

In [479... *#importing all the required libraries*

```
import numpy as np
import pandas as pd
import matplotlib.pyplot as plt
import seaborn as sns
import warnings
%matplotlib inline
import datetime
```

Import data

In [244... `df = pd.read_csv("Comcast_telecom_complaints_data.csv")`

In [245... `df.head()`

Out[245]:

	Ticket #	Customer Complaint	Date	Date_month_year	Time	Received Via	City	State	Zip code
0	250635	Comcast Cable Internet Speeds	22-04-15	22-Apr-15	3:53:50 PM	Customer Care Call	Abingdon	Maryland	21009
1	223441	Payment disappear - service got disconnected	04-08-15	04-Aug-15	10:22:56 AM	Internet	Acworth	Georgia	30102
2	242732	Speed and Service	18-04-15	18-Apr-15	9:55:47 AM	Internet	Acworth	Georgia	30101
3	277946	Comcast Imposed a New Usage Cap of 300GB that ...	05-07-15	05-Jul-15	11:59:35 AM	Internet	Acworth	Georgia	30101
4	307175	Comcast not working and no service to boot	26-05-15	26-May-15	1:25:26 PM	Internet	Acworth	Georgia	30101

In [480... *#Let's rename the 1st column to Ticket ID , just to make it look good*
`df = df.rename(columns={"Ticket #": "Ticket ID"})`

In [481... *#Let's have a Look*
`df`

Out[481]:

	Ticket ID	Customer Complaint	Date	Date_month_year	Time	Received Via	City	State
0	250635	Comcast Cable Internet Speeds	2015-04-22	2015-04-22	3:53:50 PM	Customer Care Call	Abingdon	Maryland
1	223441	Payment disappear - service got disconnected	2015-04-08	2015-08-04	10:22:56 AM	Internet	Acworth	Georgia
2	242732	Speed and Service	2015-04-18	2015-04-18	9:55:47 AM	Internet	Acworth	Georgia
3	277946	Comcast Imposed a New Usage Cap of 300GB that ...	2015-05-07	2015-07-05	11:59:35 AM	Internet	Acworth	Georgia
4	307175	Comcast not working and no service to boot	2015-05-26	2015-05-26	1:25:26 PM	Internet	Acworth	Georgia
...
2219	213550	Service Availability	2015-04-02	2015-02-04	9:13:18 AM	Customer Care Call	Youngstown	Florida
2220	318775	Comcast Monthly Billing for Returned Modem	2015-06-02	2015-02-06	1:24:39 PM	Customer Care Call	Ypsilanti	Michigan
2221	331188	complaint about comcast	2015-06-09	2015-09-06	5:28:41 PM	Internet	Ypsilanti	Michigan
2222	360489	Extremely unsatisfied Comcast customer	2015-06-23	2015-06-23	11:13:30 PM	Customer Care Call	Ypsilanti	Michigan
2223	363614	Comcast, Ypsilanti MI Internet Speed	2015-06-24	2015-06-24	10:28:33 PM	Customer Care Call	Ypsilanti	Michigan

2224 rows × 14 columns



In [482...

```
# I think we should have a look at the information about our Data Frame.
df.info()
```

```
<class 'pandas.core.frame.DataFrame'>
Int64Index: 2224 entries, 0 to 2223
Data columns (total 14 columns):
 #   Column                Non-Null Count  Dtype
---  -
 0   Ticket ID             2224 non-null   object
 1   Customer Complaint     2224 non-null   object
 2   Date                  2224 non-null   datetime64[ns]
 3   Date_month_year       2224 non-null   datetime64[ns]
 4   Time                  2224 non-null   object
 5   Received Via          2224 non-null   object
 6   City                  2224 non-null   object
 7   State                 2224 non-null   object
 8   Zip code              2224 non-null   int64
 9   Status                2224 non-null   object
10   Filing on Behalf of Someone 2224 non-null   object
11   Day                   2224 non-null   int64
12   Month                 2224 non-null   int64
13   Year                  2224 non-null   int64
dtypes: datetime64[ns](2), int64(4), object(8)
memory usage: 325.2+ KB
```

```
In [483... #Time to Check the Null Values.
df.isnull().sum()
```

```
Out[483]: Ticket ID             0
Customer Complaint     0
Date                   0
Date_month_year        0
Time                   0
Received Via           0
City                   0
State                  0
Zip code               0
Status                 0
Filing on Behalf of Someone 0
Day                    0
Month                  0
Year                   0
dtype: int64
```

```
In [484... #While Exploring the data,what i found is that the there is a State named twice in
```

```
In [485... df["State"] = df["State"].replace({"District Of Columbia":"District of Columbia"})
```

Trend Chart for the number of complaints at monthly and daily granularity levels

```
In [486... #import the datetime library from datetime module , so that wee can find the no. of
from datetime import datetime
```

```
In [487... # Convert the df["Date"] and df["Date_month_year"] columns to the object of datetime
df["Date"] = pd.to_datetime(df["Date"])
df["Date_month_year"] = pd.to_datetime(df["Date_month_year"])
```

```
In [488... #Let's check the dtypes to see wether we have converted those columns into datetime
df.dtypes
#yess we have
```

```
Out[488]: Ticket ID          object
Customer Complaint        object
Date                     datetime64[ns]
Date_month_year          datetime64[ns]
Time                     object
Received Via             object
City                     object
State                    object
Zip code                 int64
Status                   object
Filing on Behalf of Someone object
Day                      int64
Month                    int64
Year                     int64
dtype: object
```

```
In [489... #Data Cleansing : Let's check and remove if there any ticket id mentioned more than
df = df.drop_duplicates(subset="Ticket ID" , keep=False)
df
```

Out[489]:

	Ticket ID	Customer Complaint	Date	Date_month_year	Time	Received Via	City	State
0	250635	Comcast Cable Internet Speeds	2015-04-22	2015-04-22	3:53:50 PM	Customer Care Call	Abingdon	Maryland
1	223441	Payment disappear - service got disconnected	2015-04-08	2015-08-04	10:22:56 AM	Internet	Acworth	Georgia
2	242732	Speed and Service	2015-04-18	2015-04-18	9:55:47 AM	Internet	Acworth	Georgia
3	277946	Comcast Imposed a New Usage Cap of 300GB that ...	2015-05-07	2015-07-05	11:59:35 AM	Internet	Acworth	Georgia
4	307175	Comcast not working and no service to boot	2015-05-26	2015-05-26	1:25:26 PM	Internet	Acworth	Georgia
...
2219	213550	Service Availability	2015-04-02	2015-02-04	9:13:18 AM	Customer Care Call	Youngstown	Florida
2220	318775	Comcast Monthly Billing for Returned Modem	2015-06-02	2015-02-06	1:24:39 PM	Customer Care Call	Ypsilanti	Michigan
2221	331188	complaint about comcast	2015-06-09	2015-09-06	5:28:41 PM	Internet	Ypsilanti	Michigan
2222	360489	Extremely unsatisfied Comcast customer	2015-06-23	2015-06-23	11:13:30 PM	Customer Care Call	Ypsilanti	Michigan
2223	363614	Comcast, Ypsilanti MI Internet Speed	2015-06-24	2015-06-24	10:28:33 PM	Customer Care Call	Ypsilanti	Michigan

2224 rows × 14 columns

In [490... *# Now we will add three different columns df["Day"] , df["Month"] , df["Year"] so i*

```
df["Day"] = pd.DatetimeIndex(df["Date_month_year"]).day
df["Month"] = pd.DatetimeIndex(df["Date_month_year"]).month
df["Year"] = pd.DatetimeIndex(df["Date_month_year"]).year
```

In [491... *#just having a Look at the data once again.*
df

Out[491]:

	Ticket ID	Customer Complaint	Date	Date_month_year	Time	Received Via	City	State
0	250635	Comcast Cable Internet Speeds	2015-04-22	2015-04-22	3:53:50 PM	Customer Care Call	Abingdon	Maryland
1	223441	Payment disappear - service got disconnected	2015-04-08	2015-08-04	10:22:56 AM	Internet	Acworth	Georgia
2	242732	Speed and Service	2015-04-18	2015-04-18	9:55:47 AM	Internet	Acworth	Georgia
3	277946	Comcast Imposed a New Usage Cap of 300GB that ...	2015-05-07	2015-07-05	11:59:35 AM	Internet	Acworth	Georgia
4	307175	Comcast not working and no service to boot	2015-05-26	2015-05-26	1:25:26 PM	Internet	Acworth	Georgia
...
2219	213550	Service Availability	2015-04-02	2015-02-04	9:13:18 AM	Customer Care Call	Youngstown	Florida
2220	318775	Comcast Monthly Billing for Returned Modem	2015-06-02	2015-02-06	1:24:39 PM	Customer Care Call	Ypsilanti	Michigan
2221	331188	complaint about comcast	2015-06-09	2015-09-06	5:28:41 PM	Internet	Ypsilanti	Michigan
2222	360489	Extremely unsatisfied Comcast customer	2015-06-23	2015-06-23	11:13:30 PM	Customer Care Call	Ypsilanti	Michigan
2223	363614	Comcast, Ypsilanti MI Internet Speed	2015-06-24	2015-06-24	10:28:33 PM	Customer Care Call	Ypsilanti	Michigan

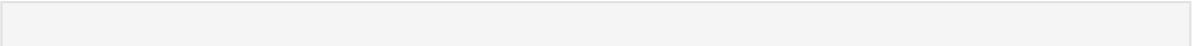
2224 rows × 14 columns



```
In [492]: # So , now i want to sort the data monthwise , but before that i need to check that
df["Year"].value_counts()
```

Out[492]: 2015 2224
Name: Year, dtype: int64

```
In [493]: # The data is collected just over 1 year 2015 , that made our work easier and now we can
df_month=df.sort_values("Month")
```



In [495...

#Looking back again
df_month

Out[495]:

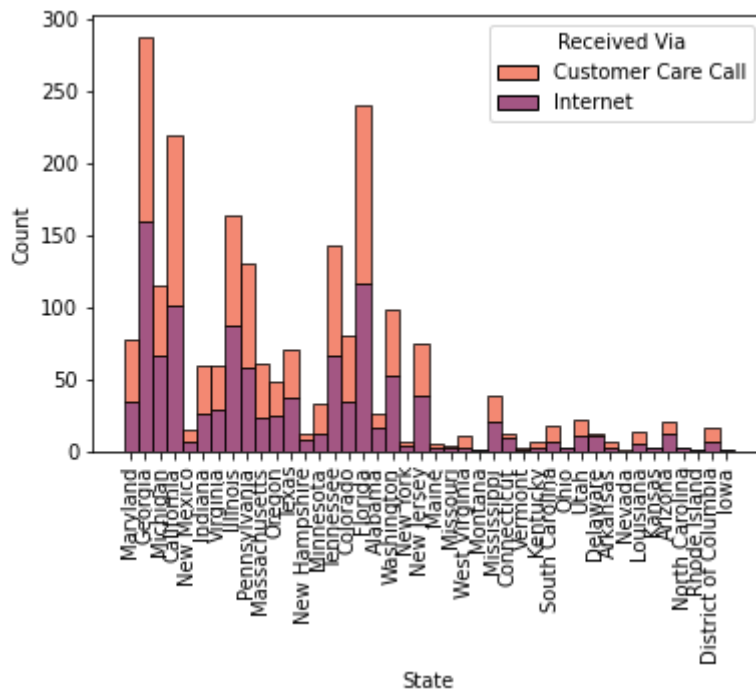
	Ticket ID	Customer Complaint	Date	Date_month_year	Time	Received Via	City	State
1951	316650	Internet Service	2015-06-01	2015-01-06	12:41:14 PM	Customer Care Call	Spring City	Pennsylvania
1415	212595	overcharged	2015-04-01	2015-01-04	4:23:47 PM	Internet	Newman	California
364	316295	Comcast poor service	2015-06-01	2015-01-06	10:19:34 AM	Customer Care Call	Ceresco	Michigan
1410	212228	Comcast Lied About Pricing And Installation	2015-04-01	2015-01-04	2:29:41 PM	Customer Care Call	Newark	California
512	317983	Comcast Internet Service Bad Quality	2015-06-01	2015-01-06	10:11:03 PM	Internet	Cupertino	California
...
1161	231374	Fraudulent Billing practices by Comcast	2015-04-12	2015-12-04	6:03:51 PM	Customer Care Call	Locust Grove	Virginia
2076	336982	Comcast monopoly	2015-06-12	2015-12-06	1:18:20 PM	Internet	Tukwila	Washington
1157	231375	Comcast Unfair Billing Practices	2015-04-12	2015-12-04	6:07:28 PM	Internet	Littleton	Massachusetts
1602	337691	Comcast Billing (primary) Service (secondary)	2015-06-12	2015-12-06	4:29:42 PM	Customer Care Call	Pontiac	Michigan
1363	338510	Comcast	2015-06-12	2015-12-06	9:51:40 PM	Internet	Muskegon	Michigan

2224 rows × 14 columns

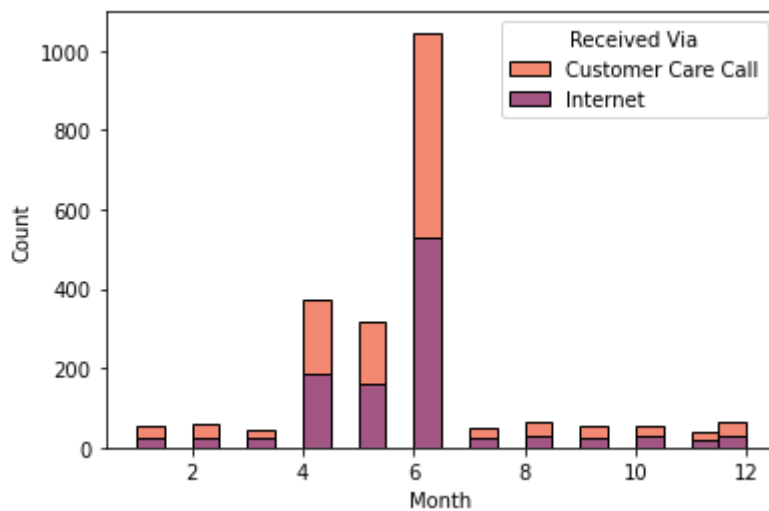
In [496...

