

Churn Dashboard

1869

Customer churn

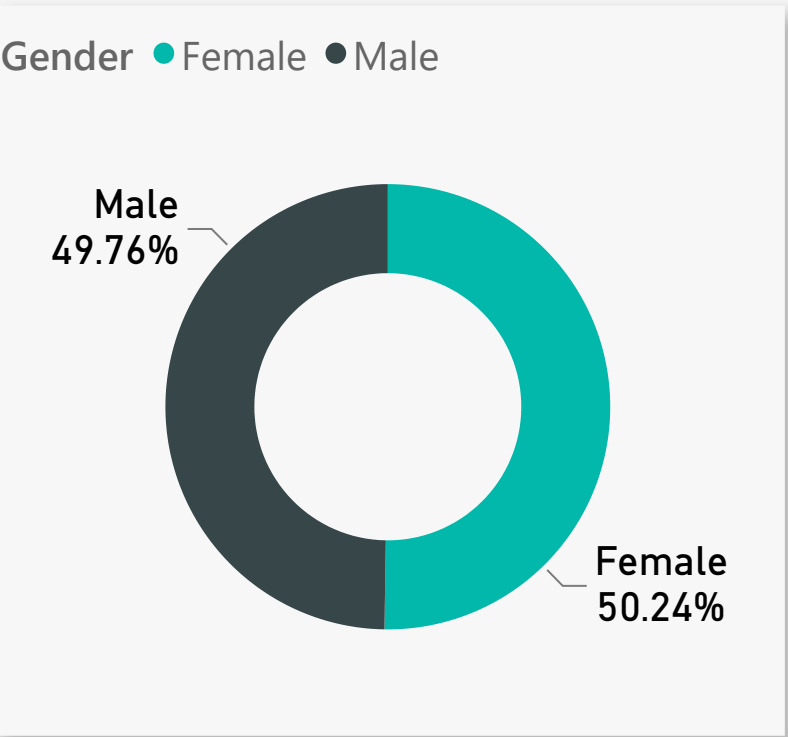
139.13K

Monthly Charges

2.86M

Yearly Charges

Demographic



25%

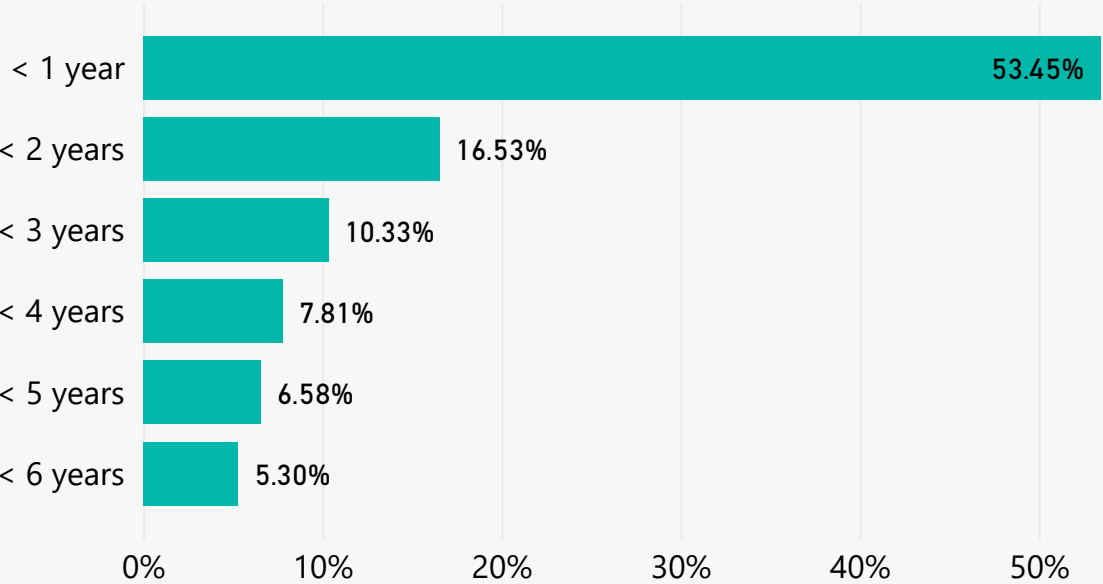
Senior Citizen

36%

Partner

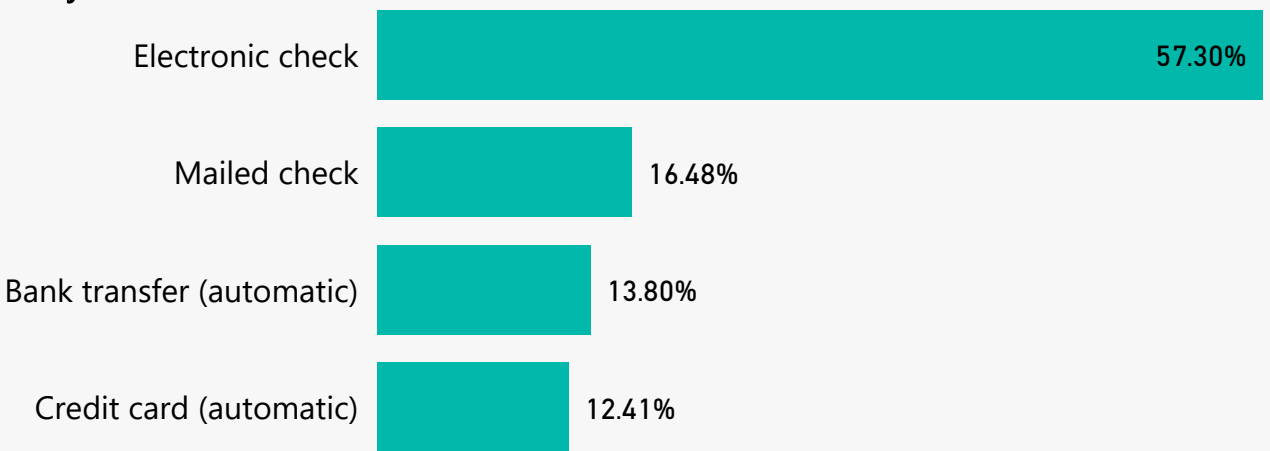
17%

Dependents

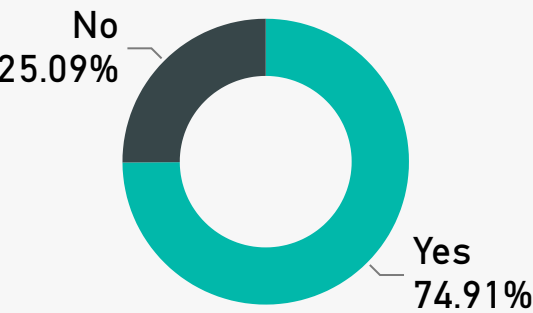


Customer account information

