn Rate



Internet Type by Number of Customers

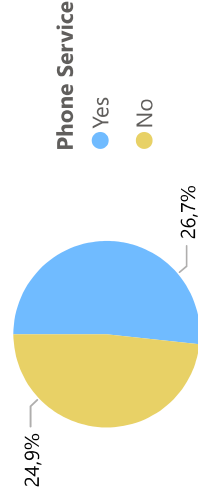
● # of Customers ● Churn Rate



Churn Rate by Internet Service



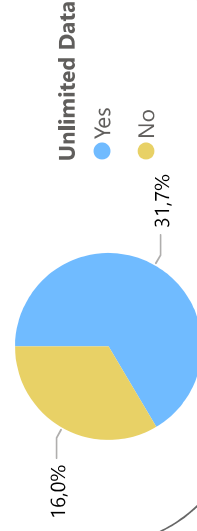
Churn Rate by Phone Service



Churn Rate by Device Protection



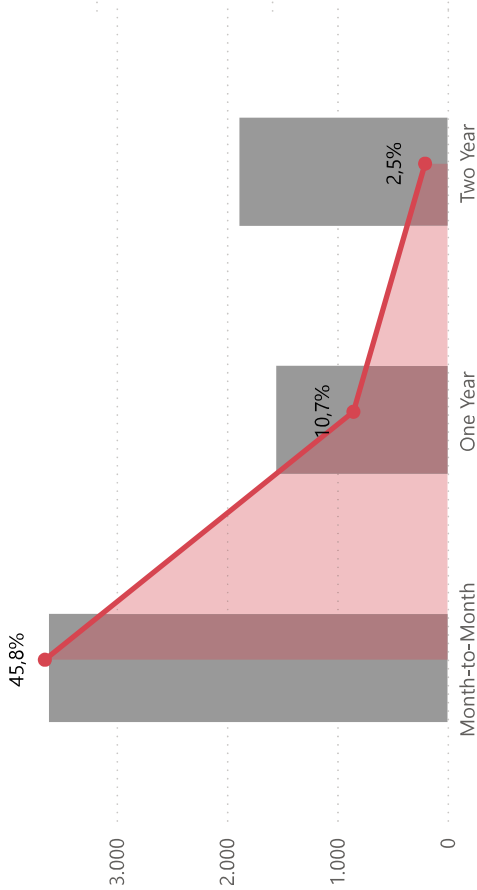
Churn Rate by Unlimited Data



CONTRACT AND TENURE

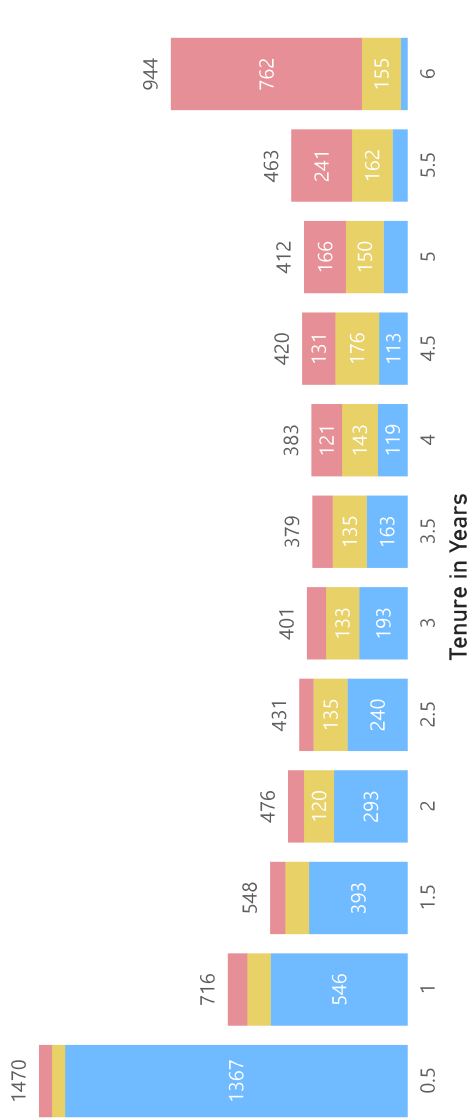
Time of Contract by Number of Customers

● # of Customers ● Churn Rate

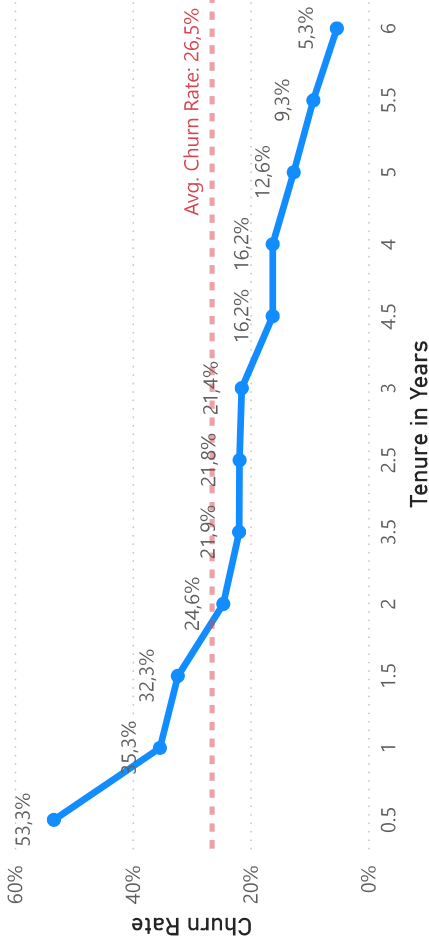


Tenure in Years by Number of Customers

Type of Contract ● Month-to-Month ● One Year ● Two Year



Tenure in Years by Churn Rate



Tenure in Months by Churn Rate and Offers

Bubble Size: Number of Customers

Offer ● None ● Offer A ● Offer B ● Offer C ● Offer D ● Offer E

