

I started with importing the libraries, then I import the dataset and clean the dataset. I removed the duplicates and changed the data type of the 'Date' and 'Date_month_year' columns to datetime64.

There are no null values, so I am good to go for an Exploratory Data Analysis (EDA).

So I did my first task of Provide the trend chart for the number of complaints at monthly and daily granularity levels. After that I found that

COMCAST	102
COMCAST DATA CAP	30
COMCAST INTERNET	29

Are the Highest top three types of complaint.

From EDA, I found that most of the complaints had been received in the month of June, and from Georgia, Comcast had received the most complaints.

I have drawn some insights —

June month has the highest number of complaints November month has the least number of complaints

Complaints related to the Internet are the most

Around 30 % of the complaints are open

Complaints received from Georgia are the most (288/2224)

Georgia has the highest % of unresolved complaints

50.62% and 49.42% of complaints are resolved which was received by customer care call and the Internet respectively