



Marshall

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**(no subject)**

1 message

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**Marshall**

Wed, Jul 16, 2025 at 10:57 PM

To: we\_can\_help@cable.comcast.com

To whom it may concern,

I am writing to formally escalate a recurring service reliability issue that has persisted despite multiple technician visits and local infrastructure checks. My residence is provisioned for gigabit service, and I have recently replaced all internal coaxial wiring and ingress points.

A Comcast field technician visited my property on **July 16, 2025**, and confirmed:

- The **drop line and wall port were intact**
- No sustained ingress was visible during the inspection
- The **node had open upstream channels** and appeared clean on Yeti
- However, **transient signal spikes were observed exceeding -30 dBmV**, which were not acted on

Despite this, the modem continues to experience **T3/T4 timeouts**, **SYNC Timing Synchronization failures**, and service drops, primarily in the early morning hours. This confirms that the issue is **not internal to my property** and likely stems from **upstream plant degradation or CMTS-level instability**.

I have attached:

- A **PingPlotter trace** showing packet loss beginning at Comcast infrastructure (Hop 6 – 96.216.66.133) and exceeding **50% loss** beyond that point
- Modem logs confirming post-visit signal loss consistent with upstream ingress

I am requesting:

1. **Escalation to Tier 2 or plant maintenance**
2. A **full signal integrity analysis under load**, including thermal drift testing
3. Formal documentation of this escalation for potential **FCC and/or PUC filing**

Please assign this case to a qualified regional escalation agent or Tier 2 network support contact. If unresolved, I am prepared to file a formal complaint with the **FCC** and attach all technical documentation.

Sincerely,

Marshall  
635 Ford  
WA  
Account # ---- ---- ---- ----

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**3 attachments**



**www.twitter.com.png**  
278K



**Modem Log Copy.docx**  
21K



**www.twitter.com.pp2**  
29K

7/16/2025

8:45 drop

8:46 drop

9:38 drop

10:45 drop

Etc. etc.

## MODEM LOG START PRIOR TO 7/16/2025

Number of Channels Connected

Downstream	33
Upstream	6

## Cable Modem Addresses and Version

MAC Address	00:40:36:8F:D1:43
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Software Version	8611-19.2.18
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Cable Specification Version	DOCSIS 3.1
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Hardware Version	V1.0
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Software Version	8611-19.2.18
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Cable Modem MAC Address	00:40:36:8F:D1:43
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Cable Modem Serial Number 0723-MB8611-30-2025

CM Certificate Installed

Prod\_19.2\_d31

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Event Log

Time	Priority	Description
13:43:57		

Thu Oct 10 2024                      Critical (3)                      SYNC Timing Synchronization failure -  
Failed to acquire QAM/QPSK symbol timing;;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;

13:51:05

Thu Oct 10 2024                      Critical (3)                      SYNC Timing Synchronization failure -  
Failed to acquire QAM/QPSK symbol timing;;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

13:51:11

Thu Oct 10 2024                      Critical (3)                      SYNC Timing Synchronization failure -  
Failed to acquire QAM/QPSK symbol timing;;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

13:52:09

Thu Oct 10 2024                      Critical (3)                      SYNC Timing Synchronization failure -  
Failed to acquire QAM/QPSK symbol timing;;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

13:52:09

Thu Oct 10 2024                      Critical (3)                      Received Response to Broadcast  
Maintenance Request, But no Unicast Maintenance opportunities received - T4 time  
out;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-  
VER=3.1;

13:52:30

Thu Oct 10 2024                      Critical (3)                      SYNC Timing Synchronization failure -  
Failed to acquire QAM/QPSK symbol timing;;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

13:52:30

Thu Oct 10 2024                      Critical (3)                      Received Response to Broadcast  
Maintenance Request, But no Unicast Maintenance opportunities received - T4 time  
out;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-  
VER=3.1;

13:52:49

Thu Oct 10 2024                      Critical (3)                      SYNC Timing Synchronization failure -  
Failed to acquire QAM/QPSK symbol timing;;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

13:52:49

Thu Oct 10 2024                      Critical (3)                      Received Response to Broadcast  
Maintenance Request, But no Unicast Maintenance opportunities received - T4 time  
out;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-  
VER=3.1;

13:53:09

Thu Oct 10 2024                      Critical (3)                      SYNC Timing Synchronization failure -  
Failed to acquire QAM/QPSK symbol timing;;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

13:53:09

Thu Oct 10 2024                      Critical (3)                      Received Response to Broadcast Maintenance Request, But no Unicast Maintenance opportunities received - T4 time out;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

13:53:29

Thu Oct 10 2024                      Critical (3)                      SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

13:53:29

Thu Oct 10 2024                      Critical (3)                      Received Response to Broadcast Maintenance Request, But no Unicast Maintenance opportunities received - T4 time out;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

13:53:49

Thu Oct 10 2024                      Critical (3)                      SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

13:53:49

Thu Oct 10 2024                      Critical (3)                      Received Response to Broadcast Maintenance Request, But no Unicast Maintenance opportunities received - T4 time out;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

Time Not Established

Critical (3)                      SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;

16:37:27

Thu Oct 10 2024                      Critical (3)                      SYNC Timing Synchronization failure - Loss of Sync;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

19:09:57

Thu Oct 10 2024                      Critical (3)                      Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

Time Not Established

Critical (3)                      SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;

11:42:29

Sat Mar 29 2025                      Critical (3)                      SYNC Timing Synchronization failure - Loss of Sync;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;

12:18:29

Sat Mar 29 2025                      Critical (3)                      Started Unicast Maintenance Ranging  
- No Response received - T3 time-out;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;  
11:52:56

Sat Apr 26 2025                      Critical (3)                      Started Unicast Maintenance Ranging -  
No Response received - T3 time-out;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;  
11:39:25

Thu May 1 2025                      Critical (3)                      Started Unicast Maintenance Ranging  
- No Response received - T3 time-out;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;  
12:42:47

Tue May 6 2025                      Critical (3)                      Started Unicast Maintenance Ranging  
- No Response received - T3 time-out;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;  
15:27:13

Fri Jul 11 2025                      Critical (3)                      Started Unicast Maintenance Ranging -  
No Response received - T3 time-out;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;  
Time Not Established  
Critical (3)                      SYNC Timing Synchronization failure - Failed to acquire  
QAM/QPSK symbol timing;;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;  
23:14:24

Sat Jul 12 2025                      Critical (3)                      SYNC Timing Synchronization failure -  
Loss of Sync;CM-MAC=00:40:36:8f:d1:43;CMTS-MAC=2c:31:24:61:95:5f;CM-  
QOS=1.1;CM-VER=3.1;  
Time Not Established  
Critical (3)                      SYNC Timing Synchronization failure - Failed to acquire  
QAM/QPSK symbol timing;;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;  
Time Not Established  
Critical (3)                      No Ranging Response received - T3 time-out;CM-  
MAC=00:40:36:8f:d1:43;CMTS-MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;  
Time Not Established  
Notice (6)                      Honoring MDD; IP provisioning mode = IPv6  
01:45:07

Sun Jul 13 2025                      Notice (6)                      DS profile assignment change. DS Chan ID:  
32; Previous Profile: ; New Profile: 1 2 3.;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;  
01:45:12

Sun Jul 13 2025                      Warning (5)                      REG-RSP-MP Mismatch Between Calculated  
Value for P1.6hi Compared to CCAP Provided Value;CM-MAC=00:40:36:8f:d1:43;CMTS-  
MAC=2c:31:24:61:95:5f;CM-QOS=1.1;CM-VER=3.1;





