

COMCAST TELECOM CONSUMER COMPLAINTS

Project:4

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Comcast Telecom Consumer Complaints.

Project 4

DESCRIPTION

Comcast is an American global telecommunication company. The firm has been providing terrible customer service. They continue to fall short despite repeated promises to improve. Only last month (October 2016) the authority fined them a \$2.3 million, after receiving over 1000 consumer complaints. The existing database will serve as a repository of public customer complaints filed against Comcast. It will help to pin down what is wrong with Comcast's customer service.

Analysis Task:

The following tasks are to be performed:

Task 1	Import data into Python environment.
Task 2	Provide the trend chart for the number of complaints at monthly and daily granularity levels.
Task 3	Provide a table with the frequency of complaint types.
Task 4	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
Task 5	Which state has the highest percentage of unresolved complaints?
Task 6	Provide the percentage of complaints resolved till date, which were received through the internet and customer care calls.

ANALYSIS:

1. The data set has **2224 rows and 11 columns**.
2. Data has **no missing values**.
3. The analysis of data shows that maximum number of complaints were registered in **June 2015** (1046 complaints) and maximum complaints registered in a single day was 218 complaints received on 24-June-2015.
4. The analysis also shows the top 10 complaints received:

1	Comcast	102
2	Comcast Data Cap	30
3	Comcast Internet	29
4	Comcast Data Caps	21
5	Comcast Billing	18
6	Comcast Service	15
7	Internet Speed	15
8	Data Caps	13
9	Unfair Billing Practices	13
10	Data Cap	12

5. There is **total 2224 complaints** registered out of which:
 - i. Closed: 1707
 - ii. Open: 517
6. **Georgia** has the maximum complaints (288).
7. **Georgia** has the highest number of unresolved complaints (80).
8. The complaints were received via two modes namely customer care and internet.
 - i. Customer care call received total 1119 complaints out of which 864 are closed and 255 are open.
 - ii. There were 1105 complaints received via internet out of which 843 are closed and 262 are open.
9. Percentage of complaints resolved till date is **76.8%**.