# 1869
# Customer Churn

# 2173
# Tech Tickets
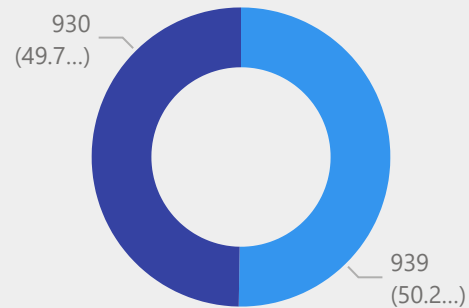
# 885
# Admin Tickets

# $2.86M
Total Annual Charges

## Count of gender by Gender

Gend... ● Female ● Male

930 (49.7...)

939 (50.2...)

**25%**
Senior Citizen

**36%**
Partner

**17%**
Dependent

## Subscription Length by loyalty

| loyalty | |
|---|---|
| < 1 year | |
| < 2 years | |
| < 3 years | |
| < 4 years | |
| < 5 years | |
| < 6 years | |

0%          50%

Subscription Length

## %GT Count of Contract by Contract

| Contract | |
|---|---|
| Month-to-month | |
| One year | |
| Two year | |

0%          50%          100%

%GT Count of Contract
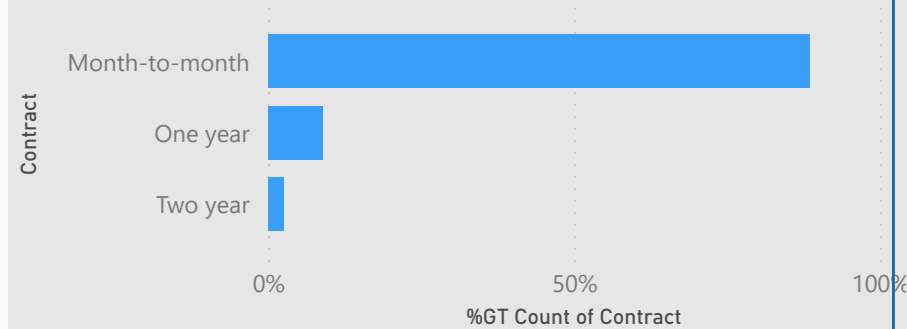
## %GT Count of PaymentMethod by PaymentMethod

| PaymentMethod | |
|---|---|
| Electronic check | |
| Mailed check | |
| Bank transfer (au... | |
| Credit card (auto... | |

0%          50%

%GT Count of PaymentMethod
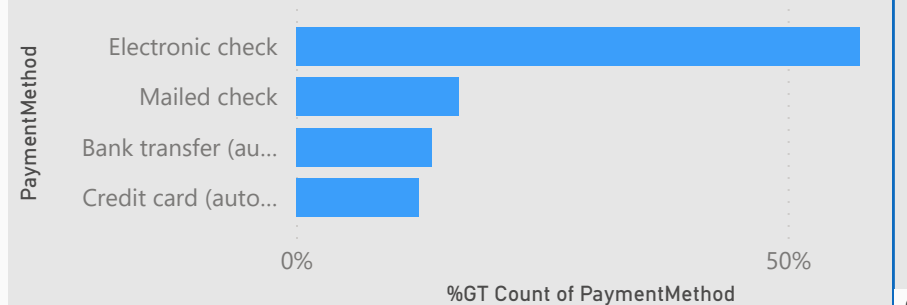
## Count of PaperlessBilling by PaperlessBilling

0.... (...)

1.... (...)

Paperless...
● Yes
● No
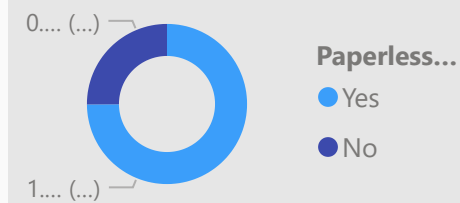
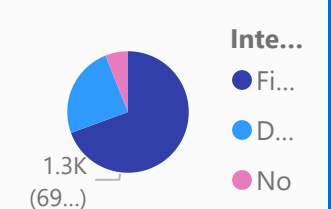$74.44
Average MonthlyCharges