#Now we are all set to plot the our data as we want.

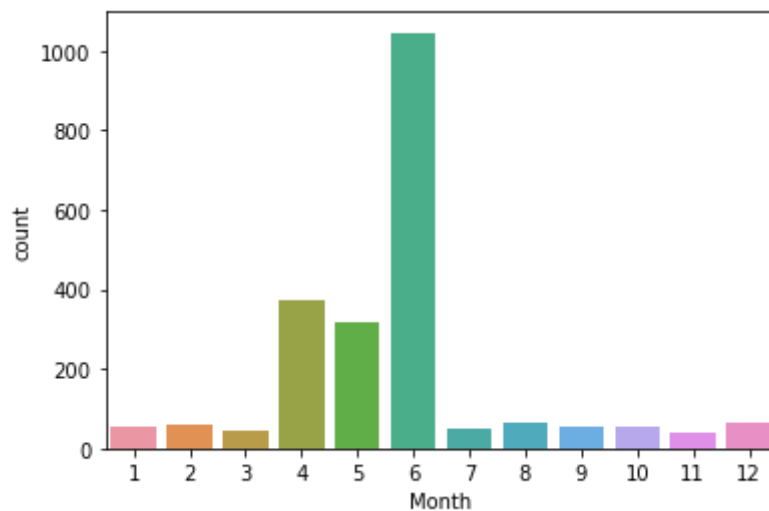
#This is the plot of States Complaints recieved via different means of communicaat
ax=sns.histplot(binwidth=0.5,x=df["State"],hue=df["Received Via"] , palette='rocket'
ax.tick_params(axis='x' , rotation=90)



In [497... *# Now , Let's plot our State Complaints Data Monthwise.*
`plot_monthly = sns.histplot(binwidth=0.5 , x=df["Month"] , hue=df["Received Via"])`



In [498... *# Countplot of State Complaints Monthwise data.*
`monthly = sns.countplot(x=df["Month"])`



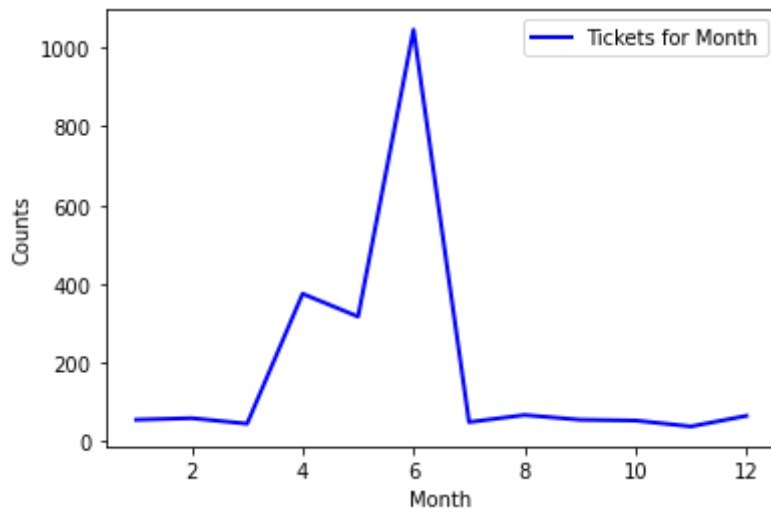
In [499... *## Lineplot of State Complaints Monthwise data.*


```

monthly1 = plt.plot(sorted(df["Month"].unique()), df.groupby(["Month"]).size(), 1:
plt.xlabel("Month")
plt.ylabel("Counts")
plt.legend()

```

Out[499]: <matplotlib.legend.Legend at 0x247d4b34760>

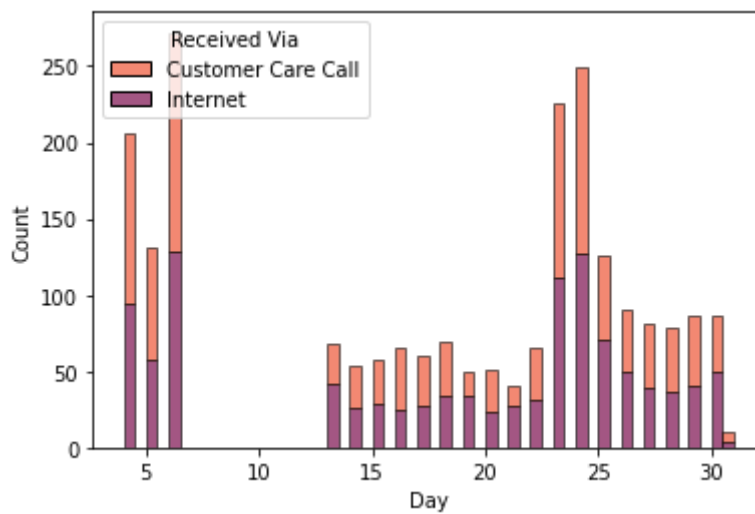


In [500... *# Now Let's plot the State Complaints Data Dailywise.*

```

plot_daily = sns.histplot(binwidth=0.5, x=df["Day"], hue=df["Received Via"], pa

```

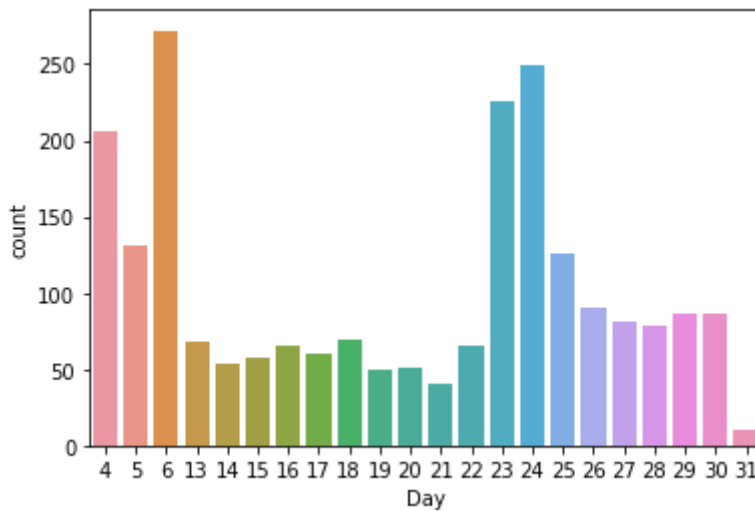


In [501... *# Countplot of State Complaints Daywise data.*

```

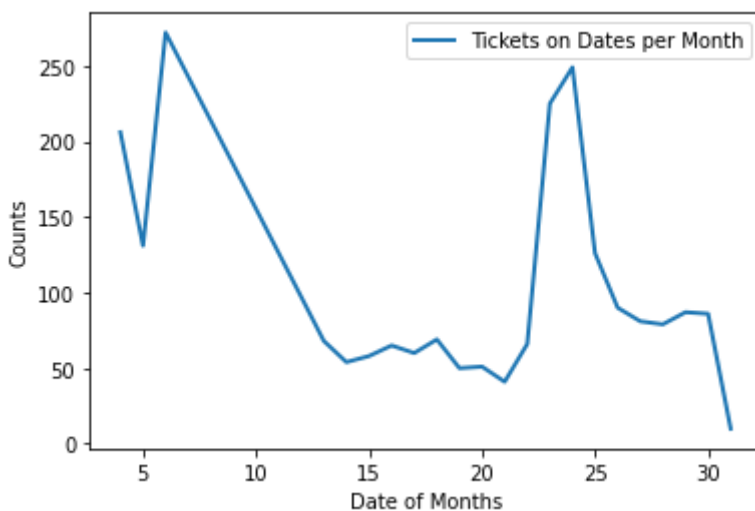
daily_tickets = sns.countplot(x=df["Day"])

```



```
In [502]: # Lineplot of State Complaints Daywise data.
daily_tickets1 = plt.plot(sorted(df["Day"].unique()), df.groupby(["Day"]).size())
plt.xlabel("Date of Months")
plt.ylabel("Counts")
plt.legend()
```

Out[502]: <matplotlib.legend.Legend at 0x247d4c1cd60>



Work on constructing a Table with the Frequency of Complaint Types

```
In [503]: # Let's have a Look at our target column.
df["Customer Complaint"]
```

```
Out[503]: 0          Comcast Cable Internet Speeds
1      Payment disappear - service got disconnected
2                      Speed and Service
3      Comcast Imposed a New Usage Cap of 300GB that ...
4          Comcast not working and no service to boot
...
2219                      Service Availability
2220      Comcast Monthly Billing for Returned Modem
2221                      complaint about comcast
2222      Extremely unsatisfied Comcast customer
2223      Comcast, Ypsilanti MI Internet Speed
Name: Customer Complaint, Length: 2224, dtype: object
```

```
In [506... # For dividing the complaints into different complaint categories , firstly we need  
# For doing that , we need to make a bag of words for each complaint and to check v  
bag_of_words = [i.split() for i in df["Customer Complaint"] ]
```

```
In [505... bag_of_words
```

```

Out[505]: [['Comcast', 'Cable', 'Internet', 'Speeds'],
['Payment', 'disappear', '-', 'service', 'got', 'disconnected'],
['Speed', 'and', 'Service'],
['Comcast',
'Imposed',
'a',
'New',
'Usage',
'Cap',
'of',
'300GB',
'that',
'punishes',
'streaming.'],
['Comcast', 'not', 'working', 'and', 'no', 'service', 'to', 'boot'],
['ISP',
'Charging',
'for',
'arbitrary',
'data',
'limits',
'with',
'overage',
'fees'],
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['Comcast',
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'help',
'troubleshoot',
'and',
'correct',
'my',
'service.'],
['Comcast', 'extended', 'outages'],
['Comcast',
'Raising',
'Prices',
'and',
'Not',
'Being',
'Available',
'To',
'Ask',
'Why'],
['Billing', 'after', 'service', 'was', 'asked', 'to', 'be', 'disconnected'],
['YAHOO', 'FAILURE', 'TO', 'RESTORE', 'EMAIL', 'SEARCH', 'FEATURE'],
['Comcast',
'Violating',
'Open',
'Internet',
'Rules',
'by',
'Blocking',
'HBO',
'Go',
'Access',
'on',
'Sony',
'Consoles'],
['Internet', 'speed'],
['Internet', 'Disconnects', 'Every', 'Night'],
['Internet', 'complaint'],
['Internet', 'Availability', 'and', 'Speed'],

```

```

['Comcast',
 'owes',
 'me',
 '$65',
 'and',
 'claims',
 'I',
 'need',
 'to',
 'return',
 'equipment',
 'I',
 'never',
 'had'],
['Horrible', 'Internet', 'Service'],
['Failure', 'to', 'provide', 'services', 'that', 'I', 'am', 'billed', 'for.'],
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 'all',
 'the',
 'time',
 'but',
 'they',
 'have',
 'a',
 'monopoly'],
['horrible', 'cable', 'service', 'and', 'customer', 'service'],
['Speed'],
['Comcast', 'monopoly', 'bundling', 'practices'],
['COMCAST!'],
['bait', 'and', 'switch'],
['Comcast', 'Customer', 'Service'],
['Apartment', "Management's", 'Exclusivity', 'Contract', 'with', 'Comcast'],
['Unable',
 'to',
 'reach',
 'a',
 'Comcast',
 'agent',
 'for',
 'internet',
 'and',
 'billing',
 'issues.'],
['Wifi', 'internet', 'not', 'working', 'as', 'well'],
['Comcast', 'data', 'caps'],
['Comcast', 'Internet', 'Data', 'Cap'],
['XFINITY', 'Movers', 'Edge', 'program'],
['Comcast', 'Data', 'Internet', 'Usage'],
['Comcast', 'not', 'refunding', 'my', 'credit'],
['Comcast'],
['No', 'Service'],
['Comcast'],
['INTERNET', ',', 'BILLING', 'AND', 'SERVIE', 'ISSUES'],
['Comcast', 'blocking', 'DirecTv', 'signals'],
['pmts'],
['Slow', 'Internet', 'Speed'],
['not', 'getting', 'what', 'I', 'am', 'paying', 'for', 'with', 'internet'],
['Comcast',
 'bandwidth',
 'every',
 'evening',
 'drops',
 'to',

```

```

'10%',
'of',
'what',
'is',
'promised',
'to',
'our',
'business'],
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['Deceptive', 'sales-', 'change', 'in', 'billing', 'amount', 'etc.'],
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['service', 'issues'],
['HBO', 'GO', 'on', 'Playstation', '4'],
['internet', 'connectivity'],
['Email', 'issues'],
['Monopoly'],
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['Comcast',
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'after',
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'has',
'not',
'been',
'received',
'after',
'more',
'than',
'a',
'year'],
['Comcast', 'False', 'Promises'],
['Comcast', 'Blocking', 'UDP', 'Port', '443'],
['Issues', 'with', 'Comcast'],
['Comcast',
'Refuses',
'to',
'Schedule',
'a',
'Future',
'Service',
'Stoppage'],
['Comcast'],
['Overbilling'],
['Comcast',
'-',
'failure',
'to',
'provide',
'service,',
'refusal',
'to',
'void',
'contract'],
['Spotty', 'Comcast', 'service'],
['without', 'service', 'despite', 'willingness', 'to', 'pay'],
['Issues', 'with', 'Xfinity/Comcast'],
['Cable', 'Modem', 'rent', 'for', 'Internet', 'access'],
['Comcast/Xfinity'],
['Speed', 'issues'],
['AT&T'],
['Fraudulent', 'claims', 'reported', 'to', 'collections', 'agency'],

