Comcast Telecom Consumer Complaints

1. Import data into R environment

|	Ticket..	Customer.Complaint	Date	Time	Received.Via	City	State	Zip.code	Status	Filing.on.Behalf.of.Someone
1	250635	Comcast Cable Internet Speeds	22-04-2015	3:53:50 PM	Customer Care Call	Abingdon	Maryland	21009	Closed	No
2	223441	Payment disappear - service got disconnected	4/8/2015	10:22:56 AM	Internet	Acworth	Georgia	30102	Closed	No
3	242732	Speed and Service	18-04-2015	9:55:47 AM	Internet	Acworth	Georgia	30101	Closed	Yes
4	277946	Comcast Imposed a New Usage Cap of 300GB that punis...	5/7/2015	11:59:35 AM	Internet	Acworth	Georgia	30101	Open	Yes
5	307175	Comcast not working and no service to boot	26-05-2015	1:25:26 PM	Internet	Acworth	Georgia	30101	Solved	No
6	338519	ISP Charging for arbitrary data limits with overage fees	6/12/2015	9:59:40 PM	Internet	Acworth	Georgia	30101	Solved	No
7	361148	Throttling service and unreasonable data caps	24-06-2015	10:13:55 AM	Customer Care Call	Acworth	Georgia	30101	Pending	No
8	359792	Comcast refuses to help troubleshoot and correct my se...	23-06-2015	6:56:14 PM	Internet	Adrian	Michigan	49221	Solved	No
9	318072	Comcast extended outages	6/1/2015	11:46:30 PM	Customer Care Call	Alameda	California	94502	Closed	No
0	371214	Comcast Raising Prices and Not Being Available To Ask ...	28-06-2015	6:46:31 PM	Customer Care Call	Alameda	California	94501	Open	Yes
1	255938	Billing after service was asked to be disconnected	24-04-2015	4:40:36 PM	Internet	Albuquerque	New Mexico	87106	Closed	No
2	276409	YAHOO FAILURE TO RESTORE EMAIL SEARCH FEATURE	5/6/2015	3:09:49 PM	Customer Care Call	Albuquerque	New Mexico	87109	Closed	No
3	339282	Comcast Violating Open Internet Rules by Blocking HBO...	13-06-2015	4:03:18 PM	Internet	Albuquerque	New Mexico	87105	Open	Yes
4	360178	Internet speed	23-06-2015	9:23:23 PM	Internet	Albuquerque	New Mexico	87113	Solved	No
5	376268	Internet Disconnects Every Night	30-06-2015	10:30:02 PM	Customer Care Call	Albuquerque	New Mexico	87116	Solved	No

