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%.

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.

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.

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.