

## The CONTENTS Procedure

<b>Data Set Name</b>	WORK.COMCAST	<b>Observations</b>	2224
<b>Member Type</b>	DATA	<b>Variables</b>	11
<b>Engine</b>	V9	<b>Indexes</b>	0
<b>Created</b>	02/16/2020 18:18:30	<b>Observation Length</b>	176
<b>Last Modified</b>	02/16/2020 18:18:30	<b>Deleted Observations</b>	0
<b>Protection</b>		<b>Compressed</b>	NO
<b>Data Set Type</b>		<b>Sorted</b>	NO
<b>Label</b>			
<b>Data Representation</b>	SOLARIS_X86_64, LINUX_X86_64, ALPHA_TRU64, LINUX_IA64		
<b>Encoding</b>	utf-8 Unicode (UTF-8)		

Engine/Host Dependent Information	
<b>Data Set Page Size</b>	131072
<b>Number of Data Set Pages</b>	4
<b>First Data Page</b>	1
<b>Max Obs per Page</b>	743
<b>Obs in First Data Page</b>	725
<b>Number of Data Set Repairs</b>	0
<b>Filename</b>	/saswork/SAS_work08C10000549B_odaws01-apse1/SAS_work5E740000549B_odaws01-apse1/comcast.sas7bdat
<b>Release Created</b>	9.0401M6
<b>Host Created</b>	Linux
<b>Inode Number</b>	536873622
<b>Access Permission</b>	rw-r--r--
<b>Owner Name</b>	u43532469
<b>File Size</b>	640KB
<b>File Size (bytes)</b>	655360

Alphabetic List of Variables and Attributes					
#	Variable	Type	Len	Format	Informat
7	City	Char	11	\$11.	\$11.
2	Customer Complaint	Char	80	\$80.	\$80.
3	Date	Num	8	DDMMYY10.	DDMMYY10.
4	Date_month_year	Num	8	DATE9.	DATE9.
11	Filing on Behalf of Someone	Char	3	\$3.	\$3.
6	Received Via	Char	18	\$18.	\$18.
8	State	Char	10	\$10.	\$10.
10	Status	Char	7	\$7.	\$7.
1	Ticket #	Num	8	BEST12.	BEST32.

**The CONTENTS Procedure**

<b>Alphabetic List of Variables and Attributes</b>					
<b>#</b>	<b>Variable</b>	<b>Type</b>	<b>Len</b>	<b>Format</b>	<b>Informat</b>
<b>5</b>	Time	Num	8	TIME20.3	TIME20.3
<b>9</b>	Zip code	Num	8	BEST12.	BEST32.

### The MEANS Procedure

Variable	N	Mean	Std Dev	Minimum	Maximum
Ticket #	2223	314738.22	50592.08	211255.00	376328.00
Date	2224	20248.99	61.1257117	20092.00	20428.00
Date_month_year	2224	20248.99	61.1257117	20092.00	20428.00
Time	2224	52860.33	19867.12	57.0000000	86399.00
Zip code	2224	47994.39	28885.28	1075.00	99223.00

## The MEANS Procedure

Variable	N	Mean	Std Dev	Minimum	Maximum	Median	Mode	25th Pctl	75th Pctl
Ticket #	2223	314738.22	50592.08	211255.00	376328.00	330473.00	.	269604.00	360432.00
Date	2224	20248.99	61.1257117	20092.00	20428.00	20259.00	20263.00	20214.00	20264.00
Date_month_year	2224	20248.99	61.1257117	20092.00	20428.00	20259.00	20263.00	20214.00	20264.00
Time	2224	52860.33	19867.12	57.0000000	86399.00	53871.50	1354.00	41438.50	67617.50
Zip code	2224	47994.39	28885.28	1075.00	99223.00	37211.00	30144.00	30055.00	77059.50

