

Customer Churn Exploratory Analysis

1869

Number of Customer Churn

2173

Number of Tech Tickets

885

Number of Admin. Tickets

\$2.86M

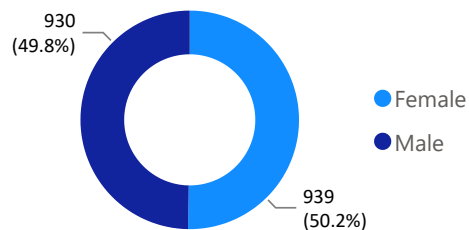
Total Annual Charges

This dashboard has a filter with churn.

>> "yes" **

Demographics

Gender



25%

Senior Citizen

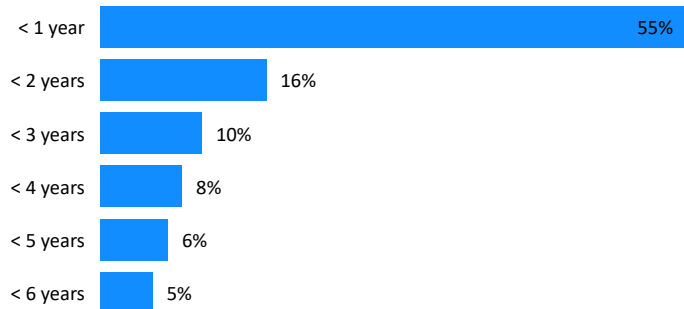
36%

Partner

17%

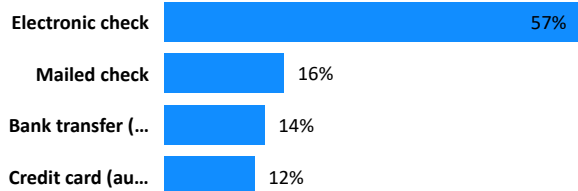
Dependent

Subscription Length

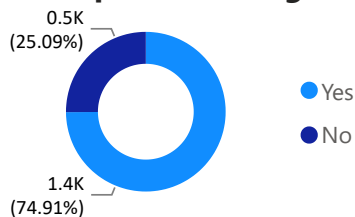


Account Information

Payment Method



Paperless Billing



Average Charges

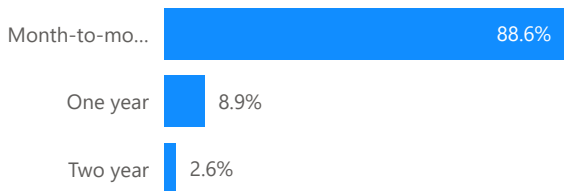
\$74.44

Monthly

\$1,531.80

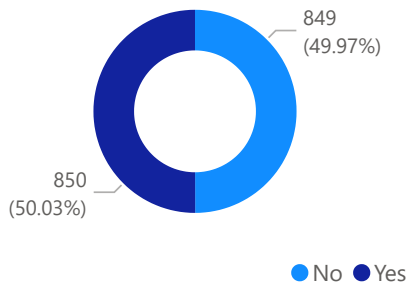
