

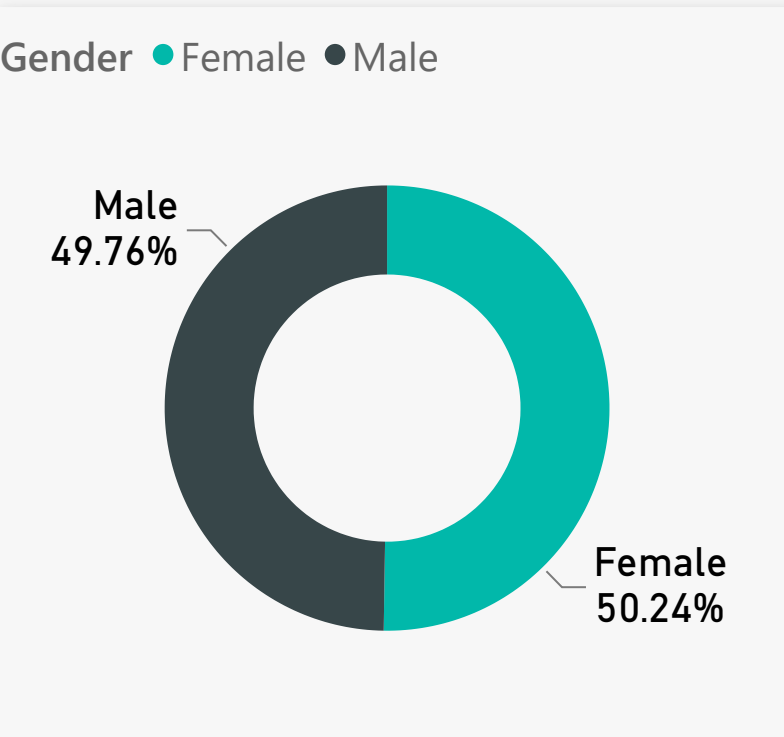
Churn Dashboard

1869
Customer churn

139.13K
Monthly Charges

2.86M
Yearly Charges

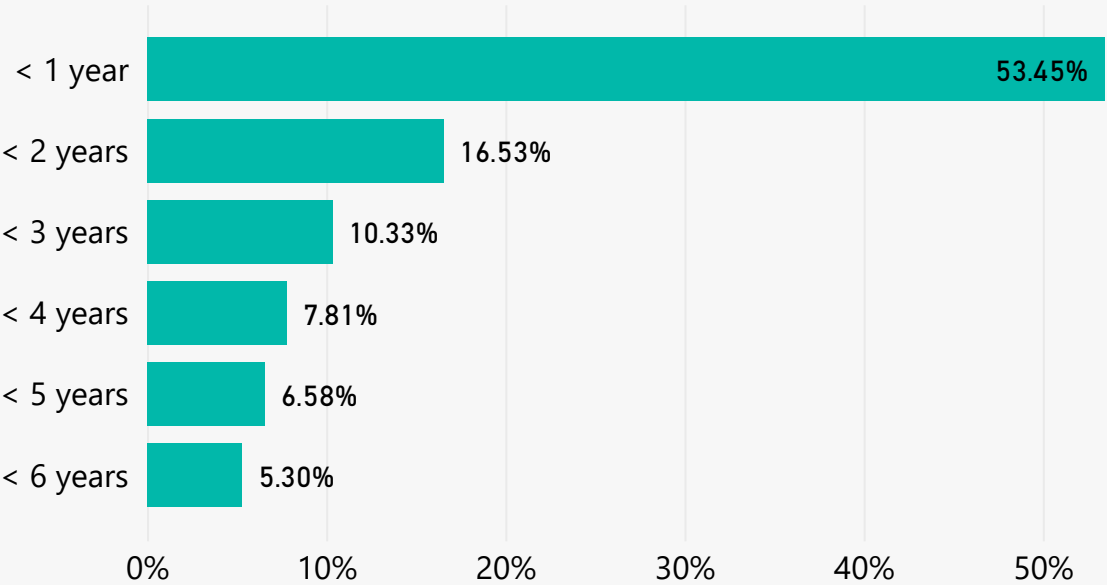
Demographic



25%
Senior Citizen

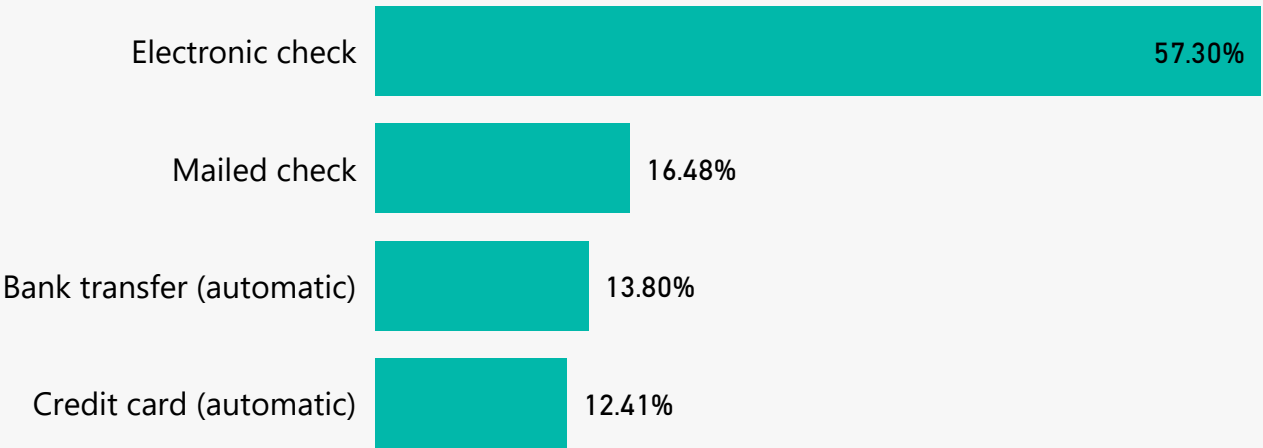