$1,531.80
Average TotalCharges

**91%**
Phone service in %

**44%**
Streaming TV in %

**44%**
Streaming Movies in %

**29%**
Device protection in %

**28%**
Online backup in %

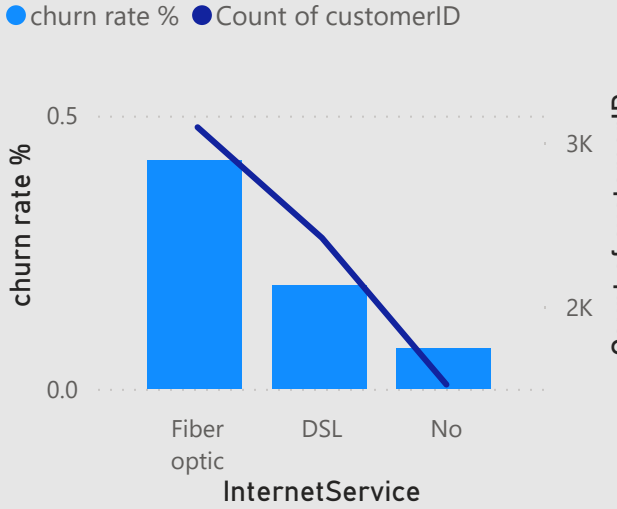**17%**
Tech Support in %

**16%**
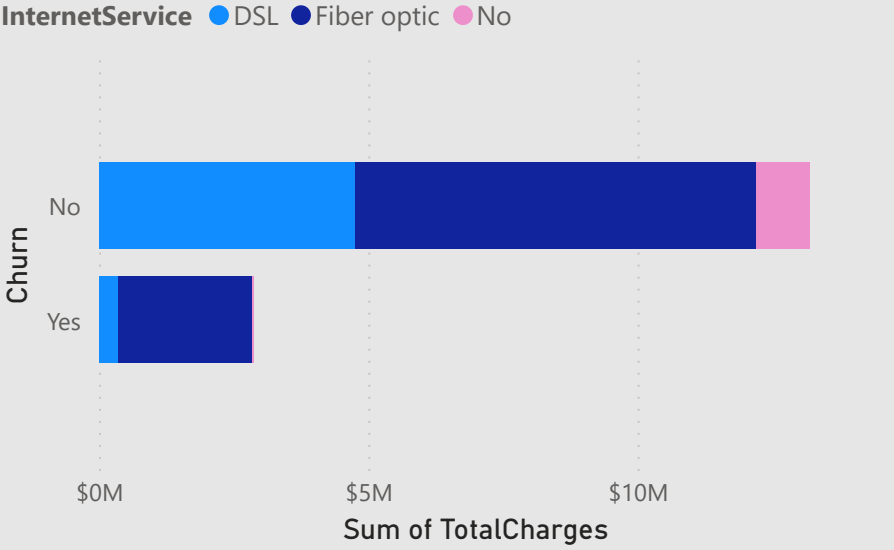Online security in %

## Count of MultipleLines by MultipleLines

Multipl...
● No
● Yes

## Count of InternetService by InternetService

Inte...
● Fi...
● D...
● No

1.3K (69...)

## churn rate % and Count of customerID by InternetService

- churn rate %
- Count of customerID



## Sum of TotalCharges by Churn and InternetService

**InternetService** ● DSL ● Fiber optic ● No



**$16.06M**
Total Charges

## churn rate % and Sum of MonthlyCharges by PaymentMethod

- churn rate %
- Sum of MonthlyCharges
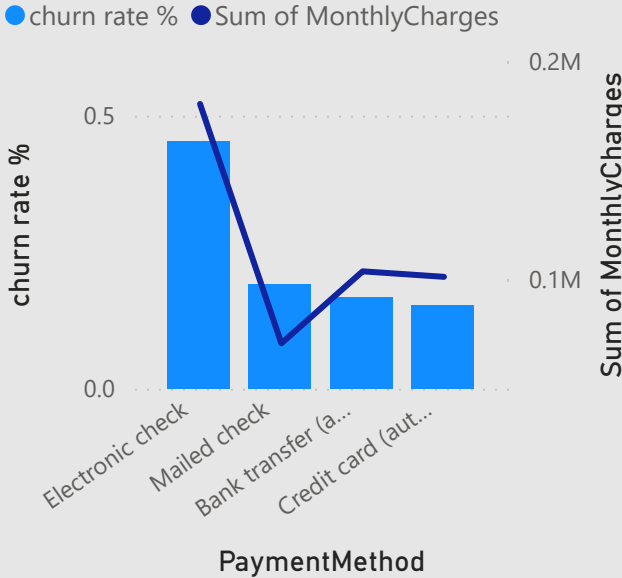


## Sum of numAdminTickets and Sum of numTechTickets by Churn

- Sum of numAdminTickets
- Sum of numTechTickets
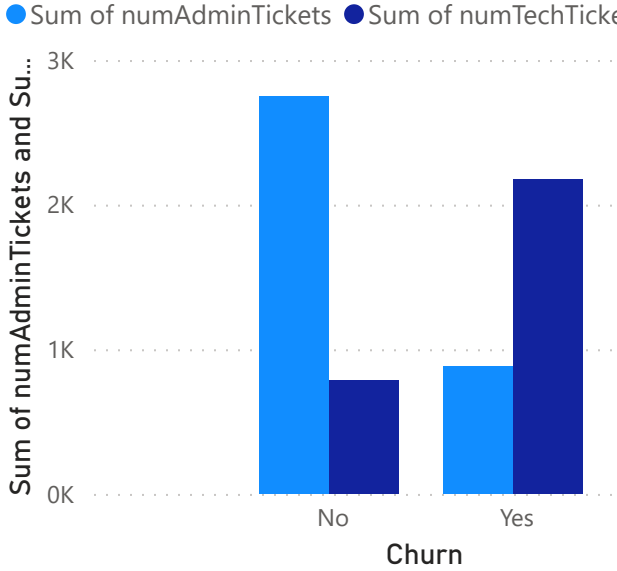


## churn rate % and Sum of MonthlyCharges by loyalty and Contract

- churn rate %
- Sum of MonthlyCharges

Month-to-month

One year

Two year