```

```

['Comcast',
 'using',
 'a',
 'Data',
 'Cap',
 'to',
 'take',
 'however',
 'much',
 'money',
 'they',
 'like'],
['Comcast', 'Data', 'Cap'],
['Speed', 'of', 'service'],
["Comcast's", 'Monopolistic', 'Practices', 'and', 'Data', 'Capping'],
['Comcast', 'data', 'cap', '"trials"'],
['Comcast', 'billing', 'problem'],
['Comcast', 'Needs', 'Competition'],
['Comcast', 'services/billing', 'issues'],
['Incorrect', 'Bill'],
['Legality', 'of', 'data', 'caps'],
['Data', 'caps'],
['Comcast', 'Added', 'Service', 'After', 'I', 'Declined', 'It'],
['Comcast', 'Misled', 'With', 'Overage', 'Policy'],
['Cable', 'service', 'and', 'telephone', 'connect', 'not', 'complete'],
['Comcast', 'data', 'cap'],
['Comcast', "Won't", 'Cancel', 'My', 'Service'],
['Data', 'Caps'],
['Comcast', 'disconnecting', 'service', 'before', 'due', 'date'],
['comcast', 'data', 'cap'],
['Comcast'],
['Unbelievable', 'Treatment'],
['Denial',
 'of',
 'Comcast',
 'Business',
 '(Phone',
 'and',
 'internet)',
 'Service',
 'to',
 'my',
 'dental',
 'practice'],
["Comcast's",
 'Terrible',
 'Service',
 '-',
 'How',
 'are',
 'they',
 'still',
 'in',
 'business?'],
['they',
 'are',
 'forcing',
 'me',
 'for',
 'my',
 'bank',
 'account',
 'information',
 'by',

```

```

'suspending',
'my',
'services',
'for',
'no',
'reason',
'(I',
'also',
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'like',
'they',
'are',
'committing',
'corporate',
'theft).'],
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['Comcast', "won't", 'quit', 'charging', 'me', 'for', 'modem', 'rental'],
['Comcast', 'download', 'caps'],
['Horrible', 'Comcast', 'Customer', 'Service'],
['Data', 'Cap'],
['Bad', 'Customer', 'Service'],
['disconnection', 'of', 'service'],
['Comcast', 'Data', 'Usage', 'Charges'],
['Comcast', 'refuses', 'service', 'to', 'my', 'address'],
['Comcast',
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'let',
'me',
'discuss',
'my',
'bill',
'or',
'service',
'with',
'a',
'representative'],
['Comcast', 'billing', 'frauds'],
['Comcast', 'TV/Internet', 'hookup'],
['no', 'service', 'for', '5+', 'days'],
['Comcast', '-', 'Billing'],
['Comcast', 'Internet'],
['Comcast', 'speed', 'integrity'],
['Data', 'cap'],
['Comcast', 'Atlanta', 'Data', 'Caps'],
['Comcast', 'Atlanta', 'Data', 'Caps'],
['COMCAST', 'Poor', 'Customer', 'Service'],
['Overage', 'on', '300GB', 'data', 'plan', 'with', 'Comcast'],
['Comcast', 'bill'],
['Comcast', 'Data', 'Cap'],
['Unfair', 'Billing', 'Practices'],
['Comcast', 'data', 'caps'],
['Comcast', 'Refusing', 'to', 'Honor', 'Internet', 'Rate'],
['speed'],
['Not', 'Acceptable', 'Internet', 'Additional', 'Charge.'],
['Comcast', 'internet', 'and', 'cable', 'service'],
['Comcast', 'deceptive', 'advertising,', 'overage', 'charges'],
['Comcast', 'Data', 'Caps'],
['Comcast:', 'Xfinity', 'Slamming'],
['Comcast', 'Support', 'Unable', 'to', 'Provide', 'Accurate', 'Information'],
['Comcast', 'Data', 'Usage', 'Limits'],

```



```

['Repeated', 'Erroneous', 'Modem', 'Rental', 'Charge'],
['Xfinity', 'pricing'],
['Comcast', 'monopoly'],
['Internet', 'connection', 'both', 'upload', 'and', 'download', 'speeds'],
['Internet', 'Availability'],
['Comcast', '"50', 'mb/s"', 'speed', 'and', 'throttling'],
['Complaint', 'against', 'Comcast'],
['Comcast'],
['Comcast', '(Xfinity)', 'Monopolistic', 'Billing', 'Practices'],
['Internet', 'Throttling'],
['Data', 'Usage', 'Overage'],
['double', 'billing', 'after', 'change', 'of', 'service'],
['Bandwidth', 'Caps', 'becoming', 'excessive'],
['Comcast', 'data', 'limits'],
['Unable', 'to', 'cancel', 'xfinity', 'home', 'security'],
['Comcast', 'trying', 'to', 'setup', 'stuff', 'we', "didn't", 'order'],
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['COMCAST', 'CUSTOMER', 'CARE', '(', 'RACISM')'],
['internet', 'and', 'service'],
['HBO', "shouldn't", 'have', 'a', 'load', 'time'],
['Comcast',
 'customer',
 'service',
 'agents',
 'lie',
 'about',
 'offers',
 'to',
 'switch'],
['Comcast', 'technical/customer', 'service', 'and', 'billing', 'problems'],
['Comcast/Xfinity', 'Internet', 'Gouging'],
['Pricing', 'Problems', 'Even', 'After', 'Promises'],
['Comcast', 'Business', 'Services-Email', 'Accounts'],
['keep',
 'getting',
 'charged',
 'for',
 'modem',

```

```
'rental',
'and',
'I',
'bought',
'my',
'own',
'7',
'months',
'ago!'],
['Comcast', 'billing'],
['Internet',
'Service',
'Provider',
'Comcast',
'harassing',
'me',
'to',
'return',
'equipment',
'I',
'already',
'returned'],
['Comcast', 'Service'],
['Throttling'],
['Continued', 'Calls', 'from', 'Comcast'],
['Installation'],
['Comcast/Xfinity'],
['internet', 'being', 'throttled', 'by', 'comcast'],
['Service',
'connection',
'issues,',
'increased',
'billing,',
'bad',
'service,',
'unfair',
'trade',
'practices'],
['Comcast', '-', 'Virtually', 'no', 'service', 'since', 'October', '2014'],
['recurring', 'billing', 'discrepancy', 'regarding', 'modem'],
['Comcast', 'Data', 'Usage', 'robbing', 'us'],
['False', 'advertising', 'and', 'overcharging'],
['xfinity', 'Internet'],
['Overcharged/excessive', 'bill'],
['Internet', 'Fraud'],
['COMCAST', 'INTERNET', 'PROVIDER-JACKSONVILLE,', 'FLORIDA'],
['Internet',
'Service',
'Changes',
'between',
'Comcast',
'Business',
'&',
'Comcast',
'Residential'],
['Cannot',
'Access',
'OnlineBilling',
'Account',
'to',
'pay',
'bill.',
'Account',
'info',
```

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'changed',
'without',
'Authorization'],
['Continued', 'issue'],
['Internet', 'Only', 'Deal'],
['Customer', 'Service', 'from', 'Comcast'],
['Comcast', 'service', 'billing'],
['Comcast', 'Speed', 'Issue', 'after', 'Evening'],
['Comcast', 'has', 'not', 'applied', 'credit', 'of', 'close', 'to', '$400'],
['Comcast', 'Complaint'],
['Monopoly', '&', 'Fraudulent', 'Broadband', 'Speedtest', 'results'],
['COMCAST', 'REFUSES', 'TO', 'SERVE', 'MY', 'ADDRESS'],
['Customer', 'Service', 'Nightmare'],
['Commercial', 'property', 'damage'],
['Non', 'working', 'service', 'with', 'Comcast'],
['Issue', 'with', 'internet', 'service'],
['Comcast', 'cable', 'tv'],
['Complaints', 'about', 'comcast'],
['Comcast'],
['Comcast', 'becoming', 'a', 'hassle'],
['Comcast'],
['Fraud'],
['Comcast', 'Customer', 'Service'],
['Comcast',
'Internet',
'Services',
'and',
'Customer',
'Service',
'is',
'Horrible'],
['Loss', 'of', 'Internet', 'connection'],
['internat', 'essential'],
['Lack', 'of', 'Service', 'and', 'Misleading', 'Promises'],
['COMCAST', 'SERVICE'],
['Comcast', 'Internet', 'Complaint'],
['Comcast', 'services', 'not', 'working'],
['Comcast', 'charging', 'ridiculous', 'prices'],
['Comcast', 'internet', 'service'],
['Comcast', 'internet', 'performance'],
['Comcast',
'internet',
'claiming',
'25',
'mbps',
'internet',
'but',
'i',
'get',
'only',
'3',
'mbps',
'and',
'customer',
'service',
'representative',
'hung',
'up',
'call',
'repeateadly'],
['Long',
'term',
'billing',
'issue',

```

```

'with',
'rude',
'customer',
'service',
'caused',
'depression',
'and',
'trauma'],
['Comcast', 'incorrect', 'and', 'confusing', 'billing'],
['Data', 'caps', '&', 'Monthly', 'prices'],
['Installation', 'Request', '-', 'New', 'Subdivision', '-', 'Jesup,', 'GA'],
['Comcast', 'Grievance'],
['Comcast',
'-Exfinity',
'customer',
'service',
'errors,',
'lies',
'and',
'wasted',
'time'],
['Comcast',
'-Exfinity',
'customer',
'service',
'errors,',
'lies',
'and',
'wasted',
'time'],
['Comcast', 'Very', 'Bad', '/Rude', 'customer', 'service'],
['Billing', 'Dispute'],
['Comcast', 'Cable'],
['LIED', 'TO!!!', 'Now', "I'm", 'suffering?!?!', 'And', 'at', 'a', 'loss!!!'],
['cyber', 'bulling'],
['Comcast', 'Service'],
['Comcast', 'Business'],
...]

```

```

In [434... bow=[]
for i in df["Customer Complaint"]:
    for a in i.split():
        bow.append(a.lower())

```

```

In [507... # Now we gonna check which words are repeated mostly and manually go through the to
complaint_types=pd.DataFrame(bow).value_counts()
pd.DataFrame(complaint_types).head(60)

```

Out[507]: 0

0	
comcast	1160
internet	508
service	411
and	277
billing	273
data	217
to	184
for	179
speed	112
of	111
cap	103
not	97
customer	87
issues	85
my	84
with	77
caps	76
practices	70
charges	69
complaint	68
speeds	65
no	65
bill	59
on	58
unfair	58
xfinity	58
-	53
services	52
throttling	51
slow	49
in	49
me	48
cable	48
is	47
usage	46

	0
0	
a	46
i	46
the	44
poor	43
by	41
from	39
pricing	39
price	38
over	37
connection	33
business	32
&	32
comcast/xfinity	30
issue	30
contract	28
charged	27
false	27
account	26
was	26
charging	25
about	25
without	25
deceptive	23
that	23
charge	22

In [508... *# We manually went through some of the most repeated words and made this list of our*
 imp_complaint_keywords=['internet', 'speed' , 'network' , 'billing' , 'cap' , 'cap']

In [511... *# Making a list of all those complaints that fall under our created list of categories*
We then will construct a library for all those complaints and label them with it

```
x=[]
comptype={}
for i in df["Customer Complaint"]:
    for a in i.split():
        a=a.lower()
        if a in imp_complaint_keywords:
            x.append(i)
            comptype[i] = a
```


In [515...

Lets Look at our dict.

comptype

```

Out[515]: {'Comcast Cable Internet Speeds': 'internet',
'Payment disappear - service got disconnected': 'service',
'Speed and Service': 'service',
'Comcast Imposed a New Usage Cap of 300GB that punishes streaming.': 'cap',
'Comcast not working and no service to boot': 'service',
'Throttling service and unreasonable data caps': 'caps',
'Comcast Raising Prices and Not Being Available To Ask Why': 'prices',
'Billing after service was asked to be disconnected': 'service',
'Comcast Violating Open Internet Rules by Blocking HBO Go Access on Sony Console
s': 'internet',
'Internet speed': 'speed',
'Internet Disconnects Every Night': 'internet',
'Internet complaint': 'internet',
'Internet Availability and Speed': 'speed',
'Horrible Internet Service': 'service',
'Internet out all the time but they have a monopoly': 'internet',
'horrible cable service and customer service': 'service',
'Speed': 'speed',
'Comcast Customer Service': 'service',
'Apartment Management's Exclusivity Contract with Comcast': 'contract',
'Unable to reach a Comcast agent for internet and billing issues.': 'billing',
'Wifi internet not working as well': 'internet',
'Comcast data caps': 'caps',
'Comcast Internet Data Cap': 'cap',
'Comcast Data Internet Usage': 'internet',
'No Service': 'service',
'INTERNET , BILLING AND SERVIE ISSUES': 'billing',
'Slow Internet Speed': 'speed',
'not getting what I am paying for with internet': 'internet',
'Deceptive sales- change in billing amount etc.': 'billing',
'Comcast Billing Dispute': 'billing',
'Comcast Billing and Service Issues': 'service',
'Cable prices rising': 'prices',
'service issues': 'service',
'internet connectivity': 'internet',
'Comcast Refuses to Schedule a Future Service Stoppage': 'service',
'Comcast - failure to provide service, refusal to void contract': 'contract',
'Spotty Comcast service': 'service',
'without service despite willingness to pay': 'service',
'Cable Modem rent for Internet access': 'internet',
'Speed issues': 'speed',
'Comcast using a Data Cap to take however much money they like': 'cap',
'Comcast Data Cap': 'cap',
'Speed of service': 'service',
'Comcast data cap "trials"': 'cap',
'Comcast billing problem': 'billing',
'Legality of data caps': 'caps',
'Data caps': 'caps',
'Comcast Added Service After I Declined It': 'service',
'Cable service and telephone connect not complete': 'service',
'Comcast data cap': 'cap',
'Comcast Won't Cancel My Service': 'service',
'Data Caps': 'caps',
'Comcast disconnecting service before due date': 'service',
'comcast data cap': 'cap',
'Denial of Comcast Business (Phone and internet) Service to my dental practice':
'service',
'Comcast's Terrible Service - How are they still in business?': 'service',
'Comcast discontinuation of service issue': 'service',
'Comcast customer service': 'service',
'Comcast bandwidth data caps in Atlanta, GA': 'caps',
'Comcast download caps': 'caps',
'Horrible Comcast Customer Service': 'service',
'Data Cap': 'cap',

```