36%
Partner

17%
Dependents

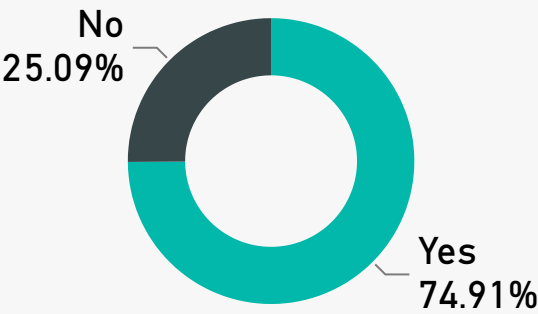


Customer account information

Payment method



Paperless billing

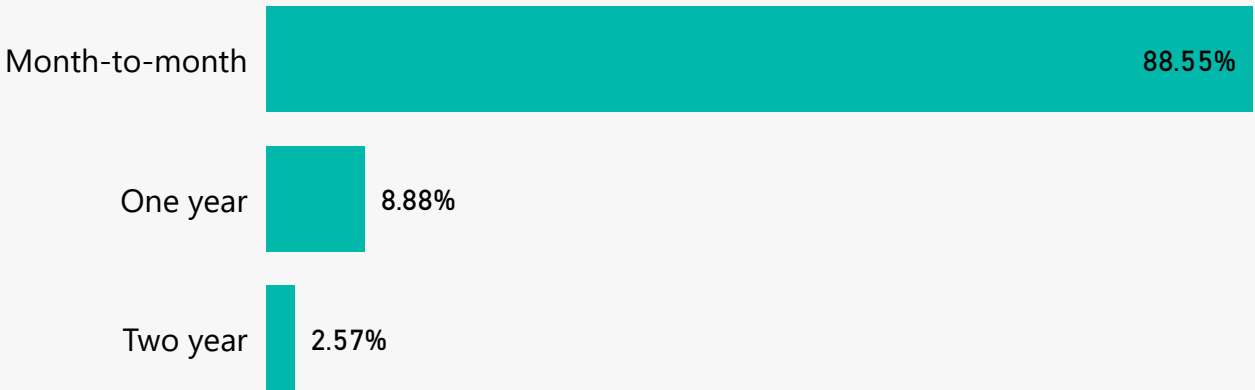


Average Charge