owing 1 to 16 of 2,224 entries

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

- ### Trend : Customer Complaints Per Month
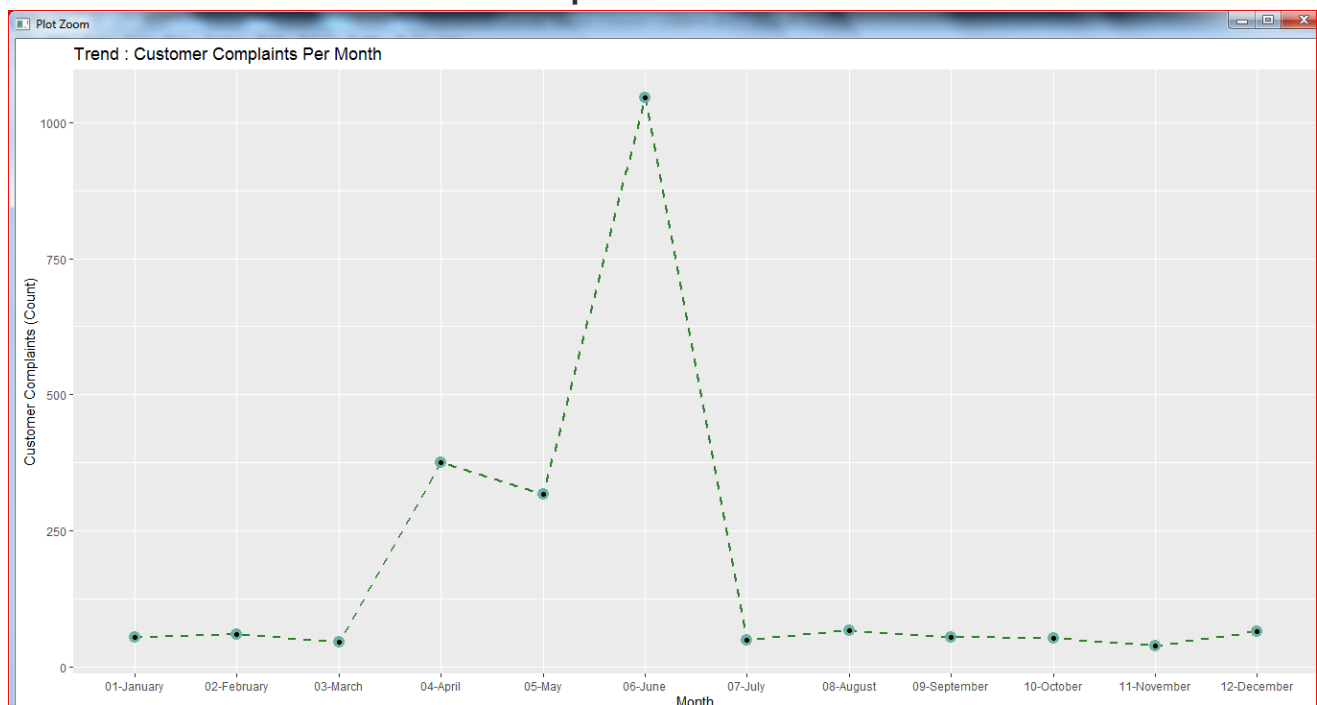
- **Trend : Customer Complaints Per Day**
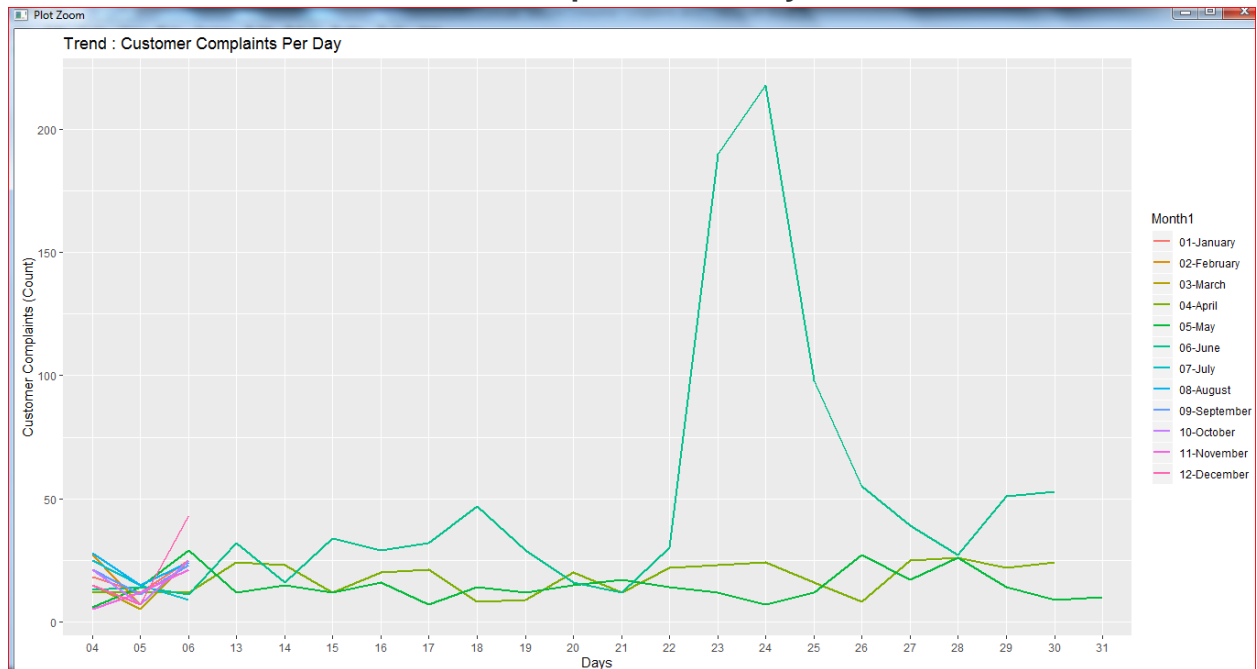
3. Provide a table with the frequency of complaint types