```

'Bad Customer Service': 'service',
'disconnection of service': 'service',
'Comcast refuses service to my address': 'service',
'Comcast will not let me discuss my bill or service with a representative': 'serv
ice',
'Comcast billing frauds': 'billing',
'no service for 5+ days': 'service',
'Comcast - Billing': 'billing',
'Comcast Internet': 'internet',
'Comcast speed integrity': 'speed',
'Data cap': 'cap',
'Comcast Atlanta Data Caps': 'caps',
'COMCAST Poor Customer Service': 'service',
'Unfair Billing Practices': 'billing',
'Comcast Refusing to Honor Internet Rate': 'internet',
'speed': 'speed',
'Not Acceptable Internet Additional Charge.': 'internet',
'Comcast internet and cable service': 'service',
'Comcast Data Caps': 'caps',
'Internet connection both upload and download speeds': 'internet',
'Internet Availability': 'internet',
'Comcast "50 mb/s" speed and throttling': 'speed',
'Comcast (Xfinity) Monopolistic Billing Practices': 'billing',
'Internet Throttling': 'internet',
'double billing after change of service': 'service',
'Bandwidth Caps becoming excessive': 'caps',
'Incorrect prices for new customers': 'prices',
'Comcast is throttling my internet': 'internet',
'Internet Pricing': 'internet',
'Comast data cap': 'cap',
'Comcast throttles internet': 'internet',
'Forced Bundling of Internet Service with CATV': 'service',
'Failure to deliver service': 'service',
"Comcast's refusal to recognize written notice of termination of service": 'servi
ce',
'I AM BEING CHARGE DOUBLE FOR MY CABLE BILL.': 'cable',
'REPEATED Comcast billing issues': 'billing',
"Comcast does not disclose the Internet speed I'm paying for anywhere on my bill
or online": 'speed',
'Internet speeds disclosure on bill': 'internet',
'Internet speed not disclosed': 'speed',
'Intermittent Service': 'service',
'Comcast billing practices': 'billing',
'Consistently Slow and Throttled Internet Speeds': 'internet',
'Paying for high speed internet with Comcast. Consistently getting slow servic
e.': 'internet',
'Comcast Monopoly on Packages is costing me more money for same service': 'servic
e',
'hidden fees, dropped internet connection': 'internet',
'COMCAST HIGH SPEED INTERNET MONOPOLY': 'internet',
'ComCast cable In Maryland': 'cable',
'Billing Dispute & Poor Customer Service': 'service',
'Comcast change contract': 'contract',
'No internet, no cable': 'cable',
'Internet service slow and intermittent': 'service',
'Week long issues with speed and no help from comcast': 'speed',
'Data Usage Cap Maine': 'cap',
'Comcast cable': 'cable',
'CABLE': 'cable',
'Internet needed!': 'internet',
'Comcast billing error': 'billing',
'Comcast Internet Technical Support': 'internet',
'Residentail Broadband Data Caps': 'caps',
'Comcast internet for low income families': 'internet',

```

'Comcast Service and customer service representative': 'service',
 'Poor internet connection/dropped connection since installation of new modem': 'internet',
 'Comcast Billing': 'billing',
 'Wrongful Billing': 'billing',
 'Billing problem': 'billing',
 'Service refusal and lower than advertised speeds.': 'service',
 'Connecting the service': 'service',
 'Comcast billing after discontinuation of service': 'service',
 'constant disruption of internet service': 'service',
 'Comcast Unfair Billing Practices': 'billing',
 'Incorrect Billing and Service from Comcast': 'service',
 'Comcast reduced my internet speed': 'speed',
 'Over Billing': 'billing',
 'Billing': 'billing',
 'Billing for equipment that was not provided to me': 'billing',
 'Comcast Speed Issues': 'speed',
 'Failure to supply the proper Internet service': 'service',
 'Comcast Slow Internet': 'internet',
 'Slow Internet Speeds': 'internet',
 'Comcast Billing practice': 'billing',
 'Unfair billing practices of Comcast': 'billing',
 'Comcast Outage/poor service 6/1': 'service',
 'False contract representation': 'contract',
 'low internet speed': 'speed',
 'Incorrect Billing': 'billing',
 'COMCAST BILLING FOR LAST @18 mos for services they are unable or unwilling to provide': 'billing',
 'Comcast Bandwidth Billing Issue': 'billing',
 'Comcast Internet speeds': 'internet',
 'Comcast slow internet service': 'service',
 'Comcast internet freezes up': 'internet',
 'lack of service from comcast': 'service',
 'credit for service outage 6/23/15': 'service',
 'Unauthorized billing': 'billing',
 'Billing overcharges': 'billing',
 'Comcast Throttling My Internet': 'internet',
 'Double billing from Comcast': 'billing',
 'Billing Over Charges': 'billing',
 'Internet Only': 'internet',
 'Internet Bill too high': 'internet',
 'Fees not disclosed before service was installed': 'service',
 'comcast service': 'service',
 'Poor customer service': 'service',
 'Billed for service never received': 'service',
 'disrupted internet service': 'service',
 'Comcast Billing / Speed Issues': 'speed',
 'Comcast billing issues': 'billing',
 'Comcast service that didn't work': 'service',
 'comcast billing practices-unfair': 'billing',
 'Slow Internet': 'internet',
 'Internet Service': 'service',
 'Comcast - constantly low speeds, 'miscommunication' about billing errors. Not responding to complaints.': 'billing',
 'Slow Speed with the entire connection': 'speed',
 'Comcast Possibly Throttling my Internet': 'internet',
 'Internet/TV Billing': 'billing',
 'Internet Slowdown': 'internet',
 'Comcast price': 'price',
 'Comcast fails to fulfill request for Internet service': 'service',
 'Comcast internet': 'internet',
 'Comcast Usage Caps': 'caps',
 'Comcast Data Usage Caps': 'caps',
 'Data Caps and the Extortion Methods of Comcast': 'caps',

