**COMCAST TELECOM CONSUMER COMPLAINTS**

**Submitted to: Submitted by:**

**Simplilearn Rajachandra Shekar Reddy Naru**

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1. **DESCRIPTION:**

Comcast is an American global telecommunication company. The firm has been providing terrible customer service. They continue to fall short despite repeated promises to improve. Only last month (October 2016) the authority fined them a $2.3 million, after receiving over 1000 consumer complaints.

The existing database will serve as a repository of public customer complaints filed against Comcast. It will help to pin down what is wrong with Comcast's customer service.

1. **FINDINGS:**

* Most number of complaints are received in Month of June.
* Most of the complaints are around Internet and Data cap domains although Comcast has most complaints, since it is a generic word in complaint type category and does not reflect any proper reason, it is ignored.
* Georgia has maximum number of complaints.
* Kansas has highest percentage of unresolved complaints.
* There is not much difference in complaint resolved status through internet or customer call.

**3.SCREENSHOTS:**

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