

# DOCSight Incident Report

Generated: 2026-04-29 21:30

## Connection Information

ISP: Example Cable Provider  
Tariff: 1000 / 50 Mbit/s (Down / Up)  
Modem: Demo DOCSIS Gateway  
Report Period: 2026-04-20T00:00:00 to 2026-04-29T21:00:00  
Data Points: 80

## Current Status

### Connection Health: CRITICAL

Issues: SNR critically low, Upstream power critically high

#### Downstream Channels

CH	Freq	Power	SNR	Mod	Corr Err	Uncorr Err	Health
1	458 MHz	-7.3	28.3	256QAM	81,349	10,167	critical
2	466 MHz	-7.8	26.2	256QAM	325,378	40,669	critical
3	474 MHz	-6.9	27.4	256QAM	162,711	20,334	critical

#### Upstream Channels

CH	Freq	Power	Mod	Multiplex	Health
1	36 MHz	55.6	16QAM	ATDMA	tolerated
2	42 MHz	56.8	16QAM	ATDMA	critical

## Diagnostic Notes

Channel 1 (16QAM): upstream power of 55.6 dBmV exceeds expected maximum (53.0 dBmV) by 5%.  
Channel 2 (16QAM): upstream power of 56.8 dBmV exceeds expected maximum (53.0 dBmV) by 7%.  
Channel 1 (256QAM): SNR/MER of 28.3 dB is below expected minimum (29.0 dB) by 2%.  
Channel 2 (256QAM): SNR/MER of 26.2 dB is below expected minimum (29.0 dB) by 10%.  
Channel 3 (256QAM): SNR/MER of 27.4 dB is below expected minimum (29.0 dB) by 6%.

## Before/After Comparison

Before/After comparison evidence:

Compared 2026-04-20 00:00 to 2026-04-21 23:59 against 2026-04-27 00:00 to 2026-04-29 23:59.

- Snapshots: Period A 16, Period B 24.
- Overall verdict: Degraded.
- Dominant health changed from Good (100%) to Tolerated (88%).
- Average DS power delta: -5.30 dBmV.
- Average DS SNR delta: -7.69 dB.
- Average US power delta: +6.49 dBmV.
- Uncorrectable error delta: 40,664.

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## Historical Analysis

Total Measurements:	80
CRITICAL health:	5
MARGINAL health:	0
TOLERATED health:	35

### Worst Recorded Values

DS Power (worst max):	-6.9 dBmV (threshold: -6.0 to 15.0 dBmV)
US Power (worst max):	56.8 dBmV (threshold: 37.1 to 51.0 dBmV)
DS SNR (worst min):	25.8 dB (threshold: $\geq$ 31.0 dB)
Uncorrectable Errors (max):	40,669
Correctable Errors (max):	325,352

### Most Problematic Downstream Channels

- Channel 1: unhealthy in 5/80 measurements (6%)
- Channel 2: unhealthy in 5/80 measurements (6%)
- Channel 3: unhealthy in 5/80 measurements (6%)

### Most Problematic Upstream Channels

- Channel 2: unhealthy in 5/80 measurements (6%)

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## Reference: DOCSIS Signal Thresholds

Parameter	Modulation	Good	Tolerated	Critical	Reference
DS Power	1024QAM	-2.0 to 15.0 dBmV	-4.0 to 16.0 dBmV	-6.0 to 16.0 dBmV	VFKD
DS Power	256QAM	-4.0 to 13.0 dBmV	-6.0 to 15.0 dBmV	-8.0 to 16.0 dBmV	VFKD
DS Power	4096QAM	-2.0 to 15.0 dBmV	-4.0 to 16.0 dBmV	-6.0 to 16.0 dBmV	VFKD
DS Power	64QAM	-10.0 to 7.0 dBmV	-12.0 to 12.0 dBmV	-14.0 to 16.0 dBmV	VFKD
US Power	ofdma	44.1 to 47.0 dBmV	40.1 to 48.0 dBmV	38.0 to 50.0 dBmV	VFKD
US Power	sc_qam	41.1 to 47.0 dBmV	37.1 to 51.0 dBmV	35.0 to 53.0 dBmV	VFKD
SNR/MER	1024QAM	>= 39.0 dB	>= 37.0 dB	>= 36.0 dB	VFKD
SNR/MER	256QAM	>= 33.0 dB	>= 31.0 dB	>= 29.0 dB	VFKD
SNR/MER	4096QAM	>= 40.0 dB	>= 38.0 dB	>= 36.0 dB	VFKD
SNR/MER	64QAM	>= 27.0 dB	>= 25.0 dB	>= 23.0 dB	VFKD
SNR/MER	ofdm	>= 27.0 dB	>= 25.5 dB	>= 24.5 dB	VFKD
US Modulation	QAM Order	> 16-QAM	<= 16-QAM	<= 4-QAM	VFKD

## ISP Complaint Template

Subject: Persistent DOCSIS Signal Quality Issues - Request for Technical Inspection

Dear Example Cable Provider Technical Support,

I am writing to formally document ongoing signal quality issues with my cable internet connection. Using automated monitoring (DOCSight), I have collected 80 measurements between 2026-04-20 and 2026-04-29.

Key findings:

- Connection rated CRITICAL in 5 of 80 measurements (6%)
- Worst downstream power: -6.9 dBmV (threshold: -6.0 to 15.0 dBmV)
- Worst upstream power: 56.8 dBmV (threshold: 37.1 to 51.0 dBmV)
- Worst downstream SNR: 25.8 dB (threshold: >= 31.0 dB)
- Peak uncorrectable errors: 40,669

Diagnostic analysis:

- Channel 1 (16QAM): upstream power of 55.6 dBmV exceeds expected maximum (53.0 dBmV) by 5%.
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- Channel 1 (256QAM): SNR/MER of 28.3 dB is below expected minimum (29.0 dB) by 2%.
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These values are outside the configured DOCSIS signal reference ranges and indicate physical layer issues that may require on-site investigation.

I request:

1. A qualified technician visit to inspect the coaxial infrastructure
2. Signal level measurements at the tap and at my premises
3. Written documentation of findings and corrective actions

The monitoring summary is included in this report. I reserve the right to escalate this matter to the Bundesnetzagentur (Federal Network Agency) if the issue is not resolved within a reasonable timeframe.

Sincerely,

[Your Name]

[Customer Number]

[Address]