

```
In [1]: from google.colab import drive
drive.mount('/content/MyDrive/')
```

Mounted at /content/MyDrive/

```
In [2]: import pandas as pd
import numpy as np
import matplotlib.pyplot as plt
import seaborn as sns
pd.set_option('display.max_columns',None)
pd.set_option('display.max_rows',None)
%matplotlib inline
```

1.Import data into Python environment.

```
In [3]: data = pd.read_csv('/content/MyDrive/MyDrive/Comcast_telecom_complaints_data.csv')
```

```
In [4]: data.info()
```

```
<class 'pandas.core.frame.DataFrame'>
RangeIndex: 2224 entries, 0 to 2223
Data columns (total 11 columns):
#   Column                                Non-Null Count  Dtype
---  -
0   Ticket #                             2224 non-null   object
1   Customer Complaint                   2224 non-null   object
2   Date                                 2224 non-null   object
3   Date_month_year                      2224 non-null   object
4   Time                                 2224 non-null   object
5   Received Via                         2224 non-null   object
6   City                                 2224 non-null   object
7   State                                2224 non-null   object
8   Zip code                             2224 non-null   int64
9   Status                               2224 non-null   object
10  Filing on Behalf of Someone          2224 non-null   object
dtypes: int64(1), object(10)
memory usage: 191.2+ KB
```

In [5]: data.head(5)

Out[5]:

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

```
In [6]: for column in data:
        print(f'{column}: {data[column].unique()}')
        print(f'Total No.of.Unique Value : {data[column].nunique()}')
        print('-----')
```

Ticket #: ['250635' '223441' '242732' ... '331188' '360489' '363614']

Total No.of.Unique Value : 2224

Customer Complaint: ['Comcast Cable Internet Speeds'

'Payment disappear - service got disconnected' 'Speed and Service' ...

'complaint about comcast' 'Extremely unsatisfied Comcast customer'

'Comcast, Ypsilanti MI Internet Speed']

Total No.of.Unique Value : 1841

Date: ['22-04-15' '04-08-15' '18-04-15' '05-07-15' '26-05-15' '06-12-15'  
'24-06-15' '23-06-15' '06-01-15' '28-06-15' '24-04-15' '05-06-15'  
'13-06-15' '30-06-15' '27-06-15' '16-04-15' '04-11-15' '06-02-15'  
'06-07-15' '06-08-15' '05-02-15' '22-06-15' '28-04-15' '24-05-15'  
'29-04-15' '19-05-15' '28-05-15' '06-05-15' '20-06-15' '29-06-15'  
'21-05-15' '18-06-15' '16-06-15' '05-12-15' '14-04-15' '15-04-15'  
'13-05-15' '27-05-15' '19-06-15' '25-06-15' '26-06-15' '17-06-15'  
'15-05-15' '04-09-15' '30-04-15' '15-06-15' '17-04-15' '04-01-15'  
'19-04-15' '04-12-15' '23-04-15' '05-01-15' '05-05-15' '05-08-15'  
'16-05-15' '22-05-15' '23-05-15' '25-05-15' '29-05-15' '30-05-15'  
'06-03-15' '06-04-15' '06-10-15' '04-07-15' '06-11-15' '27-04-15'  
'25-04-15' '18-05-15' '06-06-15' '04-10-15' '31-05-15' '05-10-15'  
'21-04-15' '04-03-15' '05-04-15' '13-04-15' '06-09-15' '04-02-15'  
'05-11-15' '20-05-15' '26-04-15' '17-05-15' '21-06-15' '14-06-15'  
'04-06-15' '20-04-15' '04-05-15' '05-09-15' '04-04-15' '14-05-15'  
'05-03-15']

Total No.of.Unique Value : 91

Date\_month\_year: ['22-Apr-15' '04-Aug-15' '18-Apr-15' '05-Jul-15' '26-May-15' '06-Dec-15'

'24-Jun-15' '23-Jun-15' '06-Jan-15' '28-Jun-15' '24-Apr-15' '05-Jun-15'  
'13-Jun-15' '30-Jun-15' '27-Jun-15' '16-Apr-15' '04-Nov-15' '06-Feb-15'  
'06-Jul-15' '06-Aug-15' '05-Feb-15' '22-Jun-15' '28-Apr-15' '24-May-15'  
'29-Apr-15' '19-May-15' '28-May-15' '06-May-15' '20-Jun-15' '29-Jun-15'  
'21-May-15' '18-Jun-15' '16-Jun-15' '05-Dec-15' '14-Apr-15' '15-Apr-15'  
'13-May-15' '27-May-15' '19-Jun-15' '25-Jun-15' '26-Jun-15' '17-Jun-15'  
'15-May-15' '04-Sep-15' '30-Apr-15' '15-Jun-15' '17-Apr-15' '04-Jan-15'  
'19-Apr-15' '04-Dec-15' '23-Apr-15' '05-Jan-15' '05-May-15' '05-Aug-15'  
'16-May-15' '22-May-15' '23-May-15' '25-May-15' '29-May-15' '30-May-15'  
'06-Mar-15' '06-Apr-15' '06-Oct-15' '04-Jul-15' '06-Nov-15' '27-Apr-15'  
'25-Apr-15' '18-May-15' '06-Jun-15' '04-Oct-15' '31-May-15' '05-Oct-15'  
'21-Apr-15' '04-Mar-15' '05-Apr-15' '13-Apr-15' '06-Sep-15' '04-Feb-15'  
'05-Nov-15' '20-May-15' '26-Apr-15' '17-May-15' '21-Jun-15' '14-Jun-15'  
'04-Jun-15' '20-Apr-15' '04-May-15' '05-Sep-15' '04-Apr-15' '14-May-15'  
'05-Mar-15']

Total No.of.Unique Value : 91

Time: ['3:53:50 PM' '10:22:56 AM' '9:55:47 AM' ... '5:28:41 PM' '11:13:30 PM'

'10:28:33 PM']

Total No.of.Unique Value : 2190

Received Via: ['Customer Care Call' 'Internet']

Total No.of.Unique Value : 2

City: ['Abingdon' 'Acworth' 'Adrian' 'Alameda' 'Albuquerque' 'Albuquerque'

'Alexandria' 'Algonquin' 'Aliquippa' 'Allston' 'Aloha' 'Alpharetta'

'Alvin' 'Ambridge' 'Amesbury' 'Amherst' 'Andover' 'Angels Camp'

'Ann Arbor' 'Annapolis' 'Annville' 'Anoka' 'Antioch' 'Aptos' 'Arlington'

'Arlington Heights' 'Arvada' 'Ashland' 'Athens' 'Atlanta'  
'Atlantic Beach' 'Attalla' 'Attica' 'Auburn' 'Augusta' 'Aurora' 'Austel  
l'  
'Austin' 'Avon' 'Ayer' 'Baden' 'Bainbridge Island' 'Bala Cynwyd'  
'Ballston Lake' 'Baltimore' 'Bargersville' 'Barnegat' 'Barrington'  
'Bartlett' 'Bartonville' 'Bath' 'Battle Ground' 'Beach Haven' 'Beachwoo  
d'  
'Beale Afb' 'Beaver Falls' 'Beaverton' 'Bedford' 'Bel Air' 'Belleville'  
'Bellevue' 'Bellingham' 'Belmont' 'Belton' 'Beltsville' 'Belvidere'  
'Bensalem' 'Berkeley' 'Berkeley Lake' 'Berkeley Spring' 'Berwyn'  
'Bethesda' 'Blacksburg' 'Blackwood' 'Blaine' 'Blairstown' 'Bloomfield'  
'Bloomingdale' 'Bloomington' 'Bloominton' 'Boca Raton' 'Bolton'  
'Bordentown' 'Boston' 'Bothell' 'Boulder' 'Bourbonnais' 'Boynton Beach'  
'Bozeman' 'Braintree' 'Brandon' 'Branford' 'Braselton' 'Brentwood'  
'Brick' 'Brier' 'Brigantine' 'Brighton' 'Bristol' 'Broadlands' 'Broadwa  
y'  
'Brockton' 'Brookhaven' 'Brookline' 'Broomfield' 'Brunswick' 'Buford'  
'Burien' 'Burlington' 'Burnsville' 'Burr Ridge' 'Buzzards Bay' 'Camas'  
'Cambridge' 'Camino' 'Camp Hill' 'Cane Ridge' 'Canonsburg' 'Canton'  
'Carbondale' 'Carlisle' 'Carlsbad' 'Carlton' 'Carmel' 'Carmichael'  
'Carpentersville' 'Carteret' 'Cartersville' 'Castro Valley' 'Cazadero'  
'Centennial' 'Central City' 'Ceresco' 'Chamblee' 'Champaign' 'Charlesto  
n'  
'Charlottesville' 'Chaska' 'Chatham' 'Chelsea' 'Cherry Hill'  
'Chesapeake Beach' 'Chester' 'Chesterfield' 'Chicago' 'Chickamauga'  
'Citrus Heights' 'City Of Orange' 'Clairton' 'Clarkston' 'Clawson'  
'Claxton' 'Clermont' 'Clinton' 'Clio' 'Closter' 'Clovis' 'Coconut Creek'  
,  
'Coeburn' 'College Park' 'Collierville' 'Collinsville' 'Colonia'  
'Colorado Spring' 'Colorado Springs' 'Columbia' 'Columbiana' 'Columbus'  
'Commerce City' 'Concord' 'Conshohocken' 'Conyers' 'Coral Gables'  
'Cordova' 'Corryton' 'Corvallis' 'Cottage Grove' 'Cottonwood'  
'Cottonwood Heights' 'Cottrellville' 'Covington' 'Crest Hill' 'Crofton'  
'Crown Point' 'Crystal Lake' 'Culpeper' 'Cumming' 'Cupertino'  
'Cutler Bay' 'Cypress' 'Dacula' 'Dallas' 'Daly City' 'Dania Beach'  
'Danville' 'Dartmouth' 'Davidsonville' 'Davie' 'Davis' 'Dayton'  
'Dearborn' 'Decatur' 'Decherd' 'Deerfield' 'Deerfield Beach' 'Dekalb'  
'Delmont' 'Delray Beach' 'Denver' 'Deptford' 'Des Moines' 'Des Plaines'  
'Detroit' 'Dickson' 'Doraville' 'Dorchester' 'Dos Palos' 'Dothan'  
'Douglasville' 'Dover' 'Dowagiac' 'Downers Grove' 'Doylestown' 'Dublin'  
'Dubois' 'Duluth' 'Dunwoody' 'Dupont' 'Dyer' 'Eads' 'East Brunswick'  
'East Chicago' 'East Liverpool' 'East Palo Alto' 'East Windsor'  
'Eden Prairie' 'Edgewood' 'Edina' 'Edmonds' 'Egg Harbor City'  
'El Cerrito' 'El Dorado Hills' 'Eldersburg' 'Elgin' 'Elizabethtown'  
'Elkhart' 'Elkins Park' 'Ellicott City' 'Elmhurst' 'Emeryville' 'Encino'  
,  
'Enfield' 'Englewood' 'Enola' 'Eugene' 'Eustis' 'Evans' 'Evanston'  
'Everett' 'Export' 'Fairburn' 'Fairfield' 'Fall City' 'Fall River'  
'Falling Waters' 'Falmouth' 'Fayetteville' 'Fayetteville' 'Feasterville'  
'Federal Way' 'Ferndale' 'Flemington' 'Flint' 'Florence' 'Forest Grove'  
'Forked River' 'Fort Belvoir' 'Fort Campbell' 'Fort Collins'  
'Fort Lauderdale' 'Fort Lee' 'Fort Myers' 'Fort Myers Beach'  
'Fort Pierce' 'Fort Washington' 'Fountain' 'Franklin' 'Fraser'  
'Frederick' 'Fredericksburg' 'Freeport' 'Fremont' 'Fresh Meadows'  
'Fresno' 'Front Royal' 'Fruitland Park' 'Ft Pierce' 'Ft. Lauderdale'  
'Ftlauderdale' 'Fulton' 'Gadsden' 'Gainesville' 'Gaithersburg'  
'Galesburg' 'Gallatin' 'Galveston' 'Gary' 'Gathersburg' 'Germantown'  
'Gettysburg' 'Glencoe' 'Glendale Heights' 'Glenview' 'Gold Bar'  
'Gold River' 'Golden' 'Goodlettsville' 'Goose Creek' 'Grand Blanc'  
'Grand Rapids' 'Grayson' 'Green Cove Springs' 'Greenacres' 'Greenfield'

'Greensburg' 'Greentown' 'Greenwood Village' 'Gresham' 'Griffin'  
 'Griffith' 'Grosse Ile' 'Grosse Pointe' 'Grosse Pointe Farms'  
 'Grosse Pointe Park' 'Grovetown' 'Gurnee' 'Half Moon Bay'  
 'Hallandale Beach' 'Hammonton' 'Hampton' 'Hampton Cove' 'Hampton Falls'  
 'Hamtramck' 'Hanover' 'Hanover Park' 'Happy Valley' 'Harleysville'  
 'Harrisburg' 'Hartford' 'Hatboro' 'Hatfield' 'Hattiesburg' 'Haverhill'  
 'Havre De Grace' 'Hayward' 'Hendersonville' 'Henrico' 'Hermitage'  
 'Hernando' 'Hialeah' 'Hialeah Gardens' 'Highlands Ranch' 'Hillsboro'  
 'Hillsborough' 'Hiram' 'Hixson' 'Hobart' 'Hoffman Estates' 'Hoirn Lake'  
 'Holladay' 'Holland' 'Holly' 'Hollywood' 'Hollywood Beach' 'Homeland'  
 'Homestead' 'Hopkins' 'Horn Lake' 'Houston' 'Howell' 'Hudsonville'  
 'Hughesville' 'Humble' 'Huntington' 'Huntsville' 'Huston' 'Hydes'  
 'Independence' 'Indianapolis' 'Ingleside' 'Inver Grove Heights'  
 'Irvington' 'Irwin' 'Islamorada' 'Jackson' 'Jacksonville' 'Jamaica Plain'  
 'Jeanette' 'Jensen Beach' 'Jersey City' 'Jesup' 'Joelton' 'Johns Creek'  
 'Johns Island' 'Johnson City' 'Joliet' 'Jonesboro' 'Jonesborough'  
 'Juno Beach' 'Jupiter' 'Katy' 'Keizer' 'Kemah' 'Kenmore' 'Kennesaw'  
 'Kensington' 'Kent' 'Key West' 'Kimball' 'King Of Prussia'  
 'Kingston Springs' 'Kirkland' 'Kissimmee' 'Kittery' 'Knoxville'  
 'Kunkletown' 'La Follette' 'Lafayette' 'Lake City' 'Lake Lotawana'  
 'Lake Oswego' 'Lake Station' 'Lake Tapps' 'Lake Worth' 'Lakewood'  
 'Lancaster' 'Lansing' 'Lantana' 'Larkspur' 'Las Cruces' 'Las Vegas'  
 'Lauderhill' 'Laurel' 'Lawranceville' 'Lawrenceville' 'League City'  
 'Lebanon' 'Lehigh Acres' 'Lemont' 'Levittown' 'Lilburn' 'Lincolnwood'  
 'Lindenwold' 'Linwood' 'Lisle' 'Lithia Springs' 'Lithonia' 'Little Rock'  
 'Littleton' 'Live Oak' 'Indianapolis' 'Lockport' 'Locust Grove' 'Lodi'  
 'Logan' 'Loganville' 'Lonaconing' 'Long Grove' 'Longmont' 'Los Alamos'  
 'Los Angeles' 'Los Gatos' 'Louisville' 'Lowell' 'Lutherville' 'Lynchburg'  
 'Lynnfield' 'Lynnwood' 'Mabelton' 'Mableton' 'Macomb' 'Madison' 'Magalia'  
 'Manahawkin' 'Manassas' 'Manchester' 'Manvel' 'Mapleton' 'Margate'  
 'Marietta' 'Markham' 'Marlborough' 'Marlton' 'Martinez' 'Martinsburg'  
 'Maryland Heights' 'Marysville' 'Maynardville' 'Maywood' 'Mccordsville'  
 'Mcdonough' 'Mckeesport' 'Mechanicsburg' 'Medley' 'Melvindale' 'Memphis'  
 'Menlo Park' 'Meriden' 'Meridian' 'Metairie' 'Mexico' 'Miami'  
 'Miami Gardens' 'Middleboro' 'Middleburg' 'Middletown' 'Milford'  
 'Mill Creek' 'Mill Valley' 'Milpitas' 'Milton' 'Milwaukie' 'Minneapolis'  
 'Minnetonka' 'Miramar' 'Mobile' 'Modesto' 'Mokelumne Hill' 'Mokena'  
 'Monmouth Junction' 'Monroe' 'Montclair' 'Monterey' 'Montgomery'  
 'Montverde' 'Monument' 'Morgantown' 'Morrisville' 'Morrow' 'Morton Grove'  
 'Mounds View' 'Mount Airy' 'Mount Joy' 'Mount Juliet' 'Mount Laurel'  
 'Mount Pleasant' 'Mount Prospect' 'Mountain View' 'Mt. Airy' 'Mt. Juliet'  
 'Mt. Pleasant' 'Mt. Plymouth' 'Murfreesboro' 'Murfreesboro' 'Murphys'  
 'Murray' 'Muscle Shoals' 'Muskegon' 'My. Juliet' 'Nanticoke' 'Napa'  
 'Naperville' 'Naples' 'Nashville' 'Naugatuck' 'New Bedford' 'New Buffalo'  
 'New Haven' 'New Hudson' 'New Palestine' 'Newark' 'Newburyport'  
 'Newcastle' 'Newman' 'Newnan' 'Newtown' 'Nicholls' 'Noblesville'  
 'Norcross' 'Norristown' 'North Augusta' 'North Charleston'  
 'North Dartmouth' 'North Dinwiddie' 'North Fort Myers' 'North Huntingdon'  
 'North Little Rock' 'North Miami' 'North Miami Beach'  
 'North Miami Beach Fl' 'North Port' 'North Wales' 'Northport'