Payment method



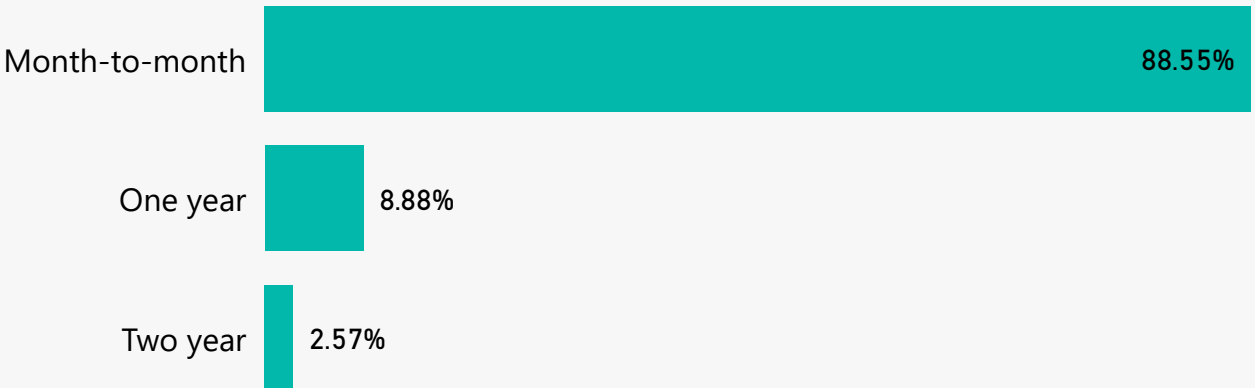
Paperless billing



Average Charge

74.44 Monthly 1,531.80 Total

Type of contract



Services customers signed up for

91%

Phone Service

Multiple Lines?

45.48%

Yes

45.43%

No

44%

Streaming Movies

44%

Streaming TV

29%

Device protection

28%

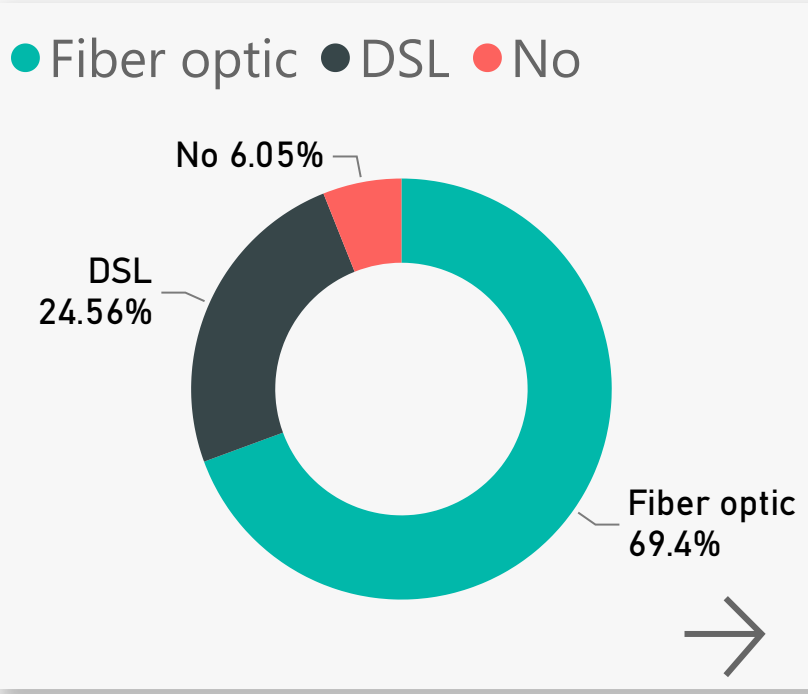
Online Backup

17%

Tech Support

16%

Online Security



Customer Risk Analysis

Risk of Churn

- ☐ No
- ☐ Yes

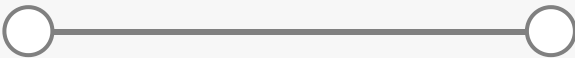
Internet service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

Months subscribed

1

72



Contract type

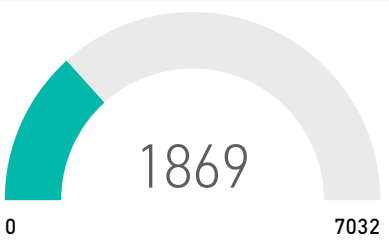
- ☐ Two year
- ☐ One year
- ☐ Month-to-month

