

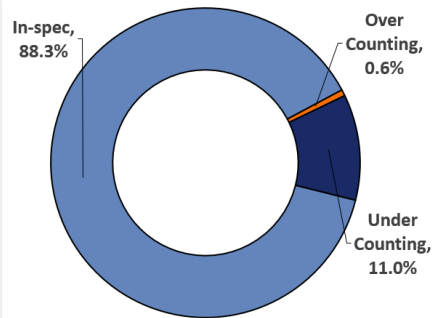
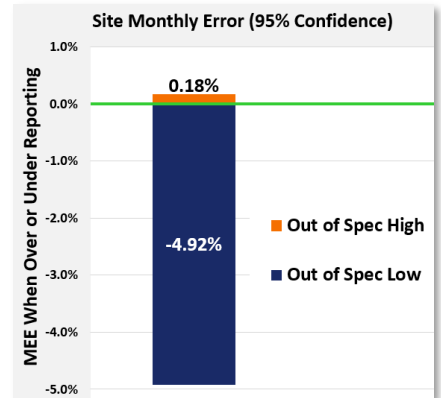


Comcast's Internet Usage Meter Averaged 4.7% Undercounting

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%.

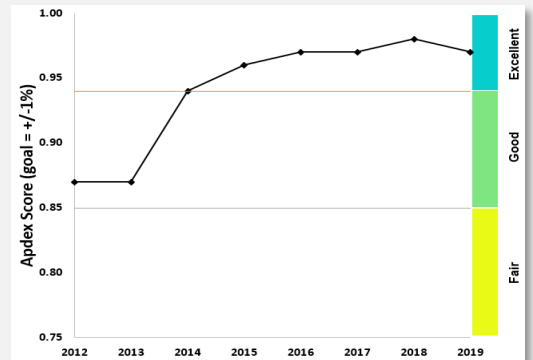


Observation

The Comcast meter met the accuracy goal at month end for 88.3% of the site months. Overcounting occurred in 0.6%, while undercounting occurred in 11.0% of the site months.

Observation

The 8-year Apex score history shows a steady improvement of the Comcast meter system over time. During 2019 accuracy remained stable, resulting in an annual average Apex score of 0.97, 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 6,868,332 audit measurements. The accuracy assessment in this report is based on those samples.

With over 20 years of experience, **NetForecast** independently audits the accuracy of data usage meter and user quality of experience (QoE) measurements for major Internet Service Providers.

Ask if your ISP is accurate