

# Customer Retention Analysis

Total Cutsomer

7043

Churn Customer

1869

Churn Rate %

26.54

Total Revenue

\$16.06M

Average of tenure

32.37

Total parter

3402

AdminTickets

3632

Tech Tickets

2955

Contract

Month-to-month

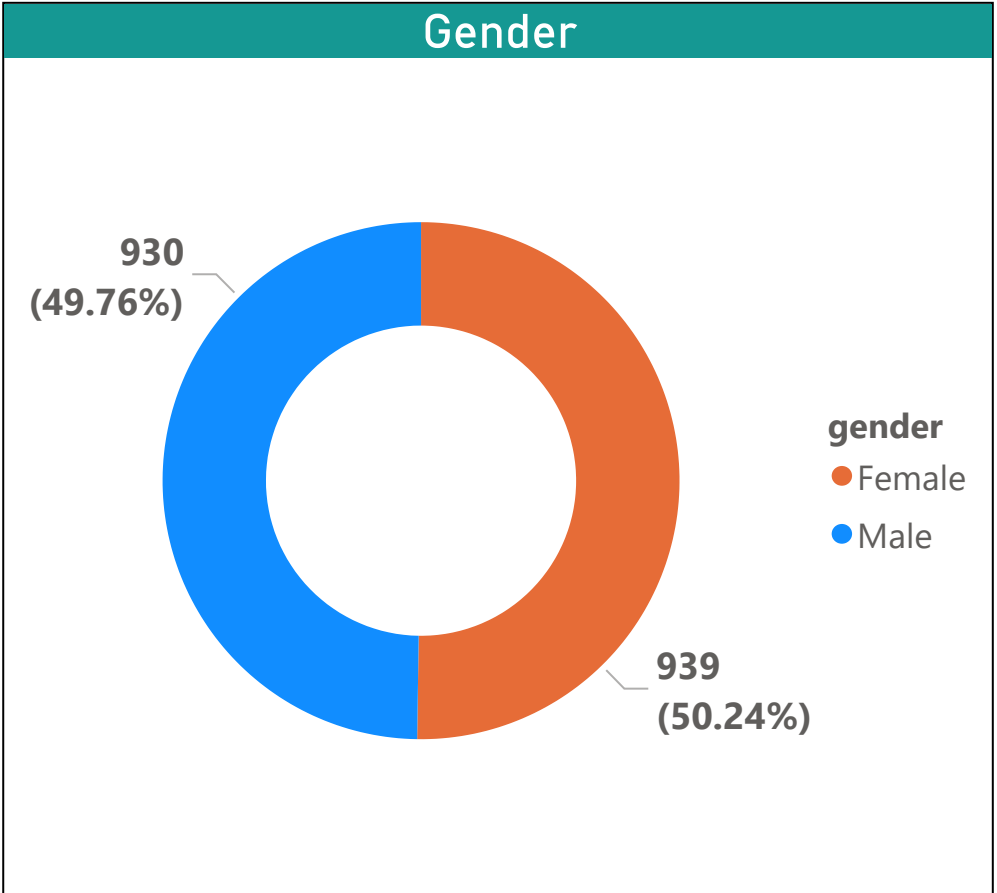
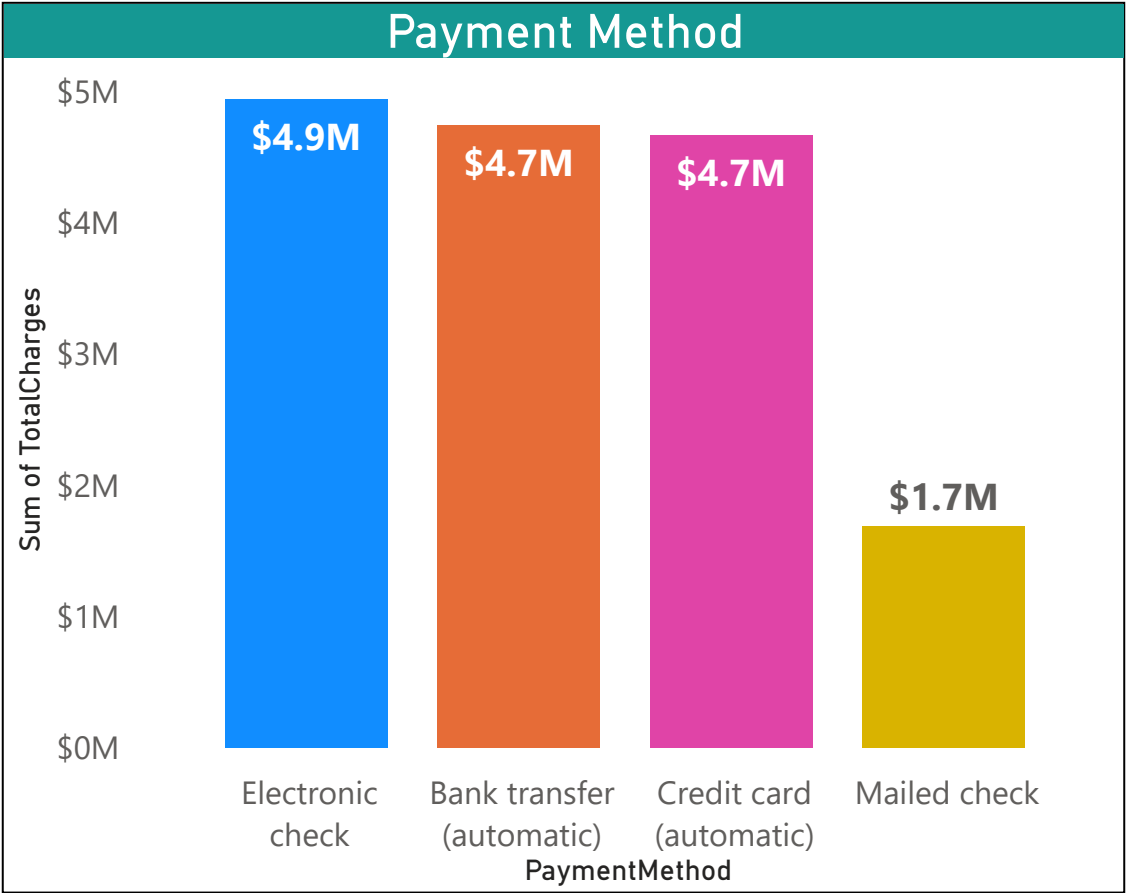
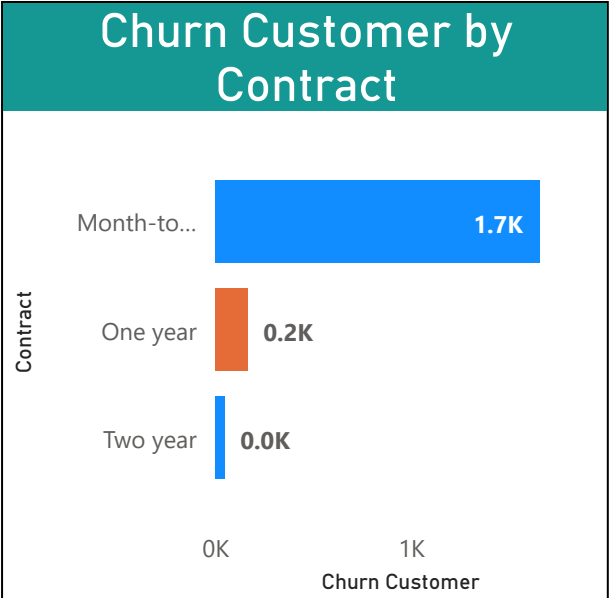
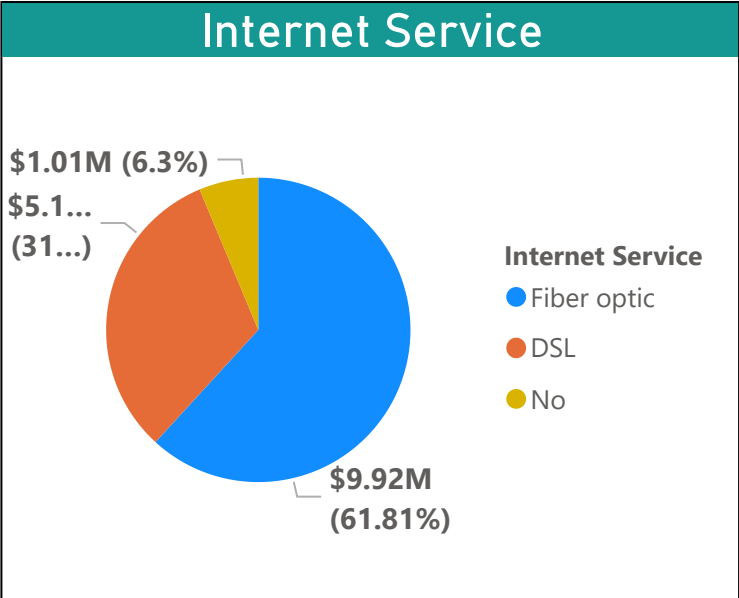
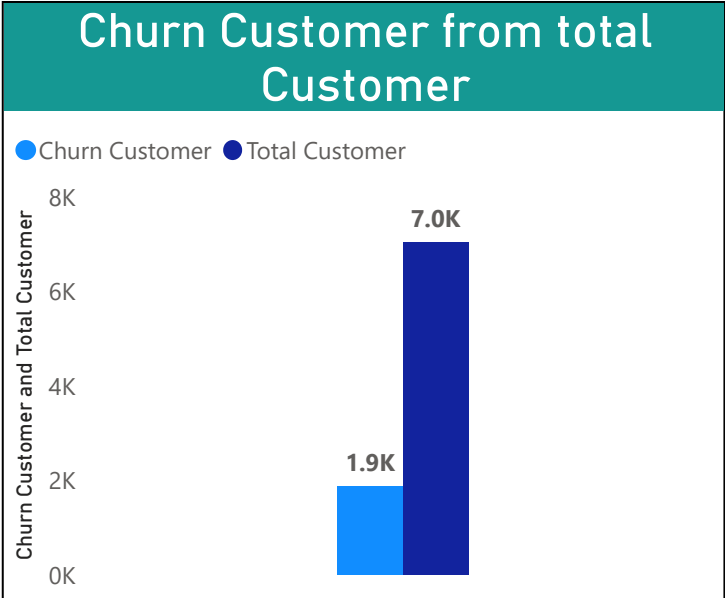
One year