	str_to_upper(Customer.Complaint)	Freq
1740	COMCAST	102
1739	COMCAST DATA CAP	30
1738	COMCAST INTERNET	29
1737	COMCAST DATA CAPS	21
1736	COMCAST BILLING	18
1734	COMCAST SERVICE	15
1735	INTERNET SPEED	15
1732	DATA CAPS	13
1733	UNFAIR BILLING PRACTICES	13
1731	DATA CAP	12
1729	COMCAST COMPLAINT	11
1730	COMCAST/XFINITY	11
1728	COMCAST INTERNET SERVICE	10
1727	BILLING	9
1726	BILLING ISSUES	8
1717	COMCAST BILLING COMPLAINT	5

Showing 1 to 16 of 1,740 entries

Console D:/google_downloads/take/r/r-project/final/

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

	Customer.Complaint	Received.Via	CountCustomerComplaints
1	Comcast	Customer Care Call	42
2	Comcast	Internet	41

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

	Date	Time	Received.Via	City	State	Zip.code	Status	Filing.on.Behalf.of.Someone	Month1	CountCustomerComplaints	New_Status
	22-04-2015	3:53:50 PM	Customer Care Call	Abingdon	Maryland	21009	Closed	No	04-April	1	Closed
	4-8-2015	10:22:56 AM	Internet	Acworth	Georgia	30102	Closed	No	08-August	1	Closed
	18-04-2015	9:55:47 AM	Internet	Acworth	Georgia	30101	Closed	Yes	04-April	1	Closed
punis...	5-7-2015	11:59:35 AM	Internet	Acworth	Georgia	30101	Open	Yes	07-July	1	Open
	26-05-2015	1:25:26 PM	Internet	Acworth	Georgia	30101	Solved	No	05-May	1	Closed
fees	6-12-2015	9:59:40 PM	Internet	Acworth	Georgia	30101	Solved	No	12-December	1	Closed
	24-06-2015	10:13:55 AM	Customer Care Call	Acworth	Georgia	30101	Pending	No	06-June	1	Open
my se...	23-06-2015	6:56:14 PM	Internet	Adrian	Michigan	49221	Solved	No	06-June	1	Closed
	6-1-2015	11:46:30 PM	Customer Care Call	Alameda	California	94502	Closed	No	01-January	1	Closed
Ask ...	28-06-2015	6:46:31 PM	Customer Care Call	Alameda	California	94501	Open	Yes	06-June	1	Open
	24-04-2015	4:40:36 PM	Internet	Albuquerque	New Mexico	87106	Closed	No	04-April	1	Closed
RE	5-6-2015	3:09:49 PM	Customer Care Call	Albuquerque	New Mexico	87109	Closed	No	06-June	1	Closed
g HBO...	13-06-2015	4:03:18 PM	Internet	Albuquerque	New Mexico	87105	Open	Yes	06-June	1	Open
	23-06-2015	9:23:23 PM	Internet	Albuquerque	New Mexico	87113	Solved	No	06-June	1	Closed
	30-06-2015	10:30:02 PM	Customer Care Call	Albuquerque	New Mexico	87116	Solved	No	06-June	1	Closed

