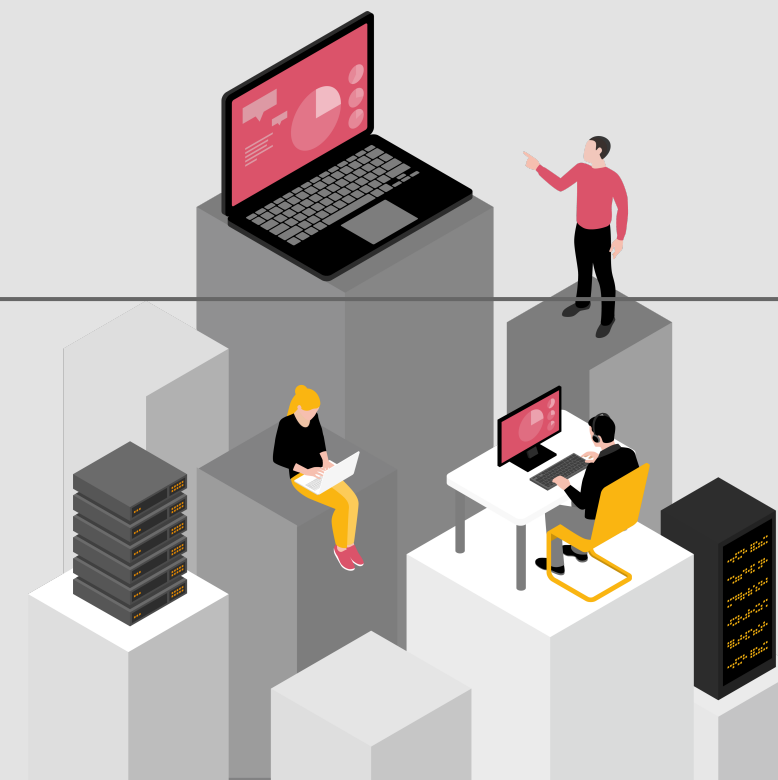




Churn Dashboard



1869

Customers at risk

2173

of Tech Tickets

885

of Admin Tickets

\$2.86M

Yearly Charges

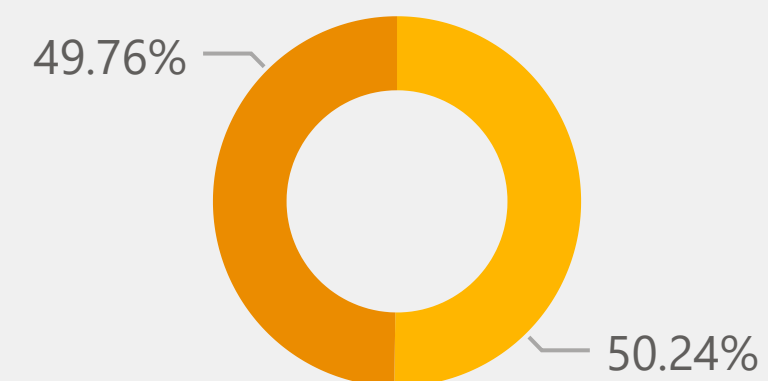
\$139K

Monthly Charges



Demographics

Female Male



25%

SeniorCitizen in %