```

'No internet service': 'service',
'No service': 'service',
'Billing discrepancies and service termination hurdles': 'service',
'Billing & Data Usage': 'billing',
'internet speed': 'speed',
'comcast internet debacle': 'internet',
'Price and performance manipulation by Comcast for ISP': 'price',
'Comcast Internet Speed': 'speed',
'Comcast Internet Data Cap LIES': 'cap',
'Comcast Cable connection from street is underwater and structure is too high':
'cable',
'West Coast Service Issues - Comcast': 'service',
'Comcast refuses to uphold contract for 2 years phone/internet': 'contract',
'Comcast business internet is much more expensive than home internet.': 'internet',
'Comcast Internet Usage Cap': 'cap',
'Comcast poor service': 'service',
'Comcast Corporation Data Caps': 'caps',
'comcast throttling my internet service': 'service',
'Comcast data cap at 300GB': 'cap',
'Internet speeds are throttled': 'internet',
'Complex situation prevents bundling discounts and drives service price up': 'price',
'Comcast Internet prices & speeds': 'prices',
'constant internet issues': 'internet',
'Terrible customer service and process': 'service',
'Comcast Service and Customer service issues': 'service',
'COMCAST THROTTLING SPEEDS AND DATA CAPS': 'caps',
'COMCAST INTERNET CONNECTION CHEAT': 'internet',
'Billing Dispute': 'billing',
'Internet Speeds Not as Advertised': 'internet',
'horrible service charges for tech/installation applied when they shouldn't have':
'service',
'Slow Internet/ Billing/ poor customer service of your complaints': 'service',
'no service': 'service',
'comcast internet connection and speed': 'speed',
'Comcast Cable & Internet': 'internet',
'comcast: no service for one month': 'service',
'price inflation due to monopoly of Comcast': 'price',
'Double charge my internet service every month': 'service',
'internet speeds slow': 'internet',
'Faulty Service and False Advertisement': 'service',
'Comcast/Xfinity Service Manipulation': 'service',
'unsatisfactory speed with disorganized service': 'service',
'Comcast billing and service': 'service',
'Xfinity Price and not 16Mbps when paying for 50Mbps': 'price',
'Comcast violating Open Internet rules': 'internet',
'Billing/Customer Service': 'service',
'Comcast is double billing me and not processing my credit back to me': 'billing',
'Comcast internet speeds': 'internet',
'Comcast over billing': 'billing',
'Internet connection outage': 'internet',
'Comcast Throttling Internet Speed': 'speed',
'Service outages (Comcast)': 'service',
'Service Issues': 'service',
'ComCast Internet Outage': 'internet',
'very poor customer service': 'service',
'Tried to cancel, was lied to about change in service': 'service',
'no warning before price increase': 'price',
'Comcast unfair billing': 'billing',
'COMCAST SERVICE COMPLAINT': 'service',
'billing': 'billing',
'Internet and phone pricing': 'internet',

```

'Worst speed, no competition, and billing does not match the service.': 'billing',
 'Comcast bundled service': 'service',
 'Comcast misrepresented their service area, then charged me for attempting to use it.': 'service',
 'Comcast Does Not Deliver Service': 'service',
 'Slow internet speeds on Comcast': 'internet',
 'Comcast service': 'service',
 'Nonsensical Raise in my Internet Bill': 'internet',
 'Comcast service billing': 'billing',
 'Throttled speed': 'speed',
 'Comcast agent lied about service upgrade': 'service',
 'Customer Service Representative Lied About Rates and Promotions': 'service',
 'Comcast service Corvallis, OR.': 'service',
 'Unexplained Billing': 'billing',
 'Comcast/Xfinity Internet': 'internet',
 'Unfair billing practices': 'billing',
 'Comcast Internet is unbelievably slow': 'internet',
 'Issues with Cable and Internet Packaging Unfair Prices': 'prices',
 'Comcast Internet Speed and Reliability': 'speed',
 'cable internet': 'internet',
 'Monopoly and Deceit: The 300GB Data Cap': 'cap',
 'comcast xfinity home security service': 'service',
 'Comcast Data Cap in Atlanta, GA': 'cap',
 'Cap on data usage': 'cap',
 'Extorted into signing up for multi-year contract': 'contract',
 'Comcast Selectively Enforcing Data Caps': 'caps',
 'Comcast Internet Service Bad Quality': 'service',
 'comcast phone & internet billing issue': 'billing',
 'Horrific billing': 'billing',
 'Comcast / Xfinity overcharging for internet / internet cap': 'cap',
 'Comcast Money Grab using Data Caps': 'caps',
 'Comcast Internet Service Provider': 'service',
 'Comcast Data Cap Compliant': 'cap',
 'Comcast Data Cap Limits, Lack of Competition, and Anti-Competition Business and Billing Practices': 'billing',
 'Deceptive Billing Practices': 'billing',
 'Billing Complaint': 'billing',
 'Robber Barron Billing Practices': 'billing',
 'Internet speed and price of bundle': 'price',
 'RE: Comcast Internet Illegal charges': 'internet',
 'Possible Internet Speed Throttling by my Comcast Internet Provider': 'internet',
 'Slow speed': 'speed',
 'Inaccurate billing': 'billing',
 'Comcast Internet Pricing': 'internet',
 'Billing/contract issue related to data cap': 'cap',
 'Comcast Data Billing': 'billing',
 'Prolonged internet outage, tardy response': 'internet',
 'comcast internet': 'internet',
 'Improper billing from Comcast': 'billing',
 'Consumer Fraud - Sell at One Price, Then Advise Price is Higher': 'price',
 'Comcast cable company Florida': 'cable',
 'Unfair Billing Practices regarding Comcast': 'billing',
 'Comcast internet speeds extremely slow': 'internet',
 'comcast internet service - billing problem': 'billing',
 'Comcast speed and billing': 'billing',
 'Comcast refusal to cancel service under false contract claims': 'contract',
 'Terrible Service and Ripped off by Comcast': 'service',
 'Extremely slow internet speeds; Horrible support': 'internet',
 'Internet Too Slow': 'internet',
 'Internet Speed Drops & Signal on Borderline': 'speed',
 'Comcast Service for EXTERIOR Line Replacement Billed to customer': 'service',
 'Internet Prices in U.S.A': 'prices',
 'Consistently slow internet speeds': 'internet',

'Internet Speeds nowhere close to what I pay for': 'internet',
 'Billed without service': 'service',
 'Contract Cancellation Fees and Unauthorized Changes': 'contract',
 'no internet service, no on demand service': 'service',
 'internet and on demand service': 'service',
 'Unfair Charges and substandard service': 'service',
 'Comcast Billing Practices': 'billing',
 'Slow connection speed for wifi': 'speed',
 'Comcast Service': 'service',
 'Slow Service': 'service',
 'Internet Issue': 'internet',
 'Business Class Service': 'service',
 'Comcast Internet Service Complaint': 'service',
 'Billing Issues': 'billing',
 'Comcast poor service or throttling': 'service',
 'Comcast Refuses to Fix Billing If a Virus Causes Data Usage Over Cap on a system
 protected by THEIR AV': 'cap',
 'No broadband service provided': 'service',
 'Poor Service from Comcast': 'service',
 '300 gb cap': 'cap',
 'Billing and Service': 'service',
 'Comcast trial of putting cap (300 GB / month) on internet usage.': 'internet',
 'Comcast Data Cap & Code Injection': 'cap',
 'Comcast Internet problems': 'internet',
 'Comcast Internet Billing': 'billing',
 'Billing issues with Comcast': 'billing',
 'Terrible Comcast service': 'service',
 'Complaint against Comcast for incredibly bad service': 'service',
 'Internet service speed': 'speed',
 'Comcast xfinity price gouging seniors': 'price',
 'Misrepresentation of billing': 'billing',
 'Comcast Internet Only Service': 'service',
 'Comcast broke 36 month contract by increasing bill...': 'contract',
 'unfair billing practices': 'billing',
 'Fraudulent billing by Comcast.': 'billing',
 'Please stop Broadband bandwidth caps': 'caps',
 'comcast internet in emeryville throttles speed': 'speed',
 '95 Palmer Road, Enfield NH Internet Pricing': 'internet',
 'Overpriced, low quality service': 'service',
 'Bundled Service': 'service',
 'Comcast customer service and billing complaint': 'billing',
 'lack of service, Service call complaint': 'service',
 'Comcast fraudulent Marketing and billing for internet': 'internet',
 'Unreliable service for the past three years': 'service',
 'Comcast has doubled my internet fee without warning': 'internet',
 'BILLING ISSUE': 'billing',
 'Comcast deceptive selling billing lack of service - SECOND And EXPANDED COMPLAIN
 T': 'service',
 'Comcast complaint about internet speed': 'speed',
 'Comcast Billing Issues': 'billing',
 'No Internet for last 6 days and Comcast is not doing anything': 'internet',
 'Comcast Price Gouging': 'price',
 'Comcast will not service our home': 'service',
 'Poor service': 'service',
 'internet billing': 'billing',
 'Comcast fluctuating prices': 'prices',
 'Recurring Comcast service issues and long waits for non-service': 'service',
 'Multiple billing an dcompetative issues.': 'billing',
 'Comcast fraudulent billing': 'billing',
 'Re: Internet Too Expensive': 'internet',
 'ISP Data Cap': 'cap',
 'Internet Connection and Speed Issues': 'speed',
 'Comcast Will Not Provide Online Content Without Cable Box': 'cable',
 'Internet cap': 'cap',

'Internet speed issues with Comcast and picture freezing issues when watching T
 V': 'speed',
 'Comcast internet and lack of communication and response': 'internet',
 'billing issues': 'billing',
 'Horrible/Unacceptable Service of Comcast': 'service',
 'No internet': 'internet',
 'Internet Provider Data Thresholds': 'internet',
 'Comcast Cable': 'cable',
 'Comcast cable company': 'cable',
 'Comcast billing': 'billing',
 'Unfair Comcast Billing': 'billing',
 'Comcast fraudulently gets contract signed by my wife': 'contract',
 'Arbitrary Price Increase': 'price',
 'Comcast Billing Complaint': 'billing',
 'Internet speed deterioration': 'speed',
 'Internet Speed on Wireless Connection': 'speed',
 'internet': 'internet',
 'intermittent internet': 'internet',
 'Improper Billing and non resolution of issues': 'billing',
 'Comcast/Xfinity Poor Service, Fraudulent Billing and Collection': 'billing',
 'monthly data caps': 'caps',
 'Inability to get access to internet through Comcast or AT&T': 'internet',
 'Bill issues, Internet and disability comcast prices': 'prices',
 'Not receiving advertised speed': 'speed',
 'Xfinity Internet Speed': 'speed',
 'Nightly service interruption': 'service',
 'comcast wont service my address': 'service',
 'cannot access my email or service at all': 'service',
 'Xfinity/comcast Service': 'service',
 '300GB/month Data Cap': 'cap',
 'Comcast/Xfinity- Paying for High speed service': 'service',
 'Comcast Internet and cable deals': 'cable',
 'Comcast bundle billing': 'billing',
 'Comcast Internet Speed/Quality of Service and price': 'price',
 'Internet bundled with TV': 'internet',
 'Consistent speed/connectivity with internet': 'internet',
 'Comcast Bundle price': 'price',
 'Wrongful billing - repeated since December 2013': 'billing',
 'Comcast/Xfinity service': 'service',
 'Data Cap overages': 'cap',
 'INTERNET VIRUS POP UP SCAM CLAIMING TO BE WITH COMCAST': 'internet',
 'Intermittent internet connection': 'internet',
 'Issues with Comcast Customer Service due to loss of Internet': 'internet',
 'internet essentials for low income families': 'internet',
 'Comcast Internet Service': 'service',
 'Internet Problems': 'internet',
 'COMCAST - Slow Down Imternet Speed': 'speed',
 'Comcast billing complaint': 'billing',
 'no internet last 4 days even after more than 10 calls and spending 10 hours with
 comcast on phone': 'internet',
 'Fraudulent Billing by ComCast': 'billing',
 'Throttle of my Internet access speeds by Comcast': 'internet',
 'Comcast Overcharge for Internet Service for over One Year': 'service',
 'Not receiving refund of service from Comcast, for over 90 days': 'service',
 'Comcast Bill Internet Usage': 'internet',
 'Over Billing Issues': 'billing',
 'Cable': 'cable',
 'Comcast Data Usage Cap': 'cap',
 'comcast keeps charging for me for over the limit internet - when says we have un
 limited': 'internet',
 'No Internet': 'internet',
 'Billing Issues/Service Issues': 'billing',
 'Comcast service levels': 'service',
 'comcast data useage caps and charges': 'caps',

'Comcast cable unauthorized charges': 'cable',
 'Speed Throttling': 'speed',
 'Internet Cable Alarm': 'cable',
 'Phone Internet Cable Alarm': 'cable',
 'comcast service overcharge for internet and phone': 'internet',
 'billing and internet connection': 'internet',
 'Comcast internet price high': 'price',
 'Comcast refuses to service address': 'service',
 'comcast contract problem': 'contract',
 'intermittent service': 'service',
 'Billing Error': 'billing',
 'Unreliable Service': 'service',
 'Billing and threats': 'billing',
 'Horrible Internet Speed not what I pay for': 'speed',
 'Comcast Service Failure': 'service',
 'Incomplete billing cycle': 'billing',
 'Internet System Reliability': 'internet',
 'Billed for internet service that was never installed': 'service',
 'Billing and New Account Issues': 'billing',
 'Comcast high prices and throttling speeds': 'prices',
 'Comcast Internet Slow': 'internet',
 'The monthly bill for my internet service has become too expensive.': 'service',
 'Internet connection not available': 'internet',
 'Comcast Service Issues': 'service',
 'Comcast Failed to deliver service that was advertised': 'service',
 'Poor customer service, terrible Internet speeds, prices are way too high.': 'prices',
 'COMCAST INTERNET SERVICE LARGE INCREASES & IMPROPER BILLINGS ON PROMTIONS FOR ONE YEAR': 'service',
 'Comcast refused to install internet': 'internet',
 'Low internet speed complaint against Comcast Xfinity Houston, Texas': 'speed',
 'Billing and false advertising': 'billing',
 'Comcast Charging Service Fee To Customer--Customer Didn't Cause Issue': 'service',
 'Comcast's data caps are anti-consumer.': 'caps',
 'Throttled Speed During Peak Hours': 'speed',
 'Customer Service lied about extra fees': 'service',
 'Xfinity Data Cap': 'cap',
 'Renewed contract without my permission or consent': 'contract',
 'Comcast failure to provide adequate service': 'service',
 'internet and service': 'service',
 'Comcast customer service agents lie about offers to switch': 'service',
 'Comcast technical/customer service and billing problems': 'billing',
 'Comcast/Xfinity Internet Gouging': 'internet',
 'Internet Service Provider Comcast harassing me to return equipment I already returned': 'service',
 'internet being throttled by comcast': 'internet',
 'Service connection issues, increased billing, bad service, unfair trade practices': 'service',
 'Comcast - Virtually no service since October 2014': 'service',
 'recurring billing discrepancy regarding modem': 'billing',
 'xfinity Internet': 'internet',
 'Internet Fraud': 'internet',
 'COMCAST INTERNET PROVIDER-JACKSONVILLE, FLORIDA': 'internet',
 'Internet Service Changes between Comcast Business & Comcast Residential': 'service',
 'Internet Only Deal': 'internet',
 'Customer Service from Comcast': 'service',
 'Comcast Speed Issue after Evening': 'speed',
 'Customer Service Nightmare': 'service',
 'Non working service with Comcast': 'service',
 'Issue with internet service': 'service',
 'Comcast cable tv': 'cable',
 'Comcast Internet Services and Customer Service is Horrible': 'service',

'Loss of Internet connection': 'internet',
 'Lack of Service and Misleading Promises': 'service',
 'COMCAST SERVICE': 'service',
 'Comcast Internet Complaint': 'internet',
 'Comcast charging ridiculous prices': 'prices',
 'Comcast internet service': 'service',
 'Comcast internet performance': 'internet',
 'Comcast internet claiming 25 mbps internet but i get only 3 mbps and customer service representative hung up call repeatedly': 'service',
 'Long term billing issue with rude customer service caused depression and trauma': 'service',
 'Comcast incorrect and confusing billing': 'billing',
 'Data caps & Monthly prices': 'prices',
 'Comcast -Xfinity customer service errors, lies and wasted time': 'service',
 'Comcast Very Bad /Rude customer service': 'service',
 'Service Complaint': 'service',
 'Comcast billing has caused issues': 'billing',
 'Xfinity not providing service in my portion of the neighborhood': 'service',
 'Comcast customer service and billing service': 'service',
 'Internet bill goes up with no cable "bundle"': 'cable',
 'Service down for 25 days but was never credit it for it': 'service',
 'Comcast Home Business Service - FC Consulting, LLC': 'service',
 'Comcast forcing me to pay same rate for lower speed': 'speed',
 'Comcast Data Cap of 300GB': 'cap',
 'Wireless Internet': 'internet',
 'Very Frequent service outages with Comcast internet': 'internet',
 'Ongoing serious and continued internet service outages': 'service',
 'Internet problems, billing and service': 'service',
 'false advertisement for paid service': 'service',
 'Comcast Internet and TV false information and false price': 'price',
 'Comcast data cap / interference with free market': 'cap',
 'InHome Service Visit charged when the problem was outside of my apartment': 'service',
 'Comcast internet overage charges': 'internet',
 'Data Caps by Comcast': 'caps',
 'COMCAST High speed internet': 'internet',
 'Comcast home data usage cap': 'cap',
 'Unable to obtain Residential Service': 'service',
 'Data soft cap and charges from Comcast': 'cap',
 'Comcast Speed and Cap misinformation': 'cap',
 'Comcast Data Caps for Home Internet Service': 'service',
 'Comcast monthly data usage cap': 'cap',
 'Comcast Data Use Caps': 'caps',
 'Service out/no customer service provided': 'service',
 'Complaint about service provided by Comcast/Xfinity': 'service',
 'Service Provided is Not What was Promised': 'service',
 'Billing fraud by Comcast': 'billing',
 'internet availability for students': 'internet',
 'Inability to call 911 service during a power outage': 'service',
 'Internet speed not as advertised': 'speed',
 'Internet/Phone Billing Services': 'billing',
 'Fraudulent billing practice': 'billing',
 'Not receiving network speed as advertised': 'speed',
 'Internet Speed/Service': 'internet',
 'Slow comcast internet': 'internet',
 'Comcast not delivering advertised speed': 'speed',
 'Inappropriate billing': 'billing',
 'comcast internet offer': 'internet',
 'Xfinity Cable & Internet repackage scam': 'internet',
 'Xfinity Slow Internet': 'internet',
 'Comcast Poor Customer Service and Degraded Service': 'service',
 'Billing discrepancies and misrepresentation of package prices': 'prices',
 'lack of service and speed': 'speed',
 'online advertised price was not honored over phone': 'price',

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'comcast fees and internet services': 'internet',
'unresponsive calls to customer service regarding wifi hotspots': 'service',
'COMCAST BILLING': 'billing',
'Monopolistic Billing Practices': 'billing',
'Internet down': 'internet',
'customer service': 'service',
'customer service & price': 'price',
'Ongoing Comcast internet outages.': 'internet',
'unfair Internet prices': 'prices',
'Comcast internet Dropping out': 'internet',
'comcast billing shutting off service': 'service',
'comcast cable': 'cable',
'Fraudulent Billing practices by Comcast': 'billing',
'Internet contract issue': 'contract',
'Poor Customer Service and Internet Availability': 'internet',
'internet service and phone service': 'service',
'Internet Speeds and Billing Errors': 'billing',
'Comcast Billing Issue': 'billing',
'Internet Throttling & Unfair Billing Practices': 'billing',
'Increase in Price of internet': 'internet',
'Slowness of Internet': 'internet',
'Ridiculous and inconsistent billing': 'billing',
'Comcast Billing Fraud': 'billing',
'Comcast - Incorrect Billing Issues - Has Happened on Multiple Occasions with my Account': 'billing',
'Repeated issues with Comcast billing and customer service': 'service',
'Comcast Data cap': 'cap',
'Comcast Business Internet -- Not Providing Service to New Location & Will Not Terminate Contract Despite Multiple Attempts': 'contract',
'Data Caps Discourage Commerce': 'caps',
'Comcast Internet Is Atrocious': 'internet',
'internet availability': 'internet',
'Comcast Internet Billing Problems/Disrespectful Customer Service Agents': 'service',
'Comcast Throttling Internet': 'internet',
'Customer Service and Billing Complaint': 'billing',
"300GB/month data cap 'trial' for several years now": 'cap',
'Comcast data usage cap': 'cap',
'Data Cap imposed without notice': 'cap',
