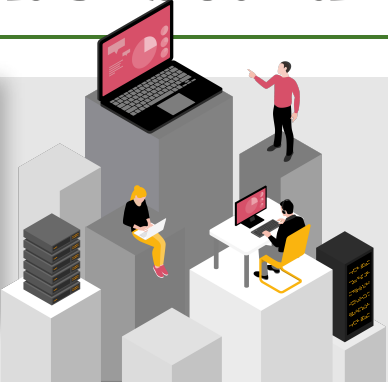




churn dashboard



1869

customer at risk

2173

#of tech tickets

885

of admin tickets

\$2.9M

yearly charges

\$139K

Sum of MonthlyCharges

Demographics

Count of gender by gender

gen... ● Male ● Female



25%

senior citiz...

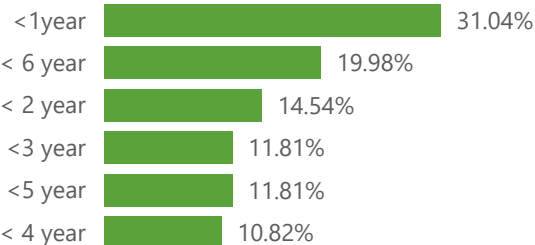
36%

partner

17%

dependent

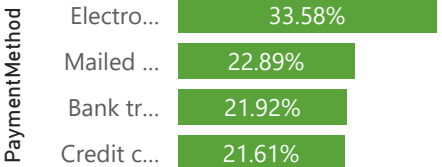
subscription time



subscription time

customer account information

payment method



Average

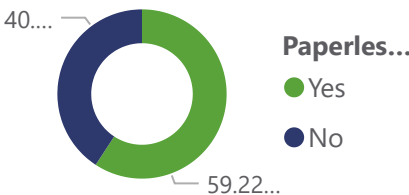
\$65

monthly

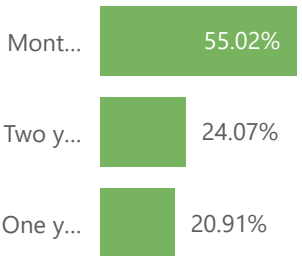
\$2,283.3

total

paperless billing



Contract type



%GT Count of Contract

Service customer sign up for

Multiple lines

43.55%

steaming tv

36%

partner

90.9%

phone service

16%

online security

27.98%

online backup

29%

device protection

17%

tech support

50%

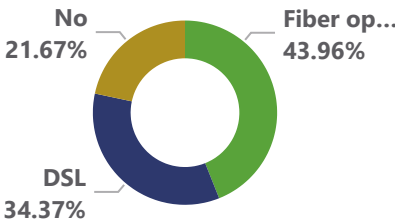
No

50.03%

yes

paperless billing

Inte... ● Fiber optic ● DSL ● No





CUSTOMER RISK ANALYSIS



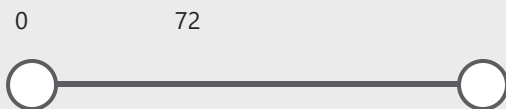
Risk of churn

- ☐ No
☐ Yes

Internet service

- ☐ DSL
☐ Fiber optic
☐ No

Months subscribed



contract

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

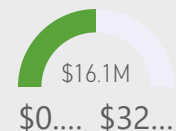
7043

total customer

27%

% of churn rate

Sum of TotalCharges



\$16.1M

yearly charges

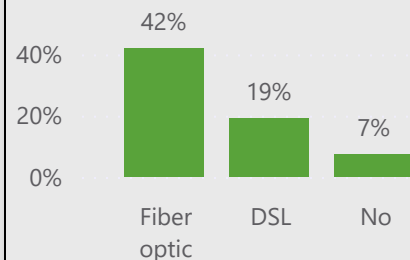
3632

AdminTick...

2955

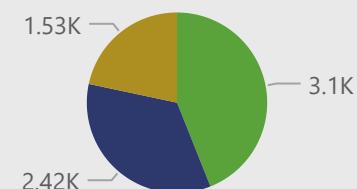
TechTickets

churn rate by InternetService

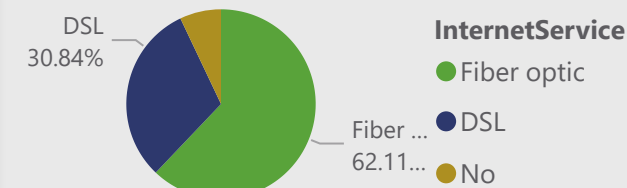


Count of customerID by InternetService

InternetSer... Fiber optic DSL No



Sum of MonthlyCharges by InternetService



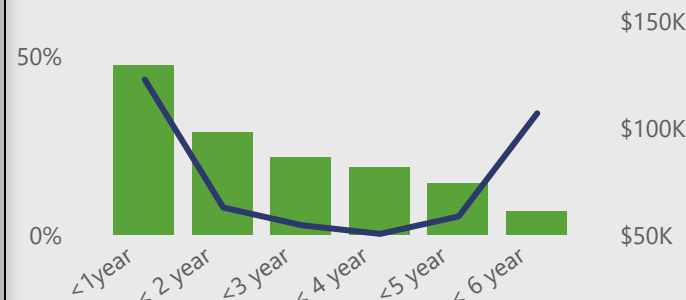
Types of contract

% of churn rate Count of customerID



Years of contract

% of churn rate Sum of MonthlyCharges



Churn by payment method

Count of Churn Sum of MonthlyCharges