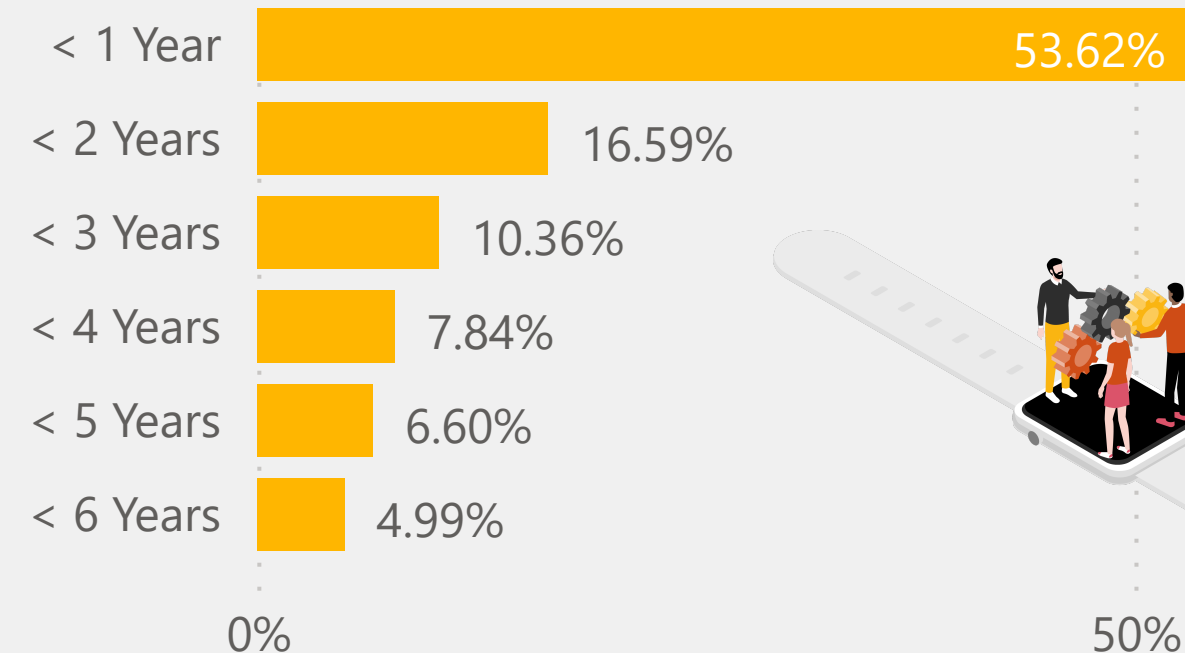
36%

Partner in %

17%

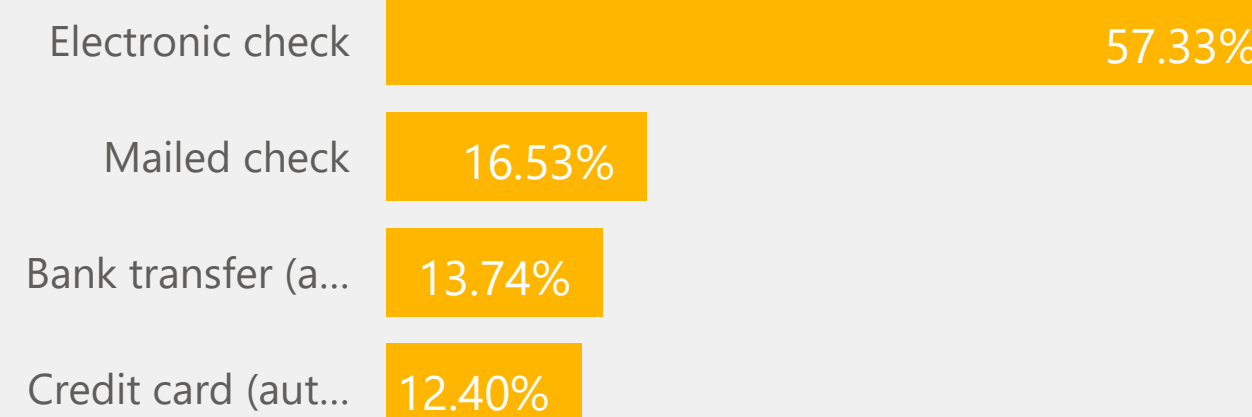
Dependent in %

Subscription time

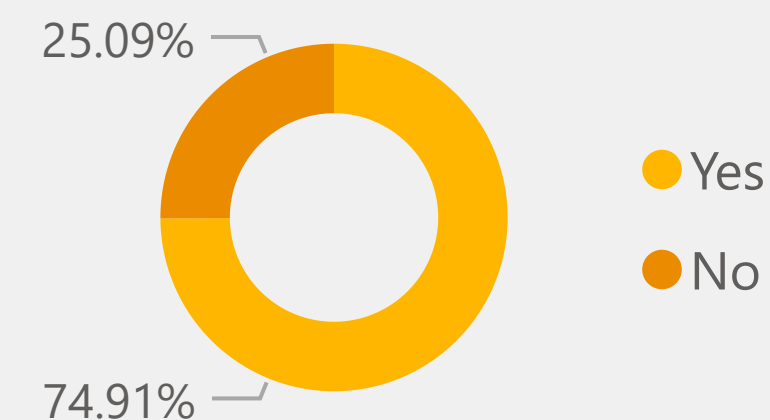


Customer account information

Payment method



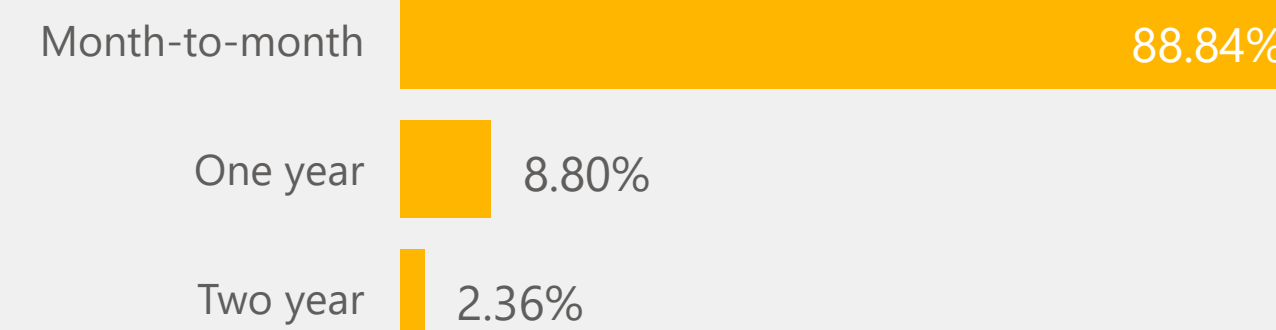
