

Forum:[Hack Forums](#)

Thread: [I work for Comcast. Ask me questions.](#)

Agent Shark - July 6, 2017, 7:00 pm

I work for Comcast as a Data Center Operations Tech. Ask me questions pertaining to Internet if you have any that way I can give you some advice ?

I will not give you customer information and not sell you anything sorry.

Ratt - July 6, 2017, 7:00 pm

Why did you guys make everyone get/rent a new router?

Energy Wizard - July 6, 2017, 7:01 pm

How much for you to do Grand Slam lookups? ?

What ISP do you have at home? If Comcast, do you get benefits?

Longdog - July 6, 2017, 7:02 pm

(Jul 6, 2017 07:01 PM)Energy Wizard Wrote: [\[CITE\]](#) How much for you to do Grand Slam lookups? ?

What ISP do you have at home? If Comcast, do you get benefits?

Grandslam is gone, Einstein is the new new.

Also so how much we gotta slide in for lookups lmao.

Secret Agent - July 6, 2017, 7:05 pm

What studies did you do in school and what is your salary?

B FOR BADASS - July 6, 2017, 7:07 pm

(Jul 6, 2017 07:05 PM)Secret Agent Wrote: [\[CITE\]](#) What studies did you do in school and how much is your salary? This is the perfect question to ask. Mine is the same too. Let us know even if it helps others or not. Cheers

Agent Shark - July 6, 2017, 7:26 pm

(Jul 6, 2017 07:00 PM)Ratt Wrote: [\[CITE\]](#) Why did you guys make everyone get/rent a new router? When you sign up for Comcast services, specifically, Internet services, we provide a box to the customer aka a Wireless Gateway (2 in 1). There are about 5 common WG's that we give and then a few rare ones that need to be replaced.

We recommend you rent because it helps us support you as it gives us full access to your box in a troubleshooting standpoint. If you buy a Nighthawk, I can't help you. Simply put. If you have Comcast, I recommend renting equipment and not your own. You'll save yourself a ton of headaches.

Cloudy - July 6, 2017, 7:27 pm

How did you start and how hard was it to get a job at Comcast?

Agent Shark - July 6, 2017, 7:27 pm

(Jul 6, 2017 07:04 PM)Transcendencies Wrote: [\[CITE\]](#) Well I hope you are smarter then the comcast

people I've spoken with

I'd like to think the numerous kudo type calls I receive about my performance speak for themselves ?

(Jul 6, 2017 07:01 PM)Energy Wizard Wrote: [\[CITE\]](#) How much for you to do Grand Slam lookups? ?

What ISP do you have at home? If Comcast, do you get benefits?

I have TWC at my current location and another location I have Comcast. I unfortunately do not get benefits from Comcast as we are contracted support. However, I do get some pretty rad health benefits.

(Jul 6, 2017 07:05 PM)Secret Agent Wrote: [\[CITE\]](#) What studies did you do in school and what is your salary?

I am currently pursuing an Information Technology degree with a specialization in Cyber Security. I do not have a salary as I am hourly based. I will not disclose my hourly pay online however. If you're interested, feel free to lookup that information via websites such as GlassDoor.

(Jul 6, 2017 07:27 PM)Cloudy Wrote: [\[CITE\]](#) How did you start and how hard was it to get a job at Comcast?

This is my first job as I am still a college student. I started by applying and honestly, the interview went very well. I work from home. It's great for me since I really enjoy my setup here.

Scale of 1/10 to get a job at Comcast: 6. You don't apply directly through Comcast for my position.

Ratt - July 6, 2017, 7:33 pm

(Jul 6, 2017 07:26 PM)Sh?rk Wrote: [\[CITE\]](#) When you sign up for Comcast services, specifically, Internet services, we provide a box to the customer aka a Wireless Gateway (2 in 1). There are about 5 common WG's that we give and then a few rare ones that need to be replaced.

We recommend you rent because it helps us support you as it gives us full access to your box in a troubleshooting standpoint. If you buy a Nighthawk, I can't help you. Simply put. If you have Comcast, I recommend renting equipment and not your own. You'll save yourself a ton of headaches. One day they told us ours was out of date and we needed a new one.