'Northville' 'Norton' 'Nottingham' 'Novato' 'Oak Park' 'Oak Ridge'  
'Oakland' 'Oakland Park' 'Ocala' 'Ocean City' 'Olathe' 'Old Hickory'  
'Olive Branch' 'Olympia' 'Orange' 'Orange Park' 'Orangevale' 'Orcutt'  
'Oreland' 'Orland Park' 'Orlando' 'Oro Valley' 'Oroville' 'Osceola'  
'Owens Cross Roads' 'Owings Mills' 'Owings Mills' 'Oxon Hill' 'Pacheco'  
'Pacific' 'Paducah' 'Pahokee' 'Palatine' 'Palm Beach'  
'Palm Beach Gardens' 'Palm City' 'Palmetto Bay' 'Palo Alto'  
'Panama City Beach' 'Parkland' 'Pasadena' 'Patterson' 'Paw Paw' 'Peabod  
y'  
'Peachtree City' 'Pearl' 'Pearland' 'Pembroke Pines' 'Peoria' 'Petal'  
'Phila' 'Philadelphia' 'Phoenixville' 'Pigeon Forge' 'Pikesville'  
'Pittsburgh' 'Placida' 'Plainfield' 'Plainsboro' 'Plantation'  
'Pleasanton' 'Plymouth' 'Pompano Beach' 'Pontiac' 'Pooler'  
'Port At Lucie' 'Port Barrington' 'Port Hope' 'Port Saint Lucie'  
'Port St Lucie' 'Port St. Lucie' 'Portland' 'Potomac' 'Pottstown'  
'Pottsville' 'Poulsbo' 'Powder Springs' 'Powell' 'Prince Frederick'  
'Prince George' 'Provincetown' 'Pueblo' 'Putnam Valley' 'Puyallup'  
'Quincy' 'Radcliff' 'Raeford' 'Rahway' 'Ramsey' 'Rancho Cordova' 'Ranso  
n'  
'Red Lion' 'Redmond' 'Redwood City' 'Remington' 'Renton' 'Reston' 'Rex'  
'Richaland' 'Richfield' 'Richmond' 'Richmond Hill' 'Richton Park'  
'Ridgeland' 'Ridley Park' 'Rincon' 'Rio Grande' 'Riverdale' 'Rochester'  
'Rochester Hills' 'Rock Falls' 'Rockford' 'Rockvale' 'Rockville'  
'Rohnert Park' 'Rolling Meadows' 'Rome' 'Roseville' 'Roswell'  
'Round Lake Beach' 'Roxbury' 'Royal Oak' 'Royal Palm Beach' 'Rumford'  
'Rural Valley' 'Rydal' 'Sacramento' 'Sacramento' 'Saint Albans'  
'Saint Anthony' 'Saint Cloud' 'Saint Paul' 'Salem' 'Salinas' 'Saline'  
'Salisbury' 'Salt Lake City' 'Sammamish' 'San Francisco' 'San Jose'  
'San Leandro' 'San Mateo' 'San Rafael' 'San Ramon' 'Sandy'  
'Sandy Springs' 'Sanger' 'Santa Clara' 'Santa Cruz' 'Santa Fe'  
'Santa Maria' 'Santa Rosa' 'Sarasota' 'Savannah' 'Scappoose' 'Schaumbur  
g'  
'Scituate' 'Scotts Valley' 'Scranton' 'Seabrook' 'Seaford' 'Seatac'  
'Seattle' 'Sebring' 'Secaucus' 'Senatobia' 'Senoia' 'Sharon' 'Sharpsbur  
g'  
'Shelby Township' 'Shelbyville' 'Sheridan' 'Shoreview' 'Shreveport'  
'Silver City' 'Silver Spring' 'Sinking Spring' 'Skokie' 'Slc' 'Smyrna'  
'Snellville' 'Snoqualmie' 'Somers' 'Somerset' 'Somerville' 'Somonauk'  
'South Bend' 'South Berwick' 'South Hadley' 'South Haven' 'South Lyon'  
'South River' 'Southampton' 'Southaven' 'Southfield' 'Spokane'  
'Spokane Valley' 'Spring' 'Spring City' 'Spring Lake' 'Springfield'  
'St Augustine' 'St Cloud' 'St Johns' 'St Paul' 'St. Augustine' 'St. Pau  
l'  
'Steamboat Springs' 'Stephens City' 'Sterling' 'Sterling Heights'  
'Sterling Hts' 'Stevensville' 'Stillwater' 'Stockbridge' 'Stockton'  
'Stone Mountain' 'Stone Mountain Ga' 'Stoughton' 'Streamwood' 'Stuart'  
'Sugar Land' 'Sugarland' 'Suisun City' 'Suitland' "Sullivan's Island"  
'Summerfield' 'Sunnyvale' 'Sunrise' 'Suquamish' 'Surf City' 'Suwanee'  
'Swedesboro' 'Swoyersville' 'Sykesville' 'Tabernacle' 'Tacoma'  
'Tallahassee' 'Tamarac' 'Taylorsville' 'Tenino' 'Tewksbury' 'Texas City'  
,  
'The Woodlands' 'Thornton' 'Three Rivers' 'Tiburon' 'Tigard' 'Tomball'  
'Toney' 'Topsham' 'Tracy' 'Trenton' 'Triangle' 'Troy' 'Tualatin' 'Tucke  
r'  
'Tucson' 'Tukwila' 'Tupelo' 'Turnersville' 'Tuscaloosa' 'Tuscumbia'  
'Union City' 'Urbana' 'Vacaville' 'Vallejo' 'Valley Springs' 'Valparais  
o'  
'Valrico' 'Vancouver' 'Vashon' 'Vernon Hills' 'Vero Beach' 'Villa Rica'  
'Vincentown' 'Vineland' 'Voorhees' 'Walnut Creek' 'Walterboro' 'Ware'  
'Warren' 'Warrenville' 'Warsaw' 'Washington' 'Washington Dc'

```

'Washington Terrace' 'Waterbury' 'Waterford' 'Watertown' 'Wauconda'
'Waukee' 'Waukegan' 'Wayne' 'Weirton' 'Wellington' 'Wenonah'
'West Chester' 'West Deptford' 'West Hartford' 'West Lafayette'
'West Monroe' 'West Palm Beach' 'West St Paul' 'West Valley City'
'Westfield' 'Westminster' 'Westmont' 'Weston' 'Wexford' 'Wheaton'
'Wheeling' 'White House' 'Willingboro' 'Willis' 'Wilmington' 'Winder'
'Windham' 'Windsor' 'Winnetka' 'Wise' 'Woburn' 'Woodbine' 'Woodbridge'
'Woodinville' 'Woodridge' 'Woodstock' 'Worth' 'Wrightstown' 'Wyoming'
'York' 'York Haven' 'Yorkville' 'Youngstown' 'Ypsilanti']
Total No.of.Unique Value : 928
-----
State: ['Maryland' 'Georgia' 'Michigan' 'California' 'New Mexico' 'Indiana'
'Virginia' 'Illinois' 'Pennsylvania' 'Massachusetts' 'Oregon' 'Texas'
'New Hampshire' 'Minnesota' 'Tennessee' 'Colorado' 'Florida' 'Alabama'
'Washington' 'New York' 'New Jersey' 'Maine' 'Missouri' 'West Virginia'
'Montana' 'Mississippi' 'Connecticut' 'Vermont' 'Kentucky'
'South Carolina' 'Ohio' 'Utah' 'Delaware' 'Arkansas' 'Nevada' 'Louisiana'
'Kansas' 'Arizona' 'North Carolina' 'Rhode Island' 'District Of Columbia'
'District of Columbia' 'Iowa']
Total No.of.Unique Value : 43
-----
Zip code: [21009 30102 30101 ... 32466 48197 48198]
Total No.of.Unique Value : 1543
-----
Status: ['Closed' 'Open' 'Solved' 'Pending']
Total No.of.Unique Value : 4
-----
Filing on Behalf of Someone: ['No' 'Yes']
Total No.of.Unique Value : 2

```

```
In [7]: data['Date_month_year'] = pd.to_datetime(data['Date_month_year'])
```

```
In [8]: data.columns
```

```
Out[8]: Index(['Ticket #', 'Customer Complaint', 'Date', 'Date_month_year', 'Time',
              'Received Via', 'City', 'State', 'Zip code', 'Status',
              'Filing on Behalf of Someone'],
              dtype='object')
```

```
In [9]: data = data.drop(['Ticket #', 'Date', 'Zip code'], axis=1)
```



In [10]: `data.info()`

```
<class 'pandas.core.frame.DataFrame'>
RangeIndex: 2224 entries, 0 to 2223
Data columns (total 8 columns):
 #   Column                                Non-Null Count  Dtype
---  -
 0   Customer Complaint                    2224 non-null   object
 1   Date_month_year                      2224 non-null   datetime64[ns]
 2   Time                                2224 non-null   object
 3   Received Via                         2224 non-null   object
 4   City                                2224 non-null   object
 5   State                                2224 non-null   object
 6   Status                               2224 non-null   object
 7   Filing on Behalf of Someone          2224 non-null   object
dtypes: datetime64[ns](1), object(7)
memory usage: 139.1+ KB
```

In [12]: `data['Date_month_year'].nunique()`

Out[12]: 91

```
In [13]: import calendar
data['Date'] = data.Date_month_year.dt.day
data['Month'] = (data.Date_month_year.dt.month).apply(lambda x: calendar.month_abbr[x])
data.head(10)
```

Out[13]:

	Customer Complaint	Date_month_year	Time	Received Via	City	State	Status	Filing Behalf Somec
0	Comcast Cable Internet Speeds	2015-04-22	3:53:50 PM	Customer Care Call	Abingdon	Maryland	Closed	
1	Payment disappear - service got disconnected	2015-08-04	10:22:56 AM	Internet	Acworth	Georgia	Closed	
2	Speed and Service	2015-04-18	9:55:47 AM	Internet	Acworth	Georgia	Closed	\
3	Comcast Imposed a New Usage Cap of 300GB that ...	2015-07-05	11:59:35 AM	Internet	Acworth	Georgia	Open	\
4	Comcast not working and no service to boot	2015-05-26	1:25:26 PM	Internet	Acworth	Georgia	Solved	
5	ISP Charging for arbitrary data limits with ov...	2015-12-06	9:59:40 PM	Internet	Acworth	Georgia	Solved	
6	Throttling service and unreasonable data caps	2015-06-24	10:13:55 AM	Customer Care Call	Acworth	Georgia	Pending	
7	Comcast refuses to help troubleshoot and corre...	2015-06-23	6:56:14 PM	Internet	Adrian	Michigan	Solved	
8	Comcast extended outages	2015-01-06	11:46:30 PM	Customer Care Call	Alameda	California	Closed	
9	Comcast Raising Prices and Not Being Available...	2015-06-28	6:46:31 PM	Customer Care Call	Alameda	California	Open	\

```
In [15]: data['Month'].unique()
```

```
Out[15]: array(['Apr', 'Aug', 'Jul', 'May', 'Dec', 'Jun', 'Jan', 'Nov', 'Feb',
        'Sep', 'Mar', 'Oct'], dtype=object)
```

```
In [16]: Monthly_complaint = data['Month'].value_counts().to_frame()
Monthly_complaint = Monthly_complaint.reindex(['Jan', 'Feb', 'Mar', 'Apr', 'M
ar', 'May', 'Jun', 'Jul', 'Aug', 'Sep', 'Oct', 'Nov', 'Dec'], axis=0).reset_index
().rename(columns={'index': 'Month', 'Month': 'No.of.Complaints'})
```

```
In [17]: Monthly_complaint
```

Out[17]:

	Month	No.of.Complaints
0	Jan	55
1	Feb	59
2	Mar	45
3	Apr	375
4	Mar	45
5	May	317
6	Jun	1046
7	Jul	49
8	Aug	67
9	Sep	55
10	Oct	53
11	Nov	38
12	Dec	65

```
In [18]: Complaint_daily = data.groupby(['Month', 'Date']).count()['City'].to_frame()  
( ).reset_index().rename(columns={  
    'City': 'No.of.Complaints'})  
Complaint_daily[Complaint_daily.Month=='Jun']
```

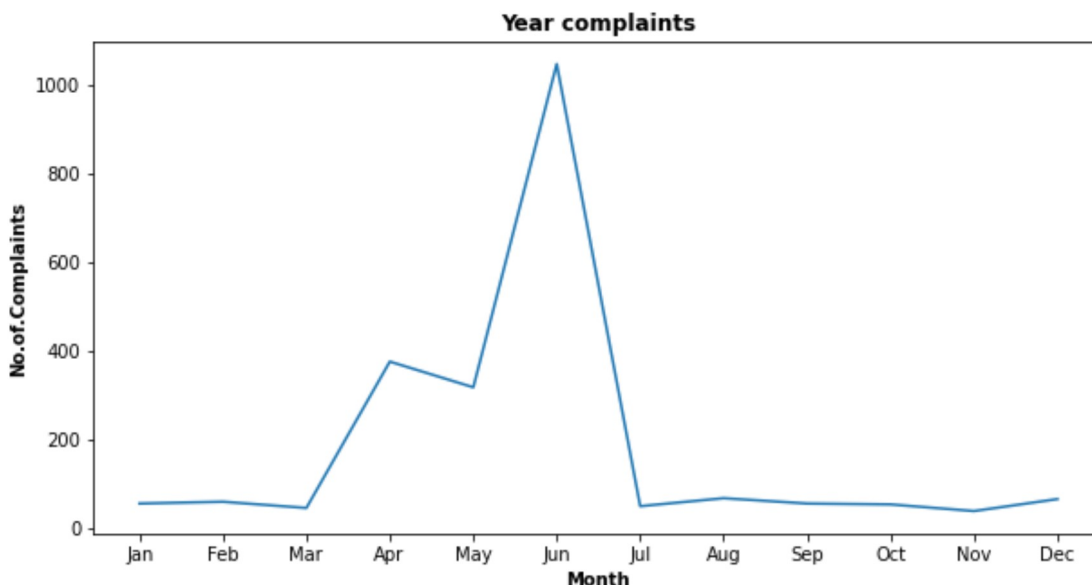
Out[18]:

	Month	Date	No.of.Complaints
36	Jun	4	13
37	Jun	5	14
38	Jun	6	11
39	Jun	13	32
40	Jun	14	16
41	Jun	15	34
42	Jun	16	29
43	Jun	17	32
44	Jun	18	47
45	Jun	19	29
46	Jun	20	16
47	Jun	21	12
48	Jun	22	30
49	Jun	23	190
50	Jun	24	218
51	Jun	25	98
52	Jun	26	55
53	Jun	27	39
54	Jun	28	27
55	Jun	29	51
56	Jun	30	53

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

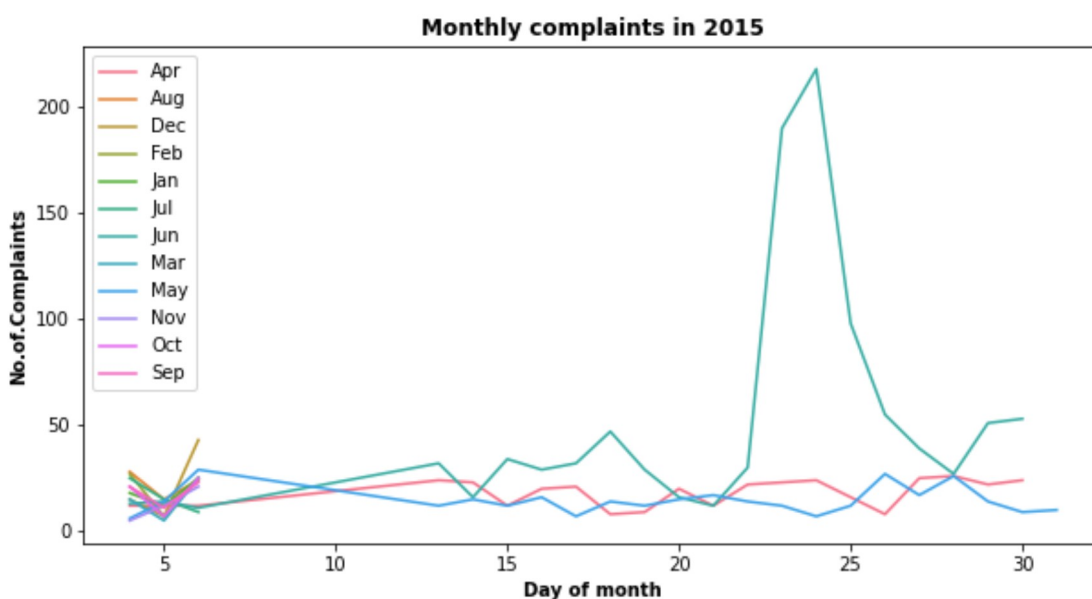
```
In [24]: plt.figure(figsize=(10,5))
month = sns.lineplot(x='Month',y='No.of.Complaints',data=Monthly_complain
t)
month.set_xlabel('Month',weight='bold')
month.set_ylabel('No.of.Complaints',weight='bold')
month.set_title('Year complaints',weight='bold')
```

Out[24]: Text(0.5, 1.0, 'Year complaints')



```
In [25]: plt.figure(figsize=(10,5))
daily = sns.lineplot(x=Complaint_daily.Date,y=Complaint_daily['No.of.Comp
laints'],hue=Complaint_daily.Month)
daily.set_xlabel('Day of month',weight='bold')
daily.set_ylabel('No.of.Complaints',weight='bold')
daily.legend(loc='upper left')
daily.set_title('Monthly complaints in 2015',weight='bold')

plt.show()
```



3. Provide a table with the frequency of complaint types.

```
In [28]: Complaint_Type = data['Customer Complaint'].value_counts().to_frame().reset_index().rename(columns={'index': 'Complaint Type', 'Customer Complaint': 'Frequency'})
Complaint_Type
```

Out[28]:

	Complaint Type	Frequency
0	Comcast	83
1	Comcast Internet	18
2	Comcast Data Cap	17
3	comcast	13
4	Comcast Billing	11
5	Data Caps	11
6	Comcast Data Caps	11
7	Unfair Billing Practices	9
8	Comcast data cap	8
9	Comcast internet	8
10	Internet speed	8
11	Comcast data caps	8
12	Comcast/Xfinity	8
13	Data Cap	8
14	Billing	6
15	Comcast Service	6
16	Comcast billing	6
17	COMCAST	6
18	Comcast service	6
19	Comcast Internet Service	5
20	Comcast complaint	5
21	Comcast Complaint	5
22	Internet Speed	5
23	availabilty	4
24	Comcast Issues	4
25	Internet service	4
26	comcast data cap	4
27	Comcast Internet Complaint	4
28	Billing Dispute	4
29	Comcast internet service	4
30	Comcast Billing Complaint	4
31	Comcast Billing and Service Issues	4
32	Slow Internet	4
33	Data cap	4
34	Comcast Unfair Billing Practices	4
35	Comcast Throttling	3
36	billing issues	3

	<b>Complaint Type</b>	<b>Frequency</b>
37	Comcast Internet Billing	3
38	Billing Complaint	3
39	Unfair pricing	3
40	Unfair billing practices	3
41	Comcast bait and switch	3
42	billing/service issues	3
43	service issues	3
44	billing	3
45	Complaint against Comcast	3
46	Internet Throttling	3
47	Comcast Customer Service	3
48	internet	3
49	Comcast billing practices	3
50	Comcast Billing Issues	3
51	Billing Issues	3
52	Internet Availability	3
53	Comcast unfair billing	2
54	Comcast cable	2
55	Internet	2
56	n/a (b) (6)	2
57	Comcast Terrible Experience with no resolution	2
58	Unable to Return Equipment	2
59	Xfinity	2
60	Comcast/Xfinity Customer Service	2
61	Comcast Business Internet	2
62	Comcast Charges	2
63	Comcast Slow Internet	2
64	Comcast/xfinity	2
65	Slow Internet Speeds	2
66	Bad Customer Service	2
67	invalid service	2
68	Throttling	2
69	Comcast -Xfinity customer service errors, lie...	2
70	Comcast Cable	2
71	Comcast service billing	2
72	COMCAST CUSTOMER CARE ( RACISM)	2
73	Comcast Atlanta Data Caps	2
74	unreliable connection	2



	<b>Complaint Type</b>	<b>Frequency</b>
75	lack of service, Service call complaint	2
76	Comcast internet for low income families	2
77	Fraud	2
78	speed	2
79	Comcast Xfinity	2
80	Comcast/Xfinity- Paying for High speed service	2
81	Comcast monopoly	2
82	monopoly	2
83	exaggerated bill and Lack of responsibilities ...	2
84	Internet Outages	2
85	Comcast Fraudulent Charges	2
86	comcast service	2
87	internet speed	2
88	No Internet	2
89	Comcast Service and Billing Issues	2
90	Comcast Internet Service Complaint	2
91	Data overage charges	2
92	comcast unwilling to resolve data usage issue	2
93	Comcast Usage Caps	2
94	Problems with Comcast	2
95	Comcast cable unauthorized charges	2
96	Comcast data usage cap	2
97	Comcast Throttling My Internet	2
98	Internet Throttling & Unfair Billing Practices	2
99	Comcast Internet Data Cap	2
100	Comcast Billing Practices	2
101	comcast internet	2
102	Comcast internet overage charges	2
103	Comcast run around	2
104	Charged for data not actually used	2
105	Speed	2
106	bait and switch	2
107	Failure of service from Comcast	2
108	No internet service	2
109	Comcast billing problem	2
110	Billing issues	2
111	Comcast Throttling Internet	2
112	Continued slowness for almost 3 weeks	2

	<b>Complaint Type</b>	<b>Frequency</b>
113	Data caps	2
114	Comcast Support	2
115	Slow Internet Speed	2
116	Unfair Billing	1
117	Data Cap Overages	1
118	Comcast Service Rep Missed appointment. I miss...	1
119	Comcast Phone, Internet and TV	1
120	Data Cap Limitations	1
121	Data usage limit	1
122	Internet Billing	1
123	Throttle internet	1
124	Spotty service Business class internet	1
125	Erroneous charges on Comcast bill	1
126	Sold one service, received another	1
127	High Speed Internet Awful	1
128	rude, nasty, customer service behavior, and a ...	1
129	Failure to Cancel Service	1
130	Comcast Billing & Customer Service	1
131	Comcast High-Speed Internet Does Not Work	1
132	comcast failing still	1
133	The WORST customer service team and negative o...	1
134	Comcast is a terrible service	1
135	No Service, no assistance	1
136	Comcast Internet Bait and Switch	1
137	Internet problems	1
138	My Comcast Nightmare	1
139	Improper billing	1
140	poor service; inaccurate billing	1
141	Internet being slowed.	1
142	Deceptive and false contract on Business Comca...	1
143	Abysmal customer service, do not approve merge...	1
144	Bundled cable and internet	1
145	Comcast Dishonest Marketing Scheme	1
146	Comcast business internet service down for 6 Days	1
147	bait and switch services for monetary gain	1
148	Home Shopping Network Emails	1
149	Comcast Data Usage - Additional Fee for Intern...	1
150	microsoft is limiting service	1

	<b>Complaint Type</b>	<b>Frequency</b>
151	Unethical Behavior: Comcast Requesting Credit ...	1
152	Unfair bundles	1
153	internet and tv problems.	1
154	Years of packet loss and downtime	1
155	Billing and slowing of internet	1
156	Comcast - Fraudulent Billing Practices, Unwill...	1
157	Inconsistent Internet Service	1
158	Comcast Internet Data Cap Segregation	1
159	Data Cap in Olive Branch MS with Comcast	1
160	Comcast Cablevision Florida	1
161	Poor Quality Service and Unauthorized Charges	1
162	Lied to by Comcast	1
163	Comcast/Xfinity cancellation fee	1
164	Comcast billing and speed.	1
165	Unable to cancel poor internet service	1
166	Inconsistent, low speeds that are overpriced	1
167	Illegal Charges from Comcast	1
168	Comcast scam	1
169	Comcast cable/phone/internet complaint	1
170	outrageous internet bill adjustments from Comcast	1
171	Comcast XFINITY Internet Performance	1
172	Comcast Charging Too Much and Internet Speed L...	1
173	Ask Comcast to fix internet connection of my home	1
174	Comcast terrible service #2	1
175	Comcast Billing/Pricing Practices	1
176	day 3 of Internet going down and disconnect su...	1
177	Forcing Customer to Pay an Incorrect Bill to g...	1
178	Comcast service and billing issue	1
179	Internet Service Billing	1
180	Speed throttling	1
181	bill to damn high	1
182	Comcast - Internet Data Cap	1
183	Comcast data caps are killing the internet	1
184	Comcast Cable Internet Speeds	1
185	Comcast keeps hiking my bill for no reason !!	1
186	Comcast Deceptive Business Class Billing	1
187	Comcast not connecting me to cancel service an...	1
188	No way to see when promotions end	1

	Complaint Type	Frequency
189	loss connection internet many time in a day.	1
190	Unable to get Comcast to provide me with broad...	1
191	excessive billing	1
192	Data limit with Comcast	1
193	Comcast Bandwidth Availability	1
194	Comcast/Xfinity Blast Internet	1
195	invalid service charge	1
196	Comcast theft, lying, horrible service and dec...	1
197	internet/cable service	1
198	Bait and Switch again	1
199	Comcast - Unfair billing policies	1
200	Comcast has a monopoly on our internet	1
201	Billing Issue	1
202	comcast blocking HBO content for streaming.	1
203	Comcast's Deceptive Billing	1
204	Comcast Billing (primary) Service (secondary)	1
205	Internet and Phone Service	1
206	COMCAST MISSES 4 APPOINTMENTS	1
207	Comcast mislead me and cost my business	1
208	No Internet Service	1
209	Outage of Internet service 5/19/2015, and atti...	1
210	Unwarranted Charges by Comcast for Internet	1
211	Comcast - I've been paying for unnecessary spe...	1
212	internet bill increase	1
213	Comcast Shut-off Notice -Internet/TV	1
214	Cable Splitter without Consent from customer( ...	1
215	Comcast speed not matching, blocked phone number	1
216	Comcast screwed me	1
217	Comcast is a downright awful service provider.	1
218	Comcast blocking HBO Go on Playstation systems	1
219	Comcast/ Xfinity unethical business practice	1
220	comcast throttling PlayStation.and blocking hb...	1
221	Comcast Complaints	1
222	internet pricing /competition	1
223	Non working service	1
224	Comcast Internet Disconnection	1
225	Comcast data caps are an end-run around Net Ne...	1
226	Internet connectivity loss, over 1000ms latenc...	1

	<b>Complaint Type</b>	<b>Frequency</b>
227	Slower internet speeds than what i was promise...	1
228	Intermittent Expensive Connection	1
229	Comcast Corporation	1
230	Comcast Speed	1
231	Comcast Monopoly in Calvert County, Maryland	1
232	Data caps and monthly fees	1
233	Comcast Data usage caps	1
234	Comcast DATA Caps	1
235	Comcast overcharges for internet charges	1
236	service, billing	1
237	E-mail	1
238	Bundle Bull S...	1
239	Communication problem	1
240	Questionable internet slowdown	1
241	Comcast Customer Service; Theft; Inconsistency	1
242	terrible internet quality	1
243	Comcast Wifi Service	1
244	Comcast refuses to recognize our same sex marr...	1
245	Bad Internet Speeds	1
246	Internet connectivity and speed	1
247	Terrible Service	1
248	Cancelled Comcast Internet - Service and Billi...	1
249	Comcast Blocking HBO Go from Playstation 3 and 4	1
250	Bundle	1
251	Comcast is blocking HBO Go in Sony platforms	1
252	Terrible Comcast experience - No end in sight	1
253	No Internet service	1
254	Comcast blocks HBOGO from Sony PS4 and PS3 dev...	1
255	inability to add service	1
256	Comcast (Xfinity); Larger withdrawal on automa...	1
257	Metered bandwidth with no data meter	1
258	promotion ended in one month	1
259	Terrible Experience with Comcast	1
260	Comcast Metro Fiber	1
261	internet price went up, offered lower price de...	1
262	Price increase while on a fixed price plan	1
263	Surprise Data Caps from Comcast	1
264	Data Cap problems	1

	<b>Complaint Type</b>	<b>Frequency</b>
265	Advertised Internet price not honored	1
266	Comcast billing and services	1
267	10 Days No Service - 12 Appointments Comcast H...	1
268	internet service provider billing increase	1
269	Was liked to about the speed and the price tha...	1
270	Broadband Internet Service	1
271	Comcast deceptive billing practices	1
272	Comcast email service	1
273	expensive service, capped	1
274	internet not working	1
275	Terrible customer service from Comcast	1
276	I DO NOT HAVE INTERNET AND WORK FROM HOME	1
277	Charging for service with out fixing the problem	1
278	comcast billing increase	1
279	comcast is not providing service for bad internet	1
280	bill payment	1
281	Slow internet speeds	1
282	Comcast price inflation	1
283	Comcast bundling of internet and tv services a...	1
284	No internet, phone or cable service	1
285	Comcast -- Throttling Connection	1
286	Slowed Internet Speeds	1
287	Comcast's Unfair Billing and Pricing Practices	1
288	COMCAST FRAUDULENT BILLING & CHARGES	1
289	Comcast Throttling Connection Speeds	1
290	Poor internet quality	1
291	Comcast quoted one price then billed another	1
292	Stop The CAP	1
293	Unfair Billing at Comcast	1
294	Comcast is stealing from me	1
295	Comcast Throttling my Internet Connection	1
296	Intermittent poor service	1
297	Comcast - internet service complaint	1
298	Comcast Internet Speeds	1
299	Datacaps	1
300	INFINITY / COMCAST	1
301	service not disconnected as requested. overcha...	1
302	Comcast cable outage	1

	<b>Complaint Type</b>	<b>Frequency</b>
303	Comcast - Customer Service/Technical Service I...	1
304	Internet connection deliberately slowed down	1
305	Comcast endless problems	1
306	Internet performance (latency/bandwidth) subst...	1
307	Inconsistent and poor internet performance	1
308	Comcast - Billing Practices	1
309	Horrible Service	1
310	Comcast 300Gb Data Cap	1
311	Overcharged Internet Billing	1
312	Comcast 300GB data cap	1
313	Comcast charging over \$600 for data	1
314	Data Cap imposed without notice	1
315	Comcast refuses to honor a plan that one of th...	1
316	Comcast and their "data limit"	1
317	300GB/month data cap 'trial' for several years...	1
318	Customer Service and Billing Complaint	1
319	Comcast Continuous Modem Rental Charges	1
320	Comcast internet-Price keeps changing	1
321	NO Comcast-- Uverse	1
322	Comcast- Internet	1
323	Comcast Internet Billing Problems/Disrespectfu...	1
324	Comcast service issues.	1
325	Paying for 50 Mbps from Comcast, only receivin...	1
326	Problems with Comcast xfinity Internet service	1
327	COMCAST WILL NOT CANCEL MY ACCOUNT	1
328	Failure to connect service	1
329	Monthly charge for a Modem	1
330	Charged for Cable Modem Rental that I have own...	1
331	Comcast Internet Poor Service	1
332	Comcast is terrible	1
333	comcast complaint	1
334	Not receiving internet and harrassing phone calls	1
335	comcast internet, telephone, TV service	1
336	comcast deceiving upgrade without request	1
337	Wasted Time and money!	1
338	Comcast still billing, after account is closed...	1
339	Comcast has turned my business account to thir...	1
340	Poor Customer Service with Comcast	1

	Complaint Type	Frequency
341	Comcast slowing down	1
342	Comcast refuse to honor agreed upon price / pr...	1
343	Comcast Rates	1
344	Comcast Overpricing	1
345	Lack of communication and poor customer service	1
346	Stop the data caps of Comcast	1
347	Comcast data cap limit	1
348	Forced to pay for Home Security Services that ...	1
349	Bill Flucuation	1
350	comcast over charges	1
351	Comcast Internet being slow	1
352	300 GB monthly allowance	1
353	I am being throttled by Comcast	1
354	Overcharged for underperforming services	1
355	Comcast Problems	1
356	Comcast internet Dropping out	1
357	unfair Internet prices	1
358	Ongoing Comcast internet outages.	1
359	Loss of Electronics/Poor Customer Service/Faul...	1
360	customer service & price	1
361	customer service	1
362	Comcast Data Threshold	1
363	Internet down	1
364	Monopolistic Billing Practices	1
365	comcastcomcas	1
366	Xfinity unable to correct issue of losing conn...	1
367	Comcast Bundled Services	1
368	cheating customer	1
369	bait & switch	1
370	Comcast promised credits by supervisor	1
371	COMCAST BILLING	1
372	unresponsive calls to customer service regardi...	1
373	Blocking the viewing of websites	1
374	comcast fees and internet services	1
375	Locals	1
376	Comcast inflated and "undetermined", ever-incr...	1
377	comcast billing shutting off service	1
378	comcast cable	1



	<b>Complaint Type</b>	<b>Frequency</b>
379	Comcast is giving me the ring around and charg...	1
380	Ridiculous and inconsistent billing	1
381	internet availability	1
382	Comcast cancellation issue	1
383	Comcast Internet Is Atrocious	1
384	Data Caps Discourage Commerce	1
385	Comcast Business Internet -- Not Providing Ser...	1
386	Unfair pricing practices	1
387	Comcast Data cap	1
388	Repeated issues with Comcast billing and custo...	1
389	Comcast - Incorrect Billing Issues - Has Happe...	1
390	Comcast Billing Fraud	1
391	Comcast over inflating Data Meter Usage	1
392	Video Throttling	1
393	Fraudulent Billing practices by Comcast	1
394	Slowness of Internet	1
395	Increase in Price of internet	1
396	Speeds slower than advertised	1
397	Comcast False Advertising	1
398	Comcast Billing Issue	1
399	Internet Speeds and Billing Errors	1
400	internet service and phone service	1
401	Poor Customer Service and Internet Availability	1
402	Xfinity: Bogus modem charges	1
403	Internet contract issue	1
404	Services Interrupted	1
405	Comcast internet billing	1
406	Comcast New SignUp billing bait-and-switch	1
407	Comcast Failure of Service	1
408	Unreliable Internet Service	1
409	Comcast is limiting my access to data by using...	1
410	Comcast's Data Cap	1
411	Comcast Data Usage - Deceptive Practice	1
412	data allowance	1
413	Unauthorized change in charges	1
414	comcast connection issues	1
415	Comcast Bundle Availability Complaint	1
416	Comcast Charges Modem Rental But Modem was Ret...	1

	<b>Complaint Type</b>	<b>Frequency</b>
417	BAIT and SWITCH Product Offerings for Internet...	1
418	no bill	1
419	Comcast caught in 3 lies	1
420	Over Billing, No reason code for excess billin...	1
421	Comcast Downgraded service with no notification	1
422	Comcast took my account info	1
423	Speed for internet nowhere close to claims	1
424	Fraudulent charges and poor or no service	1
425	No package/pricing information from Comcast fo...	1
426	Comcast lies to the customer just to get them ...	1
427	comcast lowering internet speeds on constant b...	1
428	Dishonest Billing Practices and Lying	1
429	Dishonest Billing Practices	1
430	Comcast Data Overage Charges	1
431	Throttling bandwidth.	1
432	Comcast/Xfinity customer service and billing	1
433	Comcast attempting to circumvent net Neutralit...	1
434	Comcast data caps in currently uncompetitive N...	1
435	Over charging for Internet	1
436	Comcast false advertising	1
437	Internet Down	1
438	Misleading information regarding contract lead...	1
439	Unable to cancel comcast service	1
440	Comcast Business Phone/Internet Contract Disag...	1
441	overcharged	1
442	Comcast is cheating me	1
443	Comcast is a monopoly	1
444	overcharges	1
445	Comcast- Unfair Pricing Tactics	1
446	Comcast Lied About Pricing And Installation	1
447	Comcast Business internet	1
448	Horrible customer service; could not help me -...	1
449	Comcast- not responsive to multiple requests f...	1
450	Comcast service problems for months; charging ...	1
451	internet problems	1
452	Issue with Internet speed	1
453	Low wifi	1
454	Lost Internet Service	1

	Complaint Type	Frequency
455	Comcast Speeds Not as Advertised	1
456	Comcast refund	1
457	Overage charges	1
458	Intermittent drops of service	1
459	Comcast horrible service	1
460	High Speed internet	1
461	Comcast Data Policy and Lies	1
462	Commercials burning data	1
463	Lack of internet speed	1
464	Unwilling to provide a refund for charging ren...	1
465	Low internet quality	1
466	Comcast thieves	1
467	Discriminatory tiered pricing and traffic limi...	1
468	i need help pleas	1
469	CHARGED ERRONEOUS FEE ON BILL	1
470	COMCAST NIGHTMARE	1
471	Transfer of services	1
472	Comcast Business not honoring signed contract	1
473	Comcast charges me for 25m connection, Get 5 d...	1
474	Comcast has raised my bill twice without warning	1
475	Internet connectivity issues	1
476	Paying for high speed internet and receiving l...	1
477	Comcast Targeted Blocking of Content	1
478	Comcast billing issues	1
479	Worst customer service with no resolution	1
480	Comcast committing "Bait and Switch Fraud"	1
481	Second Complaint "Comcast not honoring Marketi...	1
482	Comcast - new service (ridiculously inept + no...	1
483	Internet throttling	1
484	Comcast charging me for items I do not want/as...	1
485	Internet and Cable Billing	1
486	Poor service from Comcast Xfinity	1
487	new fcc internet rules slowing down system	1
488	Comcast Poor Customer Services and Commitment	1
489	False Advertisement	1
490	Slow Internet / Monopoly Area	1
491	FALSE CHARGES & REFUSAL TO CREDIT	1
492	Receiving bill for account that was supposed t...	1

	Complaint Type	Frequency
493	Comcast Internet down since 4/25 with no resolve	1
494	Cap on Comcast Data	1
495	Required \$100 deposit to open an account	1
496	Comcast refusing to provide continued service ...	1
497	Comcast installation date of June 22, 2015	1
498	Comcast refuses to credit erroneous overcharge...	1
499	Comcast charging me monthly fees for equipment...	1
500	Unfair Comcast billing practices	1
501	Comcast slow speeds and lying about prices	1
502	Comcast unreliable speed/ service	1
503	Comcast refusing to run lines	1
504	COMCAST DATA CAP IS BULLCRAP	1
505	Data Cap 300gb	1
506	Unannounced service outage not caused by weather	1
507	Internet Freezing	1
508	Comcast is awful, lies, and is corrupt	1
509	ads for website	1
510	Comcast Account Issues/Customer Service Compl...	1
511	Comcast internet service that I was NEVER able...	1
512	Failure to resolve Internet outages	1
513	spam	1
514	Internet Service Down	1
515	Comcast Billing for Late Payment/Disconnect du...	1
516	Comcast Usage Limit	1
517	Internet Service Provider Complaint	1
518	cramming charges on my phone/internet bill	1
519	Complaint about Comcast's Hidden Fees and Unau...	1
520	No internet available since a comcast technit...	1
521	Comcast had said I had a credit but then issue...	1
522	Data caps for broadband internet	1
523	Comcast won't pay me my refund	1
524	Someone at Comcast added services without me k...	1
525	Comcast charges in violation of contract	1
526	internet services	1
527	Comcast bars HBOGo from streaming to purchased...	1
528	Comcast bill doubled without notice	1
529	Scam concerning Ham License register book.	1
530	Poor service/paying for unusable services	1

	<b>Complaint Type</b>	<b>Frequency</b>
531	loss of signal SEVERAL times a day, VERY slow ...	1
532	Back to back bill	1
533	Xfinity Issues	1
534	Comcast Internet Issue	1
535	60 day delay in cancelling service agreement	1
536	Tallahassee Comcast rates high without competi...	1
537	Comcast is awful	1
538	Intermittent internet	1
539	Complaint regarding Comcast	1
540	Comcast Practices/ billing	1
541	Poor service from Xfinity	1
542	I pay for 50 mbps, get 10 at best	1
543	bills/identity	1
544	Customer service	1
545	Price fixing and monopolistic behavior	1
546	why am I paying for this ?	1
547	Comcast service complaint	1
548	Complaint about Comcast	1
549	Home Internet Data Caps	1
550	shitty comcast service	1
551	shitty comcast	1
552	Comcast issues don't get resolved	1
553	installation fee	1
554	Increased monthly fee on 3 year contract	1
555	Comcast Data Caps and Throttling	1
556	Xfinity Data Caps	1
557	Comcast slowing internet speeds intentionally	1
558	Comcast Data Usage Plan Trial	1
559	Data usage cap with Comcast Xfinity	1
560	Comcast falsely claims service is provided in ...	1
561	Tucson Comcast Data Caps on Internet Service	1
562	Comcast is inaccurately measuring bandwidth co...	1
563	Data Limits	1
564	Comcast service and billing	1
565	Comcast Data Meter/Cap	1
566	Comcast data cap/meter	1
567	Deceptive Advertising	1
568	Comcast "Unlimited" Internet Access recently I...	1

	<b>Complaint Type</b>	<b>Frequency</b>
569	Improper Billing/Services	1
570	Internet "Overage" Charges	1
571	comcast is changing my paper bill to ecobill w...	1
572	Poor Internet Service	1
573	Data capping and lack of options in Tucson AZ	1
574	Outrageous Comcast charges	1
575	Predatory Monopolistic Pricing	1
576	Recent fines to AT&T and possibly...	1
577	billing complaint - Comcast digital phone/inte...	1
578	installed on 4/26 still not working	1
579	Comcast Forcing me to purchase cable tv, only ...	1
580	Excessive early termination fees due immediate...	1
581	Xfinity account	1
582	Comcast Xfinity Deceptive Billing Practices	1
583	Internet speeds not as advertised. Bandwith no...	1
584	Over Charged for Service Never Received	1
585	Comcast - HBO - PS3	1
586	Internet Speeds	1
587	Cant cancel internet on Sundays?	1
588	Comcast (Xfinity) Internet Service	1
589	Monthly Rate Confusion & Poor Customer Support	1
590	Xfinity security system	1
591	Poor Quality Service and Broken Promises	1
592	Comcast Internet, being charged full price for...	1
593	paying for hi speed internet 105 mbps	1
594	Incorrect Billing of NON-RENTED Equipment	1
595	Unfair billing practices by Comcast Xfinity	1
596	Comcast Internet Services	1
597	Comcast account	1
598	Comcast Cable and Internet	1
599	Internet Service	1
600	Extremely Poor Customer Service	1
601	Comcast Billing Support and Practices	1
602	Comcast / Xfinity Billing Issue	1
603	Billing Overcharging Issues By Comcast	1
604	COMCAST INTERNET	1
605	Internet Outage	1
606	comcast data caps	1

	<b>Complaint Type</b>	<b>Frequency</b>
607	Comcast Data Usage Limit in Atlanta	1
608	Xfinity/Comcast throttles bandwidth way below ...	1
609	Billed for services not ordered or recieved	1
610	Comcast service and pricing	1
611	Comcast Refund and discontinue Service billing	1
612	Misleading and deceptive sale of Internet service	1
613	Comcast charged me higher than quoted on the p...	1
614	Comcast refusing to fix connectivity issues	1
615	Billing - Comcast	1
616	Continuous Internet problems.	1
617	Paying for service for 12 months without recie...	1
618	Internet Speed Cut in Half with no Notification	1
619	no internet service for more than 20 days	1
620	Internet being throttled	1
621	high speed internet access	1
622	Comcast- Unfair Pricing	1
623	COMPLAINT ABOUT COMCAST/XFINITY	1
624	Service Quality	1
625	No email service from Comcast	1
626	Billing practices	1
627	Bad internet speeds and access	1
628	Complaint#67455	1
629	internet access	1
630	Terrible pricing for only one viable option	1
631	Unfair Billing Practice and Services	1
632	Pay 2500 for cable line	1
633	slow internet	1
634	Unfair Pricing	1
635	Comcast Outage	1
636	monopolistic billing practices	1
637	comcast xfinity internet service.	1
638	Comcast charges	1
639	data usage caps	1
640	Billing continues for 2 months after terminati...	1
641	Throttling Internet	1
642	Xfinity/Comcast Cable	1
643	over payment	1
644	Comcast cramming	1

	<b>Complaint Type</b>	<b>Frequency</b>
645	internet provider	1
646	Xfinity corporate bullying, breach of contract	1
647	Slow internet service	1
648	Comcast sales people not reflect what they sai...	1
649	Comcast Failing to Show up to scheduled appoin...	1
650	Comcast will not help us please help	1
651	Youtube being throttled?	1
652	Data caps for cable ISP;s	1
653	Promised Speeds	1
654	Monthly bill increased, service decreased	1
655	overbilled	1
656	Comcast committing extortion	1
657	Comcast Data Cap Overage Fees	1
658	Unreasonable billing	1
659	I am so fed up with Comcast	1
660	Egregious Fees	1
661	comcast customer service, and billing issues	1
662	Extremely unsatisfied Comcast customer	1
663	complaint about comcast	1
664	Comcast Monthly Billing for Returned Modem	1
665	Service Availability	1
666	Speed throttling, speeds not at promised output	1
667	problems with internet service	1
668	High Internet & Cable Bill	1
669	Comcast unfair pricing	1
670	Comcast Internet Service quality	1
671	i had sent out a check payment comcast	1
672	Internet Services	1
673	False Advertising/Bait and switch	1
674	Terrible internet service from Comcast	1
675	comcast cap	1
676	Issues with Comcast billing and equipment	1
677	Lied to about install costs	1
678	Comcast will not refund or reimburse significa...	1
679	Inconsistent and Intermittent Internet Connect...	1
680	comcst data cap	1
681	Miss Represented and over charged now	1
682	Comcast Xfinity Internet Data Caps	1



	<b>Complaint Type</b>	<b>Frequency</b>
683	charged for no seevice	1
684	Comcast over charge	1
685	Comcast cramming services I didn't ask for to ...	1
686	CRAMMING, False Internet Promotion, SPEED comp...	1
687	Internet Uasge/Overage	1
688	Inability to get service transferred	1
689	Internet Speeds are Wacko	1
690	False sales offers	1
691	Credit on Bill and Change of Service Request	1
692	Comcast: Billing issue	1
693	Inexplicable Disconnection & Subsequent Mishan...	1
694	Comcast (no service, hung up on, 3 in person a...	1
695	Horrible Customer Service, Bad Service	1
696	Comcast Bill	1
697	Internet service loses signal	1
698	comcast email acess	1
699	comcast internet service	1
700	Unresolved Comcast fraudulent billing	1
701	Repeatedly have been promised installations wi...	1
702	Paying for 50MB/s and getting 26MB/s	1
703	Slow download and upload speeds	1
704	Comcast-Non existent customer service, terribl...	1
705	Comcast/Xfinity Communication	1
706	Monopolist power of Comcast in my service area	1
707	My Comcast Bill for Internet/Cable/Phone service	1
708	Re: Unfair Billing Practices Complaints agains...	1
709	comcast xfinity	1
710	Incorrect billing	1
711	Speed consistently 1/25 of speed paid for	1
712	access to service	1
713	Poor Service or no Service	1
714	Incorrect Disclosure	1
715	Comcast misleading HSI customers	1
716	Comcast charge my own router as unreturned equ...	1
717	Comcast refusal of service	1
718	unauthorized charges to my account by comcast	1
719	Comcast is giving out wrong information, accus...	1
720	I HAVE BEEN ASKING TO SPEAK WITH A SUPERVISOR ...	1

	<b>Complaint Type</b>	<b>Frequency</b>
721	comcast transfer of service complaint	1
722	Comcast Home Security System	1
723	Misrepresentation of Internet Speed	1
724	over sold/ over billed for short term services	1
725	Failure to show for an appointment and lying	1
726	Deceptive trade practices, false advertising a...	1
727	Comcast asking for interstructure fee	1
728	(Comcast is not my complaint!) Cyber Tele-mark...	1
729	Fradulent Services	1
730	Throttling of Comcast internet services	1
731	Comcast Excessive Charge When Cancelling Service	1
732	Comcast slowing down Netflix	1
733	Comcast is charging consumer too much	1
734	Complaint #2. No resolution. Please help. Than...	1
735	Monopolies mean high prices and mediocre service	1
736	Slow Internet speeds	1
737	FAILURE TO PROVIDE SERVICE WHILE STILL BILLING	1
738	Lack of ISP choice	1
739	Comcast speeds as low as 12 MB/s, paying for 1...	1
740	Broadband internet malfeasance by Comcast	1
741	Unfair and Monopolistic Billing Practices	1
742	Comcast Xfinity Monopoly Abuses	1
743	Slow internet / Over Charged Billing	1
744	Issues with service and payments	1
745	Comcast throttling my high-speed internet	1
746	Internet Issues With Comcast	1
747	Unclear Quoted Speeds and Prices	1
748	Comcast overcharging, despite regular calls an...	1
749	Unfair Billing Practices engaged by Comcast/XF...	1
750	Billing and deceitful practices by Comcast	1
751	Comcast refuses to lower my bill to prevoius a...	1
752	Comcast throttling or otherwise under-deliveri...	1
753	Comcast changed my package and wants me to pay...	1
754	Comcast Illegally Introduces Service Fees With...	1
755	Comcast - Billing for service that they cannot...	1
756	I pay for 25Mbps internet but get less than 3Mbps	1
757	Comcast/Xfinity: Poor internet connection spee...	1
758	Horrible customer service from Comcast	1

	<b>Complaint Type</b>	<b>Frequency</b>
759	Ecobill discount	1
760	Repeated installation issue with Comcast Inter...	1
761	Comcast forced me into a contract	1
762	Uncompetitive pricing of Comcast Internet serv...	1
763	Monopolistic Billing	1
764	Comcast move	1
765	Difficulty with internet speeds	1
766	Waive the Reoccurring charges	1
767	Unwanted Email with no opt out options	1
768	Unauthorized 2-Year Contract With Comcast	1
769	Being charged for a technician fee	1
770	Comcast ETF charge	1
771	Awful Internet	1
772	Being charged incorrect price	1
773	False billing	1
774	Comcast not refunding deposit for cancelled In...	1
775	Slow Internet speed	1
776	Unfair fees?	1
777	Concern about Comcast Internet Modem Billing P...	1
778	unfair pricing and raising of pricing and char...	1
779	Cable internet unavailable	1
780	COMCAST DENIES PROVIDING OFFERED SERVICE	1
781	Comcast forces rep visit then goes back on the...	1
782	Comcast FRAUD	1
783	Throttling/drastric reduction of speeds	1
784	Extremely slow internet and no aid from Comcast	1
785	Comcast artificially inflating prices of Inter...	1
786	Comcast Unfair Product Bundling	1
787	Postal Mail Ticket - #0057	1
788	Price Increase	1
789	Refund issues	1
790	Double billing	1
791	Postal Mail Ticket #2334	1
792	Reporting Comcast's Various Problems	1
793	Fraudulent use of credit card and credit card ...	1
794	RACIST CUSTOMER SERVICE FROM MANAGER SONIA AND...	1
795	Unnecessary charge by Comcast for technician v...	1
796	Internet service termination	1

	<b>Complaint Type</b>	<b>Frequency</b>
797	recent hacking of email account	1
798	Comcast Xfinity Charges Consumer for Troublesh...	1
799	intermittant phone and internet	1
800	Comcast price increase not in line with advert...	1
801	comcast are crooks	1
802	INTERNET SERVICE IS DOWN FOR THREE WEEKS NOW.	1
803	Comcast Taking almost 9 Days to solve My Inter...	1
804	Comcast.net	1
805	Comcast ordered services that we never agreed to	1
806	interne speed	1
807	Lack of consistent service	1
808	internet and customer service problem with Com...	1
809	Comcast has been over charging us.	1
810	Comcast speed	1
811	Data Cap on Internet Downloads?	1
812	Unfair Charges	1
813	HBO Go on PS3	1
814	About Comcast	1
815	Internet slow	1
816	about comcast	1
817	Shady Internet Billing Practices from Comcast	1
818	Comcast ending promotion and contract early. D...	1
819	Comcast Speed Throttling and more	1
820	Possible Speed Throttling: Comcast Xfinity Ric...	1
821	Poor Speed and Reliability	1
822	Unacceptable Business Internet Service from Co...	1
823	Comcast Set Up	1
824	internet/tv bundle service	1
825	Comcast Service Inadequacies	1
826	Comcast Billing dispute - Wireless service	1
827	failure to provide imstallation .... Rockville...	1
828	Predatory billing by Comcast	1
829	Internet offer rescinded	1
830	refusal to rectify	1
831	throttling and disconnections	1
832	Possible throttle	1
833	Comcast speed throttling internet	1
834	False Information Given Just To Get Me Set Up ...	1

	Complaint Type	Frequency
835	Comcast Internet Online Streaming	1
836	Comcast blocking HBOGO on Playstation 4 Consoles	1
837	Misinformed Over and Over Again	1
838	False Service	1
839	re complain against comcast email and telephon...	1
840	Data usage with Comcast	1
841	Cable availability	1
842	Over billing Comcast	1
843	Comcast Xfinity barely ever works and speed sucks	1
844	Bad Practices	1
845	Comcast's Internet is Slower Than What I Pay For	1
846	Comcast Advertised Wifi Internet speed not pro...	1
847	Manipulative billing issue	1
848	Comcast's customer service is awful	1
849	Comcast Internet - Horrible Customer Service	1
850	Comcast Internet usage caps	1
851	Comcast Over Charges with No Notification	1
852	Throttled Internet Speeds	1
853	Comcast in violation of merger terms	1
854	Email transfer/ problems	1
855	Comcast changes bill prices without my consent	1
856	false claims of internet speed tier	1
857	Poor Interent Connection-equipment failure, sl...	1
858	threat of shutting off service of phone,intern...	1
859	Comcast over charging	1
860	Contract	1
861	DSL	1
862	Comcast will not allow me to cancel my interne...	1
863	Comcast billing past disconnection time	1
864	Comcast Cable Billing Fraud	1
865	Multiple Unauthorized and Unwarranted Credit C...	1
866	Comcast blocking HBO GO on Playstation	1
867	Improper modems	1
868	BAD SERVICE/ PLEASE HELP	1
869	Comcast Data usage plan limit	1
870	Comcast/Xfinity Internet Data Cap	1
871	email sdervice	1
872	Comcast Data Usage Meter	1

	<b>Complaint Type</b>	<b>Frequency</b>
873	Data Usage Meter	1
874	Internet Connectivity	1
875	Fraudulent Billing	1
876	Comcast No Show's	1
877	Comcast Re-Escalation of Case # ESL01877347 - ORR	1
878	slow routing, dropped packets	1
879	Comcast's unfair billing practices	1
880	Comcast's egregious billing techniques	1
881	Comcast repeatedly failing to install Internet...	1
882	Billing & Internet Service Issues with Comcast...	1
883	Access issues have returned	1
884	Comcast service agreement	1
885	Internet speeds less than what we are paying f...	1
886	Comcast Service and Customer Service	1
887	Internet price	1
888	xfinity customer service	1
889	Fraudulent billing, erroneous billing, overbil...	1
890	Poor internet	1
891	Data Usage Cap	1
892	internet service from comcast	1
893	very low wireless speed not working well	1
894	Internet help @ , South Lyon, MI 48178	1
895	Internet Help @ , South Lyon, MI 48178	1
896	Denial of service	1
897	FCC.gov website for complaints	1
898	Comcast Rate	1
899	Comcast 300GB CAP	1
900	Comcast billing and account issues	1
901	Comcast Monopoly and Abuse	1
902	Deceptive Business Practices by Comcast	1
903	Cheating in Bundle Service Pricing	1
904	Internet much slower than advertised	1
905	Pricing discrimination/ monopolistic behavior ...	1
906	Complaint against Comcast Corporation	1
907	Price Plans	1
908	continue to be scared by comcast	1
909	Cap complaints	1
910	Internet Essentials	1

	<b>Complaint Type</b>	<b>Frequency</b>
911	ComCast continues to bill me though I canceled...	1
912	Comcast.	1
913	Comcast False & Misleading sale practice	1
914	Comcast pricing practices	1
915	Overcharging and shitty service	1
916	Poor internet reception	1
917	Comcast Internet and TV	1
918	Huge number of lies from Comcast	1
919	Being charged for internet speeds that equipme...	1
920	Misrepresented Internet Speed	1
921	Comcast wrong advertised speeds	1
922	Comcast Misrepresenting Speeds in Santa Cruz, CA	1
923	Comcast throttles Santa Cruz CA to 30Mbits, cl...	1
924	Charge for service they won't deliver	1
925	Pricing and lies	1
926	Expensive Internet Service for average speed	1
927	Price manipulation	1
928	Comcast inflated internet pricing	1
929	closed account	1
930	Price of Internet service	1
931	Internet unreliable	1
932	Being Charged for High Speed Internet and Serv...	1
933	Comcast ignores my requests to cancel a servic...	1
934	Comcast Xfinity Data Cap in Atlanta, GA	1
935	Comcast blocking HBO GO access on Playstation 4	1
936	Comcast bill way too high for such slow speeds	1
937	Comcast sold me a "package" knowing it wouldn'...	1
938	misleading sales practice and advertising	1
939	Throttled connection at peak time	1
940	charges for internet service are bogus	1
941	XFINITY is charging me more money for my accou...	1
942	Complaint regarding billing practices	1
943	charge for equipment from comcast i was not ma...	1
944	Complaints against Comcat	1
945	Internet issues and Customer Service issues	1
946	Comcast Trespassing	1
947	Deceptive sales practices	1
948	Fraudulent advertising	1

	Complaint Type	Frequency
949	Speed Misrepresentation	1
950	needed tech suport	1
951	Comcast's unfair pricing	1
952	Install Gone Bad	1
953	Complaint against Comcast for provisioning of ...	1
954	Comcast harassment	1
955	EXTREMELY slow Comcast Internet Connection...H...	1
956	Comcast bill and service disclosure	1
957	Unable to change my service	1
958	Bait and switch service	1
959	Falsifying Plan Rates and Charges	1
960	Outrageous billing costs and Data caps	1
961	Billing & Customer Service Issues	1
962	Service issues	1
963	Customer Service & Billing	1
964	Intenet Advertised rate versus customer servic...	1
965	Internet service disconnected accidentally by ...	1
966	Data Overages	1
967	online adertised price was not honored over phone	1
968	comcast data plan	1
969	lack of service and speed	1
970	Unethical Charges	1
971	comcast jamming signal	1
972	Comcast Hard Inquiries	1
973	Xfinity/Comcast	1
974	constant internet issues	1
975	Reimbursement I've never recieved	1
976	Comcast overcharging	1
977	Comcast Internet prices & speeds	1
978	Complex situation prevents bundling discounts ...	1
979	Internet speeds are throttled	1
980	Comcast data cap at 300GB	1
981	Comcast wrongfully autodrafted a final bill th...	1
982	comcast throttling my internet service	1
983	comcast internet debacle	1
984	Comcast Corporation Data Caps	1
985	Comcast poor service	1
986	Comcast Internet Usage Cap	1



	<b>Complaint Type</b>	<b>Frequency</b>
987	Comcast business internet is much more expensi...	1
988	Comcast refuses to uphold contract for 2 years ...	1
989	West Coast Service Issues - Comcast	1
990	Comcast Cable connection from street is underw...	1
991	Comcast promised \$60 a month no fees, charged ...	1
992	Comcast Internet Data Cap LIES	1
993	Comcast Data usage meter	1
994	Comcast Internet Speed	1
995	Comcast lied to me	1
996	Terrible customer service and process	1
997	Comcast & HBO GO on PS4	1
998	Run around	1
999	Comcast Cable & Internet	1
1000	comcast internet connection and speed	1
1001	Comcast Outages	1
1002	no service	1
1003	Slow Internet/ Billing/ poor customer service ...	1
1004	horrible service charges for tech/installation...	1
1005	Comcast no show tech	1
1006	Comcast is giving me poor quality customer ser...	1
1007	Comcast Wifi Issues	1
1008	Comcast & Sony Playstation Devices	1
1009	Internet Speeds Not as Advertised	1
1010	complaint about Comcast	1
1011	Comcast is ripping me off, and I can't be quie...	1
1012	Wireless Signal issues/frequent connection drop	1
1013	COMCAST INTERNET CONNECTION CHEAT	1
1014	complaint regarding Comcast	1
1015	Removed discount after I complained about an u...	1
1016	Comcast problems	1
1017	Closed Captioning of Online Videos	1
1018	COMCAST THROTTLING SPEEDS AND DATA CAPS	1
1019	Comcast Disconnect	1
1020	Comcast pricing scam	1
1021	Comcast Service and Customer service issues	1
1022	Price and performance manipulation by Comcast ...	1
1023	Comcast wont refund me for over charge	1
1024	Comcast Data Limit	1

	<b>Complaint Type</b>	<b>Frequency</b>
1025	Internet Bill too high	1
1026	Data Limit	1
1027	Comcast service that didn't work	1
1028	Cocmast billing issues	1
1029	Comcast policies	1
1030	Have to bundle services to get advertised proce.	1
1031	Comcast Billing / Speed Issues	1
1032	disrupted internet service	1
1033	Billed for service never received	1
1034	Poor customer service	1
1035	Fees not disclosed before service was installed	1
1036	Over paying for my Comcast Services	1
1037	2+ Day Degraded Services	1
1038	Bait and switch, unfulfilled incentives	1
1039	Home Security Forgery/Fraud	1
1040	Continuing overcharges	1
1041	Internet Only	1
1042	Billing Over Charges	1
1043	Double billing from Comcast	1
1044	internet/phone	1
1045	Billing overcharges	1
1046	Unauthorized billing	1
1047	credit for service outage 6/23/15	1
1048	lack of service from comcast	1
1049	Comcast changed my account plan after i said n...	1
1050	Pricing is not competitive	1
1051	comcast billing practices-unfair	1
1052	Internet Service	1
1053	Xfinity False Advertisement	1
1054	Billing & Data Usage	1
1055	Billing discrepancies and service termination ...	1
1056	No service	1
1057	Data Caps and the Extortion Methods of Comcast	1
1058	Comcast Data Usage Caps	1
1059	Comcast Xfinity 300G over charge	1
1060	FCC Complaint against comcast/xfinity on provi...	1
1061	2 months and Comcast has not fixed problem	1
1062	Hidden Product Installation Fee	1

	Complaint Type	Frequency
1063	Comcast fails to fulfill request for Internet ...	1
1064	Comcast price	1
1065	Internet Slowdown	1
1066	Comcast is "forcing" bundles on me while silen...	1
1067	Comcast Incompetence/Lies/Robbery	1
1068	difficulty to cancel services before moving	1
1069	Internet/TV Billing	1
1070	Issues with Comcast regarding service, billing...	1
1071	Comcast sucks	1
1072	Comcast Possibly Throttling my Internet	1
1073	Slow Speed with the entire connection	1
1074	Never resolved problem with Comcast	1
1075	Comcast HBO-Go Application and Sony Products	1
1076	Comcast - constantly low speeds, 'miscommunica...	1
1077	comcast: no service for one month	1
1078	Comcast did not remove charge for over a year	1
1079	Comcast charging for services not rendered	1
1080	Monopoly and Deceit: The 300GB Data Cap	1
1081	Horrific billing	1
1082	Comcast Xfinity charging rental fee for person...	1
1083	comcast phone & internet billing issue	1
1084	Ping spikes and packet loss	1
1085	Comcast Internet Service Bad Quality	1
1086	Comcast Selectively Enforcing Data Caps	1
1087	Extorted into signing up for multi-year contract	1
1088	Data usage	1
1089	Cap on data usage	1
1090	Comcast Data Cap in Atlanta, GA	1
1091	comcast xfinity home security service	1
1092	cable internet	1
1093	price inflation due to monopoly of Comcast	1
1094	Comcast Internet Speed and Reliability	1
1095	Issues with Cable and Internet Packaging Unfai...	1
1096	Comcast Refuse to Refund Rental Fee made in error	1
1097	Comcast Internet is unbelievably slow	1
1098	Comcast bill problems	1
1099	Lack of availability	1
1100	Comcast/Xfinity Internet	1

	<b>Complaint Type</b>	<b>Frequency</b>
1101	Unexplained Billing	1
1102	Comcast service Corvallis, OR.	1
1103	Customer Service Representative Lied About Rat...	1
1104	Comcast agent lied about service upgrade	1
1105	Comcast / Xfinity overcharging for internet / ...	1
1106	Comcast Money Grab using Data Caps	1
1107	Comcast Internet Service Provider	1
1108	Fraudulent charges by Comcast	1
1109	Consumer Fraud - Sell at One Price, Then Advis...	1
1110	Misrepresentation of terms	1
1111	Deceptive sales tactics	1
1112	Improper billing from Comcast	1
1113	Prolonged internet outage, tardy response	1
1114	Comcast Data Billing	1
1115	Billing/contract issue related to data cap	1
1116	Comcast Internet Pricing	1
1117	Inaccurate billing	1
1118	Slow speed	1
1119	Possible Internet Speed Throttling by my Comca...	1
1120	RE: Comcast Internet Illegal charges	1
1121	Internet speed and price of bundle	1
1122	xfinity tv and xfinity alarm	1
1123	comcast failure to respond to user communication	1
1124	Xfinity Comcast hbogo on ps4	1
1125	Fradualent claims	1
1126	Robber Barron Billing Practices	1
1127	Comcast "property access" or "right of entry"	1
1128	Deceptive Billing Practices	1
1129	Comcast Data Cap Limits, Lack of Competition, ...	1
1130	Billings Charges & Credits	1
1131	Comcast Data Cap Compliant	1
1132	Transfer services	1
1133	Throttled speed	1
1134	Cruel and Illegal Practices - Comcast	1
1135	comcast/xfinity	1
1136	Service outages (Comcast)	1
1137	Comcast Xfinity Overage Charges, No Assistance	1
1138	Comcast Throttling Internet Speed	1

	<b>Complaint Type</b>	<b>Frequency</b>
1139	Internet connection outage	1
1140	Comcast Internet, cable, and phone outtages	1
1141	Comcast over billing	1
1142	Comcast lies and deception	1
1143	Comcast internet speeds	1
1144	Comcast is double billing me and not processin...	1
1145	Billing/Customer Service	1
1146	Comcast violating Open Internet rules	1
1147	Xfinity Order Status	1
1148	Xfinity Price and not 16Mbps when paying for 5...	1
1149	Comcast billing and service	1
1150	unsatisfactory speed with disorganized service	1
1151	Comcast/Xfinity Service Manipulation	1
1152	Comcast started charging a lease fee for equip...	1
1153	Faulty Service and False Advertisement	1
1154	internet speeds slow	1
1155	Comcast Unfair Business Practices	1
1156	Tricked into upgrade	1
1157	Comcast Billing/Monopoly/Service	1
1158	Double charge my internet service every month	1
1159	Charges not authorized	1
1160	Cocmast (internet)	1
1161	Comcast Runaround	1
1162	XFINITY/COMCAST TETHERING CONNECTION	1
1163	Nonsensical Raise in my Internet Bill	1
1164	Slow internet speeds on Comcast	1
1165	Comcast Does Not Deliver Service	1
1166	Comcast misrepresented their service area, the...	1
1167	Charged for equipment that I didn't have	1
1168	Comcast bundled service	1
1169	Worst speed, no competition, and billing does ...	1
1170	Internet and phone pricing	1
1171	Charge to my bill unknowingly	1
1172	COMCAST SERVICE COMPLAINT	1
1173	Comcast overbilling and overcharging	1
1174	no warning before price increase	1
1175	Unresolved Issues	1
1176	Comcast Termination Fee	1

	Complaint Type	Frequency
1177	Xfinity Throttling Apple TV bitrate	1
1178	Tried to cancel, was lied to about change in s...	1
1179	Comcast and CenturyLink failing Wissler Ranch ...	1
1180	Another Fraudulenc collection claim from Comcast	1
1181	very poor customer service	1
1182	Additional Usage @\$10/50GB	1
1183	ComCast Internet Outage	1
1184	Service Issues	1
1185	XFINITY "Comcast" CLOSED SCHEDULED APPT AND SA...	1
1186	Comcast internet freezes up	1
1187	Comcast slow internet service	1
1188	Comcast Internet speeds	1
1189	Cable service and telephone connect not complete	1
1190	Comcast download caps	1
1191	Comcast won't quit charging me for modem rental	1
1192	Comcast bandwidth data caps in Atlanta, GA	1
1193	Comcast customer service	1
1194	Comcast discontinuation of service issue	1
1195	they are forcing me for my bank account inform...	1
1196	Comcast's Terrible Service - How are they stil...	1
1197	Denial of Comcast Business (Phone and internet...	1
1198	Unbelievable Treatment	1
1199	Comcast disconnecting service before due date	1
1200	Comcast Won't Cancel My Service	1
1201	Comcast Misled With Overage Policy	1
1202	Comcast data limits	1
1203	Comcast Added Service After I Declined It	1
1204	Legality of data caps	1
1205	Incorrect Bill	1
1206	Comcast services/billing issues	1
1207	Comcast Needs Competition	1
1208	Comcast data cap "trials"	1
1209	Comcast's Monopolistic Practices and Data Capping	1
1210	Speed of service	1
1211	Comcast using a Data Cap to take however much ...	1
1212	Fraudulent claims reported to collections agency	1
1213	AT&T	1
1214	Horrible Comcast Customer Service	1

	<b>Complaint Type</b>	<b>Frequency</b>
1215	disconnection of service	1
1216	Comcast Data Usage Charges	1
1217	Comcast refuses service to my address	1
1218	double billing after change of service	1
1219	Data Usage Overage	1
1220	Comcast (Xfinity) Monopolistic Billing Practices	1
1221	Comcast "50 mb/s" speed and throttling	1
1222	Internet connection both upload and download s...	1
1223	Xfinity pricing	1
1224	Repeated Erroneous Modem Rental Charge	1
1225	Comcast Data Usage Limits	1
1226	Comcast Support Unable to Provide Accurate Inf...	1
1227	Comcast: Xfinity Slamming	1
1228	Comcast deceptive advertising, overage charges	1
1229	Comcast internet and cable service	1
1230	Not Acceptable Internet Additional Charge.	1
1231	Comcast Refusing to Honor Internet Rate	1
1232	Comcast bill	1
1233	Overage on 300GB data plan with Comcast	1
1234	COMCAST Poor Customer Service	1
1235	Comcast speed integrity	1
1236	Comcast - Billing	1
1237	no service for 5+ days	1
1238	Comcast TV/Internet hookup	1
1239	Comcast billing frauds	1
1240	Comcast will not let me discuss my bill or ser...	1
1241	Speed issues	1
1242	Cable Modem rent for Internet access	1
1243	Issues with Xfinity/Comcast	1
1244	XFINITY Movers Edge program	1
1245	Unable to reach a Comcast agent for internet a...	1
1246	Apartment Management's Exclusivity Contract wi...	1
1247	COMCAST!	1
1248	Comcast monopoly bundling practices	1
1249	horrible cable service and customer service	1
1250	Internet out all the time but they have a mono...	1
1251	Failure to provide services that I am billed for.	1
1252	Horrible Internet Service	1

	Complaint Type	Frequency
1253	Comcast owes me \$65 and claims I need to retur...	1
1254	Internet Availability and Speed	1
1255	Internet complaint	1
1256	Internet Disconnects Every Night	1
1257	Comcast Violating Open Internet Rules by Block...	1
1258	YAHOO FAILURE TO RESTORE EMAIL SEARCH FEATURE	1
1259	Billing after service was asked to be disconne...	1
1260	Comcast Raising Prices and Not Being Available...	1
1261	Comcast extended outages	1
1262	Comcast refuses to help troubleshoot and corre...	1
1263	Throttling service and unreasonable data caps	1
1264	ISP Charging for arbitrary data limits with ov...	1
1265	Comcast not working and no service to boot	1
1266	Comcast Imposed a New Usage Cap of 300GB that ...	1
1267	Speed and Service	1
1268	Wifi internet not working as well	1
1269	Comcast Data Internet Usage	1
1270	without service despite willingness to pay	1
1271	Comcast not refunding my credit	1
1272	Spotty Comcast service	1
1273	Comcast - failure to provide service, refusal ...	1
1274	Overbilling	1
1275	Comcast Refuses to Schedule a Future Service S...	1
1276	Issues with Comcast	1
1277	Comcast Blocking UDP Port 443	1
1278	Comcast False Promises	1
1279	Comcast credit after cancellation has not been...	1
1280	Complaint against Xfinity/Comcast	1
1281	Monopoly	1
1282	Email issues	1
1283	internet connectivity	1
1284	HBO GO on Playstation 4	1
1285	Cable prices rising	1
1286	Comcast Billing Dispute	1
1287	Deceptive sales- change in billing amount etc.	1
1288	isp dishonest about speeds	1
1289	Comcast bandwidth every evening drops to 10% o...	1
1290	not getting what I am paying for with internet	1



	Complaint Type	Frequency
1291	pmts	1
1292	Comcast blocking DirecTv signals	1
1293	INTERNET , BILLING AND SERVIE ISSUES	1
1294	No Service	1
1295	Bandwidth Caps becoming excessive	1
1296	Unable to cancel xfinity home security	1
1297	Comcast Bandwidth Billing Issue	1
1298	Comcast charging a fee without disclosing	1
1299	Comcast bad practices	1
1300	Awful Service!	1
1301	Over Billing	1
1302	Dealing with Comcast/Xfinity	1
1303	Keep getting charged rental fees for modem I a...	1
1304	Comcast reduced my internet speed	1
1305	Incorrect Billing and Service from Comcast	1
1306	constant disruption of internet service	1
1307	Suspected Throttling	1
1308	Incorrect charges, and would not fix	1
1309	increased bill	1
1310	COMPLAINT AGAINST COMCAST	1
1311	Comcast trying to setup stuff we didn't order	1
1312	Comcast billing after discontinuation of service	1
1313	Ad in craigslist was a scam for selling produc...	1
1314	Comcast keeps changing bill and every time giv...	1
1315	Over Charge by lying	1
1316	Connecting the service	1
1317	COMCAST - MAJOR COMPLAINT 1ST TIME CUSTOMER - ...	1
1318	Service refusal and lower than advertised speeds.	1
1319	Billing problem	1
1320	Wrongful Billing	1
1321	COMCAST Unfair Charge	1
1322	Bank Fee Refund Reques	1
1323	Billing for equipment that was not provided to me	1
1324	Comcast Speed Issues	1
1325	Technical Support	1
1326	Failure to supply the proper Internet service	1
1327	Comcast data usage charges	1
1328	Comcast blocks HBO GO on PS4	1

	Complaint Type	Frequency
1329	COMCAST BILLING FOR LAST @18 mos for services ...	1
1330	Comcast - Diversified Consultants	1
1331	Incorrect Billing	1
1332	low internet speed	1
1333	broadband interruption	1
1334	Comcast throttling download speed.	1
1335	Extremely low speeds, and no help	1
1336	False contract representation	1
1337	Comcast Agreement	1
1338	Comcast Outage/poor service 6/1	1
1339	HBO GO blocked on Amazon Fire TV	1
1340	Unfair billing practices of Comcast	1
1341	Comcast overbilled me and added numerous hidde...	1
1342	Comcast Billing pratice	1
1343	hbo go comcast	1
1344	bait and switch pricing	1
1345	Monopolistic behavior	1
1346	Comcast - issues galore	1
1347	Modem rental fees	1
1348	Bad Service/drop calls/no support	1
1349	Comcast disconnected my account without reason...	1
1350	Poor internet connection/dropped connection si...	1
1351	Comcast Service and customer service represent...	1
1352	Monthly Charges Increased without any notice	1
1353	Paying for high speed internet with Comcast. C...	1
1354	Intermittent Service	1
1355	Internet speed not disclosed	1
1356	Internet speeds disclosure on bill	1
1357	Comcast does not disclose the Internet speed I...	1
1358	Services turned off in retaliation for complaints	1
1359	unauthorized comcast username setup	1
1360	REPEATED Comcast billing issues	1
1361	I AM BEING CHARGE DOUBLE FOR MY CABLE BILL.	1
1362	Comcast internet/cable	1
1363	Termination Fee	1
1364	Rates	1
1365	Comcast's refusal to recognize written notice ...	1
1366	Comcast HBO Go PS4 app	1

	Complaint Type	Frequency
1367	Failure to deliver service	1
1368	Forced Bundling of Internet Service with CATV	1
1369	throttling	1
1370	Comcast throttles internet	1
1371	Comast data cap	1
1372	MISC. CHARGES	1
1373	Internet Pricing	1
1374	Comcast is throttling my internet	1
1375	Incorrect prices for new customers	1
1376	Terrible waiting times	1
1377	Consistently Slow and Throttled Internet Speeds	1
1378	Comcast Monopoly on Packages is costing me mor...	1
1379	Residentail Broadband Data Caps	1
1380	hidden fees, dropped internet connection	1
1381	Comcast Blocking HBOGo on PS4	1
1382	Comcast Internet Technical Support	1
1383	Comcast billing error	1
1384	download speeds slower than dial-up but paying...	1
1385	Double-billing	1
1386	Complaint CR Comcast Problem - VOIP Phone not ...	1
1387	Comcast fraud	1
1388	Deceptive Practices	1
1389	Internet needed!	1
1390	CABLE	1
1391	Comcast Pricing	1
1392	Comcasts Shady Business Practices	1
1393	Data Usage Cap Maine	1
1394	Week long issues with speed and no help from c...	1
1395	Comcast Account	1
1396	Internet service slow and intermittent	1
1397	No internet, no cable	1
1398	Xfinity WiFi access	1
1399	Comcast throttle	1
1400	Comcast change contract	1
1401	Billing Dispute & Poor Customer Service	1
1402	ComCast cable In Maryland	1
1403	COMCAST HIGH SPEED INTERNET MONOPOLY	1
1404	Misleading communication.	1

	Complaint Type	Frequency
1405	Comcast Chat Agent Help	1
1406	Fees	1
1407	assessing unjustified late fees	1
1408	Internet Service Provider Comcast harassing me...	1
1409	keep getting charged for modem rental and I bo...	1
1410	Comcast Business Services-Email Accounts	1
1411	Pricing Problems Even After Promises	1
1412	Comcast/Xfinity Internet Gouging	1
1413	Comcast technical/customer service and billing...	1
1414	Comcast customer service agents lie about offe...	1
1415	HBO shouldn't have a load time	1
1416	internet and service	1
1417	Comcast in Indianapolis scam	1
1418	Unable to fully use services and high bills	1
1419	Comcast failure to provide adequate service	1
1420	Comcast Internet Services and Customer Service...	1
1421	Ongoing issue with bill, Supervisors, Issue No...	1
1422	Renewed contract without my permission or consent	1
1423	Adding services Not Requested and Increasing f...	1
1424	Charged for activation kit that was never sent...	1
1425	Comcast Services	1
1426	Xfinity Data Cap	1
1427	Customer Service lied about extra fees	1
1428	Throttled Speed During Peak Hours	1
1429	HBOGO on PS4	1
1430	Comcast's data caps are anti-consumer.	1
1431	Unable to get in touch with anyone that has th...	1
1432	Continued Calls from Comcast	1
1433	Installation	1
1434	internet being throttled by comcast	1
1435	Service connection issues, increased billing, ...	1
1436	Complaints about comcast	1
1437	Comcast cable tv	1
1438	Issue with internet service	1
1439	Non working service with Comcast	1
1440	Commercial property damage	1
1441	Customer Service Nightmare	1
1442	COMCAST REFUSES TO SERVE MY ADDRESS	1

	Complaint Type	Frequency
1443	Monopoly & Fraudulent Broadband Speedtest results	1
1444	Comcast has not applied credit of close to \$400	1
1445	Comcast Speed Issue after Evening	1
1446	Customer Service from Comcast	1
1447	Internet Only Deal	1
1448	Continued issue	1
1449	Cannot Access OnlineBilling Account to pay bil...	1
1450	Internet Service Changes between Comcast Busin...	1
1451	COMCAST INTERNET PROVIDER-JACKSONVILLE, FLORIDA	1
1452	Internet Fraud	1
1453	Overcharged/excessive bill	1
1454	xfinity Internet	1
1455	False advertising and overcharging	1
1456	Comcast Data Usage robbing us	1
1457	recurring billing discrepancy regarding modem	1
1458	Comcast - Virtually no service since October 2014	1
1459	Comcast Charging Service Fee To Customer--Cust...	1
1460	Billing and false advertising	1
1461	Low internet speed complaint against Comcast X...	1
1462	Horrible Internet Speed not what I pay for	1
1463	Unreliable Service	1
1464	Billing Error	1
1465	Deceptive business practice with "Service Prot...	1
1466	MONTHLY BILL	1
1467	Comcast-Overcharges	1
1468	intermittent service	1
1469	comcast contract problem	1
1470	Comcast Refuses to Refund Deposit According to...	1
1471	Lies and deception	1
1472	Hang-ups, Lies, Bill more than 2x higher & more	1
1473	Overcharge/ promo end	1
1474	Comcast refuses to service address	1
1475	Comcast internet price high	1
1476	billing and internet connection	1
1477	comcast service overcharge for internet and phone	1
1478	Phone Internet Cable Alarm	1
1479	Internet Cable Alarm	1
1480	COMCAST XFINITY	1

	Complaint Type	Frequency
1481	Comcast Rate Hike	1
1482	Charged double/Speeds throttled	1
1483	Speed Throttling	1
1484	Comcast/earthlink	1
1485	Comcast and competition	1
1486	Billing and threats	1
1487	Comcast Service Failure	1
1488	Comcast (customer.xfinity.com)	1
1489	Incomplete billing cycle	1
1490	Text on Facebook	1
1491	Comcast refused to install internet	1
1492	COMCAST INTERNET SERVICE LARGE INCREASES & IMP...	1
1493	Comcast Bundle Promotion Bait and Switch	1
1494	Poor customer service, terrible Internet speed...	1
1495	Comcast wont honor discount, bill higher than ...	1
1496	Comcast Failed to deliver service that was adv...	1
1497	Comcast bundles useless services to charge more.	1
1498	Comcast Service Issues	1
1499	Internet connection not available	1
1500	Being lied to, and mislead by Comcast / Xfinity	1
1501	poor quality service, multiple disconnections ...	1
1502	The monthly bill for my internet service has b...	1
1503	Comcast Internet Slow	1
1504	speed/pricing	1
1505	Comcast Predatory Pricing forcing purchase of ...	1
1506	Comcast high prices and throttling speeds	1
1507	Billing and New Account Issues	1
1508	Billed for internet service that was never ins...	1
1509	Throttling by Comcast	1
1510	Comcast - Overcharging/Unnecessary Charges	1
1511	Faulty Bill for More Profit	1
1512	Internet System Reliability	1
1513	Comcast becoming a hassle	1
1514	Loss of Internet connection	1
1515	comcast data usage caps and charges	1
1516	Comcast Data Caps for Home Internet Service	1
1517	Service Provided is Not What was Promised	1
1518	Complaint about service provided by Comcast/Xf...	1

	<b>Complaint Type</b>	<b>Frequency</b>
1519	complaint against comcast/infinity	1
1520	Request to transfer e-mail account from Comcast.	1
1521	Comcast Costs	1
1522	Forced data capping	1
1523	Comcast Data Usage	1
1524	Service out/no customer service provided	1
1525	Comcast Data Use Caps	1
1526	Comcast data limits and overage charges	1
1527	Comcast monthly data usage cap	1
1528	Comcast Excessive Overages	1
1529	internet essential	1
1530	Comcast Speed and Cap misinformation	1
1531	Data soft cap and charges from Comcast	1
1532	Refusal to Prorate for Services Not Recieved	1
1533	comcast intrnet	1
1534	Comcast ISP OIO Violation	1
1535	Payment disappear - service got disconnected	1
1536	local monopoly	1
1537	Bandwidth Caps.	1
1538	Unable to obtain Residential Service	1
1539	Comcast home data usage cap	1
1540	Fradulant Charges against Credit Report	1
1541	Email account removed	1
1542	Billing fraud by Comcast	1
1543	internet availability for students	1
1544	Inability to call 911 service during a power o...	1
1545	Comcast Cancellation	1
1546	Billing discrepancies and misrepresentation of...	1
1547	Comcast Poor Customer Service and Degraded Ser...	1
1548	Xfinity Slow Internet	1
1549	Constant loss of account	1
1550	Xfinity Cable & Internet repackage scam	1
1551	Comcast Stockholder Response	1
1552	Comcast Las Cruces New Mexico	1
1553	comcast internet offer	1
1554	Inappropriate billing	1
1555	Several issues	1
1556	Comcast not delivering advertised speed	1

	<b>Complaint Type</b>	<b>Frequency</b>
1557	Slow comcast internet	1
1558	Falsified unreturned equipment fees	1
1559	Comcast not honoring agreement	1
1560	Internet Speed/Service	1
1561	Not receiving network speed as advertised	1
1562	Fraudulent billing practice	1
1563	Internet/Phone Billing Services	1
1564	Underhanded sales techniques	1
1565	Internet speed not as advertised	1
1566	Comcast-Billing	1
1567	Comcast monopoly hurting my business	1
1568	COMCAST High speed internet	1
1569	Data Caps by Comcast	1
1570	Unauthorized charge on comcast bill	1
1571	Internet bill goes up with no cable "bundle"	1
1572	Comcast customer service and billing service	1
1573	Xfinity not providing service in my portion of...	1
1574	Business practices and customer treatment	1
1575	Comcast billing has caused issues	1
1576	fraudulent charges	1
1577	Comcast slamming with fees	1
1578	Comcast e-mail issues	1
1579	Service Complaint	1
1580	Comcast Business	1
1581	cyber bullying	1
1582	LIED TO!!! Now I'm suffering?!?! And at a loss!!!	1
1583	Comcast Very Bad /Rude customer service	1
1584	Comcast Grievance	1
1585	Installation Request - New Subdivision - Jesup...	1
1586	Data caps & Monthly prices	1
1587	Comcast incorrect and confusing billing	1
1588	Long term billing issue with rude customer ser...	1
1589	Comcast internet claiming 25 mbps internet but...	1
1590	Comcast internet performance	1
1591	Comcast charging ridiculous prices	1
1592	Comcast services not working	1
1593	COMCAST SERVICE	1
1594	Lack of Service and Misleading Promises	1



	Complaint Type	Frequency
1595	Not receiving the speeds promised and the char...	1
1596	Significant Quality Loss	1
1597	Comcast Internet/Cable TV package	1
1598	customer services	1
1599	InHome Service Visit charged when the problem ...	1
1600	Comcast data cap / interference with free market	1
1601	Comcast Internet and TV false information and ...	1
1602	false advertisement for paid service	1
1603	False advertising / Bait & Switch	1
1604	Comcast's Constant Manipulation of Bills	1
1605	Continued slowness for more than 2 weeks	1
1606	nd intrenal miscommunication	1
1607	Comcast Blocking HBO Go on Sony PlayStation de...	1
1608	Internet problems, billing and service	1
1609	Ongoing serious and cotinued internet service ...	1
1610	Very Frequent service outages with Comcast int...	1
1611	No access to HBO Go on Playstation 4 through C...	1
1612	Wireless Internet	1
1613	Comcast Online Access	1
1614	Comcast Data Cap of 300GB	1
1615	Speeds lower than advertised	1
1616	Comcast forcing me to pay same rate for lower ...	1
1617	Comcast's pricing and bundling model is a mono...	1
1618	Being charged for modem that was returned over...	1
1619	Comcast Home Business Service - FC Consulting,...	1
1620	Service down for 25 days but was never credit ...	1
1621	Xfinity throttling my connection	1
1622	comcast fraudulent pricing and practices	1
1623	One Sided Contracts	1
1624	Comcast cable company Florida	1
1625	Comcast broke 36 month contract by increasing ...	1
1626	comcast internet in emeryville throttles speed	1
1627	Please stop Broadband bandwidth caps	1
1628	Comcast slamming issue	1
1629	Comcast Failed to Switch our Systems to New Lo...	1
1630	Fraudulent billing by Comcast.	1
1631	60 days to close my account	1
1632	pricing	1

	<b>Complaint Type</b>	<b>Frequency</b>
1633	Comcast/Xfinity Data Allowance	1
1634	Comcast Over Charging Bundle PKG	1
1635	Installation Charges	1
1636	unfair billing practices	1
1637	Comcast Internet Only Service	1
1638	Comcast Will Not Provide Online Content Withou...	1
1639	Comcast chronic lies	1
1640	Constant non response, or passing to other ope...	1
1641	Misrepresentation of billing	1
1642	Comcast xfinity price gouging seniors	1
1643	Internet service speed	1
1644	Complaint against Comcast for incredibly bad s...	1
1645	Terrible Comcast service	1
1646	Comcast of East Windsor NJ Complaint	1
1647	Comcast outage - Bay Area	1
1648	Billing issues with Comcast	1
1649	Comcast xfinity triple play	1
1650	Pricing Concerns	1
1651	95 Palmer Road, Enfield NH Internet Pricing	1
1652	Overpriced, low quality service	1
1653	Bundled Service	1
1654	ISP Data Cap	1
1655	paying for WiFi and its not working	1
1656	Charged for Services not provided	1
1657	Re: Internet Too Expensive	1
1658	Comcast fraudulent billing	1
1659	Multiple billing an dcompetative issues.	1
1660	Recurring Comcast service issues and long wait...	1
1661	Comcast fluctuating prices	1
1662	internet billing	1
1663	Poor service	1
1664	Comcast will not service our home	1
1665	Unable to renew IP address	1
1666	Comcast Price Gouging	1
1667	No Internet for last 6 days and Comcast is not...	1
1668	Comcast (Chicago IL)	1
1669	Comcast complaint about internet speed	1
1670	Comcast deceptive selling billing lack of serv...	1

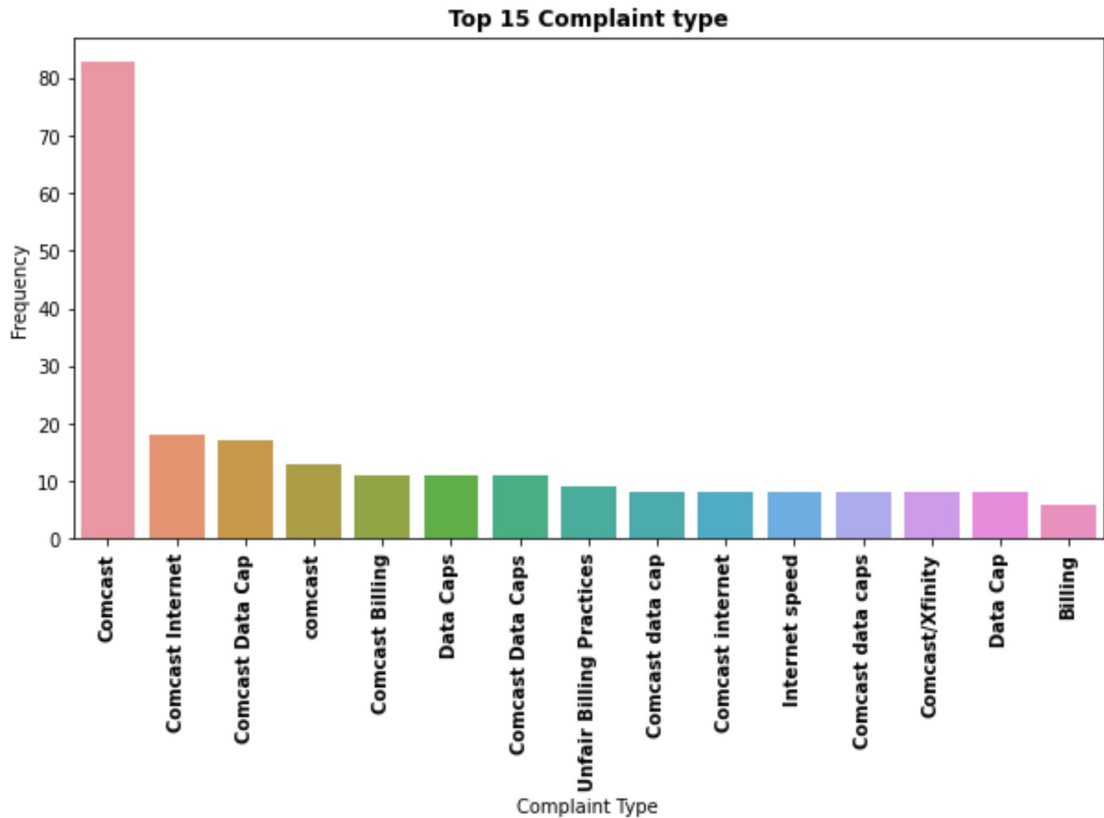
	<b>Complaint Type</b>	<b>Frequency</b>
1671	BILLING ISSUE	1
1672	Frequent disconnects	1
1673	Comcast has doubled my internet fee without wa...	1
1674	Unreliable service for the past three years	1
1675	Comcast fradulent Marketing and billing for in...	1
1676	Comcast customer service and billing complaint	1
1677	Comcast Internet problems	1
1678	Comcast-flat fee contract-misrepresentation	1
1679	Comcast billing/service	1
1680	Misleading information given	1
1681	Billed without service	1
1682	Internet Speeds nowhere close to what I pay for	1
1683	Consistently slow internet speeds	1
1684	Comcast throttling my speeds for streaming video	1
1685	Internet Prices in U.S.A	1
1686	I am being unfairly billed	1
1687	Comcast Service for EXTERIOR Line Replacement ...	1
1688	Internet Speed Drops & Signal on Borderline	1
1689	Internet Too Slow	1
1690	Lied about \$70 technician fee	1
1691	Comcast secretly raising my bill for services ...	1
1692	HBO GO on Playstation 3	1
1693	Promissed a package and then denied	1
1694	Extremely slow internet speeds; Horrible support	1
1695	Terrible Service and Ripped off by Comcast	1
1696	Comcast refusal to cancel service under false ...	1
1697	Comcast speed and billing	1
1698	comcast internet service - billing problem	1
1699	Comcast internet speeds extremely slow	1
1700	comcast services	1
1701	Unfair Comcast Bill	1
1702	Unfair Billing Practices regarding Comcast	1
1703	Misleading Advertising	1
1704	Billed for modem rental for several years, Com...	1
1705	Contract Cancellation Fees and Unauthorized Ch...	1
1706	Comcast Data Cap & Code Injection	1
1707	no internet service, no on demand service	1
1708	Comcast trial of putting cap (300 GB / month) ...	1

	Complaint Type	Frequency
1709	comcast of indiana	1
1710	Billing and Service	1
1711	Slow speeds, poor service,.	1
1712	300 gb cap	1
1713	Poor Service from Comcast	1
1714	No broadband service provided	1
1715	Comcast Refuses to Fix Billing If a Virus Caus...	1
1716	Comcast poor service or throttling	1
1717	Fraudulent account	1
1718	DNS Web hosting	1
1719	Business Class Service	1
1720	Internet Issue	1
1721	Slow Service	1
1722	Denial of Refund for Overpayment	1
1723	Comcast Speeds Low, and Often Disconnections	1
1724	Slow connection speed for wifi	1
1725	Comcast Mistreatment	1
1726	Fraudolent pratice	1
1727	Outage and unfair practices	1
1728	Comcast Automatic Payments	1
1729	Unfair Charges and substandard service	1
1730	internet and on demand service	1
1731	Internet Connection and Speed Issues	1
1732	Internet cap	1
1733	Comcast service levels	1
1734	internet essentials for low income families	1
1735	Comcast billing complaint	1
1736	COMCAST - Slow Down Internet Speed	1
1737	Comcast deception	1
1738	Charged for speeds they can not provide	1
1739	Still Overcharged	1
1740	Comcast Rrefund Owing to Us since 3/12/2015	1
1741	Internet Problems	1
1742	Comcast surprise increase in charges	1
1743	Comcast Fraud?	1
1744	Comcast Bundles	1
1745	Hearsts Magazine contest scam	1
1746	Speeds being throttled.	1

	Complaint Type	Frequency
1747	Lack of reasonable infrastructure close to town	1
1748	Issues with Comcast Customer Service due to lo...	1
1749	Raised my bill and told me to lower it back to...	1
1750	Intermittent internet connection	1
1751	INTERNET VIRUS POP UP SCAM CLAIMING TO BE WITH...	1
1752	Data Cap overages	1
1753	somewhat threatening phone calls	1
1754	Comcast Bundled	1
1755	Comcast/Xfinity service	1
1756	Comcast has charged me invalid fee's and wont ...	1
1757	Wrongful billing - repeated since December 2013	1
1758	Comcast Bundle price	1
1759	Frequent interruptions	1
1760	Comcast Overbilling	1
1761	Throttling by Comcast/Xfinity	1
1762	no internet last 4 days even after more than 1...	1
1763	Comcast Charging Fee without warning	1
1764	Billing Issues/Service Issues	1
1765	Fake charges	1
1766	Comcast blocking services	1
1767	Continues services interruptions causing losse...	1
1768	comcast keeps charging for me for over the lim...	1
1769	Comcast Data Usage Cap	1
1770	Charges	1
1771	Cable	1
1772	Comcast Data Usage Cap/limit	1

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

```
In [41]: plt.figure(figsize=(10,5))
com = sns.barplot(x=Complaint_Type['Complaint Type'].head(15),y=Complaint_Type.Frequency.head(15))
com.set_title('Top 15 Complaint type',weight='bold')
com.set_xticklabels(com.get_xticklabels(), rotation='vertical',size=10,weight='bold')
plt.show()
```



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.

```
In [42]: data['Status'].value_counts()
```

```
Out[42]: Solved      973
Closed      734
Open        363
Pending     154
Name: Status, dtype: int64
```

```
In [47]: data['Final_Status'] = 0
for i in range(len(data['Status'])):
    if(data['Status'][i]=='Closed') or (data['Status'][i]=='Solved'):
        data['Final_Status'][i] = 'Closed'
    else:
        data['Final_Status'][i] = 'Open'
```

/usr/local/lib/python3.7/dist-packages/ipykernel\_launcher.py:4: SettingWithCopyWarning:

A value is trying to be set on a copy of a slice from a DataFrame

See the caveats in the documentation: [https://pandas.pydata.org/pandas-docs/stable/user\\_guide/indexing.html#returning-a-view-versus-a-copy](https://pandas.pydata.org/pandas-docs/stable/user_guide/indexing.html#returning-a-view-versus-a-copy)  
after removing the cwd from sys.path.

/usr/local/lib/python3.7/dist-packages/pandas/core/indexing.py:1732: SettingWithCopyWarning:

A value is trying to be set on a copy of a slice from a DataFrame

See the caveats in the documentation: [https://pandas.pydata.org/pandas-docs/stable/user\\_guide/indexing.html#returning-a-view-versus-a-copy](https://pandas.pydata.org/pandas-docs/stable/user_guide/indexing.html#returning-a-view-versus-a-copy)  
self.\_setitem\_single\_block(indexer, value, name)

In [49]: data.head(10)

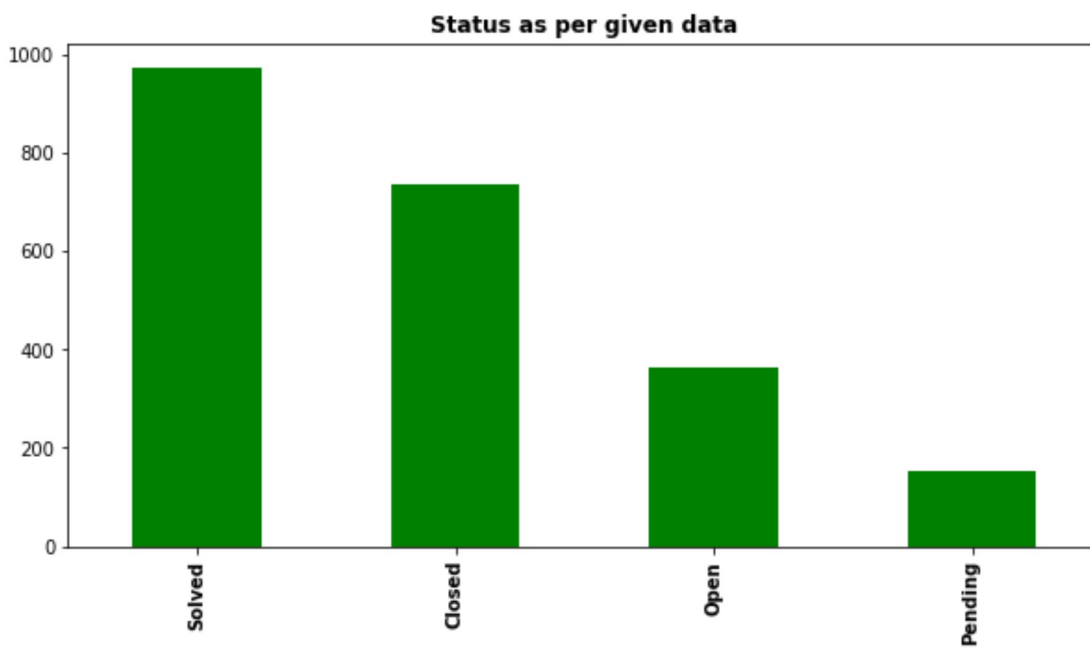
Out[49]:

	Customer Complaint	Date_month_year	Time	Received Via	City	State	Status	Filing Behalf Somec
0	Comcast Cable Internet Speeds	2015-04-22	3:53:50 PM	Customer Care Call	Abingdon	Maryland	Closed	
1	Payment disappear - service got disconnected	2015-08-04	10:22:56 AM	Internet	Acworth	Georgia	Closed	
2	Speed and Service	2015-04-18	9:55:47 AM	Internet	Acworth	Georgia	Closed	\
3	Comcast Imposed a New Usage Cap of 300GB that ...	2015-07-05	11:59:35 AM	Internet	Acworth	Georgia	Open	\
4	Comcast not working and no service to boot	2015-05-26	1:25:26 PM	Internet	Acworth	Georgia	Solved	
5	ISP Charging for arbitrary data limits with ov...	2015-12-06	9:59:40 PM	Internet	Acworth	Georgia	Solved	
6	Throttling service and unreasonable data caps	2015-06-24	10:13:55 AM	Customer Care Call	Acworth	Georgia	Pending	
7	Comcast refuses to help troubleshoot and corre...	2015-06-23	6:56:14 PM	Internet	Adrian	Michigan	Solved	
8	Comcast extended outages	2015-01-06	11:46:30 PM	Customer Care Call	Alameda	California	Closed	
9	Comcast Raising Prices and Not Being Available...	2015-06-28	6:46:31 PM	Customer Care Call	Alameda	California	Open	\



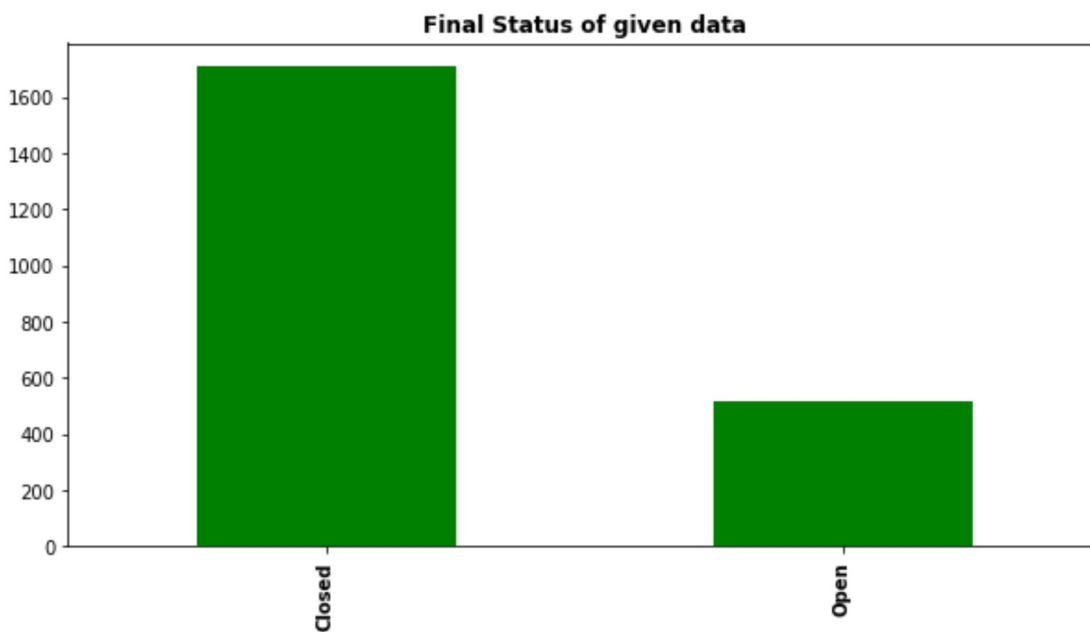
```
In [54]: plt.figure(figsize=(10,5))
Status = data.Status.value_counts().plot(kind='bar',color='g')
Status.set_title('Status as per given data',weight='bold')
Status.set_xticklabels(Status.get_xticklabels(), rotation='vertical',weight='bold')
```

```
Out[54]: [Text(0, 0, 'Solved'),
Text(0, 0, 'Closed'),
Text(0, 0, 'Open'),
Text(0, 0, 'Pending')]
```



```
In [106]: plt.figure(figsize=(10,5))
F_Status = data.Final_Status.value_counts().plot(kind='bar',color='g')
F_Status.set_title('Final Status of given data',weight='bold')
F_Status.set_xticklabels(F_Status.get_xticklabels(), rotation='vertical',weight='bold')
```

```
Out[106]: [Text(0, 0, 'Closed'), Text(0, 0, 'Open')]
```



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

```
In [57]: data.groupby(['State', 'Final_Status']).count()['City'].to_frame().rename  
(columns={'City': 'Counts'})
```

Out[57]:

		Counts
State	Final_Status	
Alabama	Closed	17
	Open	9
Arizona	Closed	14
	Open	6
Arkansas	Closed	6
California	Closed	159
	Open	61
Colorado	Closed	58
	Open	22
Connecticut	Closed	9
	Open	3
Delaware	Closed	8
	Open	4
District Of Columbia	Closed	14
	Open	2
District of Columbia	Closed	1
Florida	Closed	201
	Open	39
Georgia	Closed	208
	Open	80
Illinois	Closed	135
	Open	29
Indiana	Closed	50
	Open	9
Iowa	Closed	1
Kansas	Closed	1
	Open	1
Kentucky	Closed	4
	Open	3
Louisiana	Closed	12
	Open	1
Maine	Closed	3
	Open	2
Maryland	Closed	63

		Counts
State	Final_Status	
Massachusetts	Open	15
	Closed	50
Michigan	Open	11
	Closed	92
Minnesota	Open	23
	Closed	29
Mississippi	Open	4
	Closed	23
Missouri	Open	16
	Closed	3
Montana	Open	1
	Closed	1
Nevada	Closed	1
	Closed	1
New Hampshire	Closed	8
	Open	4
New Jersey	Closed	56
	Open	19
New Mexico	Closed	11
	Open	4
New York	Closed	6
	Closed	3
North Carolina	Closed	3
	Closed	3
Ohio	Closed	3
	Closed	36
Oregon	Open	13
	Closed	110
Pennsylvania	Open	20
	Closed	1
Rhode Island	Closed	1
	Closed	15
South Carolina	Open	3
	Closed	96
Tennessee	Open	47
	Closed	49
Texas	Open	22
	Closed	16
Utah	Open	6
	Closed	2
Vermont	Closed	2
	Open	1

## Counts

```
In [58]: State_Status = pd.crosstab(data.State,data.Final_Status)
State_Status.head()
```

```
Out[58]:
```

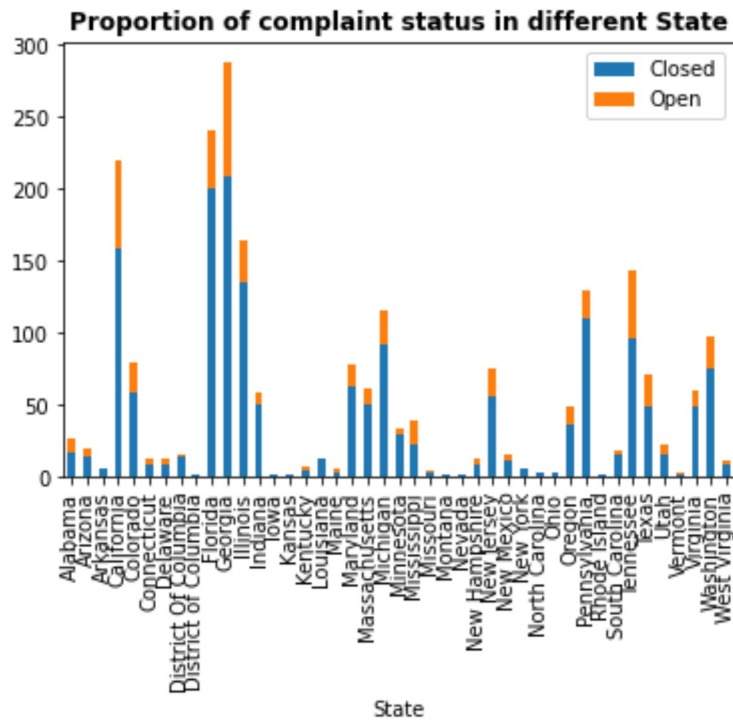
Final_Status	Closed	Open
State		
Alabama	17	9
Arizona	14	6
Arkansas	6	0
California	159	61
Colorado	58	22

```
In [64]: plt.figure(figsize=(20,10))

State_Status.plot(kind='bar',stacked=True)
plt.title('Proportion of complaint status in different State',weight='bold')
plt.legend(loc='best')

plt.show()
```

<Figure size 1440x720 with 0 Axes>



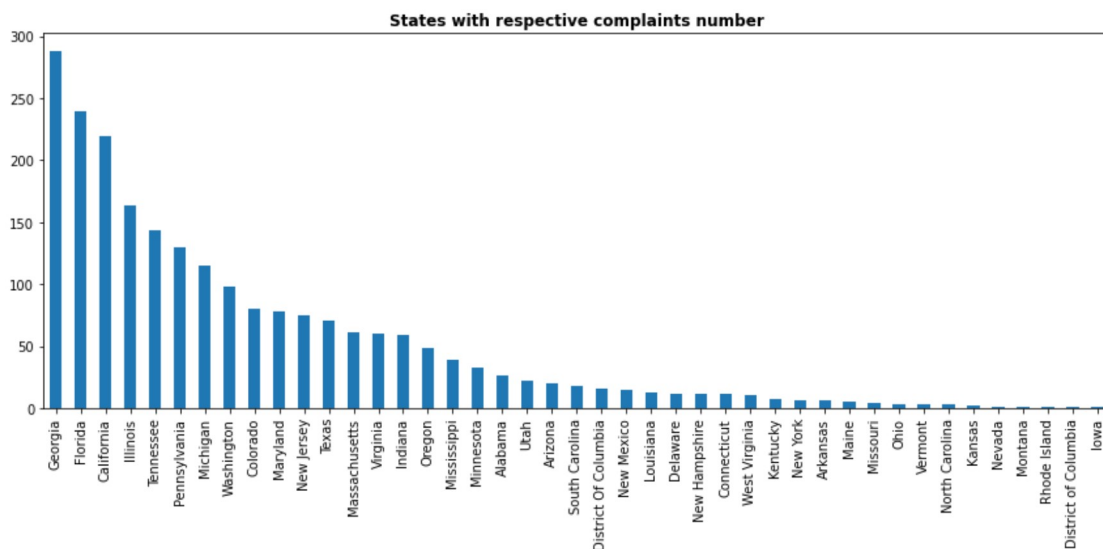
Which state has the maximum complaints

```
In [81]: data.State.value_counts().head(1)
```

```
Out[81]: Georgia      288
Name: State, dtype: int64
```

```
In [68]: plt.figure(figsize=(12,6))

data.State.value_counts().plot(kind='bar')
plt.title('States with respective complaints number',weight='bold')
plt.tight_layout()
```



Which state has the highest percentage of unresolved complaints

```
In [69]: State_Complaint = data.groupby(['State', 'Final_Status']).count()['City'].
reset_index().rename(columns={'City': 'Counts'})
State_Complaint.head()
```

Out[69]:

	State	Final_Status	Counts
0	Alabama	Closed	17
1	Alabama	Open	9
2	Arizona	Closed	14
3	Arizona	Open	6
4	Arkansas	Closed	6

```
In [70]: State_Complaint[(State_Complaint.Counts==max(State_Complaint[State_Compla
int.Final_Status=='Open'].Counts))&(State_Complaint.Final_Status=='Open
')]
```

Out[70]:

	State	Final_Status	Counts
19	Georgia	Open	80

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

```
In [74]: Solved_Complaint = data.groupby(['Received Via', 'Final_Status']).count
()['City'].reset_index().rename(columns={'City': 'Counts'})
```

In [75]: `Solved_Complaint.head()`

Out[75]:

	Received Via	Final_Status	Counts
0	Customer Care Call	Closed	864
1	Customer Care Call	Open	255
2	Internet	Closed	843
3	Internet	Open	262

```
In [76]: solved_percentage = np.around((Solved_Complaint.Counts[(Solved_Complaint.
Final_Status=='Closed')&
((Solved_Complaint['Received V
ia']=='Internet')
|(Solved_Complaint['Received
Via']=='Customer Care Call'))
].sum()*100/Solved_Complaint.Co
unts.sum()),decimals=2)
print('Solved percentage till date = {} %'.format(solved_percentage))
```

Solved percentage till date = 76.75 %

```
In [77]: unsolved_percentage = np.around((Solved_Complaint.Counts[(Solved_Complain
t.Final_Status=='Open')&
((Solved_Complaint['Received V
ia']=='Internet')
|(Solved_Complaint['Received
Via']=='Customer Care Call'))
].sum()*100/Solved_Complaint.Co
unts.sum()),decimals=2)
print('Not Solved percentage till date = {} %'.format(unsolved_percentag
e))
```

Not Solved percentage till date = 23.25 %

State Wise Complaint



```
In [101]: State_Wise_Comp = data.groupby(['State', 'City']).count()['Time'].reset_index().rename(
          columns={'Time': 'Counts'}).sort_values(by=['State'])
top15 = data.State.value_counts().index[:15]
State_Wise_Comp_top15 = State_Wise_Comp[State_Wise_Comp.State.isin(top15)]
State_Wise_Comp_top15_per = State_Wise_Comp_top15[State_Wise_Comp_top15.Counts*100/State_Wise_Comp_top15.Counts.sum()>=1
          ].reset_index().drop(columns='index')
State_Wise_Comp_top15_per
```

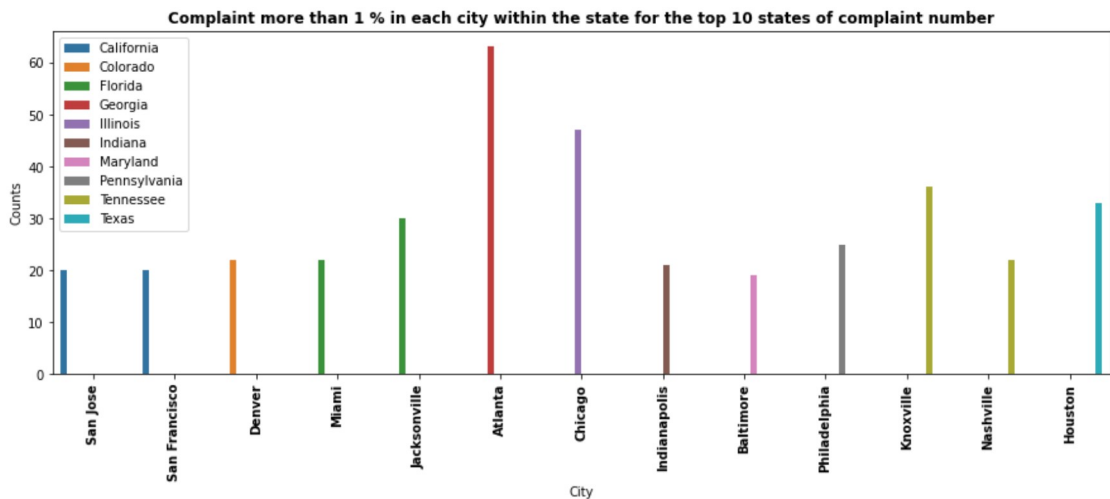
Out[101]:

	State	City	Counts
0	California	San Jose	20
1	California	San Francisco	20
2	Colorado	Denver	22
3	Florida	Miami	22
4	Florida	Jacksonville	30
5	Georgia	Atlanta	63
6	Illinois	Chicago	47
7	Indiana	Indianapolis	21
8	Maryland	Baltimore	19
9	Pennsylvania	Philadelphia	25
10	Tennessee	Knoxville	36
11	Tennessee	Nashville	22
12	Texas	Houston	33

```
In [102]: plt.figure(figsize=(15,5))

state_wise = sns.barplot(x=State_Wise_Comp_top15_per.City,y=State_Wise_Comp_top15_per.Counts,
                        hue=State_Wise_Comp_top15_per.State)
state_wise.set_xticklabels(state_wise.get_xticklabels(),rotation='vertical',weight='bold')
state_wise.set_title('Complaint more than 1 % in each city within the state for the top 10 states of complaint number',
                    weight='bold')
plt.legend(loc='best')

plt.show()
```



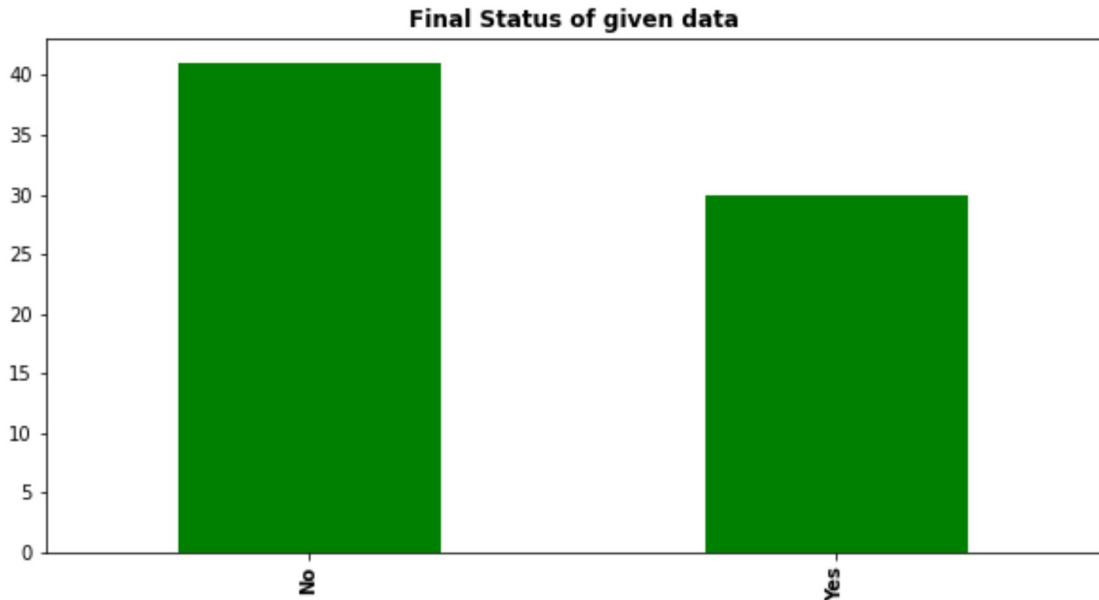
```
In [104]: Filling = data.groupby(['State','Filing on Behalf of Someone']).count()['Time'].reset_index().rename(columns={'Time':'Counts'})
Filling.head()
```

Out[104]:

	State	Filing on Behalf of Someone	Counts
0	Alabama	No	21
1	Alabama	Yes	5
2	Arizona	No	16
3	Arizona	Yes	4
4	Arkansas	No	6

```
In [108]: plt.figure(figsize=(10,5))
Fill = Filling['Filing on Behalf of Someone'].value_counts().plot(kind='bar',color='g')
Fill.set_title('Final Status of given data',weight='bold')
Fill.set_xticklabels(Fill.get_xticklabels(), rotation='vertical',weight='bold')
```

```
Out[108]: [Text(0, 0, 'No'), Text(0, 0, 'Yes')]
```



```
In [109]: Filling_Yes = Filling[Filling['Filing on Behalf of Someone']=='Yes'].sort_values(by='Counts',ascending=False)
Filling_Yes.head()
```

```
Out[109]:
```

	State	Filing on Behalf of Someone	Counts
6	California	Yes	24
19	Georgia	Yes	24
17	Florida	Yes	19
21	Illinois	Yes	16
8	Colorado	Yes	14

```
In [110]: Filling_No = Filling[Filling['Filing on Behalf of Someone']=='No'].sort_values(by='Counts',ascending=False)
Filling_No.head()
```

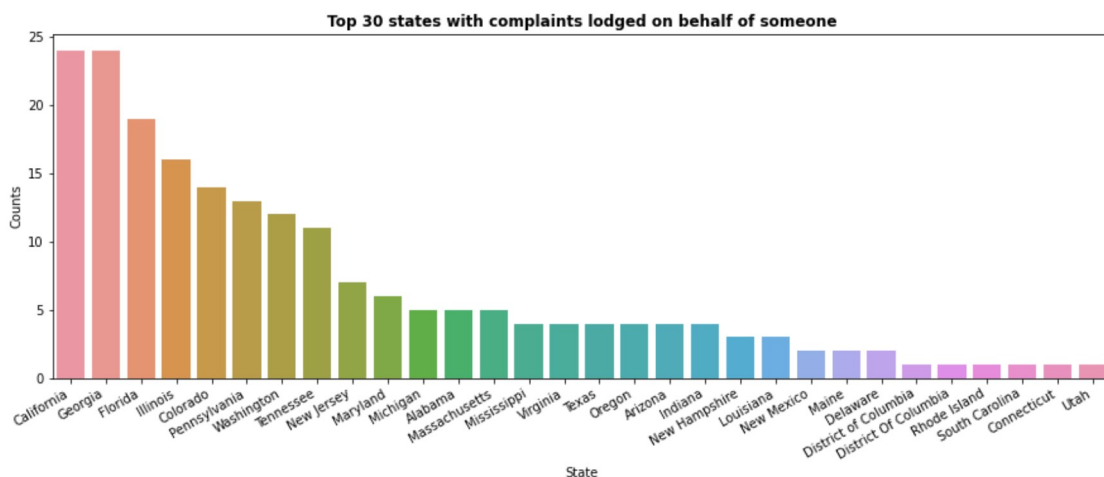
```
Out[110]:
```

	State	Filing on Behalf of Someone	Counts
18	Georgia	No	264
16	Florida	No	221
5	California	No	196
20	Illinois	No	148
59	Tennessee	No	132

```
In [111]: plt.figure(figsize=(15,5))

Received_Yes = sns.barplot(x=Filling_Yes.State.head(30),y=Filling_Yes.Counts.head(30))
Received_Yes.set_xticklabels(Received_Yes.get_xticklabels(),rotation='vertical')
Received_Yes.set_title('Top 30 states with complaints lodged on behalf of someone',weight='bold')

plt.show()
```



```
In [113]: plt.figure(figsize=(15,5))

Received_No = sns.barplot(x=Filling_No.State.head(30),y=Filling_No.Counts.head(30))
Received_No.set_xticklabels(Received_No.get_xticklabels(),rotation='vertical')
Received_No.set_title('Top 30 states with complaints lodged by themselves',weight='bold')

plt.show()
```