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Gender

Female

Male



Services								
CustomerID	InternetService	PaperlessBilling	PhoneService	StreamingTV	StreamingMovies	TechSupport	MultipleLines	OnlineBackup
0003-MKNFE	DSL	No	Yes	No	Yes	No	Yes	No
0004-TLHLJ	Fiber optic	Yes	Yes	No	No	No	No	No
0013-EXCHZ	Fiber optic	Yes	Yes	Yes	No	Yes	No	No
0013-MHZWF	DSL	Yes	Yes	Yes	Yes	Yes	No	No
0014-BMAQU	Fiber optic	Yes	Yes	No	No	Yes	Yes	No
0015-UOCOJ	DSL	Yes	Yes	No	No	No	No	No
0017-DINOC	DSL	No	No	Yes	No	Yes	No phone service	No
0018-NYROU	Fiber optic	Yes	Yes	No	No	No	No	No
0020-JDNXP	DSL	No	No	Yes	Yes	Yes	No phone service	No
0021-IKXGC	Fiber optic	Yes	Yes	No	No	No	Yes	No
0022-TCJCI	DSL	No	Yes	No	Yes	No	No	No
0023-HGHWL	DSL	Yes	No	No	No	No	No phone service	No
0027-KWYKW	Fiber optic	Yes	Yes	Yes	No	No	Yes	No
0032-PGELS	DSL	No	No	No	No	No	No phone service	No
0048-LUMLS	Fiber optic	No	Yes	Yes	Yes	No	No	No