

Churn Category

All

Churn Reason

All

Contract Category

All

Age (bins)

All

State

All

Customer ID

All

6.687K

Total Customers

1.796K

Churned Customers

26.86%

Churn Rate %

7M

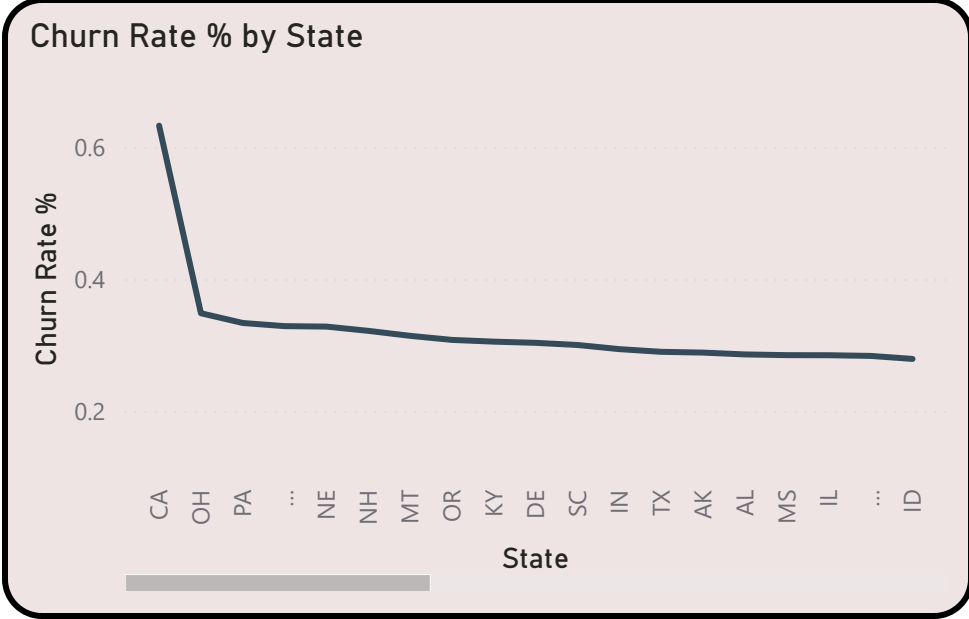
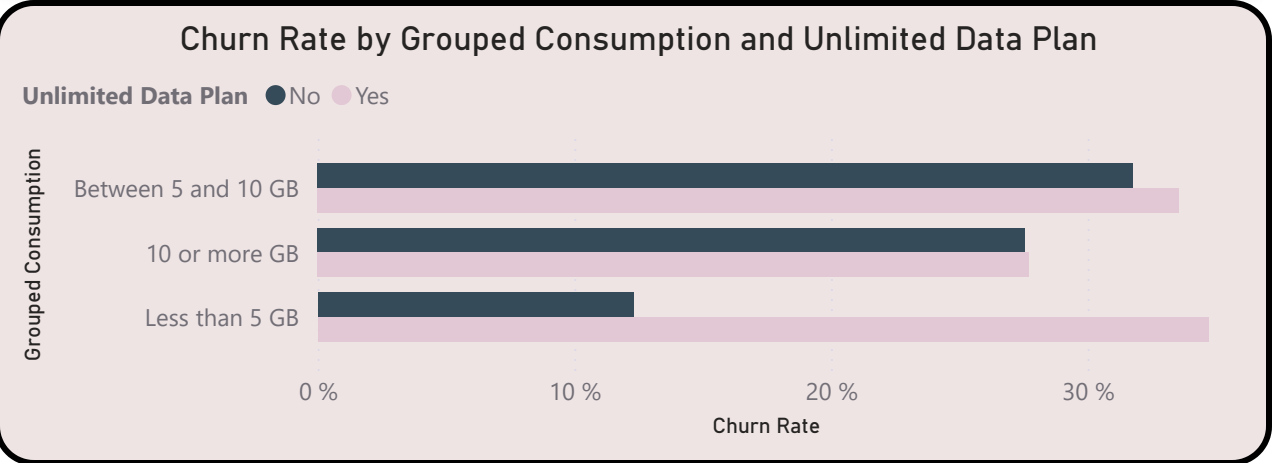
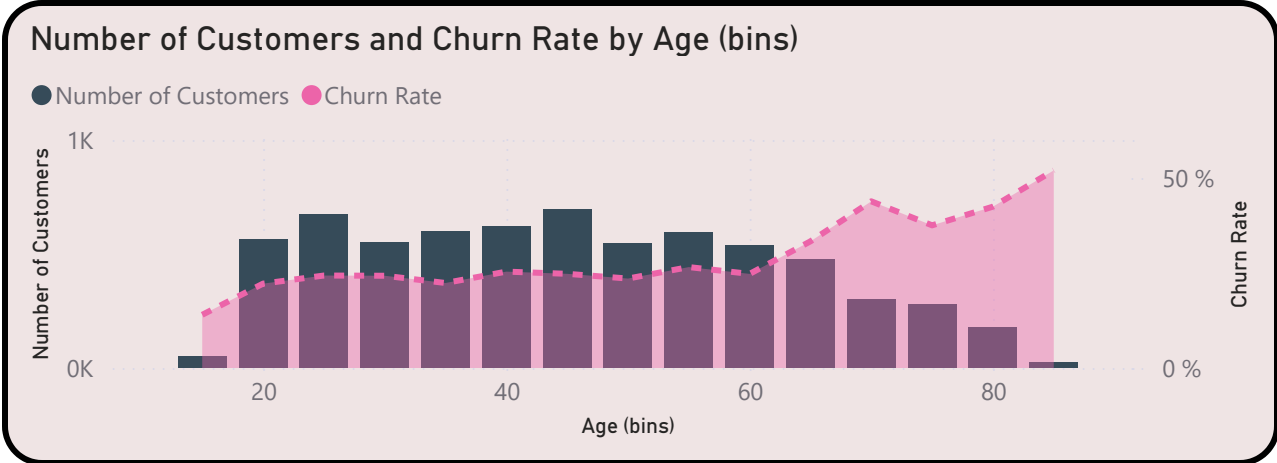
Total Revenue