'Comcast Business Internet': 'internet',
'Comcast 300GB data cap': 'cap',
'Overcharged Internet Billing': 'billing',
'Comcast 300Gb Data Cap': 'cap',
'Comcast - Billing Practices': 'billing',
'Intermittent poor service': 'service',
'Inconsistent and poor internet performance': 'internet',
"Internet performance (latency/bandwidth) substantially below what I'm paying for for weeks": 'internet',
'Internet connection deliberately slowed down': 'internet',
'Comcast - Customer Service/Technical Service Inferiority': 'service',
'Comcast cable outage': 'cable',
'service not disconnected as requested. overcharged and overpaid as a result.': 'service',
'Comcast Internet Speeds': 'internet',
'Comcast - internet service complaint': 'service',
'Horrible Service': 'service',
'Comcast- Internet': 'internet',
'Forced to pay for Home Security Services that are inactive bundled with my internet services': 'internet',
'Comcast data cap limit': 'cap',
'Stop the data caps of Comcast': 'caps',
'Lack of communication and poor customer service': 'service',
'Comcast refuse to honor agreed upon price / promotion': 'price',
'Poor Customer Service with Comcast': 'service',

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'Comcast has turned my business account to third-party collections when I legitimately canceled my contract per the terms': 'contract',
 'Comcast service issues.': 'service',
 'comcast internet, telephone, TV service': 'service',
 'Not receiving internet and harrassing phone calls': 'internet',
 'Internet service': 'service',
 'Comcast Internet Poor Service': 'service',
 'Charged for Cable Modem Rental that I have owned for 8 years': 'cable',
 'Failure to connect service': 'service',
 'Problems with Comcast xfinity Internet service': 'service',
 'Comcast internet billing': 'billing',
 'Comcast Internet being slow': 'internet',
 'Comcast New SignUp billing bait-and-switch': 'billing',
 'Lack of internet speed': 'speed',
 'new fcc internet rules slowing down system': 'internet',
 'Poor service from Comcast Xfinity': 'service',
 'Internet and Cable Billing': 'billing',
 'Internet throttling': 'internet',
 'Comcast - new service (ridiculously inept + not close to the speed told) added a nd incorrect charges on the first bill - hoping I would not notice': 'speed',
 'Worst customer service with no resolution': 'service',
 'Comcast billing issues': 'billing',
 'Paying for high speed internet and receiving low speeds': 'internet',
 'Internet connectivity issues': 'internet',
 'Comcast Business not honoring signed contract': 'contract',
 'Low internet quality': 'internet',
 'Slow Internet / Monopoly Area': 'internet',
 'Data Cap 300gb': 'cap',
 'Comcast Billing for Late Payment/Disconnect due to their error': 'billing',
 'Internet Service Down': 'service',
 'Failure to resolve Internet outages': 'internet',
 'Comcast internet service that I was NEVER able to use': 'service',
 'Comcast Account Issues/Customer Service Complaints': 'service',
 'Internet Freezing': 'internet',
 'Unannounced service outage not caused by weather': 'service',
 'COMCAST DATA CAP IS BULLCRAP': 'cap',
 'Comcast unreliable speed/ service': 'service',
 'Comcast slow speeds and lying about prices': 'prices',
 'Unfair Comcast billing practices': 'billing',
 'Comcast refusing to provide continued service promised/advertised in writing': 'service',
 'Cap on Comcast Data': 'cap',
 'Comcast Internet down since 4/25 with no resolve': 'internet',
 'Over charging for Internet': 'internet',
 'Comcast/Xfinity customer service and billing': 'billing',
 'Dishonest Billing Practices': 'billing',
 'Dishonest Billing Practices and Lying': 'billing',
 'comcast lowering internet speeds on constant basis': 'internet',
 'Internet': 'internet',
 'Fraudulent charges and poor or no service': 'service',
 'Speed for internet nowhere close to claims': 'internet',
 'Unreliable Internet Service': 'service',
 'BAIT and SWITCH Product Offerings for Internet BLAST Service': 'service',
 'Comcast's Data Cap': 'cap',
 'Comcast Downgraded service with no notification': 'service',
 'Comcast data caps in currently uncompetitive Nashville market': 'caps',
 'Comcast- not responsive to multiple requests for service': 'service',
 'Comcast horrible service': 'service',
 'Intermittent drops of service': 'service',
 'Lost Internet Service': 'service',
 'Issue with Internet speed': 'speed',
 'internet problems': 'internet',
 'Comcast service problems for months; charging without fixng the issue': 'service',
 'e',

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'Comcast Business internet': 'internet',
'Comcast Business Phone/Internet Contract Disagreement': 'contract',
'Unable to cancel comcast service': 'service',
'Misleading information regarding contract leads to $200 unresolved early term fe
e': 'contract',
'Internet Down': 'internet',
'Comcast Failure of Service': 'service',
'Comcast Throttling my Internet Connection': 'internet',
"10 Days No Service - 12 Appointments Comcast Hasn't Shown Up - Comcast Has Not F
ixed Home Infinity X1 - In 10 Days- Cannot Make 911 Calls": 'service',
'Internet Outages': 'internet',
'High Speed Internet Awful': 'internet',
'rude, nasty, customer service behavior, and a three year failure to deliver the
business Internet services paid for': 'internet',
'The WORST customer service team and negative outlook on customers!!!!': 'servic
e',
'Internet problems': 'internet',
'Improper billing': 'billing',
'Internet being slowed.': 'internet',
'Spotty service Business class internet': 'internet',
'Bundled cable and internet': 'internet',
'Internet Speed': 'speed',
'Home Shopping Network Emails': 'network',
'Comcast Charging Too Much and Internet Speed Lower than Ordered': 'speed',
'Ask Comcast to fix internet connection of my home': 'internet',
'Comcast service and billing issue': 'billing',
'Speed throttling': 'speed',
'Comcast - Internet Data Cap': 'cap',
'Comcast Service and Billing Issues': 'billing',
'Unable to cancel poor internet service': 'service',
'microsoft is limiting service': 'service',
'Poor Quality Service and Unauthorized Charges': 'service',
'Comcast billing and speed.': 'billing',
'Data Cap Overages': 'cap',
'Comcast data caps are killing the internet': 'internet',
'Data Cap in Olive Branch MS with Comcast': 'cap',
'Comcast Internet Data Cap Segregation': 'cap',
'Inconsistent Internet Service': 'service',
'Comcast - Fraudulent Billing Practices, Unwilling to resolve situation': 'billin
g',
'Billing and slowing of internet': 'internet',
'internet and tv problems.': 'internet',
'day 3 of Internet going down and disconnect support calls': 'internet',
'Internet Service Billing': 'billing',
'Comcast terrible service #2': 'service',
'Comcast XFINITY Internet Performance': 'internet',
'outrageous internet bill adjustments from Comcast': 'internet',
'Comcast Data Usage - Additional Fee for Internet Usage but not TV': 'internet',
'Comcast business internet service down for 6 Days': 'service',
'Internet Billing': 'billing',
'Data Cap Limitations': 'cap',
'Comcast Service Rep Missed appointment. I missed a very important family gatheri
ng because I was waiting on the worker to show.': 'service',
'Unfair Billing': 'billing',
'Throttle internet': 'internet',
'Comcast Phone, Internet and TV': 'internet',
'Deceptive and false contract on Business Comcast for Service Call': 'service',
'poor service; inaccurate billing': 'billing',
'Comcast Internet Bait and Switch': 'internet',
'Comcast is a terrible service': 'service',
'Comcast High-Speed Internet Does Not Work': 'internet',
'Comcast Billing & Customer Service': 'service',
'Failure to Cancel Service': 'service',
'Questionable internet slowdown': 'internet',

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'Advertised Internet price not honored': 'price',
'Data Cap problems': 'cap',
'Surprise Data Caps from Comcast': 'caps',
'Price increase while on a fixed price plan': 'price',
'Internet price went up, offered lower price deal with cable tv...': 'cable',
'Inability to add service': 'service',
'No Internet service': 'service',
'Comcast/Xfinity Customer Service': 'service',
'Cancelled Comcast Internet - Service and Billing was never cancelled': 'billin
g',
'Terrible Service': 'service',
'Internet connectivity and speed': 'speed',
'Bad Internet Speeds': 'internet',
'Comcast Wifi Service': 'service',
'terrible internet quality': 'internet',
'Comcast billing and services': 'billing',
'Unfair Billing at Comcast': 'billing',
'Internet service provider billing increase': 'billing',
'Was liked to about the speed and the price that was offered to me.': 'price',
'Stop The CAP': 'cap',
'Comcast quoted one price then billed another': 'price',
'Poor internet quality': 'internet',
'COMCAST FRAUDULENT BILLING & CHARGES': 'billing',
'Comcast's Unfair Billing and Pricing Practices': 'billing',
'Slowed Internet Speeds': 'internet',
'No internet, phone or cable service': 'service',
'Comcast bundling of internet and tv services and deceptive sales practices': 'in
ternet',
'Comcast price inflation': 'price',
'Slow internet speeds': 'internet',
'comcast is not providing service for bad internet': 'internet',
'comcast billing increase': 'billing',
'Charging for service with out fixing the problem': 'service',
'I DO NOT HAVE INTERNET AND WORK FROM HOME': 'internet',
'Terrible customer service from Comcast': 'service',
'internet not working': 'internet',
'Comcast email service': 'service',
'Comcast deceptive billing practices': 'billing',
'Broadband Internet Service': 'service',
'Comcast - Unfair billing policies': 'billing',
'Unwarranted Charges by Comcast for Internet': 'internet',
'Outage of Internet service 5/19/2015, and attitude of Cust Svc rep': 'service',
'No Internet Service': 'service',
'Internet and Phone Service': 'service',
'Comcast Billing (primary) Service (secondary)': 'service',
'Comcast's Deceptive Billing': 'billing',
'Billing Issue': 'billing',
'Comcast has a monopoly on our internet': 'internet',
'Comcast Deceptive Business Class Billing': 'billing',
'internet/cable service': 'service',
'Comcast theft, lying, horrible service and deception': 'service',
'Comcast/Xfinity Blast Internet': 'internet',
'excessive billing': 'billing',
'loss connection internet many time in a day.': 'internet',
'Comcast not connecting me to cancel service and raising prices unfairly': 'price
s',
'internet bill increase': 'internet',
'Cable Splitter without Consent from customer( Comcast)': 'cable',
'service, billing': 'billing',
'Comcast overcharges for internet charges': 'internet',
'Comcast DATA Caps': 'caps',
'Comcast Data usage caps': 'caps',
'Data caps and monthly fees': 'caps',
'Comcast Speed': 'speed',

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'Slower internet speeds than what i was promised for my pay.': 'internet',
 'Internet connectivity loss, over 1000ms latency, under 1Mbps speeds': 'internet',
 'Comcast data caps are an end-run around Net Neutrality': 'caps',
 'Comcast Internet Disconnection': 'internet',
 'Non working service': 'service',
 'internet pricing /competition': 'internet',
 'Comcast is a downright awful service provider.': 'service',
 'Comcast speed not matching, blocked phone number': 'speed',
 'Internet Service Provider Complaint': 'service',
 'High Speed internet': 'internet',
 'Issues with service and payments': 'service',
 'Comcast Billing dispute - Wireless service': 'service',
 'Comcast Service Inadequacies': 'service',
 'internet/tv bundle service': 'service',
 'Unacceptable Business Internet Service from Comcast': 'service',
 'Poor Speed and Reliability': 'speed',
 'Possible Speed Throttling: Comcast Xfinity Richmond, VA': 'speed',
 'Comcast Speed Throttling and more': 'speed',
 'Comcast ending promotion and contract early. Directing customer to resolve disputes in person at their office.': 'contract',
 'Shady Internet Billing Practices from Comcast': 'billing',
 'INTERNET SERVICE IS DOWN FOR THREE WEEKS NOW.': 'service',
 'Data Cap on Internet Downloads?': 'internet',
 'Comcast speed': 'speed',
 'Billing issues': 'billing',
 'internet and customer service problem with Comcast': 'service',
 'Lack of consistent service': 'service',
 'internet speed': 'speed',
 'Comcast Taking almost 9 Days to solve My Internet issue': 'internet',
 'Internet slow': 'internet',
 'Predatory billing by Comcast': 'billing',
 'Comcast Xfinity barely ever works and speed sucks': 'speed',
 'Throttled Internet Speeds': 'internet',
 'Comcast Internet usage caps': 'caps',
 'Comcast Internet - Horrible Customer Service': 'service',
 'Comcast's customer service is awful': 'service',
 'Manipulative billing issue': 'billing',
 'Comcast Advertised Wifi Internet speed not provided False Advertisement': 'speed',
 'Comcast's Internet is Slower Than What I Pay For': 'internet',
 'Over billing Comcast': 'billing',
 'Cable availability': 'cable',
 're complain against comcast email and telephone for home service': 'service',
 'False Service': 'service',
 'Comcast Internet Online Streaming': 'internet',
 'False Information Given Just To Get Me Set Up Service': 'service',
 'Comcast speed throttling internet': 'internet',
 'Internet offer rescinded': 'internet',
 'Comcast price increase not in line with advertisement': 'price',
 'intermittant phone and internet': 'internet',
 'Unauthorized 2-Year Contract With Comcast': 'contract',
 'Difficulty with internet speeds': 'internet',
 'Monopolistic Billing': 'billing',
 'Uncompetitive pricing of Comcast Internet services': 'internet',
 'Comcast forced me into a contract': 'contract',
 'Repeated installation issue with Comcast Internet service': 'service',
 'Horrible customer service from Comcast': 'service',
 'Comcast/Xfinity: Poor internet connection speed and poor customer service': 'service',
 'I pay for 25Mbps internet but get less than 3Mbps': 'internet',
 'Comcast - Billing for service that they cannot provide': 'service',
 'Comcast Illegally Introduces Service Fees Without Notice or Customer Consent': 'service',

'Comcast throttling or otherwise under-delivering internet service.': 'internet',
 'Billing and deceitful practices by Comcast': 'billing',
 'Unfair Billing Practices engaged by Comcast/Xfinity': 'billing',
 'Comcast overcharging, despite regular calls and agreed upon price': 'price',
 'Unclear Quoted Speeds and Prices': 'prices',
 'Internet Issues With Comcast': 'internet',
 'Awful Internet': 'internet',
 'Being charged incorrect price': 'price',
 'False billing': 'billing',
 'Internet service termination': 'service',
 'RACIST CUSTOMER SERVICE FROM MANAGER SONIA AND EMPLOYEE ADRIANA COMCAST LOCATION
 "999 Edgewater Blvd, Foster City, CA 94404": 'service',
 'Double billing': 'billing',
 'Price Increase': 'price',
 'Comcast not refunding deposit for cancelled Internet': 'internet',
 'Comcast artificially inflating prices of Internet only services': 'internet',
 'Extremely slow internet and no aid from Comcast': 'internet',
 'COMCAST DENIES PROVIDING OFFERED SERVICE': 'service',
 'Cable internet unavailable': 'internet',
 'Concern about Comcast Internet Modem Billing Practices': 'billing',
 'Slow Internet speed': 'speed',
 'Comcast changes bill prices without my consent': 'prices',
 'false claims of internet speed tier': 'speed',
 'Poor Internet Connection-equipment failure, slow speed': 'speed',
 'Comcast Xfinity Data Cap in Atlanta, GA': 'cap',
 'Comcast ignores my requests to cancel a service and instead added product to my
 bill and increased the monthly cost.': 'service',
 'Being Charged for High Speed Internet and Services are not Rendered': 'internet',
 'Internet unreliable': 'internet',
 'Price of Internet service': 'service',
 'Comcast inflated internet pricing': 'internet',
 'Expensive Internet Service for average speed': 'speed',
 'Charge for service they won't deliver': 'service',
 'Misrepresented Internet Speed': 'speed',
 'Being charged for internet speeds that equipment can not deliver': 'internet',
 'Comcast Internet and TV': 'internet',
 'Poor internet reception': 'internet',
 'Overcharging and shitty service': 'service',
 'Price manipulation': 'price',
 'charges for internet service are bogus': 'service',
 'EXTREMELY slow Comcast Internet Connection...Have tried to have fixed but no one
 comes': 'internet',
 'Internet service disconnected accidentally by Comcast personnel. Poor service.':
 'service',
 'Internet Advertised rate versus customer service phone quote with Comcast XFINIT
 Y': 'service',
 'Customer Service & Billing': 'billing',
 'Service issues': 'service',
 'Billing & Customer Service Issues': 'service',
 'Outrageous billing costs and Data caps': 'caps',
 'Bait and switch service': 'service',
 'Unable to change my service': 'service',
 'Comcast bill and service disclosure': 'service',
 'Complaint regarding billing practices': 'billing',
 'Complaint against Comcast for provisioning of Internet Service at Residential Ad
 dress': 'service',
 'Speed Misrepresentation': 'speed',
 'Internet issues and Customer Service issues': 'service',
 'Failure of service from Comcast': 'service',
 'Internet speeds less than what we are paying for after canceling cable tv servic
 e': 'service',
 'Billing & Internet Service Issues with Comcast in Seattle WA': 'service',
 'Comcast repeatedly failing to install Internet service': 'service',

'Comcast's egregious billing techniques': 'billing',
 'Comcast's unfair billing practices': 'billing',
 'Fraudulent Billing': 'billing',
 'Internet Connectivity': 'internet',
 'Comcast/Xfinity Internet Data Cap': 'cap',
 'threat of shutting off service of phone,internet and TV': 'service',
 'Comcast Cable Billing Fraud': 'billing',
 'Comcast billing past disconnection time': 'billing',
 'Comcast will not allow me to cancel my internet service.': 'internet',
 'Contract': 'contract',
 'Comcast service agreement': 'service',
 'Comcast 300GB CAP': 'cap',
 'Internet Essentials': 'internet',
 'Cap complaints': 'cap',
 'Price Plans': 'price',
 'Internet much slower than advertised': 'internet',
 'Cheating in Bundle Service Pricing': 'service',
 'Comcast billing and account issues': 'billing',
 'Comcast Service and Customer Service': 'service',
 'Denial of service': 'service',
 'Internet Help @ , South Lyon, MI 48178': 'internet',
 'Internet help @ , South Lyon, MI 48178': 'internet',
 'very low wireless speed not working well': 'speed',
 'internet service from comcast': 'service',
 'Data Usage Cap': 'cap',
 'Poor internet': 'internet',
 'xfinity customer service': 'service',
 'Internet price': 'price',
 'Comcast throttling my high-speed internet': 'internet',
 'Slow internet / Over Charged Billing': 'billing',
 'No internet available since a comcast technician did an intervention to change plans': 'internet',
 'Comcast Billing Support and Practices': 'billing',
 'Extremely Poor Customer Service': 'service',
 'Internnet Service': 'service',
 'Comcast Cable and Internet': 'internet',
 'Comcast Internet Services': 'internet',
 'Unfair billing practices by Comcast Xfinity': 'billing',
 'Incorrect Billing of NON-RENTED Equipment': 'billing',
 'paying for hi speed internet 105 mbps': 'internet',
 'Comcast Internet, being charged full price for partial service': 'service',
 'Poor Quality Service and Broken Promises': 'service',
 'billing complaint - Comcast digital phone/internet service': 'service',
 'Comcast (Xfinity) Internet Service': 'service',
 'Cant cancel internet on Sundays?': 'internet',
 'Internet Speeds': 'internet',
 'Over Charged for Service Never Received': 'service',
 'Internet speeds not as advertised. Bandwith not available as advertised': 'internet',
 'Comcast Xfinity Deceptive Billing Practices': 'billing',
 'Excessive early termination fees due immediately after 10+ years of service': 'service',
 'Comcast Forcing me to purchase cable tv, only want internet': 'internet',
 'Comcast / Xfinity Billing Issue': 'billing',
 'Billing Overcharging Issues By Comcast': 'billing',
 'Internet Speed Cut in Half with no Notification': 'speed',
 'internet access': 'internet',
 'Billing practices': 'billing',
 'No email service from Comcast': 'service',
 'Service Quality': 'service',
 'high speed internet access': 'internet',
 'Internet being throttled': 'internet',
 'no internet service for more than 20 days': 'service',
 'Paying for service for 12 months without recieving the service': 'service',