Agent Shark - July 6, 2017, 7:35 pm

(Jul 6, 2017 07:33 PM)Ratt Wrote: [\[CITE\]](#) One day they told us ours was out of date and we needed a new one.

If you remember your model, I can explain why. We perform health checks when you call us and there are categories we look at to determine bad boxes or "End of Life" boxes as we call them.

Chances are, depending on how old the WG was, it was correct. However, every tech is different.

Enzio - July 6, 2017, 7:36 pm

Can you give me the infos on someone? It's for a friend.

B?ker - July 6, 2017, 7:36 pm

Can you uncap my internet if I pay you? Pm me let's do this

Longdog - July 6, 2017, 7:43 pm

Whats the max port speed comcast offers ever? (location doesn't matter, just wondering the highest you've seen/heard of)

Who Soup - July 6, 2017, 7:43 pm

What's the best way to break into their systems?

B?ker - July 6, 2017, 7:45 pm

(Jul 6, 2017 07:43 PM)Newports? Wrote: [\[CITE\]](#) Whats the max port speed comcast offers ever? (location doesn't matter, just wondering the highest you've seen/heard of)2gb/2gb in Boston

Ratt - July 6, 2017, 7:47 pm

I have the fastest internet plan but feel like it's still shitty. How much do you guys throttle?

Steve - July 6, 2017, 7:49 pm

Two of my friends worked at the highest level of support for Comcast and you bet your ass I've heard some funny stories. They told me whenever people became too much to handle they would just bump them back down to tier one support, who hardly spoke any English.

Percyi - July 6, 2017, 7:49 pm

(Jul 6, 2017 07:45 PM)?MrDark Wrote: [\[CITE\]](#) 2gb/2gb in Boston
Damn that's some shit speed. I'm with AT&T here in NW Ohio and max is like 100 MB/s. I've got 50 MB/s which is plenty fast for me.

rDarko - July 6, 2017, 7:49 pm

Hey I work as T1 support for Comcast Business. Any tips on moving up the chain? Barely a year in and I feel like I'm comfortable enough for a more technical position but I only have an associates degree but years worth of experience that can't be counted as "official" if you know what I mean.

Agent Shark - July 6, 2017, 7:57 pm

(Jul 6, 2017 07:47 PM)Ratt Wrote: [\[CITE\]](#) I have the fastest internet plan but feel like it's still shitty. How much do you guys throttle?

Doesn't necessarily throttle rather we can only guarantee speeds on Ethernet connections. If you have speed problems, check to see if the setting WMM Power Save is enabled on your box and double check that you're on the 5ghz connection if applicable.

(Jul 6, 2017 07:49 PM)Steve Wrote: [\[CITE\]](#) Two of my friends worked at the highest level of support for Comcast and you bet your ass I've heard some funny stories. They told me whenever people became too much to handle they would just bump them back down to tier one support, who hardly spoke any English.

I am also the highest tier for support however, I can't speak on behalf of tier 1. I know there are some good and bad agents so it's definitely interesting when I have to transfer back to T1 for something we can't do.

(Jul 6, 2017 07:49 PM)Feariousity Wrote: [\[CITE\]](#) Damn that's some shit speed. I'm with AT&T here in NW Ohio and max is like 100 MB/s. I've got 50 MB/s which is plenty fast for me.

Blast! Package is our fastest speed for residential customers.

(Jul 6, 2017 07:49 PM)?Revan Wrote: [\[CITE\]](#) Hey I work as T1 support for Comcast Business. Any tips on moving up the chain? Barely a year in and I feel like I'm comfortable enough for a more technical position but I only have an associates degree but years worth of experience that can't be counted as "official" if you know what I mean.

As I am still pursuing a degree, I do have an associates degree currently. I'm not sure if you guys do this but do you follow ITG's when supporting customers. Let me know. I can give you advice after a response.

rDarko - July 6, 2017, 8:06 pm

(Jul 6, 2017 07:57 PM)Sh?rk Wrote: [\[CITE\]](#) Doesn't necessarily throttle rather we can only guarantee speeds on Ethernet connections. If you have speed problems, check to see if the setting WMM Power Save is enabled on your box and double check that you're on the 5ghz connection if applicable.

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As I am still pursuing a degree, I do have an associates degree currently. I'm not sure if you guys do this but do you follow ITG's when supporting customers. Let me know. I can give you advice after a response.