6.123K

Customer Service Calls

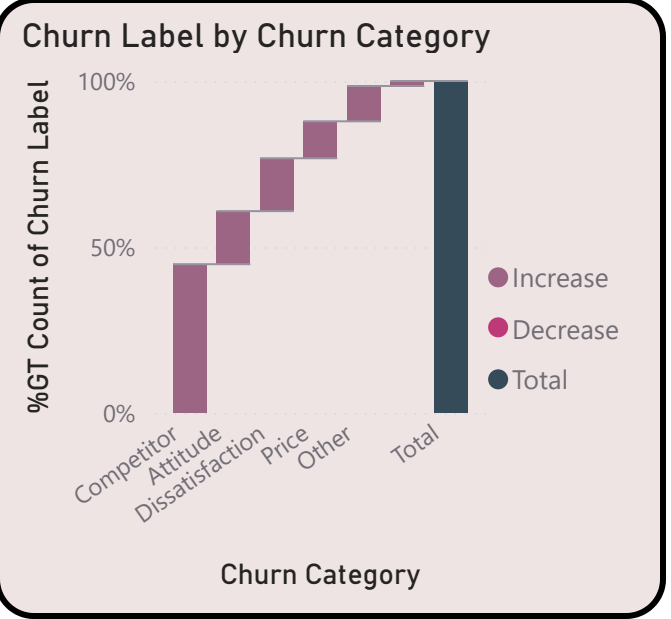
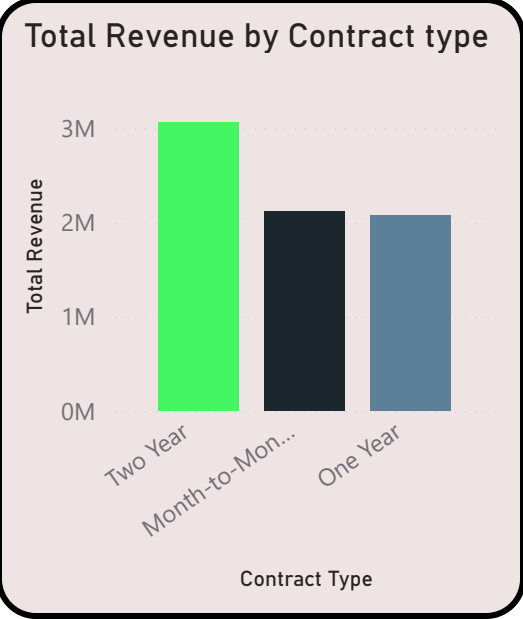
0.92

Avg Customer Service - Calls



Top 10 Region

State	Churn Rate %
CA	0.63
OH	0.35
PA	0.33
MD	0.33
NE	0.33
NH	0.32
MT	0.31
OR	0.31
KY	0.31
DE	0.30
Total	0.27





Churn Category

All

Churn Reason

All

Contract Category

All

State

All

Age (bins)

