Since I previously worked for Comcast, in a department that audited customer service, I found this project quite interesting. I expected for most of the complaints to be around outages and billing, but found that most people complain about internet speeds, at least most of the complaints in this data set anyway.

For the monthly analysis, June wins by a landslide having the most complaints within that month.

Chart, bar chart

Description automatically generated

I’m not sure what we can learn from looking at what days in each month the complaints are made. I believe we would need more information to find any real correlations here.

Chart, bar chart, histogram

Description automatically generated

The complaint types show that Internet does seem to be what most people complain about.

Table

Description automatically generated

Since My guess is that it could be higher because school typically lets out in late May to early June. So, kids are on the internet more, using up bandwidth, causing customers to hit their caps earlier. Just for fun, I created a graph to see if Internet was the highest category of complaints in June. Sure enough, if you ignore the ‘Other’ category since reasons vary widely, internet is indeed the category with the most complaints in June. Still doesn’t really prove my theory for certain, but it’s a solid guess anway.

Chart, timeline

Description automatically generated

Georgia is the state with the most complaints as we can see in the chart below. A picture containing chart

Description automatically generated

But a quick double check of the actual numbers confirms it.

Georgia is also the state with the highest percentage of unresolved complaints.

Complaints filed via customer care call have the highest percentage of resolutions.