I only follow the ITGs when I feel like I don't know how to resolve a clients issue. Its been acknowledged that I am doing well and know my stuff (80% FCR on average) but just wanted to know how that looks from your position. I rarely struggle finding a solution to a client's problem considering they give T1 business support a lot more access compared to residential agents (basically as much power as our supervisors except our credit limit lol).

B?ker - July 6, 2017, 8:06 pm

Seriously do you have the ability to uncap speeds

Agent Shark - July 6, 2017, 8:09 pm

(Jul 6, 2017 08:03 PM)Transcendencies Wrote: [\[CITE\]](#) Besides the point lol, the speeds "promised" are UP TO xMbps, that means if you buy 50Mbps it could very well be 10-20Mbps every day except when you are lucky (throttling).

That is not true. I've never heard of throttling based issues. All customers that have experienced slow speeds typically have a few factors that base their slow speeds off of. If I have a plan of 200mbps, my goal, on 5ghz connection, is to average around the 100s. Completely different on 2.4

Younis Khan - July 6, 2017, 8:11 pm

(Jul 6, 2017 07:45 PM)?MrDark Wrote: [\[CITE\]](#) 2gb/2gb in Boston same plan up here in NH

lWrath - July 6, 2017, 8:13 pm

(Jul 6, 2017 08:09 PM)Sh?rk Wrote: [\[CITE\]](#) That is not true. I've never heard of throttling based issues. All customers that have experienced slow speeds typically have a few factors that base their slow speeds off of. If I have a plan of 200mbps, my goal, on 5ghz connection, is to average around the 100s. Completely different on 2.4Why is it, everyday, in peak hours(generally 3-7pm) I get a download so bad streaming even a 3 minute YT vid can take 15 minutes?

Agent Shark - July 6, 2017, 8:16 pm

(Jul 6, 2017 08:06 PM)?Revan Wrote: [\[CITE\]](#) I only follow the ITGs when I feel like I don't know how to resolve a clients issue. Its been acknowledged that I am doing well and know my stuff (80% FCR on average) but just wanted to know how that looks from your position. I rarely struggle finding a solution to a client's problem considering they give T1 business support a lot more access compared to residential agents (basically as much power as our supervisors except our credit limit lol).

I'm not familiar with business support versus our support but we do not use ITG's with our support. I say you have a pretty fair chance. I'd give it a shot!

Copywriter - July 6, 2017, 8:17 pm

What's the best way to improve my net speed in general besides Ethernet. I have like 50 Mbps but only get like maybe 18-20 on wifi.

The AntiChrisT - July 6, 2017, 8:18 pm

Would you be able to monitor people's activity if you had wanted to?

rDarko - July 6, 2017, 8:19 pm

(Jul 6, 2017 08:16 PM)Sh?rk Wrote: [\[CITE\]](#) I'm not familiar with business support versus our support but we do not use ITG's with our support. I say you have a pretty fair chance. I'd give it a shot! Also wanted to know how you ended up in your position only having an associates degree? Connections or just a good resume?

Zeke - July 6, 2017, 8:24 pm

(Jul 6, 2017 07:49 PM)Steve Wrote: [\[CITE\]](#) Two of my friends worked at the highest level of support for Comcast and you bet your ass I've heard some funny stories. They told me whenever people became too much to handle they would just bump them back down to tier one support, who hardly spoke any English.Imfao support tricks 101

Exrth - July 6, 2017, 8:26 pm

Do often handle support for people who have been caught torrenting, and whats the process for that?

Torlus - July 6, 2017, 8:31 pm

What certifications do you have that allowed you to work at comcast?

Agent Shark - July 6, 2017, 8:32 pm

(Jul 6, 2017 08:17 PM)Copywriter Wrote: [\[CITE\]](#) What's the best way to improve my net speed in general besides Ethernet. I have like 50 Mbps but only get like maybe 18-20 on wifi.

Confirm your box has 2.4 and 5. If it does, try to connect to the 5ghz. If speed issues persist, confirm the WMM Power Save setting is disabled.

You can also reset the WiFi module (not unplugging the box) via logging into your Comcast WG.

(Jul 6, 2017 08:19 PM)?Revan Wrote: [\[CITE\]](#) Also wanted to know how you ended up in your position only having an associates degree? Connections or just a good resume?