Paperless billing



Average charges

\$74
Monthly
\$1,531.80
Total

Type of contract



Services customers signed up for

91%

Phone Service in %

44%

Streaming TV in %

44%

Streaming Movies in %

29%

Device protection in %

28%

Online Backup in %

16%

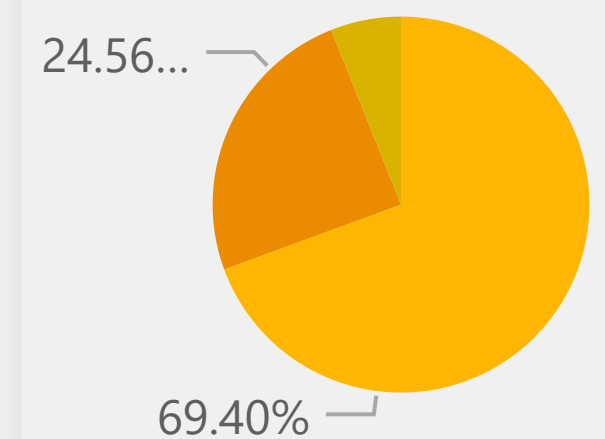
Online Security in %

17%

Tech Support in %



Fiber optic DSL No





Customer Risk Analysis

Risk of churn

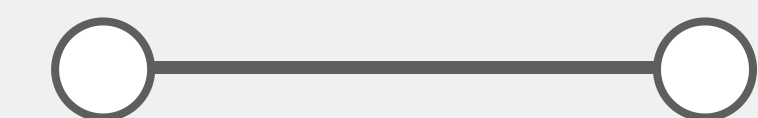
- ☐ No
☐ Yes

Internet service

- ☐ DSL
☐ Fiber optic
☐ No

Months subscribed

0 72



Contract type

