2018 Public Report Abstract for Comcast
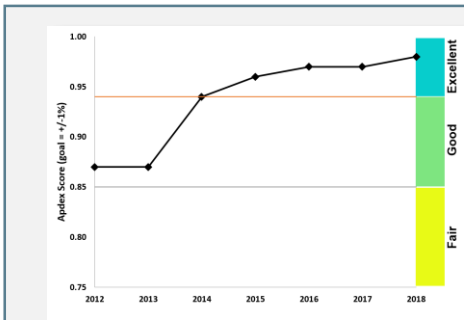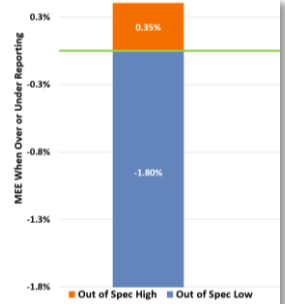
Comcast's Internet usage meter averaged 1.5% undercounting

The Comcast Usage Meter

The Comcast Internet data usage meter provides subscribers with information about how much traffic has crossed their residential Internet connection. The meter sums user-generated traffic to and from the Internet. NetForecast independently validates the accuracy of the usage meter's counts.

The Comcast goal is for the meter to be accurate within +/-1%.
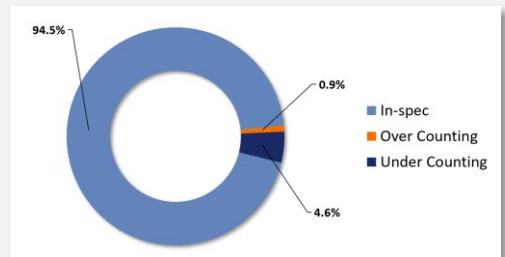

Site Monthly Error

Observation

The 7-year Apdex score history shows a steady improvement of the Comcast meter system over time. During 2018 accuracy consistently improved, resulting in an annual average Apdex score of 0.98, a rating of Excellent for the year.

Observation

The Comcast meter met the accuracy goal at month end for 94.5% of the site months. Undercounting occurred in 4.6% of the site months, while overcounting occurred in 0.9% of the site months.

Process

NetForecast gathered usage data at end-user premises throughout the year. The findings in this report are based on 4,016,132 audit measurements The accuracy assessment in this report is based on those samples.

With over 20 years experience, **NetForecast** independently audits the accuracy of data usage meter and quality of user experience measurements for major Internet Service Providers. **Ask if your ISP is accurate**

April 11, 2019

To read the complete report, please click here.