7032

Total Customer

26.58%

churn rate



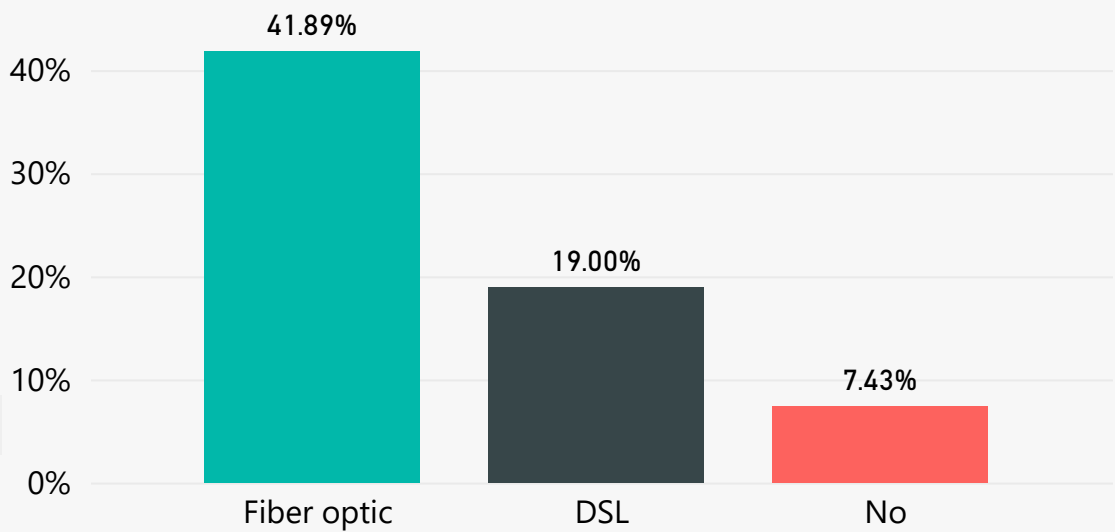
16.06M

Yearly Charges

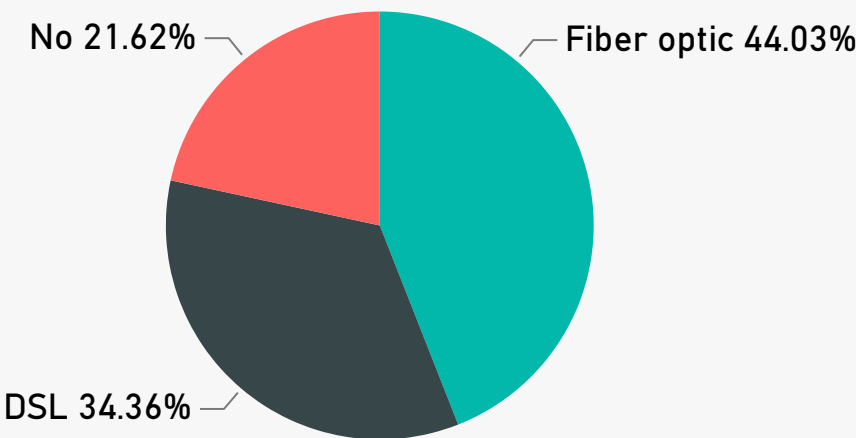
455.66K

Monthly Charges

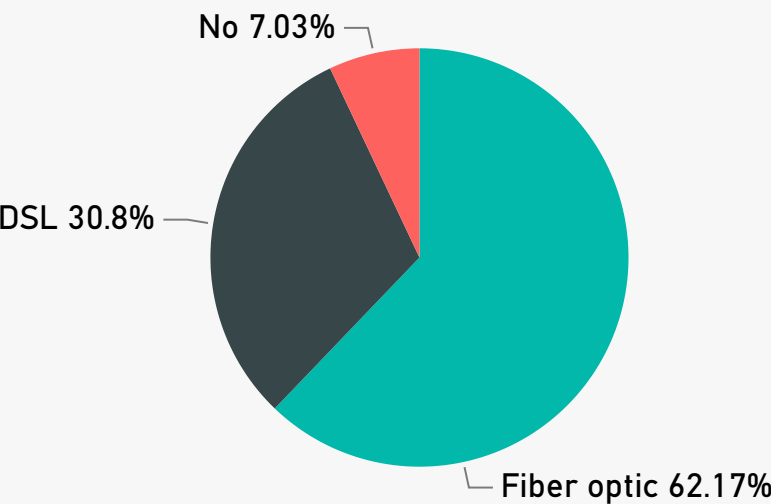