All

Churn Label

All

Customer ID

All

6.687K

Total Customers

1.796K

Churned Customers

26.86%

Churn Rate %

73.14%

Retention Rate %

\$31.03

ARPU (Monthly Charge)

46.29%

Month-to-Month Churn %

32.11%

Unlimited Plan Churn %

2.40

Avg CS Calls (Churned)

\$34.64

Avg Extra Charges (Churned)

\$36.80

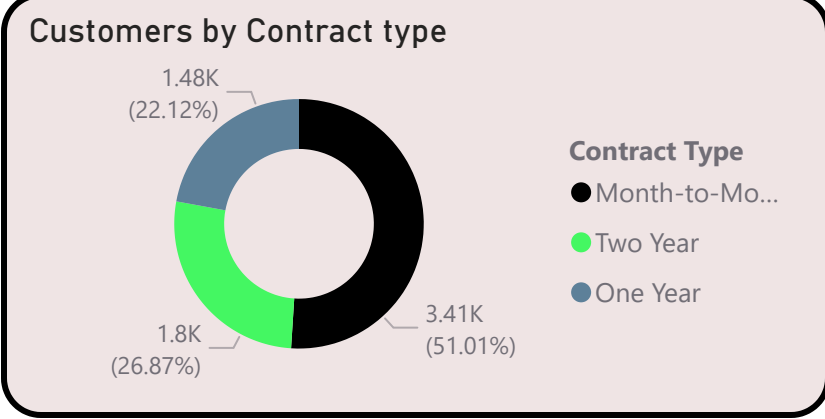
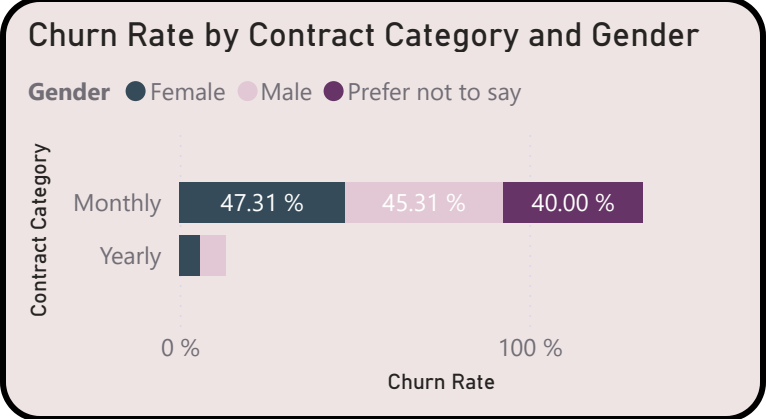
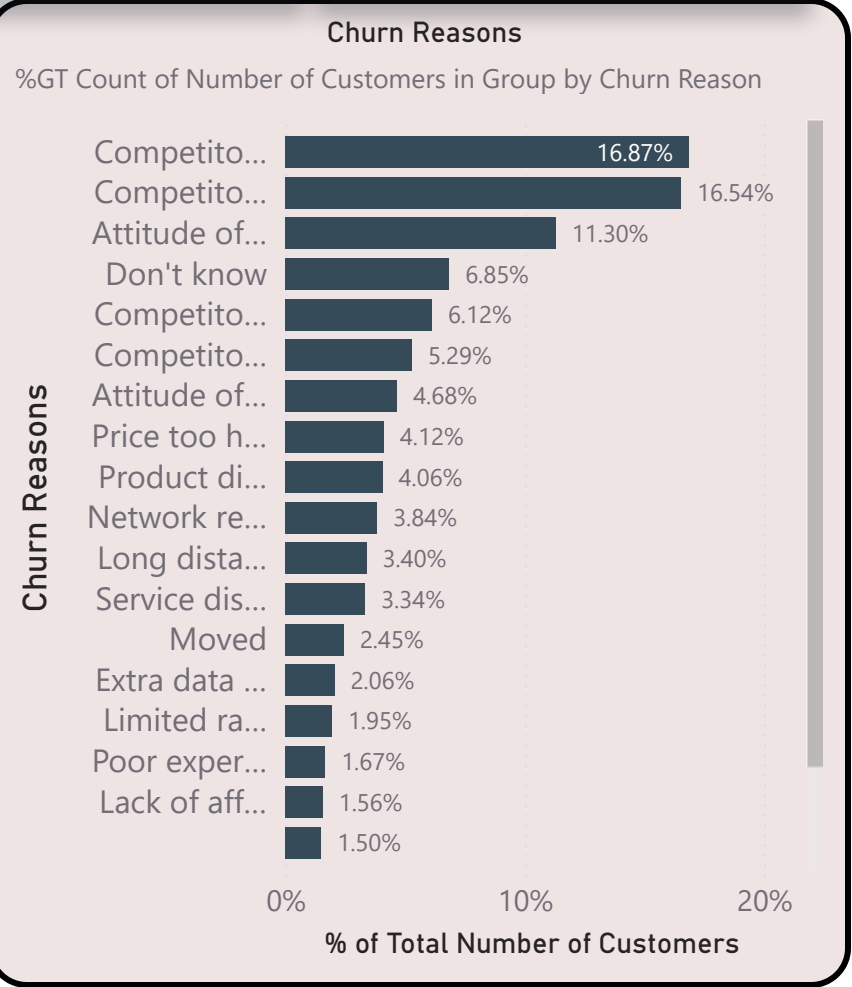
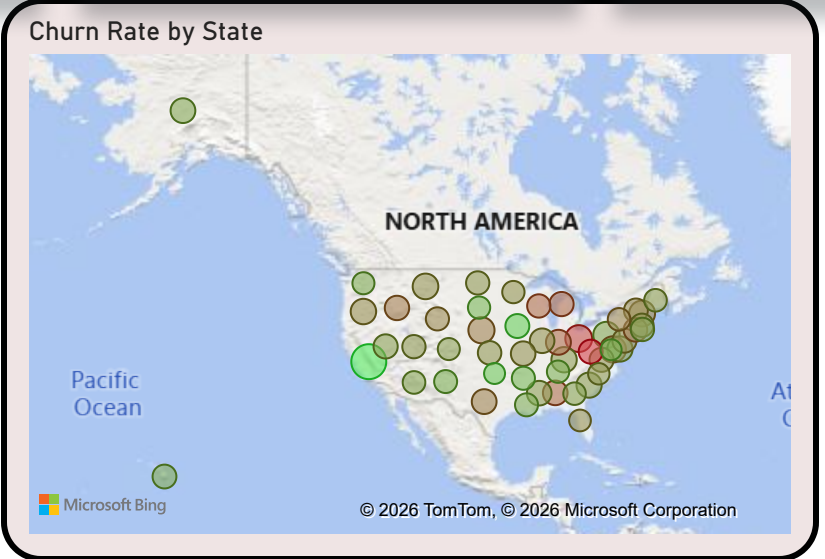
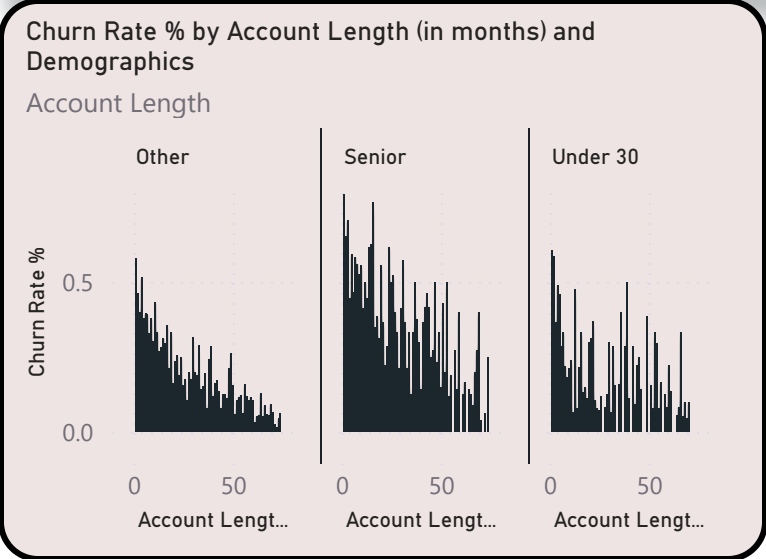
Avg Monthly Charge (Churned)

\$62.208K

Total Extra Charges (Churned)

\$66.094K

Lost Monthly Revenue (MRR Lost)



6.687K
Total Customers

1.796K
Churned Customers

26.86%
Churn Rate %

16.87%
Top Churn Reason %

\$31.03
ARPU (Monthly Charge)

\$11.554K
Lost MRR (Top Churn Reason)

2.40
Avg CS Calls (Churned)

3.37
Avg Extra International- Charges

0.92
Avg Customer Service - Calls

\$34.64
Avg Extra Charges (Churned)

\$36.80
Avg Monthly Charge (Churned)

6.18%
% Churn Due to Price

3
High Impact Reasons Count