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%

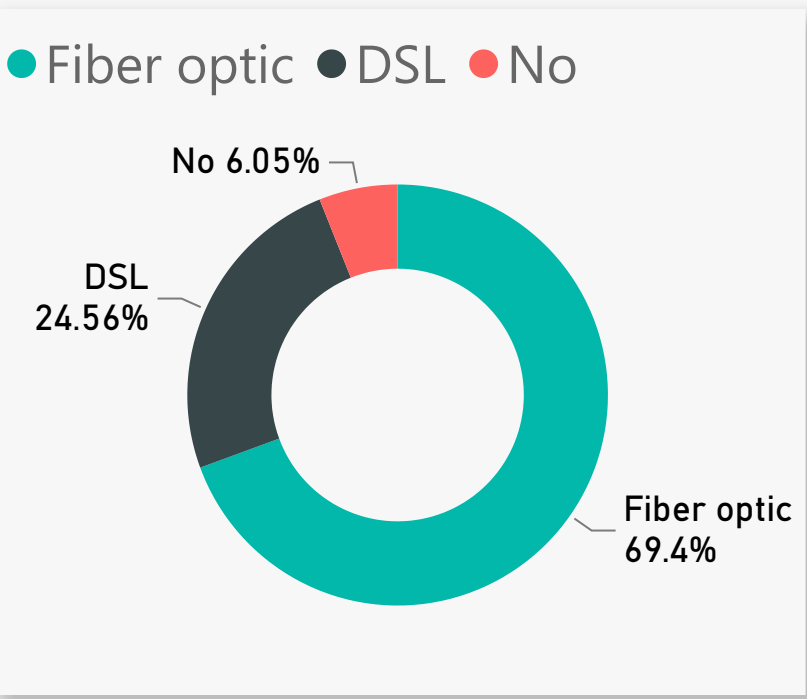
Online Backup

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

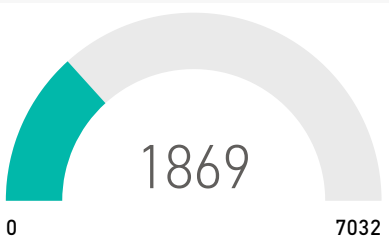
- ☐ Two year
- ☐ One year
- ☐ Month-to-month

