



CLIENT: Broadband for America (BFA)  
 PROJECT: Net Neutrality Comment Analysis

### THE CHALLENGE

In 2017, the FCC laid out a process to review existing regulations and consider repealing the Title II classification of internet service providers (ISPs), which limited their ability to speed up, slow down, or block content freely available to the public. The FCC elicited feedback during a comment period, allowing the public to express their opinion on the proposed rulemaking. Emprata was tasked to review the comments received by the FCC and perform an independent analysis of the data in order to obtain an understanding of the public's sentiment.

## BROADBAND FOR AMERICA

### OUR SOLUTION AND RESULTS

Emprata conducted a comprehensive study of over 20 million comments in the FCC's "Restoring Internet Freedom" docket, and the resulting report gained national recognition in the press and has been referenced by organizations numerous times.

Emprata's team of data scientists employed the following techniques to conduct a thorough, objective analysis:

- Extracted the large, unstructured dataset of comments
- Ingested the data into a relational database and performed a number of data cleansing and transformation activities
- Utilized both text mining and natural language processing (NLP) algorithms, including text classification and sentiment analysis
- Wrote an objective report of the results that included visualizations of various aspects of the data (e.g., time series, geospatial, email domain, comment uniqueness)

