

Consumer Help Center

REQUEST #1284934

COMCAST/XFINITY H264 TRANSCODED CHANNELS POOR IMAGE QUALITY



John.Freiman

October 24, 2016 16:08

Xfinity in my area, San Francisco, CA, has recently been switching their HD non-terrestrial channels from ATSC h262 to h264 encoded signal - this has many great potential benefits for the consumer as well as Xfinity.

HOWEVER, over the past 4 months I have gone from approx. 70% of my HD channels broadcast in 1080i to ONLY about a dozen channels being broadcast / received in 1080i. 2 months ago there were about a dozen HD channels both 1080i/720p that switched from h262 to h264 with more following that initial batch.

Now 2 months later nearly every channel is (non-terrestrial) channel is h264 and 100% of them are being scaled down (transcoded) to a bit-starved 720p signal.

Now watching HD TV is like watching youtube in 1995! Pixelated images, poor switching between fast and slow scenes within a program, color banding, etc.


Even premium channels like HBO are 720p! I can stream better quality video to my smartphone or tablet!

Xfinity has come to my apartment 3x to resolve issues related to signal quality. They have been unable to fix this issue which is obviously out of the serviceman's control, as these quality issues are coming from the source.

PLEASE HELP!

PS. I have saved recordings and some statistics I have collected that I would be happy to share with you for your investigation.



 [Add file](#) or drop files here

John.Freiman submitted this request

Name of TV program
—

Company Name
Comcast