7032

Total Customer

26.58%

churn rate



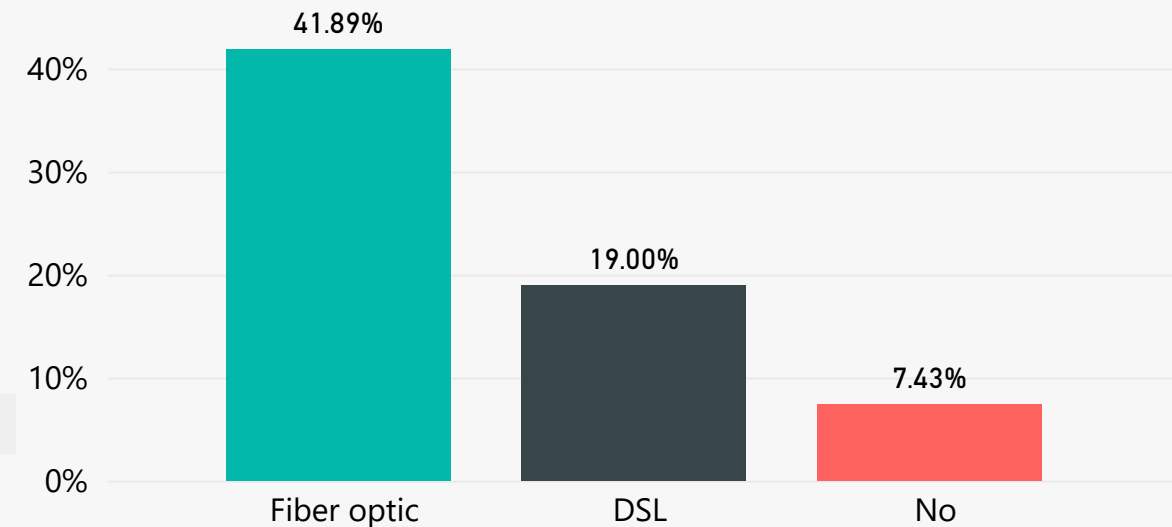
16.06M

Yearly Charges

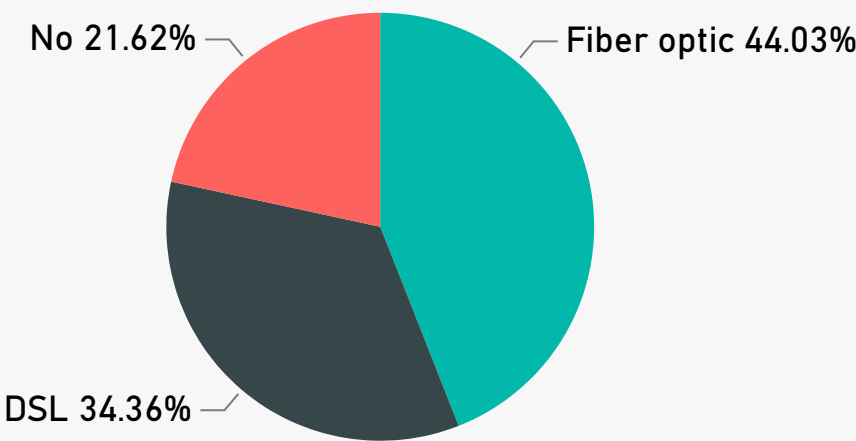
455.66K

Monthly Charges

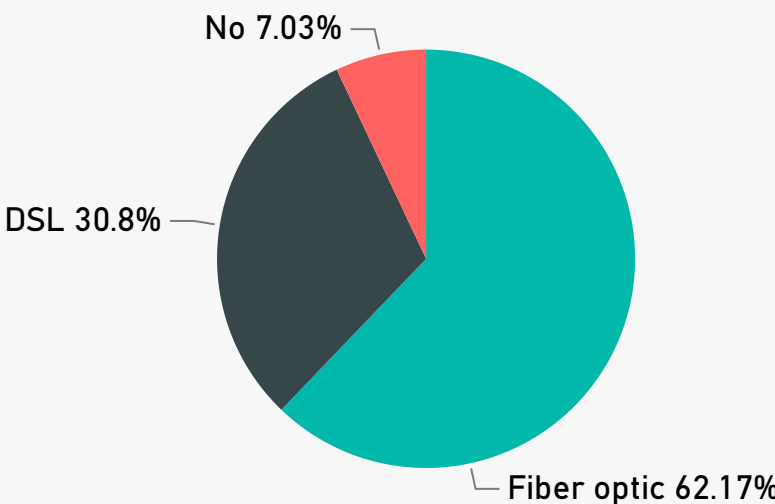