```

'Internet Outage': 'internet',
'Continuous Internet problems.': 'internet',
'Billing - Comcast': 'billing',
'Misleading and deceptive sale of Internet service': 'service',
'Comcast Refund and discontinue Service billing': 'billing',
'Comcast service and pricing': 'service',
'Xfinity/Comcast throttles bandwidth way below contract level': 'contract',
'comcast data caps': 'caps',
'COMCAST INTERNET': 'internet',
'Price fixing and monopolistic behavior': 'price',
'Customer service': 'service',
'Poor service from Xfinity': 'service',
'Comcast Practices/ billing': 'billing',
'Intermittent internet': 'internet',
'60 day delay in cancelling service agreement': 'service',
'Comcast Internet Issue': 'internet',
'loss of signal SEVERAL times a day, VERY slow connectivity very often, Several i
ssues with television also not just internet': 'internet',
'internet services': 'internet',
'Comcast charges in violation of contract': 'contract',
'Data caps for broadband internet': 'internet',
'Comcast service complaint': 'service',
'Poor Internet Service': 'service',
'Internet "Overage" Charges': 'internet',
'Comcast "Unlimited" Internet Access recently limited to 300GB per month': 'inter
net',
'Comcast service and billing': 'billing',
'Tucson Comcast Data Caps on Internet Service': 'service',
'Home Internet Data Caps': 'caps',
'Comcast falsely claims service is provided in neighborhood': 'service',
'Data usage cap with Comcast Xfinity': 'cap',
'Comcast slowing internet speeds intentionally': 'internet',
'Xfinity Data Caps': 'caps',
'Comcast Data Caps and Throttling': 'caps',
'Increased monthly fee on 3 year contract': 'contract',
'shitty comcast service': 'service',
'Unfair Billing Practice and Services': 'billing',
'Pay 2500 for cable line': 'cable',
'Inability to get service transferred': 'service',
'Poor Service or no Service': 'service',
'access to service': 'service',
'Speed consistently 1/25 of speed paid for': 'speed',
'Incorrect billing': 'billing',
'Re: Unfair Billing Practices Complaints against Comcast': 'billing',
'My Comcast Bill for Internet/Cable/Phone service': 'service',
...}

```

In [521... *# Making a Data Frame of our dict to make it easy to analyse.*

```

comps=pd.DataFrame({'Customer Complaint':comptype.keys() , 'Complaint Type':compty
# We need to make our Categories look good because earlier they were just the keyw
# So, now we will beautify our Categories.
comps=comps.replace({"caps":"cap"})
comps=comps.replace({"cap":"Data Usage Cap" , "price":"prices" , "internet":"Inter
comps

```

Out[521]:

	Customer Complaint	Complaint Type
0	Comcast Cable Internet Speeds	Internet
1	Payment disappear - service got disconnected	Customer Service
2	Speed and Service	Customer Service
3	Comcast Imposed a New Usage Cap of 300GB that ...	Data Usage Cap
4	Comcast not working and no service to boot	Customer Service
...
1046	problems with internet service	Customer Service
1047	Speed throttling, speeds not at promised output	Slow Speed of Internet
1048	Service Availability	Customer Service
1049	Comcast Monthly Billing for Returned Modem	Billing Related
1050	Comcast, Ypsilanti MI Internet Speed	Slow Speed of Internet

1051 rows × 2 columns

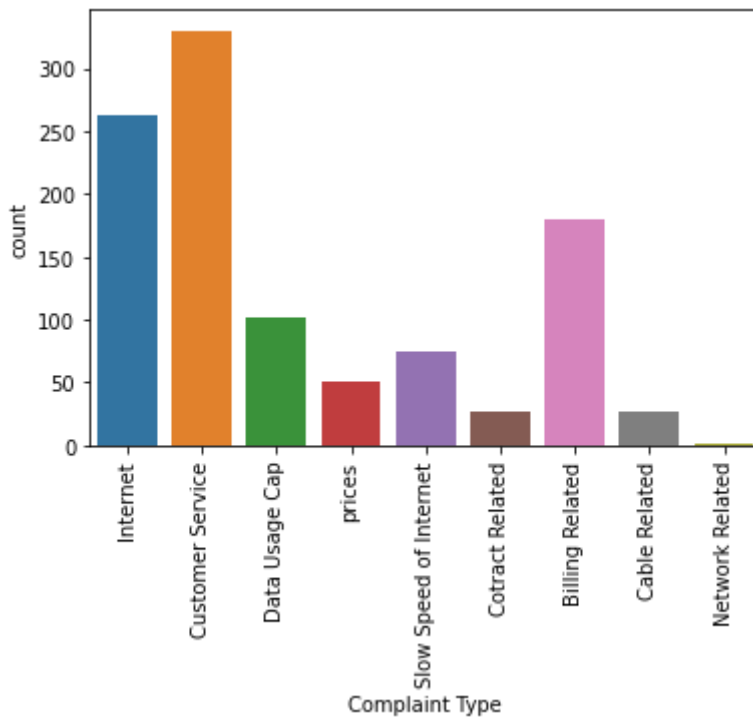
Here is the Table with the Frequency of Complaint Types

```
In [522... # Nnow we are all set to construct our Table with Frequency of Complaint Types
complaint_types_table=pd.DataFrame(comps["Complaint Type"].value_counts())
complaint_types_table
```

Out[522]:

	Complaint Type
Customer Service	330
Internet	262
Billing Related	179
Data Usage Cap	102
Slow Speed of Internet	74
prices	50
Cable Related	27
Cotract Related	26
Network Related	1

```
In [524... # Plotting our Complaint Types and their Frequency.
complaint_types_plot=sns.countplot(x=comps["Complaint Type"])
complaint_types_plot.tick_params(axis='x' , rotation=90)
```



```
In [443]: df["Status"].value_counts()
```

```
Out[443]: Closed    1707
Open        517
Name: Status, dtype: int64
```

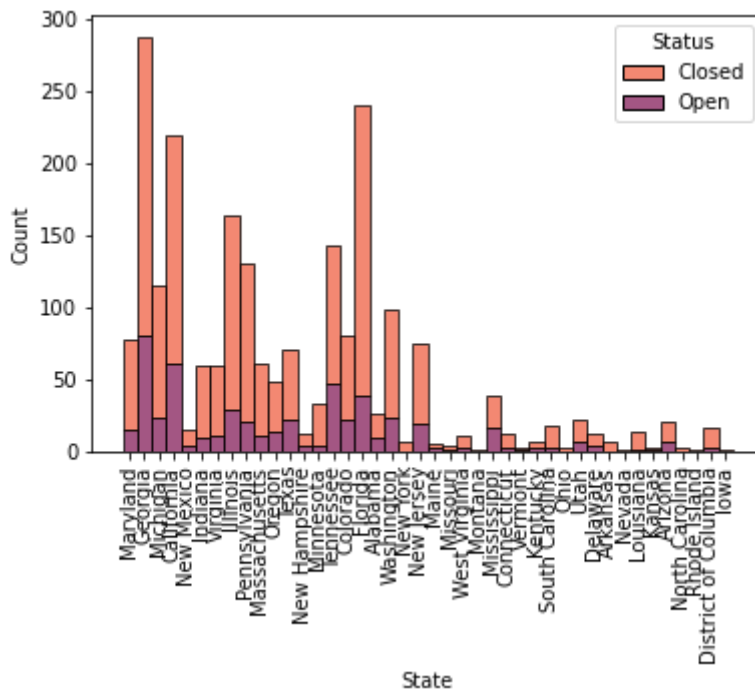
Creating a new categorical variable with value as Open and Closed. Open & Pending is to be categorized as Open and Closed & Solved is to be categorized as Closed.