## The FREQ Procedure

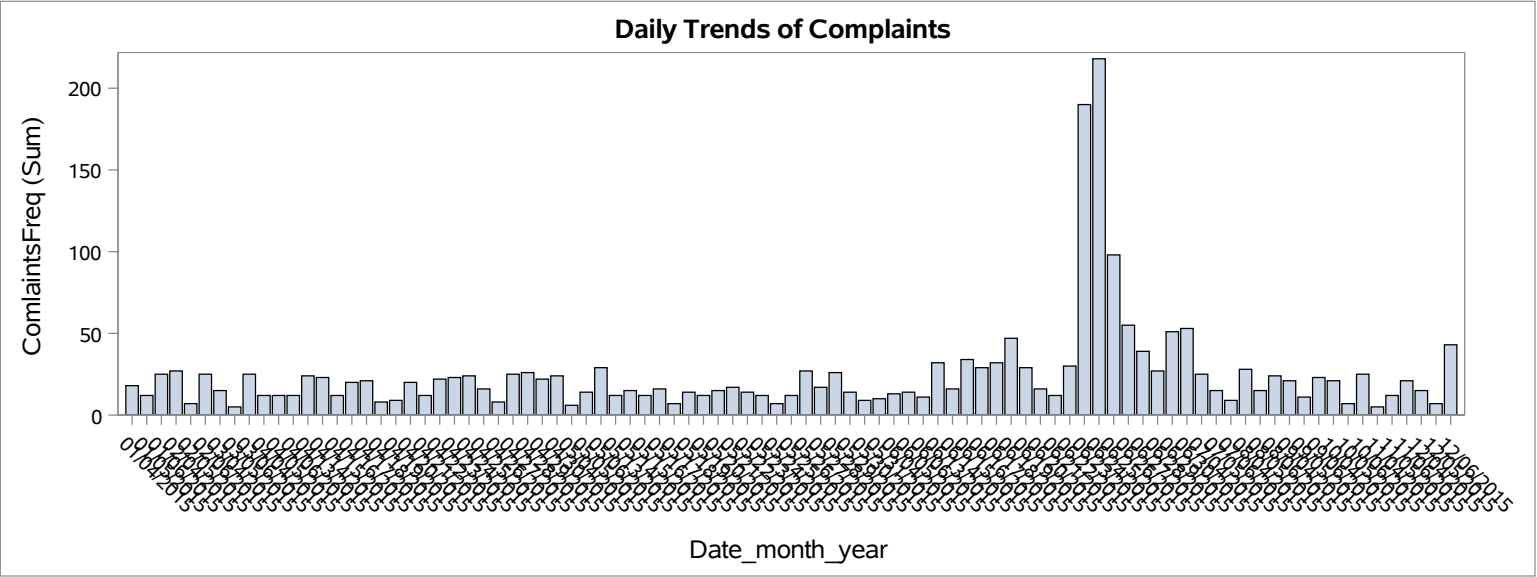
Date_month_year	Frequency	Percent	Cumulative Frequency	Cumulative Percent
06/24/2015	218	9.80	218	9.80
06/23/2015	190	8.54	408	18.35
06/25/2015	98	4.41	506	22.75
06/26/2015	55	2.47	561	25.22
06/30/2015	53	2.38	614	27.61
06/29/2015	51	2.29	665	29.90
06/18/2015	47	2.11	712	32.01
12/06/2015	43	1.93	755	33.95
06/27/2015	39	1.75	794	35.70
06/15/2015	34	1.53	828	37.23
06/13/2015	32	1.44	860	38.67
06/17/2015	32	1.44	892	40.11
06/22/2015	30	1.35	922	41.46
05/06/2015	29	1.30	951	42.76
06/16/2015	29	1.30	980	44.06
06/19/2015	29	1.30	1009	45.37
08/04/2015	28	1.26	1037	46.63
02/04/2015	27	1.21	1064	47.84
05/26/2015	27	1.21	1091	49.06
06/28/2015	27	1.21	1118	50.27
04/28/2015	26	1.17	1144	51.44
05/28/2015	26	1.17	1170	52.61
01/06/2015	25	1.12	1195	53.73
02/06/2015	25	1.12	1220	54.86
03/06/2015	25	1.12	1245	55.98
04/27/2015	25	1.12	1270	57.10
07/04/2015	25	1.12	1295	58.23
10/06/2015	25	1.12	1320	59.35
04/13/2015	24	1.08	1344	60.43
04/24/2015	24	1.08	1368	61.51
04/30/2015	24	1.08	1392	62.59
08/06/2015	24	1.08	1416	63.67
04/14/2015	23	1.03	1439	64.70
04/23/2015	23	1.03	1462	65.74
09/06/2015	23	1.03	1485	66.77
04/22/2015	22	0.99	1507	67.76

