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Are you aware? Comcast is injecting 400+ lines of JavaScript into web pages.
Options

🔒
12-01-2017 10:34 P

bham3dman New Poster

Are you aware? Comcast is injecting 400+ lines of JavaScript into web pages.

I just learned of this dispicable Comcast practice today and I am livid. Comcast began injecting 400+ lines of JavaScript code in to pages I requested on the internet so that when the browser renders the web page, the JavaScript generates a pop up trying to up-sell me a new modem. When you call the number in the popup, they're quick to tell you that you need a new modem, which in my case is not true. I later verified with level-2 support that my modem is pefectly fine and I don't need to upgrade. As deceptive as that is however, my major complaint is

that Comcast is intercepting web pages and then altering them by filling them with hundreds of lines of code. Even worse is that I've had to speak to 7 different supervisors from all areas of Comcast and they have either never heard of the process, or those who were aware of the practice don't know how to turn it off.

Comcast has my phone office number, my cell for texts, my email, and my home address, yet they choose to molest my requested web pages by injecting hundreds of lines of code. This is not like targeted advertisements when I visit websites with ads (which is perfectly acceptable), this instead is a direct manipulation of the original source code of the website. This is completely unacceptable to me and what's worse is that Comcast provides no option to opt out of this horrific practice.

↩ Reply

🔒
12-01-2017 10:59 P

bham3dman New Poster

Re: Are you aware? Comcast is injecting 400+ lines of JavaScript into web pages.

🔗 🖼

Here's one of many articles on the web decrying this horrible practice: https://www.infoworld.com/article/2925839/net-neutrality/code-injection-new-low-isps.html

An excerpt from the above article:

> Think about it for a second: Your cable provider is monitoring your traffic and injecting its own code wherever it likes. This is not only obtrusive, but can cause significant problems with normal Web application function. It's abhorrent on its face, but that hasn't stopped companies from developing and deploying code to do it.

🔒
12-01-2017 11:09 P

bham3dman New Poster

Re: Are you aware? Comcast is injecting 400+ lines of JavaScript into web pages.

🖼️

Here's an image of all the code inserted into web pages without your consent:

0 Kudos

↩ **Reply**

Ⓧ jlivingood Official Employee   🔒
                                                                         12-08-2017 04:48 P

Re: Are you aware? Comcast is injecting 400+ lines of JavaScript into web pages.

🔗

bham3dman wrote:

> I just learned of this dispicable Comcast practice today and I am livid. Comcast began injecting 400+ lines of JavaScript code in to pages I requested on the internet so that when the browser renders the web page,

[JL] This is our web notification system, documented in RFC 6108 https://tools.ietf.org/html/rfc6108, which has been in place for many years now. It presents an overlay service message on non-TLS-based HTTP sessions. If you click the X box or otherwise acknowledge the notice it should immediately go away. If that is not the case let me know and we'll have a look at what may be happening.

> the JavaScript generates a pop up trying to up-sell me a new modem.

[JL] We are not trying to sell you a new one. If you own your modem we're informing you that it is either end of life (EOL) or that you are about to get a speed upgrade that the modem will be unable to deliver.

> When you call the number in the popup, they're quick to tell you that you need a new modem, which in my case is not true. I later verified with level-2 support that my modem is pefectly fine and I don't need to upgrade.

[JL] You would not get the modem if this were the case. What kind of device (make/model) do you have and what speed tier?

> As deceptive as that is however, my major complaint is that Comcast is intercepting web pages and then altering them by filling them with hundreds of lines of code. Even worse is that I've had to speak to 7 different supervisors from all areas of Comcast and they have either never heard of the process, or those who were aware of the practice don't know how to turn it off.

[JL] That is a failure on our end we'll have to take a look at. This should show up in your account when they look at it.

> Comcast has my phone office number, my cell for texts, my email, and my home address, yet they choose to molest my requested web pages by injecting hundreds of lines of code.

[JL] The notice is typically sent after a customer ignores several emails. Perhaps some of those ended up in your spam folder?

JL

Internet Services

0 Kudos

↩ **Reply**

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💬 ✔ **Getting Comcast Line Relocated to New Pole**

💬 ✔ **Comcast is spreading a malware worm!**

💬 ✔ **Forced into failed X1**