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Connectivity

Connectivity and managing Your Comcast Business network

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packet-loss at be-2312-cs03...

U **user_597abb**   Friday, May 6th, 2022   ⋮
　　New Member • 2 Messages

packet-loss at be-2312-cs03.seattle.wa.ibone.comcast.net

We have a couple Comcast Business circuits (two different locations) that both experience intermittent packet-loss throughout the day. The loss occurs at the same time at both locations. After running some MTR tests, we are seeing around 10.5% packet-loss with traffic passing through be-2312-cs03.seattle.wa.ibone.comcast.net.

Is there any way I can report this to the NOC, etc. for further investigation?   **Top**

Question • Updated 3 years ago   👁 214   💬 1   👍 0   👥 3

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Responses

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Comcast_Gabby 🔵 🔵 🔵 +1 more   3 years ago   ⋮
COMCAST BUSINESS
Official Employee • 34 Messages

Hello @user_597abb, we appreciate you taking the time to reach out to our team through our Forums page. We certainly understand how important it is to have your connection run as smoothly as possible. Have you noticed this happening on a certain day/time or is it something that happens daily at random times?

👍 Like   ↩ Reply   💬 2   👍 0

user_597abb   ⋮
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@Comcast_Gabby It happens daily at random times. When it occurs it results in a loss of VPN connectivity between these Comcast circuits and our central site. The central site monitors multiple locations spread across different providers, but only our Comcast circuits experience this issue.
I am happy to provide traceroutes, site IPs, etc privately.

Like **Reply** 3 years ago   Top

CC_Daniel   ⋮
Contributor • 4 Messages

[@user_597abb](#)

Thanks for taking all of those steps to help pin down the issue. Please send us a private chat message with your first and last name, the Business service address, and the account number to "Comcast Business":

Click "Sign In" if necessary
Click the "Direct Messaging" icon or go to https://comca.st/3wcjhDv
Click the "New message" (pencil and paper) icon
The "To:" line prompts you to "Type the name of a person". Instead, type "Comcast Business" there
- As you are typing a drop-down list appears. Select "Comcast Business" from that list
- A "Comcast Business" graphic replaces the "To:" line
Type your message in the text area near the bottom of the window

I no longer work for Comcast.

Like **Reply** 3 years ago   👍 0

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