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

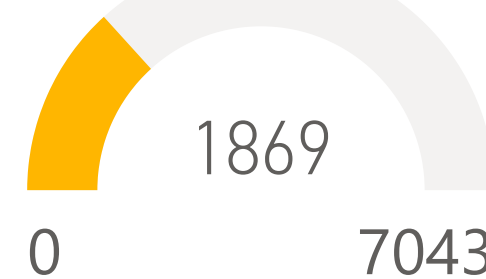


7043

Total Customers

26.54%

Churn rate %

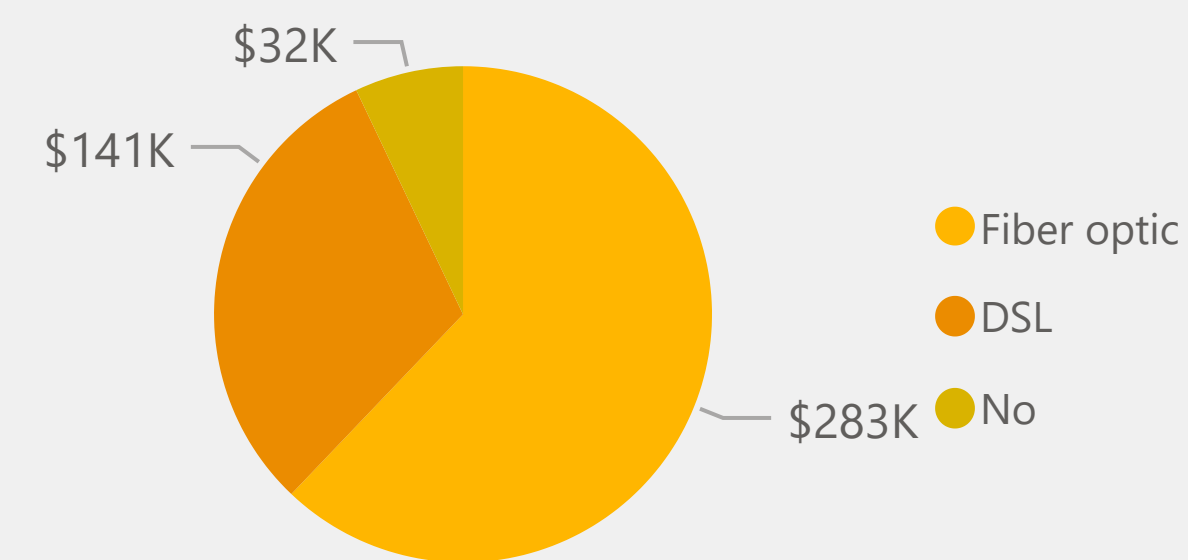
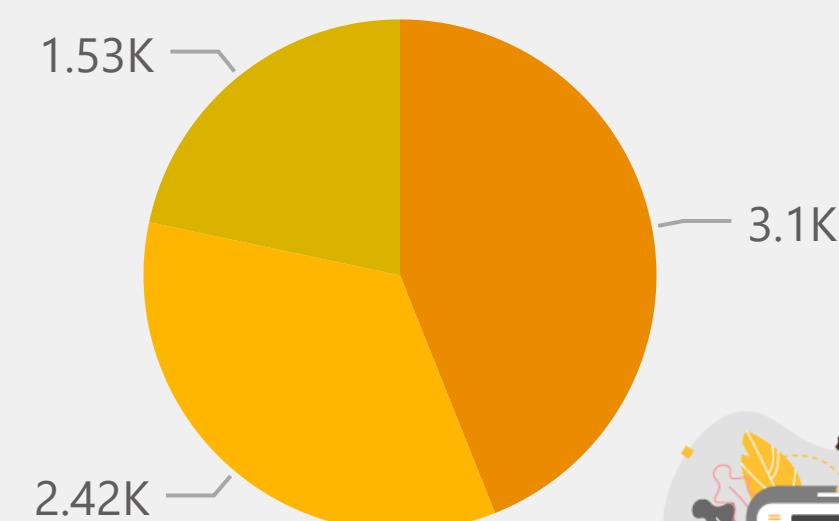
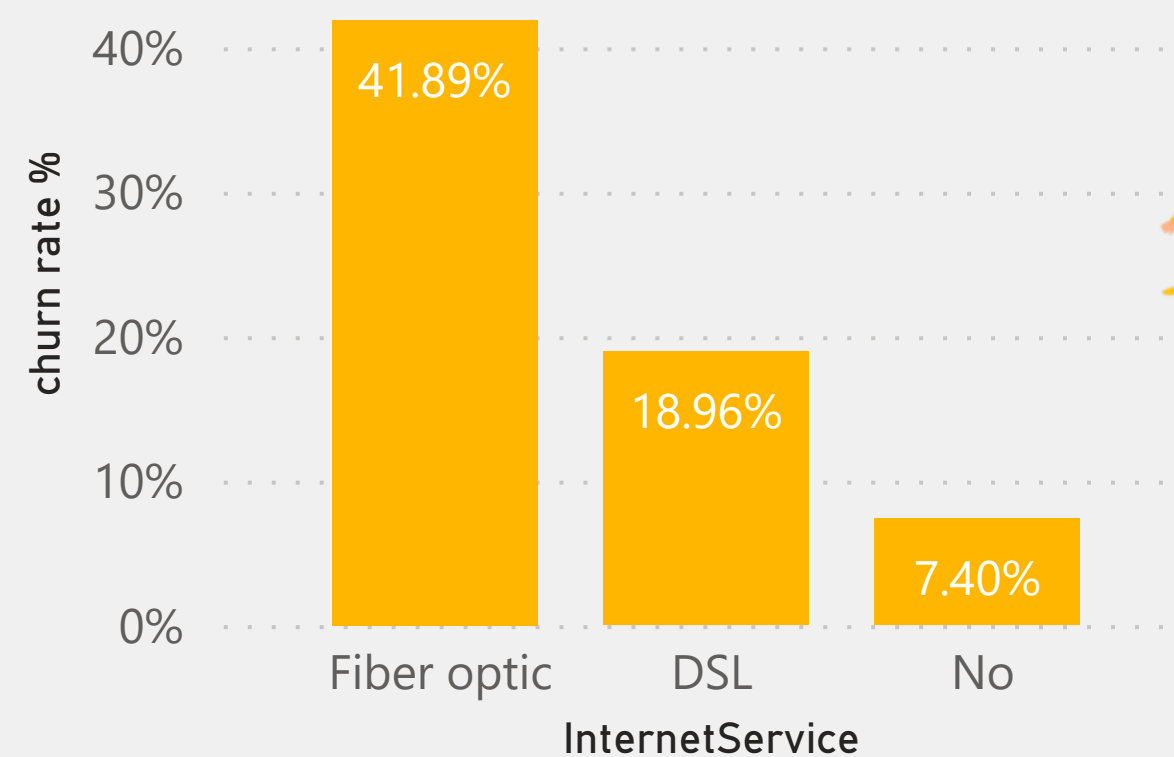


