

Churn Dashboard



Customer at risk

1869

Tech Tickets

885

Admin Tickets

885

Yearly charges

\$2.86M

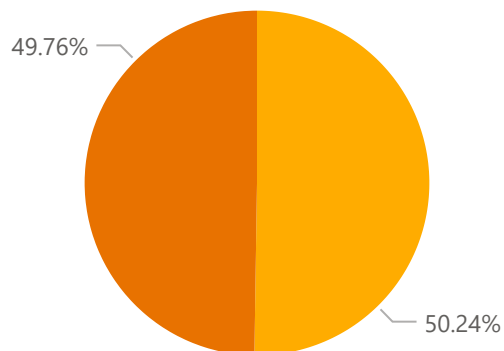
Monthly charges

\$139.13K

Services

29.16%	27.98%
%DeviceProtection	%OnlineBackup
15.78%	0.91
%OnlineSecurity	%PhoneService
43.77%	43.55%
%StreamingMovies	%StreamingTV
16.59%	
%TechSupport	

Customers by Gender



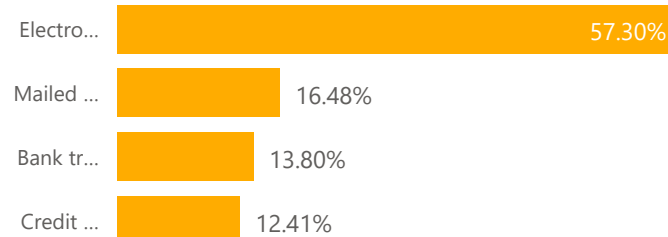
Partners

35.79%

Dependents

17.44%

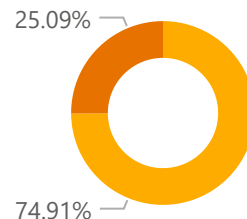
Payment method



Senior citizens

25.47%

Paperless billing



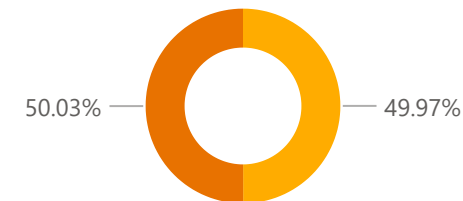
Avg monthly charges

\$74.44

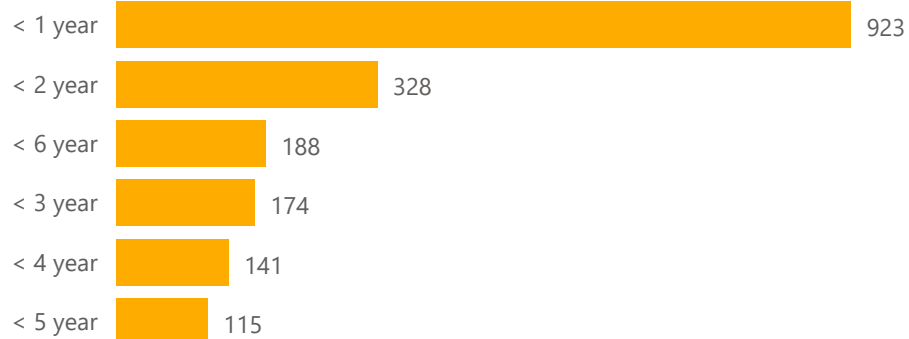
Avg. total charges

\$1.53K

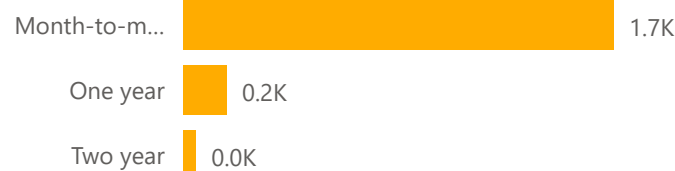
Multiple lines



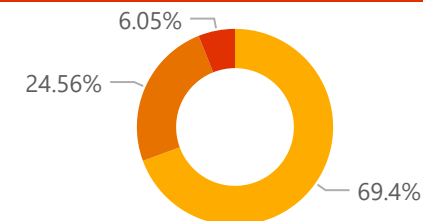
Customer subscription time



Payment method



