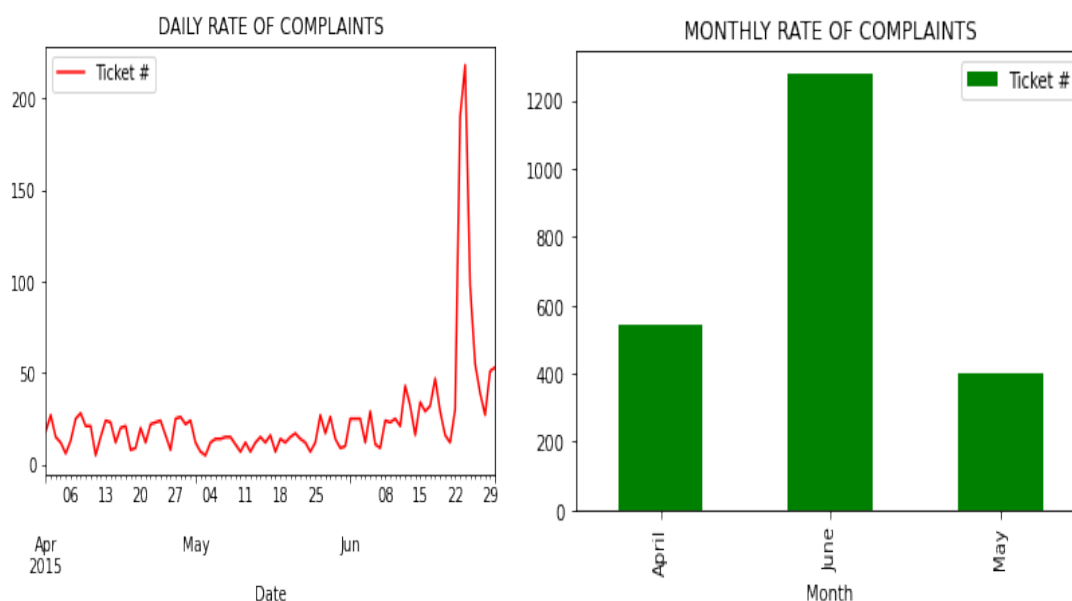


Comcast Telecom Consumer Complaints :

1) Analysis of the trend chart for the number of complaints at monthly and daily granularity levels:

By analyzing the data we noticed that there was a drastic spike (increase) in the number of complaints received during the month of July. This high inflow of complaints was received between the 22nd and 29th of July (2015).

- The plots below also show that the least number of complaints were received during the month of May (around 400 in number).
- During the month of April complaints received were close to 600 in number.
- July saw the highest number of complaints going beyond 1200 in number.



2) Frequency of complaint types:

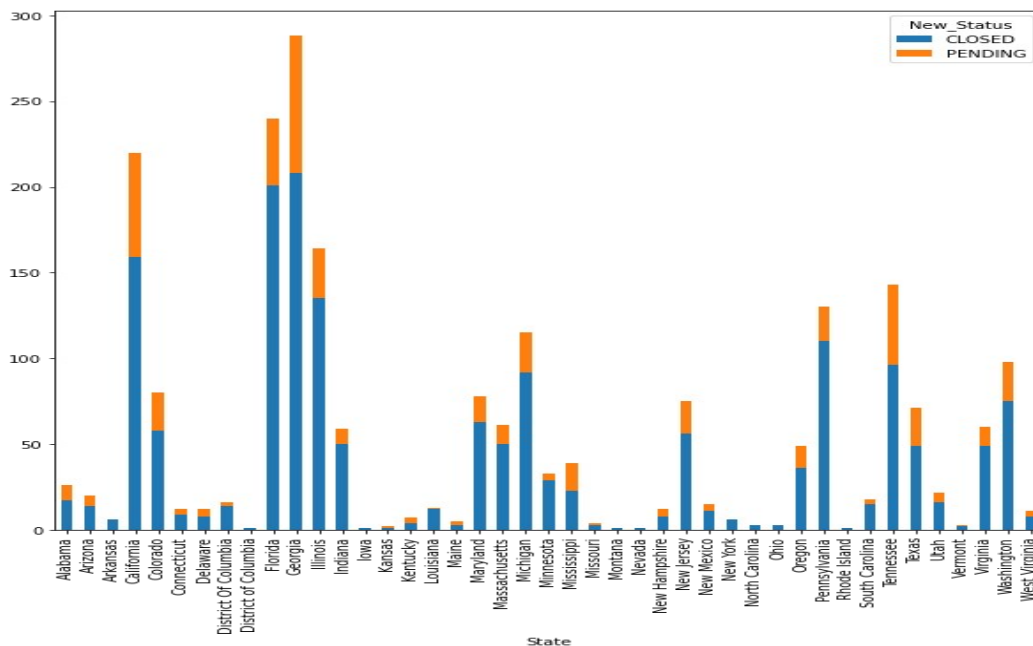
A table named “frequency” is provided showing the frequency of complaint types.

The most frequent:

| | |
|--------------------------|-----|
| comcast | 102 |
| comcast data cap | 30 |
| comcast internet | 29 |
| comcast data caps | 21 |
| comcast billing | 18 |
| comcast service | 15 |
| internet speed | 15 |
| unfair billing practices | 13 |
| data caps | 13 |
| data cap | 12 |

3) A new categorical variable within column “New_Status” : “Open” appears if a Complaint has been left unresolved and “Closed”- if resolved.

4) A stacked bar graph was created to gain insight on complaints recieved state wise:



From the above graph we see that

- The State of Georgia has the highest number of complaints.
- The same state (Georgia) also has the highest number of unresolved complaints.

5) Mode of complaint information:

| New_Status Received Via | Closed | Open | TOTAL | TOT_PERCENTAGE | resolved_pct | total_resolved |
|----------------------------|--------|------|-------|----------------|--------------|----------------|
| Customer Care Call | 864 | 255 | 1119 | 50.314748 | 77.211796 | 76.753597 |
| Internet | 843 | 262 | 1105 | 49.685252 | 76.289593 | 76.753597 |

The above table shows a total of 2,224 complaints were registered over three months (April, May and June) in the year 2015.
of which:

- 1119 (50.314%) were received through Customer Care Calls.
- 1105 (49.6852%) were received via the Internet.
- A total of 76% of complaints have been Closed or Resolved.
- Of the complaints that were received via Customer Calls 77.21% has been closed.
- Of the complaints that were received via the Internet 76.75 % have been closed.