

Comcast Problem

Shafer Residence, 120 Audubon Drive, Acton, MA

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Phones:

There is some kind of "short" happening with the phone lines. We had frequent dropped calls where without warning or obvious cause a call simply terminates. When that happens I call the person back and have always been able to reconnect. The connection typically has been effective for another "period" of time. We experience dropped calls on an average of 2-6 times each day lately.

Last night the entire phone service went "out of order". There was not dial tone on any of the phones but there was a flat tone... just no dial tone. I called in and the Comcast technician was able to reset the phone by "rebooting" the ARRIS unit in the office. Now the phones work but there is no computer connection.

Internet Connection:

The hard-wired computer in the office has not connection to Comcast. I can use that computer to do word processing but I cannot connect to the Internet or obtain my email via Outlook Express. This problem developed last night and appears to be related to whatever the Comcast technician did to get the phones back working.

Television:

Several weeks ago one of the televisions in our house was "scrambled". You couldn't get a consistent picture and most of the transmission was showing in squares of color that were not defined. Only one TV was affected. I disconnected the TV and reconnected it but it was not better. Now the downstairs TV is having a similar problem. In this case the audio is the most affected... it is alike the phone I that the sound is intermittent... about every fifth word or phrase is bad.

The last time we had problems of this magnitude; the technician who came to the house replaced the ARRIS box, which powers the phones and TV. He also believed that the cable itself had some problem because, he said, it was not protected underground with conduit. He "powered up" the connection to the maximum level but believed that this fix would not last. He appears to have been right, unfortunately for us.