

# **COMCAST TELECOM CONSUMER COMPLAINTS**

**In this project we are given a data set consisting of public consumer complaints filed against Comcast. It consists of more than 1000 consumer complaints. Following are the attributes given:**

1. Ticket #: Ticket number assigned to each complaint
2. Customer Complaint: Description of complaint
3. Date: Date of complaint
4. Time: Time of complaint
5. Received Via: Mode of communication of the complaint
6. City: Customer city
7. State: Customer state
8. Zipcode: Customer zip
9. Status: Status of complaint
10. Filing on behalf of someone

## **Analysis Tasks**

1. Import data into Python environment.

Sol: Data into the environment is imported using the `read_csv()`.

2. Provide the trend chart for the number of complaints at monthly and daily granularity levels.

Sol: We first calculate the number of complaints every month and then for every day. Then we plot the trend chart separately for both the above cases.

3. Provide a table with the frequency of complaint types.

Sol: We calculate frequencies of various complaint types and print it in a tabular format.

4. Which complain types are maximum i.e, around internet, network issues, or across any other domains.

Sol: With the help of a bar chart the complain type with maximum value is found.

5. Create a categorical variable with values as Open and Closed. Open and Pending is to be categorized as Open and Closed & Solved is to be categorized as Closed.

Sol: A new attribute is created and the values are inserted according to the above criteria.

6. Provide state wise status of complaints in a stacked bar chart. Use the categorized variable from Q3. Provide insights on:

Which state has the maximum complaints.

Which state has the highest percentage of unresolved complaints

Sol: We first group the resolved as well as unresolved complaints according to the state. Then from that we plot a stacked bar chart depicting all the states with their number of resolved as well as unresolved complaints. Then from that we find the state having maximum complaints and also the state having highest percentage of unresolved complaints.

7. Provide the percentage of complaints resolved till date, which were received through the Internet and customer care calls.

Sol: We first group the resolved and unresolved complaints according to through which source they were received. Then we calculate the percentages separately for resolved complaints received through Internet and customer care calls.