## The FREQ Procedure

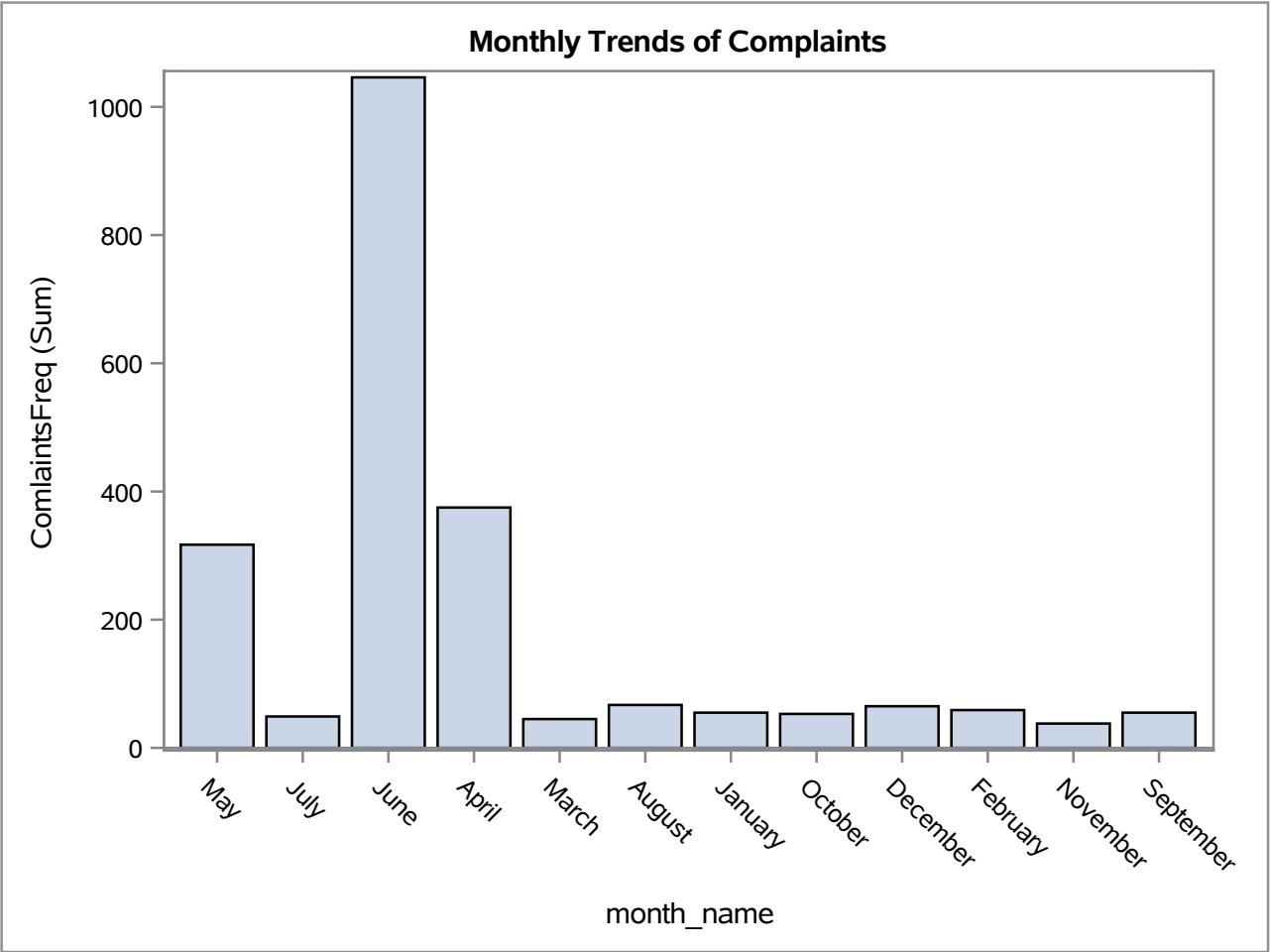
Date_month_year	Frequency	Percent	Cumulative Frequency	Cumulative Percent
04/29/2015	22	0.99	1529	68.75
04/17/2015	21	0.94	1550	69.69
09/04/2015	21	0.94	1571	70.64
10/04/2015	21	0.94	1592	71.58
11/06/2015	21	0.94	1613	72.53
04/16/2015	20	0.90	1633	73.43
04/20/2015	20	0.90	1653	74.33
01/04/2015	18	0.81	1671	75.13
05/21/2015	17	0.76	1688	75.90
05/27/2015	17	0.76	1705	76.66
04/25/2015	16	0.72	1721	77.38
05/16/2015	16	0.72	1737	78.10
06/14/2015	16	0.72	1753	78.82
06/20/2015	16	0.72	1769	79.54
03/04/2015	15	0.67	1784	80.22
05/14/2015	15	0.67	1799	80.89
05/20/2015	15	0.67	1814	81.56
07/05/2015	15	0.67	1829	82.24
08/05/2015	15	0.67	1844	82.91
12/04/2015	15	0.67	1859	83.59
05/05/2015	14	0.63	1873	84.22
05/18/2015	14	0.63	1887	84.85
05/22/2015	14	0.63	1901	85.48
05/29/2015	14	0.63	1915	86.11
06/05/2015	14	0.63	1929	86.74
06/04/2015	13	0.58	1942	87.32
01/05/2015	12	0.54	1954	87.86
04/04/2015	12	0.54	1966	88.40
04/05/2015	12	0.54	1978	88.94
04/06/2015	12	0.54	1990	89.48
04/15/2015	12	0.54	2002	90.02
04/21/2015	12	0.54	2014	90.56
05/13/2015	12	0.54	2026	91.10
05/15/2015	12	0.54	2038	91.64
05/19/2015	12	0.54	2050	92.18
05/23/2015	12	0.54	2062	92.72