It's a T2 position. It's really just being an overall person. I have a huge IT background followed by my personality. I just fit the candidate they were after I suppose.

(Jul 6, 2017 08:26 PM)Exrth Wrote: [\[CITE\]](#) Do often handle support for people who have been caught torrenting, and whats the process for that?

Not my department. Never had someone call in about that issue either.

(Jul 6, 2017 08:31 PM)QBot Wrote: [\[CITE\]](#) What certifications do you have that allowed you to work at comcast?

No certifications necessary. They provide the training.

rDarko - July 6, 2017, 8:38 pm

(Jul 6, 2017 08:32 PM)Sh?rk Wrote: [\[CITE\]](#) It's a T2 position. It's really just being an overall person. I have a huge IT background followed by my personality. I just fit the candidate they were after I suppose.Oh wasn't aware that position was T2! Thanks though for answering my questions.

Agent Shark - July 6, 2017, 8:47 pm

(Jul 6, 2017 08:38 PM)?Revan Wrote: [\[CITE\]](#) Oh wasn't aware that position was T2! Thanks though for answering my questions.

Absolutely. Good luck and I wish you the best.

RainSpider3000 - July 6, 2017, 8:57 pm

https://remote.comcast.com/dana-na/auth/url_default/welcome.cgi

This system is solely for the use of authorized Comcast employees and contractors. Comcast reserves the right at any time to monitor usage of this system to ensure compliance with this policy, all applicable Comcast policies that apply to electronic communications, and all applicable laws.

Your use of this system constitutes your acceptance of and agreement to all applicable Comcast electronic communications policies, your consent to monitoring by Comcast, and your express agreement to use this system in compliance with all applicable laws. Any unauthorized use of or access to this system may result in a revocation of your user privileges, other disciplinary action up to and including termination of employment or contract, or referrals to law enforcement officials including the provision evidence of any unauthorized use or access to law enforcement.

<https://extsso.cable.comcast.com/unprotect/form/login.fcc>

This system is solely for the use of Comcast employees or authorized contracted individuals. Comcast reserves the right at any time to monitor usage of this system to ensure compliance with this policy and all applicable Comcast policies which may apply. Your use of this system constitutes your acceptance of and agreement to all applicable Comcast policies as well as your consent to monitoring by Comcast. Any unauthorized use of this is strictly prohibited.

These look familiar? :3

Former employee. Most has moved to xfinity though from what I have heard.

Agent Shark - July 6, 2017, 9:03 pm

(Jul 6, 2017 08:57 PM)RainSpider3000 Wrote: [\[CITE\]](#)

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<https://extsso.cable.comcast.com/unprotect/form/login.fcc>

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These look familiar? :3

Former employee. Most has moved to xfinity though from what I have heard. Not my current systems nor URLs that we use. Looks extremely outdated in respect to what we currently have.

Hustla - July 6, 2017, 10:50 pm

I have a 7 down with you guys and damn it can get slow at times.

Vanderbilt - July 6, 2017, 10:55 pm

charter is better imo.

But, do people ever try to ISP dox there? XD srs question

JohnSn0w - July 7, 2017, 5:59 am

Do you get an employee discount on your monthly bill?

Agent Shark - July 7, 2017, 9:32 am

(Jul 6, 2017 11:13 PM)Panik Wrote: [\[CITE\]](#) So I assume you are a CSR for a BPO supporting Comcast?

Do you use hard or soft phones?

Avaya, cisco, or other?

All call centers are constant victims of social engineering in several capacities. Consider - you have thousands of people in an entry level job making \$9-12/hr and are often barraged by hundreds of calls in queue. They often don't have more than a high school education and are just there to get some money to pay the bills until a "real" career comes along. Some folks are great at the job and enjoy it, but a majority I have encountered aren't worth a shit.

Avaya is the software we currently use for our phone calls. You're correct though.

kohut124 - April 26, 2018, 5:17 pm

Is there a way to bypass the walled garden by registering 2 modems on an account?

Long story short my account got terminated but I kept my plan speeds for a year or so.. and then one day my neighbor wanted comcast and they ended up sending the garden wall on me.

Is it possible to access flash the arris modem and uncap the xfinitywifi?