Annual

Contract Type



Services Signed Up

Multiple Lines



91%
Phone service

44%
Streaming Movies

44%
Streaming TV

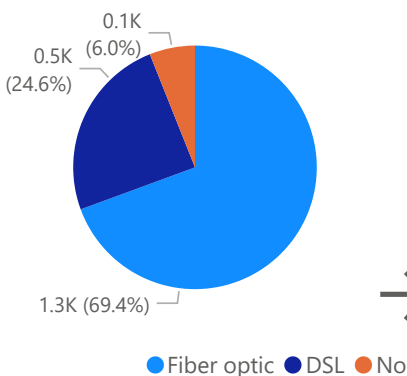
29%
Device protection

17%
Tech Support

28%
Online backup

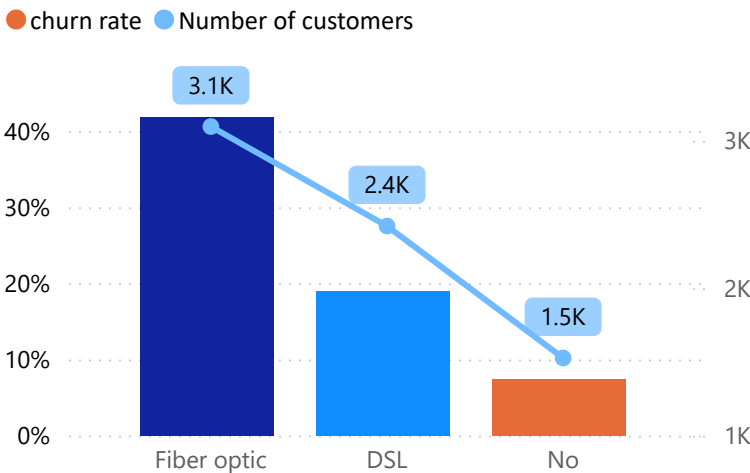
16%
Online security

Internet Service

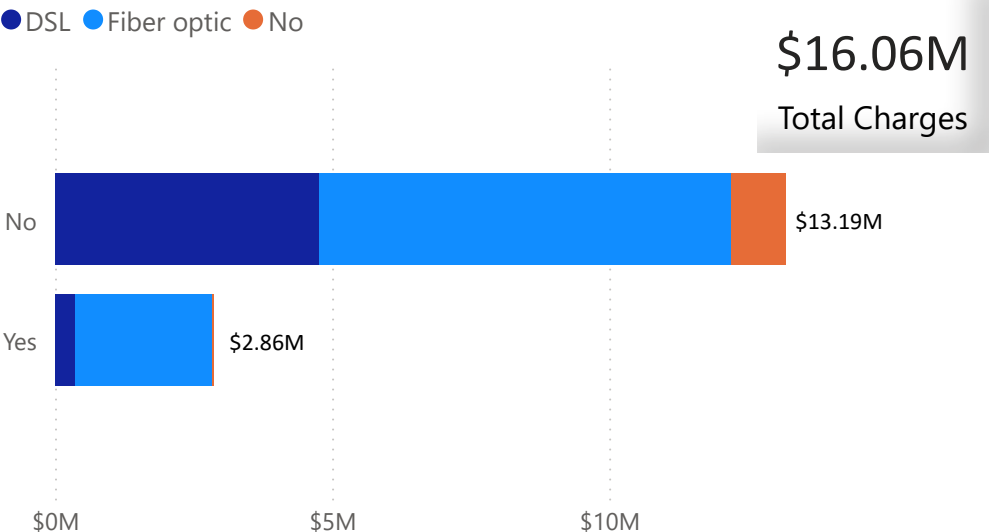


Customer Risk Analysis

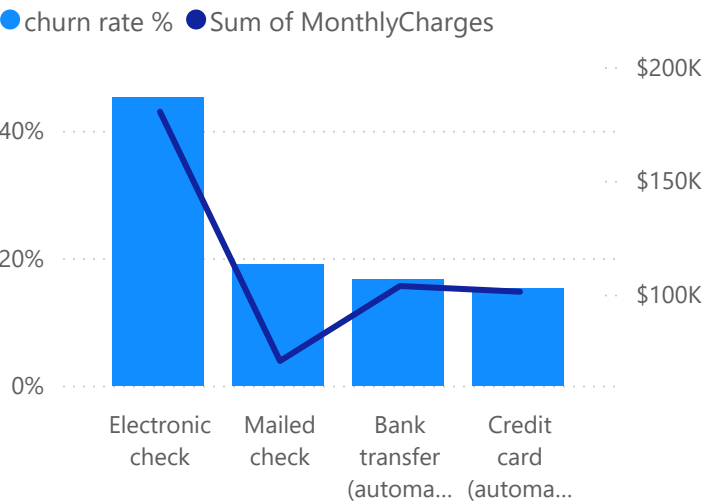
Churn by Internet Service



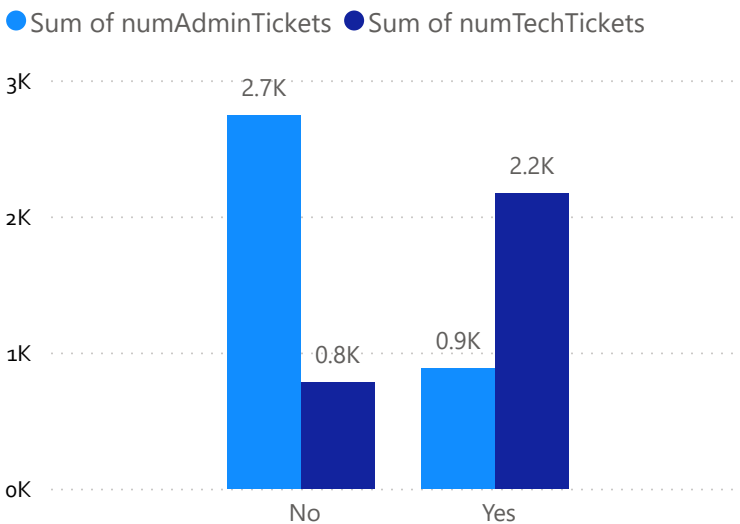
Total Annual Charges by Churn and Internet Service



Churn by Payment Method



Admin Tickets and Tech Tickets by Churn



Churn by Contract Type and Subscription Length