\$16.06M

Yearly Charges

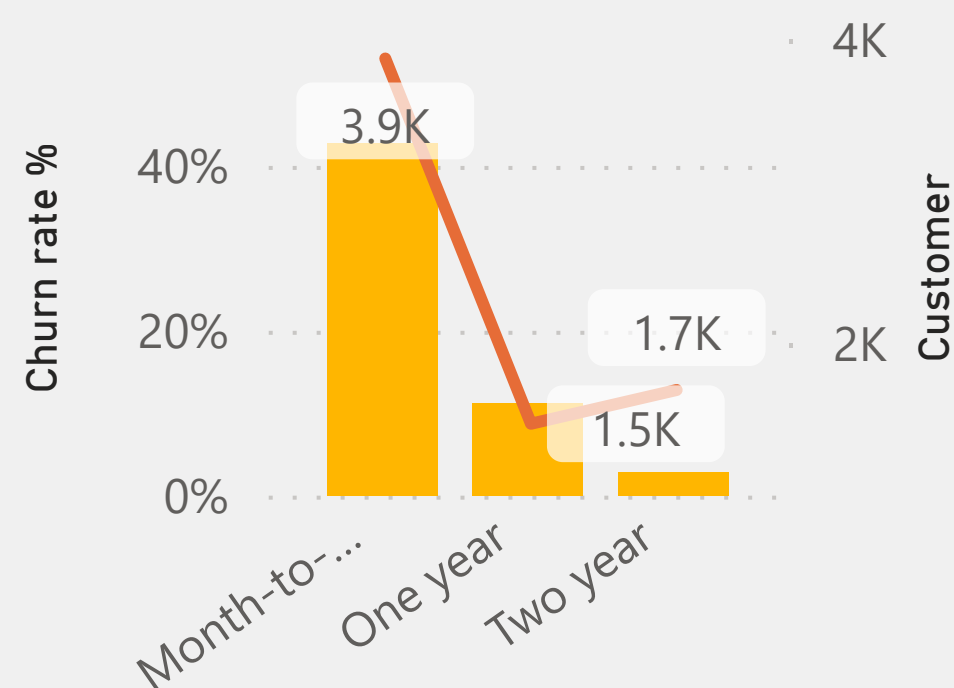
2955
Tech Tickets

3632
Admin Tickets



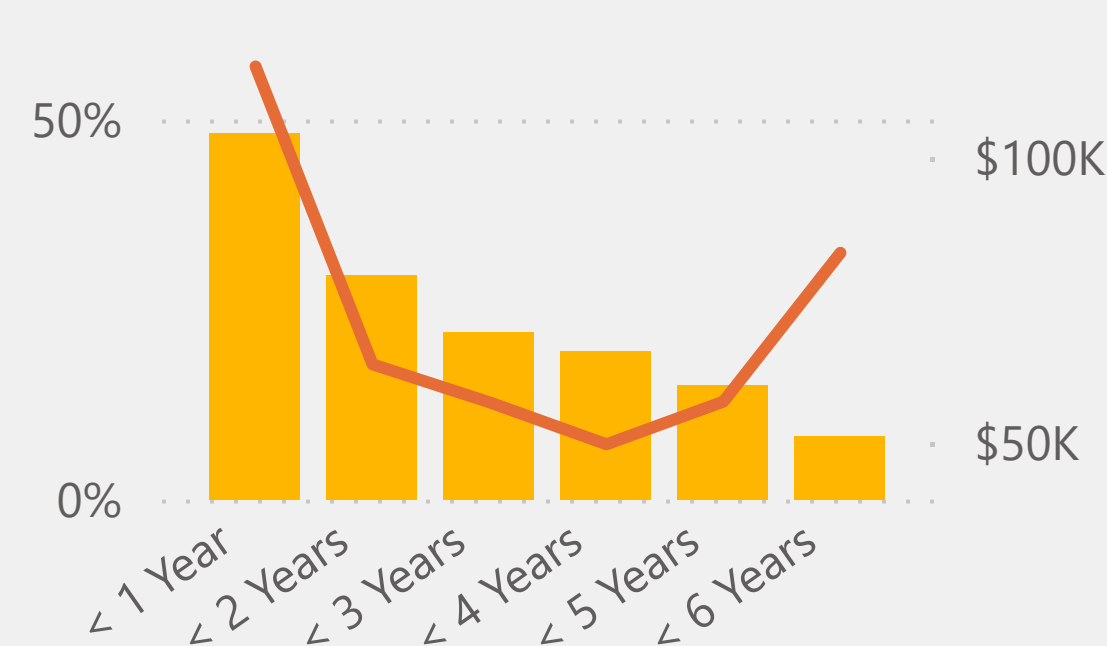
Type of contract

Churn rate % Customer



Years of contract

churn rate % Sum of MonthlyCharges



Churn by payment method

churn rate % Sum of MonthlyCharges