Showing 1 to 16 of 2,224 entries

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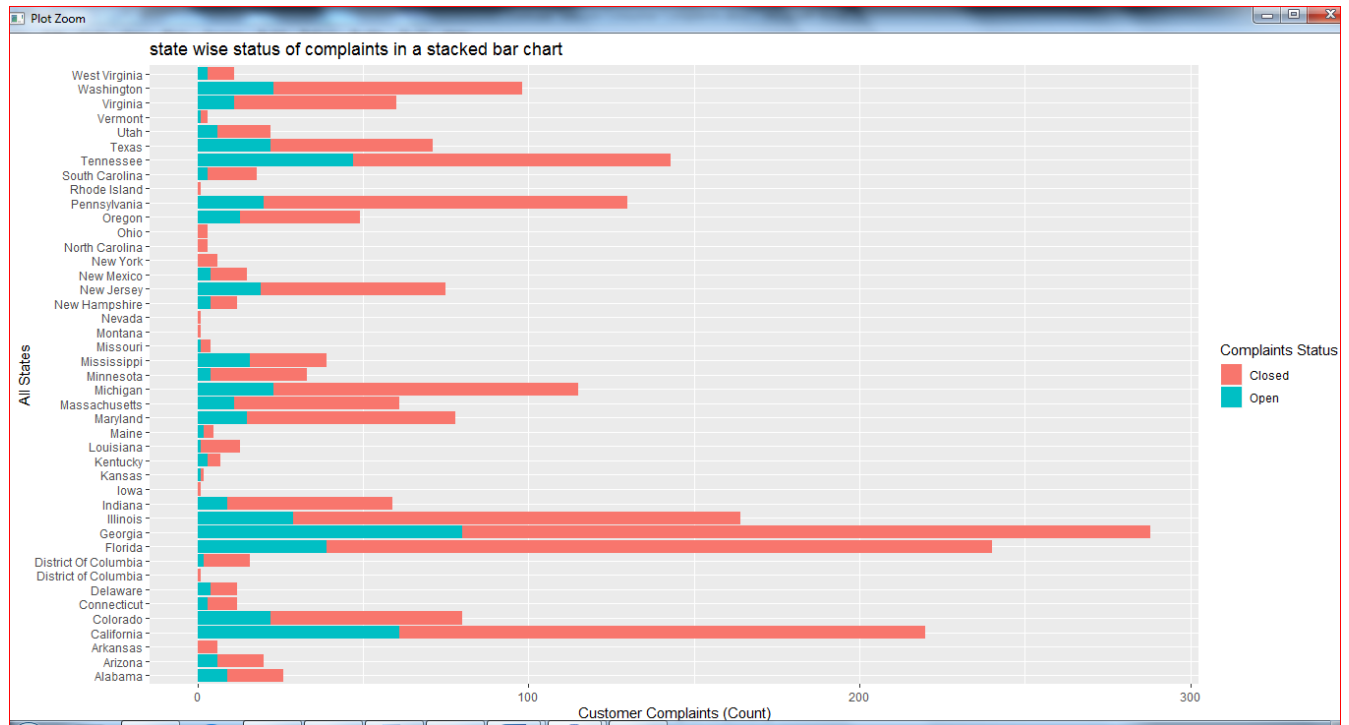
7.   Which state has the maximum complaints

	State	CountCustomerComplaints
1	Georgia	288
2	Florida	240
3	California	220
4	Illinois	164
5	Tennessee	143
6	Pennsylvania	130
7	Michigan	115
8	Washington	98
9	Colorado	80
10	Maryland	78
11	New Jersey	75
12	Texas	71
13	Massachusetts	61
14	Virginia	60
15	Indiana	59

Showing 1 to 16 of 43 entries

8. Which state has the highest percentage of unresolved complaints

	State	New_Status	CountCustomerComplaints
1	Georgia	Open	80
2	California	Open	61
3	Tennessee	Open	47
4	Florida	Open	39
5	Illinois	Open	29
6	Michigan	Open	23
7	Washington	Open	23
8	Colorado	Open	22
9	Texas	Open	22
10	Pennsylvania	Open	20
11	New Jersey	Open	19
12	Mississippi	Open	16
13	Maryland	Open	15
14	Oregon	Open	13
15	Massachusetts	Open	11

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9. Provide the percentage of complaints resolved till date, which were received through the Internet and customer care calls.
>>> 76.75%

1	76.7536