### The FREQ Procedure

Date_month_year	Frequency	Percent	Cumulative Frequency	Cumulative Percent
05/25/2015	12	0.54	2074	93.26
06/21/2015	12	0.54	2086	93.79
11/05/2015	12	0.54	2098	94.33
06/06/2015	11	0.49	2109	94.83
09/05/2015	11	0.49	2120	95.32
05/31/2015	10	0.45	2130	95.77
04/19/2015	9	0.40	2139	96.18
05/30/2015	9	0.40	2148	96.58
07/06/2015	9	0.40	2157	96.99
04/18/2015	8	0.36	2165	97.35
04/26/2015	8	0.36	2173	97.71
02/05/2015	7	0.31	2180	98.02
05/17/2015	7	0.31	2187	98.34
05/24/2015	7	0.31	2194	98.65
10/05/2015	7	0.31	2201	98.97
12/05/2015	7	0.31	2208	99.28
05/04/2015	6	0.27	2214	99.55
03/05/2015	5	0.22	2219	99.78
11/04/2015	5	0.22	2224	100.00







**The FREQ Procedure**

<b>Customer Complaint</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Internet Issues</b>	817	36.74	817	36.74
<b>Other Issues</b>	752	33.81	1569	70.55
<b>Service issues</b>	357	16.05	1926	86.60
<b>Billing Issues</b>	298	13.40	2224	100.00

## The FREQ Procedure

Status	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Closed	1707	76.75	1707	76.75
Open	517	23.25	2224	100.00