Paperless billing



Customer Churn Analysis



Churn

- ☐ No
- ☐ Yes

Total Customers

7043

Churn Rate

26.54%

Yearly Charges

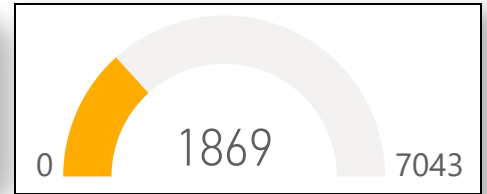
\$16.06M

Tech Ticket

2955

Admin Ticket

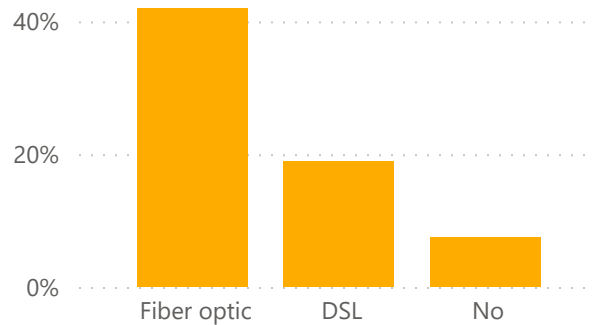
3632



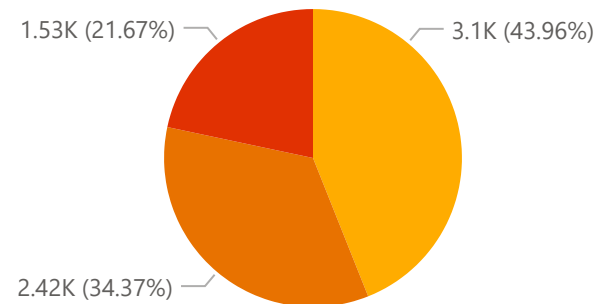
Internet Service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

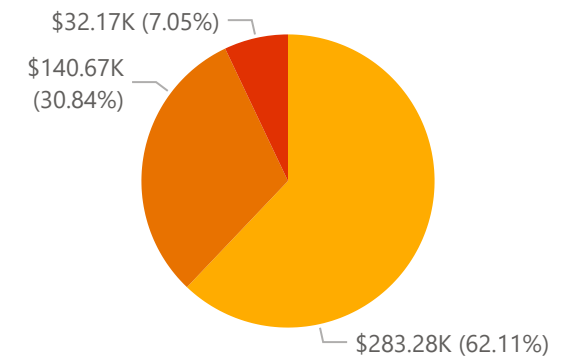
Churn by Internet Service



Customer by Internet Service



Sum of Monthly Charges



Months of Contract

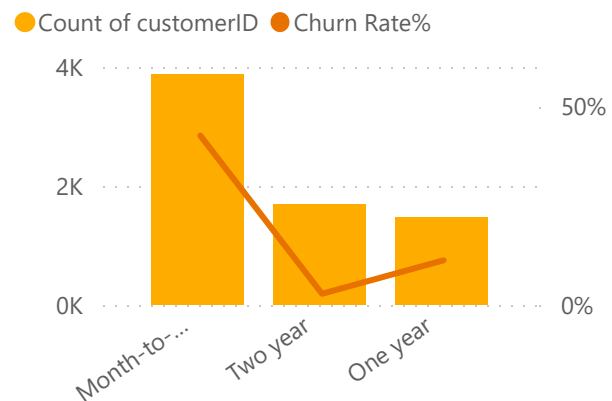
0

72

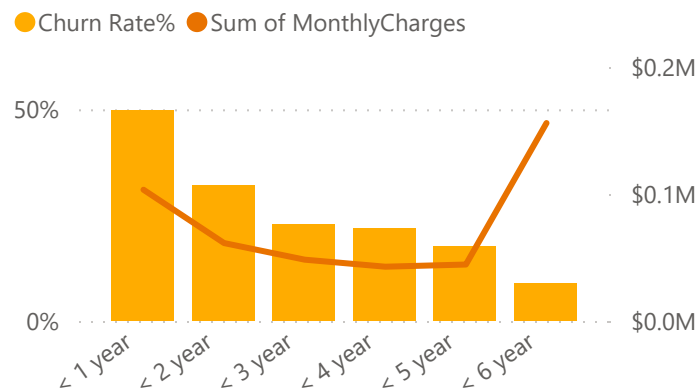
Contract

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

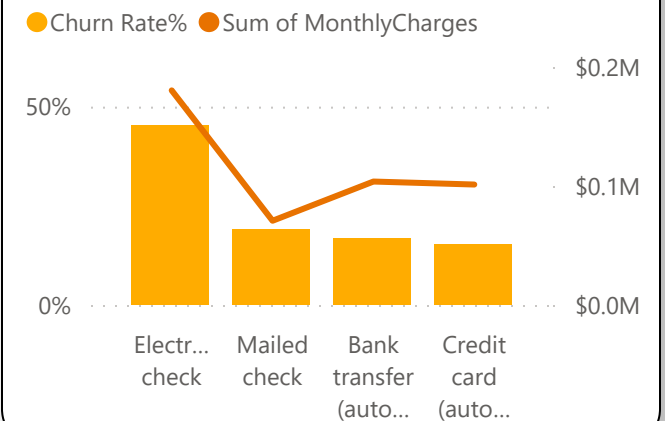
Type of Contract



Churn by Subscription Time



Churn by Internet Service



Phone Service

- ☐ No
- ☐ Yes