



Churn Analysis Dashboard

7043

Total customers

1869

Customers at Risk

2173

of Tech Tickets

885

of Admin Tickets

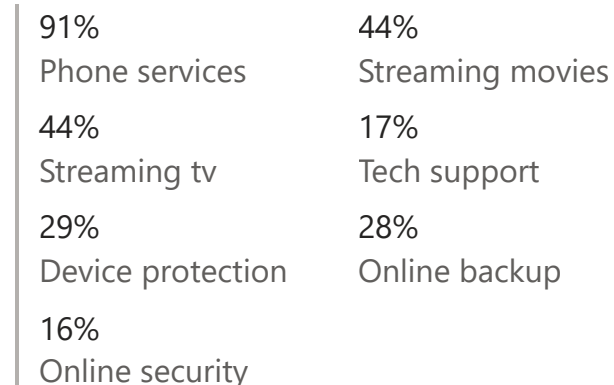
\$2.86M

Total Charges

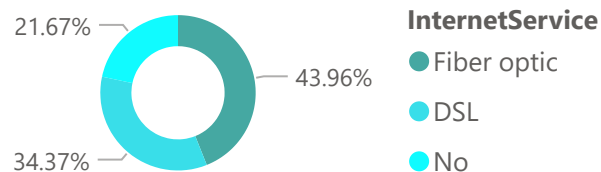
\$139.13...

Sum of MonthlyCh...

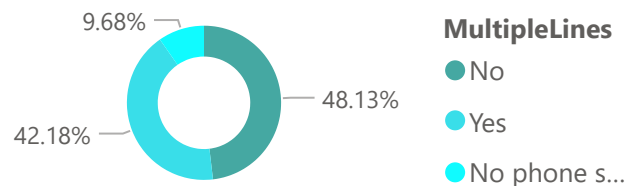
Services each customer has signed up for



Types of Internet Service

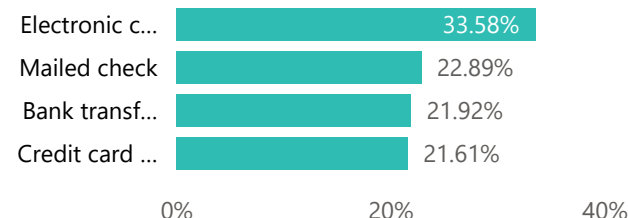


Types of Multiple Lines



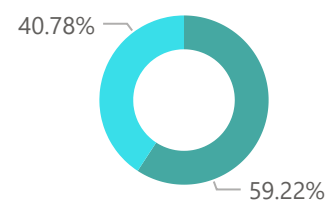
Customer Account

Payment Method



Paperless Billing

Pap... ● Yes ● No



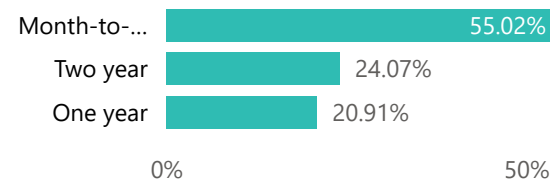
\$2.28K

Average of TotalCha...

\$64.76

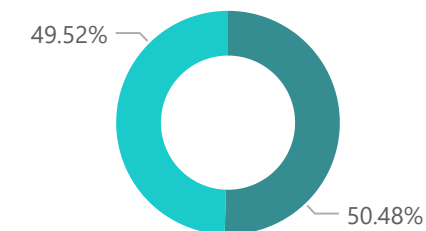
Average of Mont...

Contract Type



Demographics

gender ● Male ● Female



36%

% of Partner

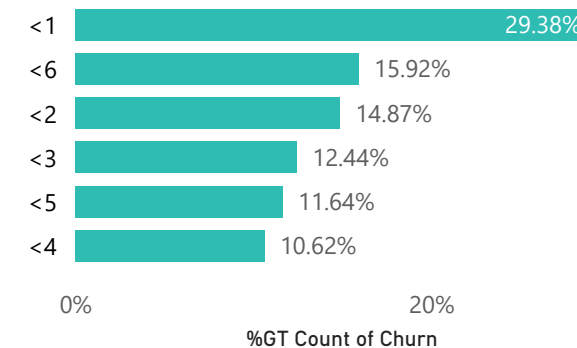
17%

% of Depen...

25%

% of senior ...

Subscription Time





Customer Risk Analysis

Churn

☐ No

☐ Yes

InternetSer...

☐ DSL

☐ Fiber optic

☐ No

Contract

☐ Month-to-m...

☐ One year

☐ Two year

Months

0

72

7043

Count of customerID

26.54%

churn rate %

\$16.06M

Sum of TotalCharges

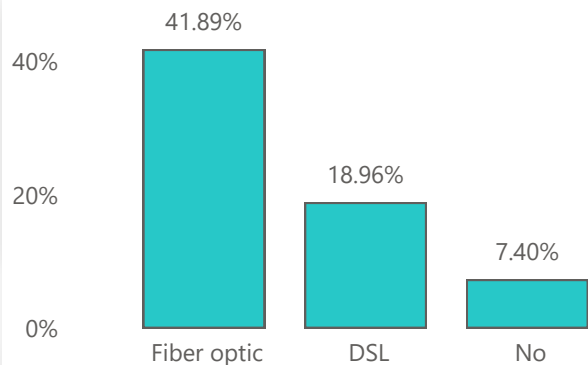
3632

of Admin Tickets

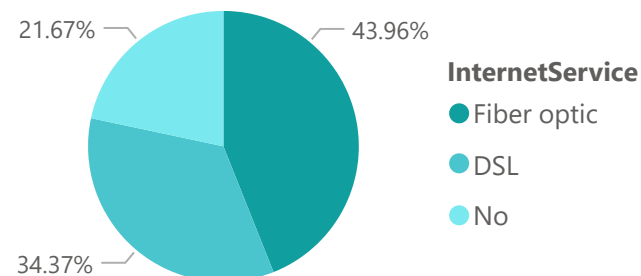
2955

of Tech Tickets

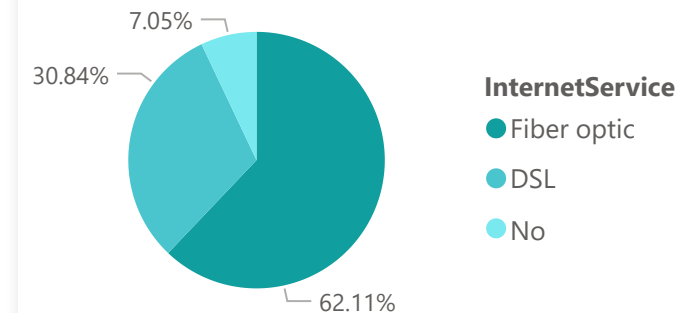
Churn by Internet Service



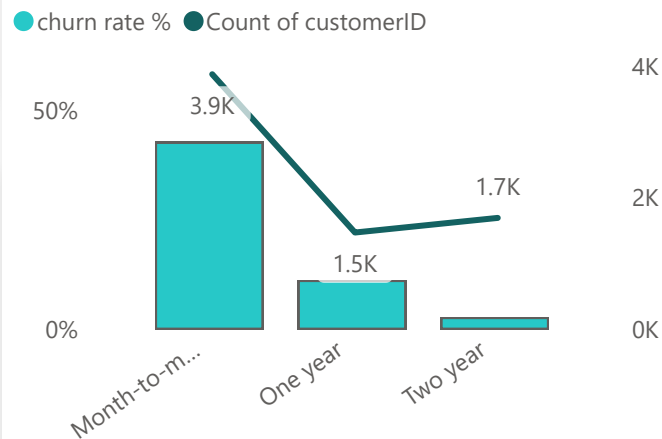
of customers by Internet Service



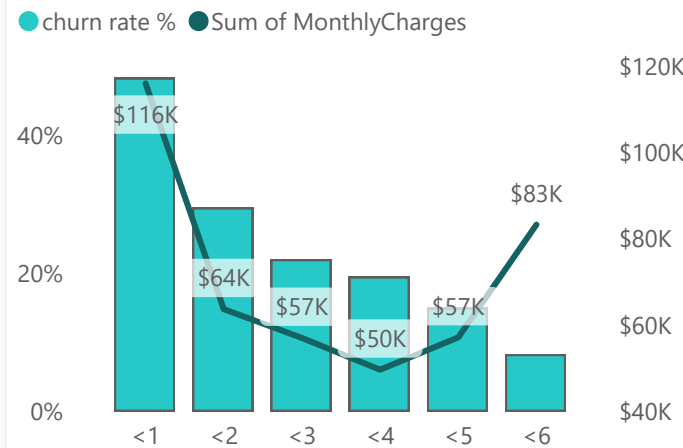
sum of monthly expenses by Internet Service



Type Contract



Years of Contract



Churn by mode of payment

