

Churn Dashboard

This dashboard has a filter with churn = "yes"

1869

Customers at risk

2173

Sum of Tech Tickets

885

sum of Admin Tickets

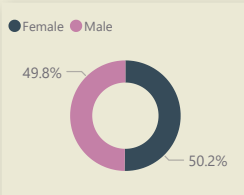
\$2.86M

Yearly Charges

\$139.13K

Monthly Charges

Demographics



25%

Senior-Citizen

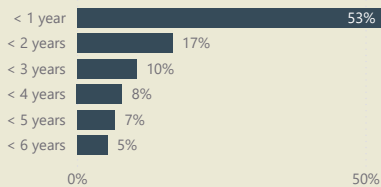
36%

Partner

17%

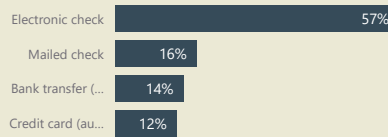
Dependents

Subscription time

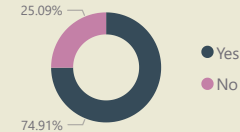


Customer account information

Payment method



Paperless billing



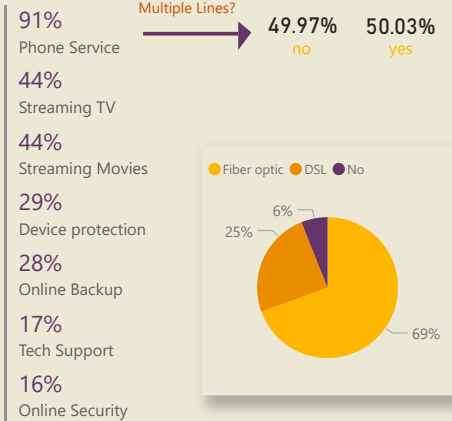
Average charges

\$74.44
Monthly
\$1,531.80
Total

Type of contract



Services customers signed up for



Customer Risk Analysis

Risk of churn

- ☐ No
☐ Yes

Internet service

- ☐ DSL
☐ Fiber optic
☐ No

Months subscribed



Contract type

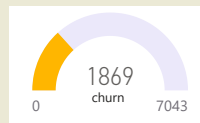
- ☐ Month-to-month
☐ One year
☐ Two year

7043

Total customers

26.54%

churn rate %

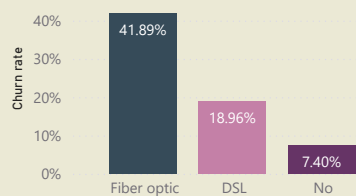


\$16.06M

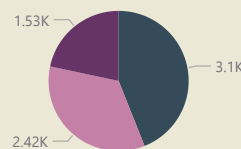
Yearly Charges

2955
Tech Tickets
3632
Admin Tickets

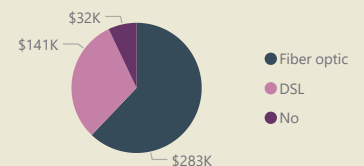
Churn by type of internet service



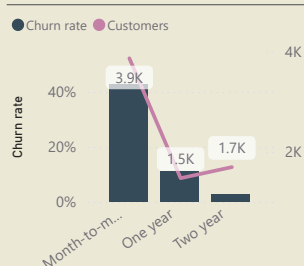
No of customers by internet service



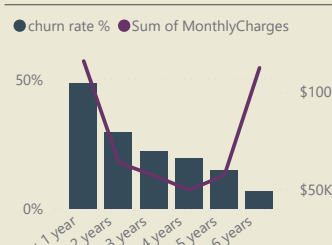
Sum of monthly charges



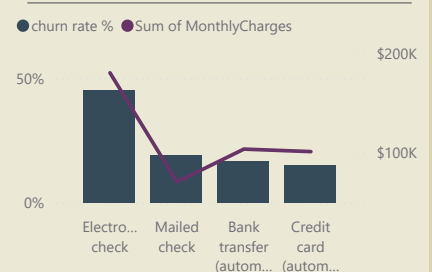
Type of contract



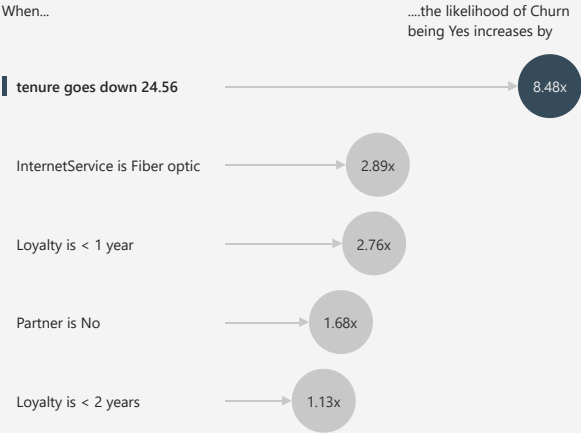
Years of contract



Churn by payment method



What influences Churn to be Yes ?



← On average when tenure decreases, the likelihood of Churn being Yes increases.