```
In [525]: # Replacing Pending with Open and Solved with Closed in our column df["Status"].
df["Status"] = df["Status"].replace({"Pending":"Open" , "Solved":"Closed"})
```

State wise Status of Complaints

```
In [526]: # Plotting the Statewise Status of Complaints.

statewise_comp_status_plot=sns.histplot(binwidth=10,x=df["State"] , hue=df["Status"]
statewise_comp_status_plot.tick_params(axis='x' , rotation=90)
```



State that has the maximum Complaints

```
In [527]: # Finding the state that has maximum no.Complaints.

state_with_max_comp=df["State"].value_counts().index[0]
state_with_max_comp
```

Out[527]: 'Georgia'

Work on finding the State that has the Highest Percentage of Unresolved Complaints

```
In [529]: # Calculating the df["Status"].value_counts() will help ous calculate the percentage
df["Status"].value_counts()
```

```
Out[529]: Closed    1707
Open         517
Name: Status, dtype: int64
```

```
In [530]: df["Status"].describe()
```

```
Out[530]: count      2224
unique        2
top      Closed
freq        1707
Name: Status, dtype: object
```

Percentage of Complaints resolved till date

```
In [531]: # Percentage of Complaints resolved till date.
percentage_of_comps_resolved = (1707/2224)*100
percentage_of_comps_resolved
```

Out[531]: 76.75359712230215

```
In [450... g=df["State"].groupby(df["Status"])
```

```
In [532... # Making a data frame with state and two different columns for complaints status.  
Open = g.get_group("Open")  
Closed = g.get_group("Closed")  
Complaints_status_data=pd.DataFrame({"Unresolved":pd.DataFrame(Open).value_counts()  
Complaints_status_data
```

Out[532]:

Unresolved Resolved

State		
Alabama	9.0	17
Arizona	6.0	14
Arkansas	NaN	6
California	61.0	159
Colorado	22.0	58
Connecticut	3.0	9
Delaware	4.0	8
District of Columbia	2.0	15
Florida	39.0	201
Georgia	80.0	208
Illinois	29.0	135
Indiana	9.0	50
Iowa	NaN	1
Kansas	1.0	1
Kentucky	3.0	4
Louisiana	1.0	12
Maine	2.0	3
Maryland	15.0	63
Massachusetts	11.0	50
Michigan	23.0	92
Minnesota	4.0	29
Mississippi	16.0	23
Missouri	1.0	3
Montana	NaN	1
Nevada	NaN	1
New Hampshire	4.0	8
New Jersey	19.0	56
New Mexico	4.0	11
New York	NaN	6
North Carolina	NaN	3
Ohio	NaN	3
Oregon	13.0	36
Pennsylvania	20.0	110
Rhode Island	NaN	1
South Carolina	3.0	15

	Unresolved	Resolved
State		
Tennessee	47.0	96
Texas	22.0	49
Utah	6.0	16
Vermont	1.0	2
Virginia	11.0	49
Washington	23.0	75
West Virginia	3.0	8

In [452...

Complaints_status_data.describe()

Out[452]:

	Unresolved	Resolved
count	34.000000	42.000000
mean	15.205882	40.642857
std	18.137153	53.646913
min	1.000000	1.000000
25%	3.000000	4.500000
50%	9.000000	15.000000
75%	21.500000	54.500000
max	80.000000	208.000000

In [533...

```
# Filling the NaN values with 0
Complaints_status_data = Complaints_status_data.fillna(value=0)
Complaints_status_data
```


Out[533]:

UnresolvedResolved

State		
Alabama	9.0	17
Arizona	6.0	14
Arkansas	0.0	6
California	61.0	159
Colorado	22.0	58
Connecticut	3.0	9
Delaware	4.0	8
District of Columbia	2.0	15
Florida	39.0	201
Georgia	80.0	208
Illinois	29.0	135
Indiana	9.0	50
Iowa	0.0	1
Kansas	1.0	1
Kentucky	3.0	4
Louisiana	1.0	12
Maine	2.0	3
Maryland	15.0	63
Massachusetts	11.0	50
Michigan	23.0	92
Minnesota	4.0	29
Mississippi	16.0	23
Missouri	1.0	3
Montana	0.0	1
Nevada	0.0	1
New Hampshire	4.0	8
New Jersey	19.0	56
New Mexico	4.0	11
New York	0.0	6
North Carolina	0.0	3
Ohio	0.0	3
Oregon	13.0	36
Pennsylvania	20.0	110
Rhode Island	0.0	1
South Carolina	3.0	15

	Unresolved	Resolved
State		
Tennessee	47.0	96
Texas	22.0	49
Utah	6.0	16
Vermont	1.0	2
Virginia	11.0	49
Washington	23.0	75
West Virginia	3.0	8

```
In [534... # Adding three more columns to our data frame Complaints_status_data["Total Complaints"] = Complaints_status_data["Resolved"] + Complaints_status_data["Unresolved"]
Complaints_status_data["Total Complaints"]
Complaints_status_data["%Resolved"] = (Complaints_status_data["Resolved"] / Complaints_status_data["Total Complaints"]) * 100
Complaints_status_data["%Unresolved"] = (Complaints_status_data["Unresolved"] / Complaints_status_data["Total Complaints"]) * 100

In [535... Complaints_status_data
```

Out[535]:

	Unresolved	Resolved	Total Complaints	%Resolved	%Unresolved
State					
Alabama	9.0	17	26.0	65.384615	34.615385
Arizona	6.0	14	20.0	70.000000	30.000000
Arkansas	0.0	6	6.0	100.000000	0.000000
California	61.0	159	220.0	72.272727	27.727273
Colorado	22.0	58	80.0	72.500000	27.500000
Connecticut	3.0	9	12.0	75.000000	25.000000
Delaware	4.0	8	12.0	66.666667	33.333333
District of Columbia	2.0	15	17.0	88.235294	11.764706
Florida	39.0	201	240.0	83.750000	16.250000
Georgia	80.0	208	288.0	72.222222	27.777778
Illinois	29.0	135	164.0	82.317073	17.682927
Indiana	9.0	50	59.0	84.745763	15.254237
Iowa	0.0	1	1.0	100.000000	0.000000
Kansas	1.0	1	2.0	50.000000	50.000000
Kentucky	3.0	4	7.0	57.142857	42.857143
Louisiana	1.0	12	13.0	92.307692	7.692308
Maine	2.0	3	5.0	60.000000	40.000000
Maryland	15.0	63	78.0	80.769231	19.230769
Massachusetts	11.0	50	61.0	81.967213	18.032787
Michigan	23.0	92	115.0	80.000000	20.000000
Minnesota	4.0	29	33.0	87.878788	12.121212
Mississippi	16.0	23	39.0	58.974359	41.025641
Missouri	1.0	3	4.0	75.000000	25.000000
Montana	0.0	1	1.0	100.000000	0.000000
Nevada	0.0	1	1.0	100.000000	0.000000
New Hampshire	4.0	8	12.0	66.666667	33.333333
New Jersey	19.0	56	75.0	74.666667	25.333333
New Mexico	4.0	11	15.0	73.333333	26.666667
New York	0.0	6	6.0	100.000000	0.000000
North Carolina	0.0	3	3.0	100.000000	0.000000
Ohio	0.0	3	3.0	100.000000	0.000000
Oregon	13.0	36	49.0	73.469388	26.530612
Pennsylvania	20.0	110	130.0	84.615385	15.384615
Rhode Island	0.0	1	1.0	100.000000	0.000000
South Carolina	3.0	15	18.0	83.333333	16.666667

	Unresolved	Resolved	Total Complaints	%Resolved	%Unresolved
State					
Tennessee	47.0	96	143.0	67.132867	32.867133
Texas	22.0	49	71.0	69.014085	30.985915
Utah	6.0	16	22.0	72.727273	27.272727
Vermont	1.0	2	3.0	66.666667	33.333333
Virginia	11.0	49	60.0	81.666667	18.333333
Washington	23.0	75	98.0	76.530612	23.469388
West Virginia	3.0	8	11.0	72.727273	27.272727

In [540...

Complaints_status_data=Complaints_status_data.reset_index()
Complaints_status_data

Out[540]:

	State	Unresolved	Resolved	Total Complaints	%Resolved	%Unresolved
0	Alabama	9.0	17	26.0	65.384615	34.615385
1	Arizona	6.0	14	20.0	70.000000	30.000000
2	Arkansas	0.0	6	6.0	100.000000	0.000000
3	California	61.0	159	220.0	72.272727	27.727273
4	Colorado	22.0	58	80.0	72.500000	27.500000
5	Connecticut	3.0	9	12.0	75.000000	25.000000
6	Delaware	4.0	8	12.0	66.666667	33.333333
7	District of Columbia	2.0	15	17.0	88.235294	11.764706
8	Florida	39.0	201	240.0	83.750000	16.250000
9	Georgia	80.0	208	288.0	72.222222	27.777778
10	Illinois	29.0	135	164.0	82.317073	17.682927
11	Indiana	9.0	50	59.0	84.745763	15.254237
12	Iowa	0.0	1	1.0	100.000000	0.000000
13	Kansas	1.0	1	2.0	50.000000	50.000000
14	Kentucky	3.0	4	7.0	57.142857	42.857143
15	Louisiana	1.0	12	13.0	92.307692	7.692308
16	Maine	2.0	3	5.0	60.000000	40.000000
17	Maryland	15.0	63	78.0	80.769231	19.230769
18	Massachusetts	11.0	50	61.0	81.967213	18.032787
19	Michigan	23.0	92	115.0	80.000000	20.000000
20	Minnesota	4.0	29	33.0	87.878788	12.121212
21	Mississippi	16.0	23	39.0	58.974359	41.025641
22	Missouri	1.0	3	4.0	75.000000	25.000000
23	Montana	0.0	1	1.0	100.000000	0.000000
24	Nevada	0.0	1	1.0	100.000000	0.000000
25	New Hampshire	4.0	8	12.0	66.666667	33.333333
26	New Jersey	19.0	56	75.0	74.666667	25.333333
27	New Mexico	4.0	11	15.0	73.333333	26.666667
28	New York	0.0	6	6.0	100.000000	0.000000
29	North Carolina	0.0	3	3.0	100.000000	0.000000
30	Ohio	0.0	3	3.0	100.000000	0.000000
31	Oregon	13.0	36	49.0	73.469388	26.530612
32	Pennsylvania	20.0	110	130.0	84.615385	15.384615
33	Rhode Island	0.0	1	1.0	100.000000	0.000000
34	South Carolina	3.0	15	18.0	83.333333	16.666667
35	Tennessee	47.0	96	143.0	67.132867	32.867133

	State	Unresolved	Resolved	Total Complaints	%Resolved	%Unresolved
36	Texas	22.0	49	71.0	69.014085	30.985915
37	Utah	6.0	16	22.0	72.727273	27.272727
38	Vermont	1.0	2	3.0	66.666667	33.333333
39	Virginia	11.0	49	60.0	81.666667	18.333333
40	Washington	23.0	75	98.0	76.530612	23.469388
41	West Virginia	3.0	8	11.0	72.727273	27.272727

Here is the State that has the highest percentage of Unresolved Complaints

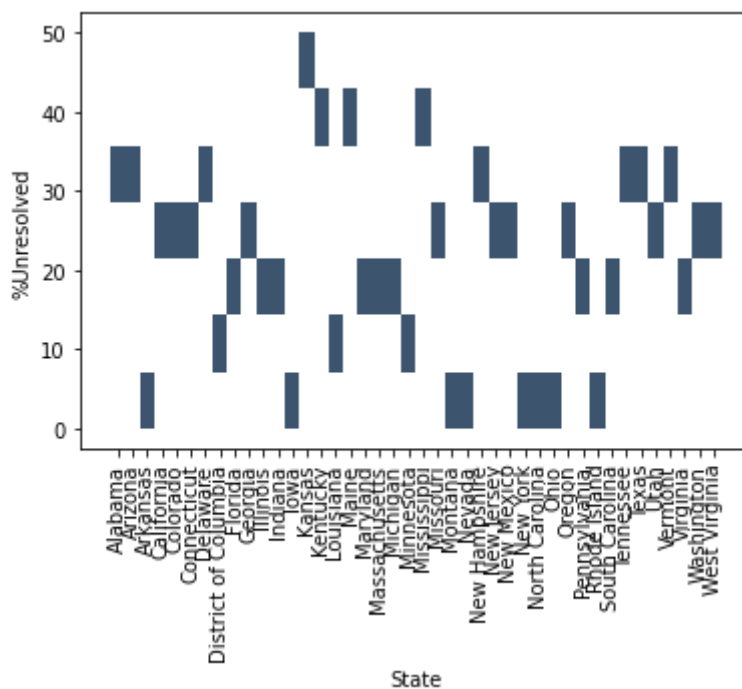
```
In [541... # Finding the State that has highest percentage of unresolved Complaints.

max_perc_unresolved_comps = max(Complaints_status_data["%Unresolved"])
state_highest_percentage_unresolved_complaints = Complaints_status_data.where(Comp
state_highest_percentage_unresolved_complaints
```

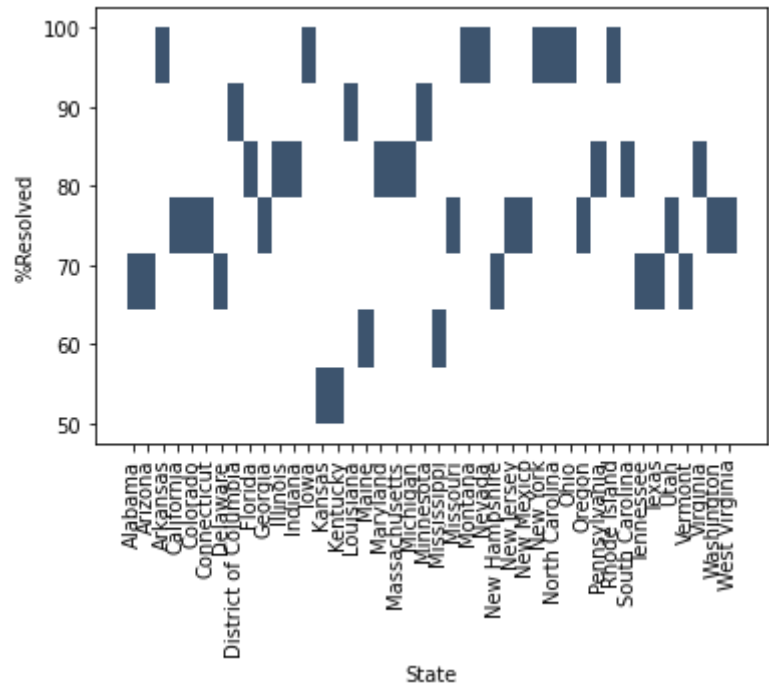
```
Out[541]:
```

	State	Unresolved	Resolved	Total Complaints	%Resolved	%Unresolved
13	Kansas	1.0	1.0	2.0	50.0	50.0

```
In [545... # Plotting the result of Percentage of Unresolved Complaints per State.
plot=sns.histplot(x=Complaints_status_data["State"] , y=Complaints_status_data["%U
plot.tick_params(axis='x' , rotation=90)
```



```
In [546... # Plotting the result of Percentage of Resolved Complaints per State.
plot=sns.histplot(x=Complaints_status_data["State"] , y=Complaints_status_data["%R
plot.tick_params(axis='x' , rotation=90)
```



In []: