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r/Comcast • 3 yr. ago   ▭ ⋯
TimeRocker

Update: Upload issues caused node overload

Discussion

If anyone has seen any of my posts the last 2-3 months, you'd see I've been having constant on and off issues with my upload speed. I stream regularly on Twitch so anytime there's an issue with the upload, I see it live. I've had multiple techs out, run all kinds of tests and replaced modems, cables, you name it. I've been in direct contact with the local supervisor working on trying to discern what the cause is for a few months.

Well today, he calls me with an update that he was able to get a field tech to look into it. As it turns out, the node for our area is at around 95% upstream capacity nearly 24/7. We don't know the exact reason, but someone in the area is likely running a server or something and constantly uploading a LOT data. It makes sense now why I tend to have more issues during peak hours than at other times because it's pushing the node to 100% capacity, which then leads to me dropping frames but then my download isnt affected hardly at all.

He informed me there had already been plans down the line to upgrade and add a second node for the area to cover higher speeds and a higher capacity, but it was months away. He's gonna try and use this new

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🐢 **[deleted]** • 3y ago

You would see a speed issue way before 95%. At 95% you have people being unable to connect at all which is why it is rare for that to ever happen. US and DS capacity is monitored and at around 65% engineering is already looking at node segmentation, splitting the node or new node, how many spare fiber there is, is the node combined with another node so it can get its own US card- there's lots of options that could be done in one night. Capacity is also something that they would have looked at way before 2-3 months, it's a button they can click on right beside USSNR/USCER which is the problem you probably really do have. There's also no way this is effecting 5k subscribers- you hit capacity way way before that and one person running a server isn't going to be able to have that big of an effect.

7   ⋯

     ╰ ⊕ 3 more replies

🐢 **[deleted]** • 3y ago

9

5 more replies

spinne1 • 3y ago

Unlimited isn't really unlimited. If someone really is burning the node down trying to run a commercial-type operation, Comcast can and should shut it down. It is not right to hurt everyone else in the node. I have to wonder whether the supervisor is being fully honest. By that, I mean that if what he is saying is true then they were fully aware of that long ago and should have split the node long ago. Node congestion is monitored at all times by various processes and I can't imagine them allowing capacity uploads to get unfettered for months without plans to fix it. It is surprising to me in any case even if fully true.

5

3 more replies

joey0live • 3y ago

Uhhh, I can't see one server doing this... I can see many.... But that's a lot of bandwidth. I WFH, and during my 9-5 shift, I'm usually uploading and downloading at least 200-300GB a day. Yes... I'm serious.

2

TimeRocker OP • 3y ago

I work from home and yes, you can upload and download a bunch of data, but its not the total data amount that matters, its the amount of data constantly being uploaded that is causing a congestion at the node.

1

1 more reply

1 more reply

[deleted] • 3y ago • Edited 3mo ago

KarmicEQ • 3y ago • Edited 3y ago

The bigger problem is false advertising. Comcast advertises that you will have a reliable, high-speed internet connection. You are paying for a service with a stated level of service that you are not receiving. I know that Comcast is the disclaimer King but, it is a pattern and practice that they sell tiered service packages that fail to perform a majority of the time.

If the effect is you are only getting lower tier numbers, you should only be paying lower tier prices. This is the biggest scam of cable internet. They let their equipment degrade, blame high usage and then place a

None of this is said without the understanding of load issues, bandwidth restrictions and other physical realities - it's just that Comcast is notorious for poor maintenance.

This is the same script they used on me. First it was a "my equipment"; then a bad drop; then my equipment; then a bad amp; then a bad node; then a problem in the server office. It wasn't until the threat of the FCC and an email to the CEO did they finally send a maintenance crew.

I had upload speeds of 0-1 mbs over a year long period. It made gaming impossible and file sharing for work painful. They eventually sent 3 maintenance crews that worked 7 days a week for 3 months to repair all of the issues in our neighborhood.

They won't do anything unless under threat of massive fines. Don't accept the "one day we'll get to it" line. The CS folks have no power to force change. They can send requests, but they don't have any power to force change. Escalate to supervisor, report to FCC. The only way to get them to act.

Addendum: This was pre-COVID, so the excuse of oversold subs not an issue. There was a span downstream from me that had been in a fire, and one of their techs lived on the affected side - they wouldn't even address it for them. It's one thing to say there are short periods where the system is stressed, it is another to have consistent failures to perform. I had 7 techs at my home, each time they started with it must be your equipment. There were multiple spans and other equipment that were bad or in significant disrepair.

This is a pattern of deception that seeks to deny proper service and promote a sense of frustration such that the customer gives up and accepts the sub-standard service as normal.

AT&T brought fiber into our neighborhood within 6 months of this incident finally being resolved and I switched. I have never experienced the level of failure that occurred with Comcast. In the 4 years since this happened, I have only had 2 periods where service was degraded, and each time it was only for a couple of hours.

"Lack of bandwidth" falls into the category of fraud. They know exactly how many people are in each area, how much capacity they have(they are federally regulated and must report this), and how many complaints they have(again, reportable).

Continuing selling a service that will never meet the advertised expectation is fraud, regardless of the fine print starting otherwise. CC is still charging a premium fee for a level of service that, while it may not reach peak performance, should still function above the other promised levels of performance in lower tiers. They have no obligation to tell you the truth about what the problem is but, lying to regulators is a felony. Deceptive business practices is a felony. The biggest problem is that no one really wants to take the time to hire an attorney and spend the years it would take to fight this behemoth.

1

TimeRocker OP • 3y ago

The speed you pay for is what the goal is, but not guaranteed. When things are working as expected, I get 1Gbps Down and 22Mbps up. Im paying for 900/20. When things are absolute shit and I cannot even stream, I contact Comcast and they give me a credit for the day which is $10. If they do that

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tech that comes to my house or anything.

1

T   r/TVTime • 1 mo. ago

Server issues?

42 upvotes · 11 comments

🤖   r/Twitch • 3 yr. ago

OBS Streams keep crashing randomly - HELP

5 upvotes · 3 comments

☯   r/GraalOnline • 3 mo. ago

Server Outages

8 upvotes · 12 comments

🙂   r/FidiumFiber • 2 mo. ago

Network outage

ePass®

solidated
munications

12 upvotes · 6 comments

(44)   r/joinsquad44 • 5 days ago

Please fix the reload system, it's really bad.

27 upvotes · 22 comments

🐢   r/tinkercad • 2 mo. ago

I might need to switch to a more powerful software at this point...
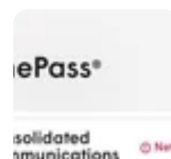
32 upvotes · 32 comments

🟠   r/unRAID • 3 yr. ago

UPS installed, detected and enabled: power outages consistently shutdown uncleanly

9 upvotes · 15 comments
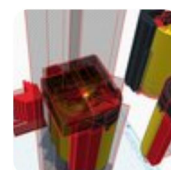
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3 upvotes · 23 comments

XC40 r/XC40 • 4 mo. ago

Fed up with constant software issues

17 upvotes · 29 comments

r/AirTags • 4 mo. ago

I was in the middle of setting up, things happened, now can't

4 upvotes · 9 comments

r/mk11 • 3 days ago

Unable to connect to the servers

8 upvotes · 26 comments

r/CableTechs • 8 mo. ago

Guys is my Node Self Terminating? /S

27 upvotes · 17 comments

r/anarchyonline • 2 mo. ago

Server Crashing!

33 upvotes · 49 comments

r/Onmyoji • 6 mo. ago

Server issue

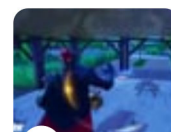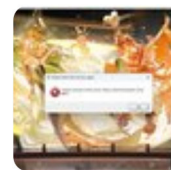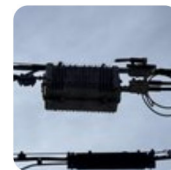29 upvotes · 13 comments

r/SecretWorldLegends • 2 mo. ago

Server crashing exploit

29 upvotes · 14 comments

r/FortniteSwitch • 12 days ago

Blitz loading issue?

🔴 **r/CrueltySquad** • 4 mo. ago

At least, I assume that's causing the issue anyway. Seems like a lot of code to process at any given moment.

953 upvotes · 59 comments

🔵 **r/statusAI** • 5 mo. ago

server problems

5 upvotes · 7 comments

r/outside • 5 mo. ago

I've discovered an adjacent server, but it crashes every time I join.

164 upvotes · 23 comments

🔵 **r/doordash_drivers** • 3 yr. ago

No one is stealing your data. This is probably why the data spikes are happening:

30 upvotes · 40 comments

🔵 **r/NobaraProject** • 20 days ago

Update System Problem

7 upvotes · 29 comments

🙂 **r/FidiumFiber** • 3 yr. ago

Using own router and constantly changing addresses - hopefully a conclusion (NH)

6 upvotes · 9 comments

🔴 **r/MSILaptops** • 3 yr. ago

My MSI GF65 shuts down randomly(completely goes black screen like someone unplugged the battery) when on battery. Sometimes gets shut down even when CPU temperature is just under 60C. All this whe...
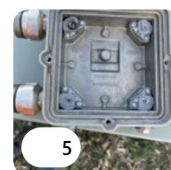
5 upvotes · 3 comments

r/CableTechs • 3 mo. ago

Had an outage today

25 upvotes · 14 comments

⚫ r/cataclysmbn • 4 mo. ago

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73 upvotes · 8 comments

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