

```
1 df.head() # will give first five data present in the dataset
```

	Ticket #	Customer Complaint	Date	Date_month_year	Time	Received Via	City	State	Zip code	Status	Filing on Behalf of Someone
0	250635	Comcast Cable Internet Speeds	22-04-15	22-Apr-15	3:53:50 PM	Customer Care Call	Abingdon	Maryland	21009	Closed	No
1	223441	Payment disappear - service got disconnected	04-08-15	04-Aug-15	10:22:56 AM	Internet	Acworth	Georgia	30102	Closed	No
2	242732	Speed and Service	18-04-15	18-Apr-15	9:55:47 AM	Internet	Acworth	Georgia	30101	Closed	Yes
3	277946	Comcast imposed a New Usage Cap of 300GB that ...	05-07-15	05-Jul-15	11:59:35 AM	Internet	Acworth	Georgia	30101	Open	Yes
4	307175	Comcast not working and no service to boot	26-05-15	26-May-15	1:25:26 PM	Internet	Acworth	Georgia	30101	Solved	No

```
1 print(df.isnull().sum()) # find all the null values, if any , present in the dataset
```

```
Ticket #          0
Customer Complaint 0
Date              0
Date_month_year    0
Time              0
Received Via       0
City              0
State             0
Zip code          0
Status            0
Filing on Behalf of Someone 0
dtype: int64
```

There are no NaN values present in Dataset

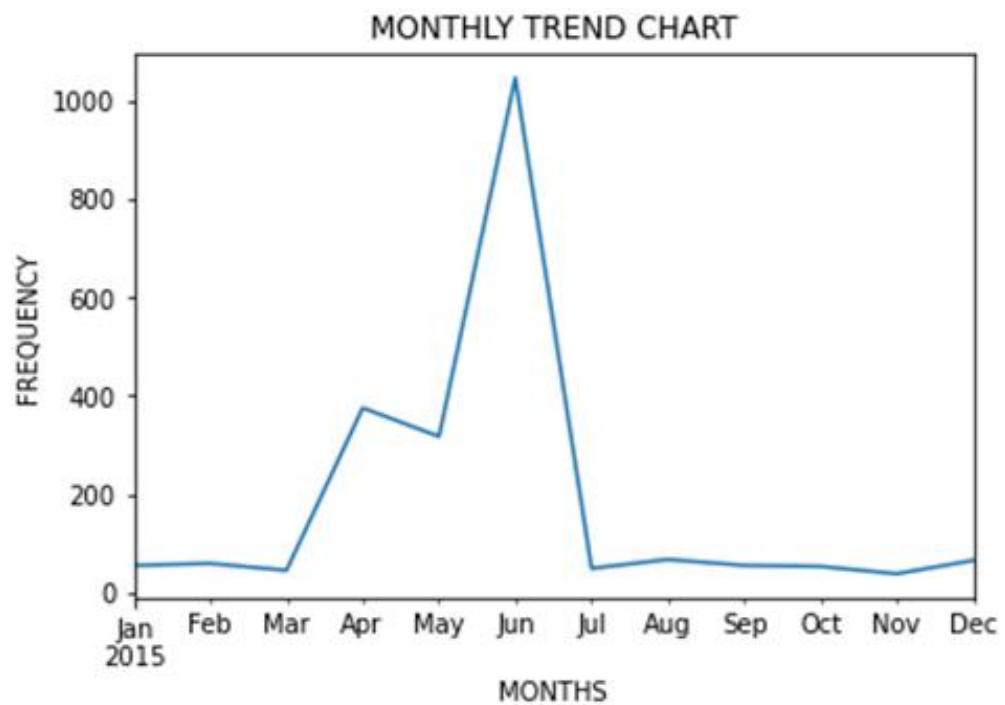
```
1 df.describe(include='all')
```

	Ticket #	Customer Complaint	Date	Date_month_year	Time	Received Via	City	State	Zip code	Status	Filing on Behalf of Someone
count	2224	2224	2224	2224	2224	2224	2224	2224	2224.000000	2224	2224
unique	2224	1841	91	91	2190	2	928	43	NaN	4	2
top	322882	Comcast	24-06-15	24-Jun-15	5:28:32 PM	Customer Care Call	Atlanta	Georgia	NaN	Solved	No
freq	1	83	218	218	2	1119	63	288	NaN	973	2021
mean	NaN	NaN	NaN	NaN	NaN	NaN	NaN	NaN	47994.393435	NaN	NaN
std	NaN	NaN	NaN	NaN	NaN	NaN	NaN	NaN	28885.279427	NaN	NaN
min	NaN	NaN	NaN	NaN	NaN	NaN	NaN	NaN	1075.000000	NaN	NaN
25%	NaN	NaN	NaN	NaN	NaN	NaN	NaN	NaN	30056.500000	NaN	NaN
50%	NaN	NaN	NaN	NaN	NaN	NaN	NaN	NaN	37211.000000	NaN	NaN
75%	NaN	NaN	NaN	NaN	NaN	NaN	NaN	NaN	77058.750000	NaN	NaN
max	NaN	NaN	NaN	NaN	NaN	NaN	NaN	NaN	99223.000000	NaN	NaN

```
1 df=df.drop(['Ticket #','Time'], axis=1)
```

```
1 df.head()
```

	Customer Complaint	Date	Date_month_year	Received Via	City	State	Zip code	Status	Filing on Behalf of Someone
0	Comcast Cable Internet Speeds	22-04-15	22-Apr-15	Customer Care Call	Abingdon	Maryland	21009	Closed	No
1	Payment disappear - service got disconnected	04-08-15	04-Aug-15	Internet	Acworth	Georgia	30102	Closed	No
2	Speed and Service	18-04-15	18-Apr-15	Internet	Acworth	Georgia	30101	Closed	Yes
3	Comcast Imposed a New Usage Cap of 300GB that ...	05-07-15	05-Jul-15	Internet	Acworth	Georgia	30101	Open	Yes
4	Comcast not working and no service to boot	26-05-15	26-May-15	Internet	Acworth	Georgia	30101	Solved	No



INSIGHTS:- From the above trend chart, we can clearly see that complaints for the month of June 2015 are maximum

DAILY TREND CHART