## The FREQ Procedure

State	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Georgia	288	12.95	288	12.95
Florida	240	10.79	528	23.74
California	220	9.89	748	33.63
Illinois	164	7.37	912	41.01
Tennessee	143	6.43	1055	47.44
Pennsylvan	130	5.85	1185	53.28
Michigan	115	5.17	1300	58.45
Washington	98	4.41	1398	62.86
Colorado	80	3.60	1478	66.46
Maryland	78	3.51	1556	69.96
New Jersey	75	3.37	1631	73.34
Texas	71	3.19	1702	76.53
Massachuse	61	2.74	1763	79.27
Virginia	60	2.70	1823	81.97
Indiana	59	2.65	1882	84.62
Oregon	49	2.20	1931	86.83
Mississipp	39	1.75	1970	88.58
Minnesota	33	1.48	2003	90.06
Alabama	26	1.17	2029	91.23
Utah	22	0.99	2051	92.22
Arizona	20	0.90	2071	93.12
South Caro	18	0.81	2089	93.93
District O	16	0.72	2105	94.65
New Mexico	15	0.67	2120	95.32
Louisiana	13	0.58	2133	95.91
Connecticu	12	0.54	2145	96.45
Delaware	12	0.54	2157	96.99
New Hampsh	12	0.54	2169	97.53
West Virgi	11	0.49	2180	98.02
Kentucky	7	0.31	2187	98.34
Arkansas	6	0.27	2193	98.61
New York	6	0.27	2199	98.88
Maine	5	0.22	2204	99.10
Missouri	4	0.18	2208	99.28
North Caro	3	0.13	2211	99.42
Ohio	3	0.13	2214	99.55

## The FREQ Procedure

State	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Vermont	3	0.13	2217	99.69
Kansas	2	0.09	2219	99.78
District o	1	0.04	2220	99.82
Iowa	1	0.04	2221	99.87
Montana	1	0.04	2222	99.91
Nevada	1	0.04	2223	99.96
Rhode Isla	1	0.04	2224	100.00

# Monthly Trends of Complaints

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		State									
		Georgia	Florida	California	Illinois	Tennessee	Pennsylvan	Michigan	Washington	Colorado	Maryland
Status											
Closed	ColPctN	72.22	83.75	72.27	82.32	67.13	84.62	80.00	76.53	72.50	80.77
	N	208	201	159	135	96	110	92	75	58	63
Open	ColPctN	27.78	16.25	27.73	17.68	32.87	15.38	20.00	23.47	27.50	19.23
	N	80	39	61	29	47	20	23	23	22	15

		State										
		New Jersey	Texas	Massachuse	Virginia	Indiana	Oregon	Mississipp	Minnesota	Alabama	Utah	Arizona
Status												
Closed	ColPctN	74.67	69.01	81.97	81.67	84.75	73.47	58.97	87.88	65.38	72.73	70.00
	N	56	49	50	49	50	36	23	29	17	16	14
Open	ColPctN	25.33	30.99	18.03	18.33	15.25	26.53	41.03	12.12	34.62	27.27	30.00
	N	19	22	11	11	9	13	16	4	9	6	6

		State										
		South Caro	District O	New Mexico	Louisiana	New Hampsh	Connecticu	Delaware	West Virgi	Kentucky	New York	Arkansas
Status												
Closed	ColPctN	83.33	87.50	73.33	92.31	66.67	75.00	66.67	72.73	57.14	100.00	100.00
	N	15	14	11	12	8	9	8	8	4	6	6
Open	ColPctN	16.67	12.50	26.67	7.69	33.33	25.00	33.33	27.27	42.86	.	.
	N	3	2	4	1	4	3	4	3	3	.	.

		State										
		Maine	Missouri	Vermont	Ohio	North Caro	Kansas	Montana	Nevada	Rhode Isla	District o	Iowa
Status												
Closed	ColPctN	60.00	75.00	66.67	100.00	100.00	50.00	100.00	100.00	100.00	100.00	100.00
	N	3	3	2	3	3	1	1	1	1	1	1
Open	ColPctN	40.00	25.00	33.33	.	.	50.00	.	.	.	.	.
	N	2	1	1	.	.	1	.	.	.	.	.

**The FREQ Procedure**

Received Via	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Customer Care Call	1119	50.31	1119	50.31
Internet	1105	49.69	2224	100.00

## Monthly Trends of Complaints

Sunday, February 16, 2020 11:02:00 PM 16

	All Status	Received Via	
		Customer Care Call	Internet
	ColPctN	ColPctN	ColPctN
Status			
Closed	76.75	77.21	76.29
Open	23.25	22.79	23.71