Churn by type of internet service



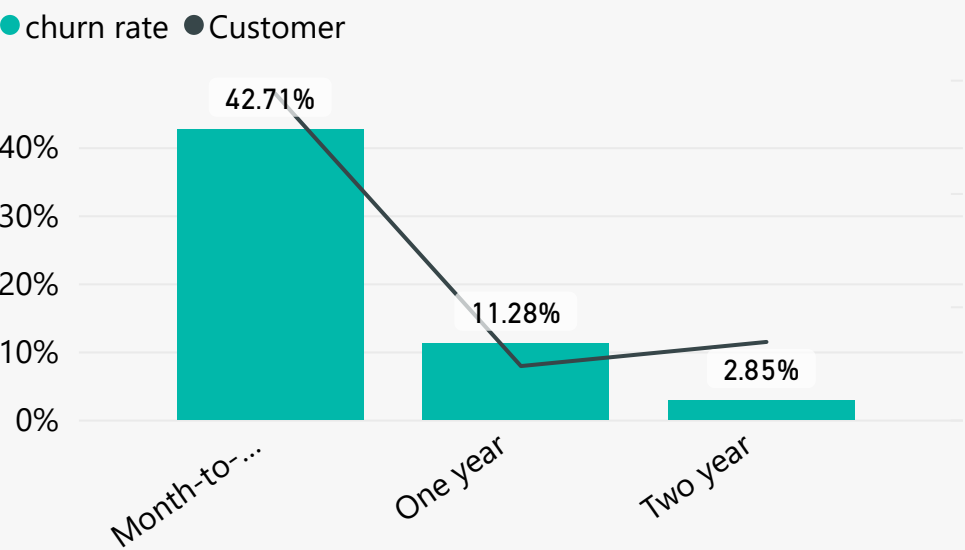
of customers by internet service



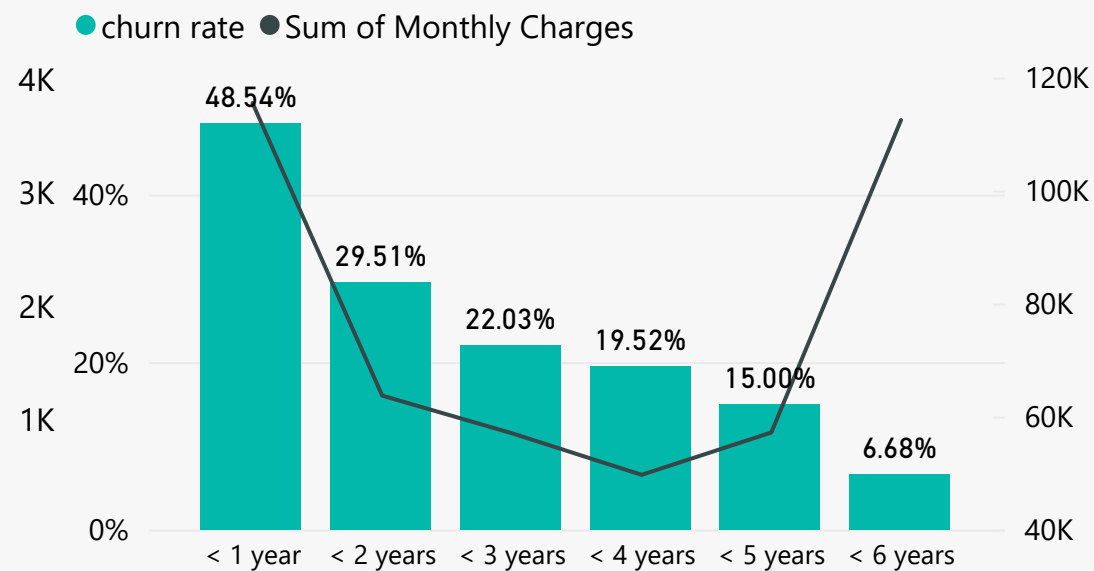
Sum of monthly charges



Type of contract



Segment of contract



Churn by payment method

