

## Comcast Telecom Consumer Complaints Analysis

### Problem:

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.

### Findings:

- Number of complaints in June skyrocketed to reach 1046 but it quickly got back to normal levels next month.
- The distribution of complaint types is as following:
  - Internet: 532
  - Network: 2
  - Other: 1690
- Georgia is the state with the highest number of complaints.
- Kansas has the height ration of unresolved-to-overall number of complaints percentage. However, Gorgia has the heist number of unresolved complaints. Number of complaints resolved till date grouped by receiving method is as following:

Received Via	Closed	Open	Resolved percentage
Customer Care Call	864	255	77.211796
Internet	843	262	76.289593