Churn by type of internet service



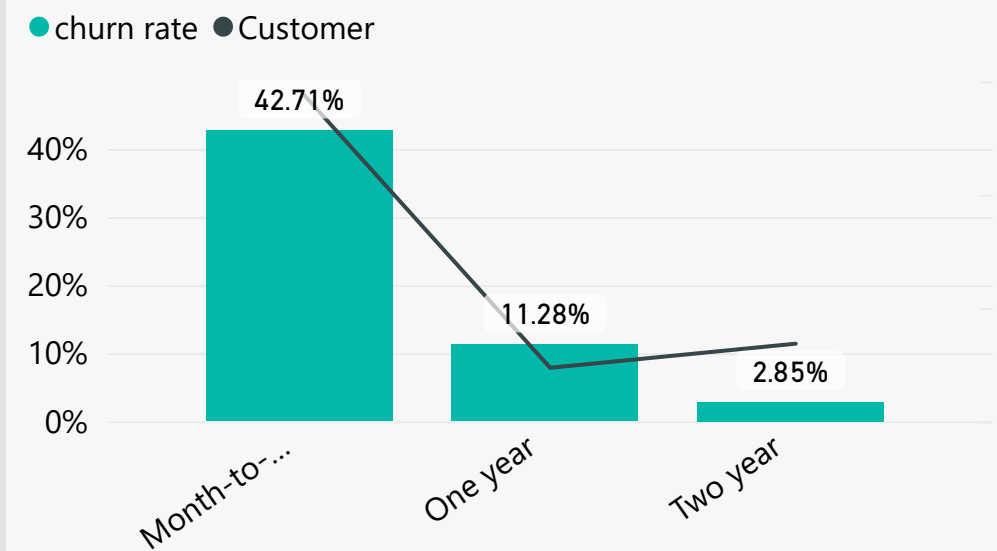
of customers by internet service



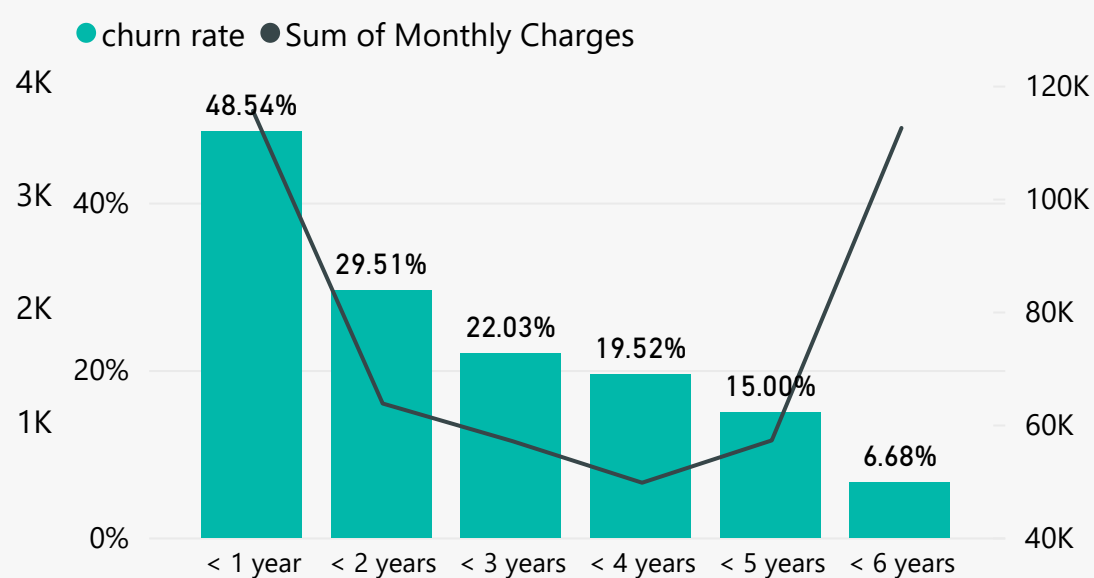
Sum of monthly charges



Type of contract



Segment of contract



Churn by payment method