Can you share what characters are within the HOME-XXXX network? for example limits to a-t A-T 0-9 as well as how long. PSK obviously..

Whats on the Tech's Phone that allows them to activate the modem? Can anyone access this software

Sorry alot of questions but Comcast is everywhere around my neighborhood and I know I have more than 1MBPS I just cant get past the Walled Garden..

SIM-3257834 - April 26, 2018, 5:45 pm

How does it feel like working for the most corrupt ISP in America? Also can Comcast beat TDS price for \$30 flat for 60 down and 6 up.

juulstar - April 26, 2018, 7:13 pm

Comcast is corrupt as fuck. I hope your forum succeeds so you don't have to work for that shit company anymore.

Although if you like it and you're happy keep at it.

Brill - April 26, 2018, 8:29 pm

i bet youre not a high enough tier employee to lookup people's info anyway

SIM-964740 - April 26, 2018, 8:49 pm

(Apr 26, 2018 08:29 PM)Brill Wrote: [\[CITE\]](#) i bet youre not a high enough tier employee to lookup people's info anyway

I likely can, probs a tech support so they can see a fair amount of information.

Mr. Robot - April 26, 2018, 8:52 pm

How much would it cost me for you to do a few USB drops and a couple rubber ducky scripts.

SIM-964740 - April 26, 2018, 9:07 pm

(Apr 26, 2018 08:52 PM)Mr. Robot Wrote: [\[CITE\]](#) How much would it cost me for you to do a few USB drops and a couple rubber ducky scripts.

I asked and he said it costs \$1 per ducky drop.

Mr. Robot - April 26, 2018, 9:12 pm

(Apr 26, 2018 09:07 PM)Deadpan Wrote: [\[CITE\]](#) I asked and he said it costs \$1 per ducky drop. Damn, too expensive for me.

If you change your mind OP let me know.

anzh - April 27, 2018, 6:34 am

Can you agree that comcast is an easy SE?

Agent Shark - April 27, 2018, 7:53 am

(Apr 26, 2018 05:17 PM)kohut124 Wrote: [\[CITE\]](#) Is there a way to bypass the walled garden by registering 2 modems on an account?

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Sorry alot of questions but Comcast is everywhere around my neighborhood and I know I have more than 1MBPS I just cant get past the Walled Garden..

A walled garden means a boot file has been implemented on your ACCOUNT. This is then impacted to the modem. Adding 2nd modem would just add to your bill as far as I am aware. I do not work there anymore so I can't speak to anything with 100% accuracy.

The firmware on those routers are pretty tough to get into. I'd say no. However, you could always purchase a router and modem from Flash routers and have it pre-configured with VPNs and other stuff to maintain higher privacy.

I cannot share characters within a home network and the WiFi information regarding devices configured by Comcast. I worked from my computer so I cannot speak about the onsite technicians. However, I am like 60% sure that they use a majority of our tools with a few extras.

(Apr 26, 2018 08:29 PM)Brill Wrote: [\[CITE\]](#) i bet youre not a high enough tier employee to lookup people's info anyway

Your information is accessible by any Comcast employee. Tech support can see your billing but is not allowed to make billing changes to your account. However, I can see your billing information and

other data that is highly sensitive if released. But keep in mind, there are a lot of papers you sign in the beginning acknowledging the work and what you are handling.

(Apr 27, 2018 06:34 AM)anzh Wrote: [\[CITE\]](#) Can you agree that comcast is an easy SE?

You could argue that about a vast amount of companies. It's important that the people you speak to on the phone follow procedure to prevent data leaks and compromises. I know that many companies experience issues pertaining to SE.

anzh - April 27, 2018, 8:19 am

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Excactly. It isn't the company who get's SE'd, it's the person. Remember that.

NoneStar - April 27, 2018, 8:32 am

How much training did you receive.

Xerotic - April 27, 2018, 8:45 am

I am assuming you work for SDC. I use to as well years ago. 100% work from home. They were transitioning from GS to Einstein in my day. Both worked. I actually wrote userscripts that unlocked some of their tools when they glitched out. For some reason their security was JavaScript based in GS. I was fantastic at the job (always 90%+ ranking) but it was too stressful. Sitting for 8 hours listening to people complain and/or be unwilling to be helped. Good job to have while young though... or if you NEED to work from home.