

CHAT ID: 50E0EDC9-2BD3-45B5-BBB5-97340D85145F

**Problem:** I don't see CSN-Plus listed.

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**Mirasol** > Hello Charles\_, Thank you for contacting Comcast Live Chat Support. My name is Mirasol. Please give me one moment to review your information.

**Charles\_** > My Issue: I don't see CSN-Plus listed.

**Mirasol** > I am glad to have you on chat today, hope you are doing well!

**Mirasol** > Hi Charles!

**Charles\_** > hi

**Mirasol** > I can see here that you are missing the CSN channel.

**Charles\_** > I'm trying to watch the Washington Capitals-Buffalo Sabres game and am being told that instead of being broadcast on NBCSN tonight it is being broadcast locally on CSN-Plus.

**Mirasol** > Thanks for the details, Charles.

**Mirasol** > Thank you for bringing the concern to our attention.

**Mirasol** > I am a customer myself and I do not want to have service issue as well when TV is part of my daily routine.

**Charles\_** > What channel should it be?

**Mirasol** > Charles, rest assured, I will be assisting you all throughout the chat.

**Mirasol** > I will be happy to check on that.

**Charles\_** > I tried 847, which is between CSN on 846 and NBCSN on 848 and it just flips to NBCSN, which is playing Premier League Soccer.

**Mirasol** > Thank you for letting me know.

**Mirasol** > By the way, are you seeing any error message on the channel or it just skips channel?

**Charles\_** > It just skips

**Mirasol** > Okay.

**Mirasol** > That could be due to system connectivity error and can also be on the equipment itself.

**Charles\_** > How can we be sure?

**Mirasol** > Let me check on the channel.

**Mirasol** > I see you have logged into your account so there is no need for us to verify security. Thank you for doing that.

**Mirasol** > Please allow me 3-5 minutes to check on this, would that be fine Charles?

**Charles\_** > Yes.

**Mirasol** > Wonderful!

**Mirasol** > While waiting, let me share this link to you <http://www.comcast.net/benefits/>, with this you can actually explore on what you can get from Comcast. Moreover, if you like to know more about comcast products and features, please feel free to visit this site:

<http://www.comcast.com/localization/localize.csp?referer=/shop/buyflow2/lite.csp?SourcePage=Bundled&profileid=31731FAE-E477-447E-82F1-9D3BB822FF49&lid=4ShopBundles&lpos=Nav>

**Mirasol** > Thank you for patiently waiting.

**Mirasol** > Charles, let me clarify that the CSN channel that is supposed to be broadcasting the show that you wanted is missing, is that correct?

**Charles\_** > Yes. I don't see it listed anywhere on the menu/guide and my own attempts of locating it has failed.

**Mirasol** > Oh, I see.

**Charles\_** > I am assuming Comcast should be carrying Comcast Sports Net-Plus tonight because that channel is a back-up feed used by Comcast Sports Net when it needs to show another game at the same time. Comcast Sports Net Mid-Atlantic is showing a Wizards game.

**Mirasol** > Charles, may I know what you are seeing on channel 846? Because it is what the CSN channel line up.

**Charles\_** > 846 is Comcast Sports Net Mid-Atlantic HD. It is showing the Washington Wizards-Portland Trailblazers NBA game.

**Mirasol** > Thank you for providing that information.

**Mirasol** > With that, an initialize signal will be sent to the affected set-top box.

**Charles\_** > OK it just restarted.

**Mirasol** > All right!

**Charles\_** > What package should I have by the way?

**Mirasol** > Please do keep me posted.

**Mirasol** > Thank you.

**Charles\_** > I turned the box back on and it is showing Channel 1 and a One Moment Please message.

**Charles\_** > Ref Code: S0a00

**Mirasol** > Let us give it a minute.

**Charles\_** > OK. TV channels have shows on but the guide isn't updated yet to show programs but it does have channels listed.

**Charles\_** > What should I do next?

**Mirasol** > Charles, we will need to let it load completely, Charles.

**Mirasol** > A refresh signal will be sent to the affected set-top box.

**Charles\_** > OK.

**Mirasol** > Signal sent.

**Charles\_** > OK

**Mirasol** > Thank you.

**Mirasol** > Charles, as per further checking, the show that you wanted to watch will be broadcasted on channel 848, you may check this link <http://xfinitytv.comcast.net/tv-listings>.

**Mirasol** > Please do enter your zipcode to filter the informations.

**Charles\_** > I am watching 848 right now and Barclays Premier League is playing.

**Mirasol** > Thank you for providing that information.

**Charles\_** > This says it should be 642. <http://www.csnwashington.com/channel-finder>

**Mirasol** > Already filtered to your area zipcode, Charles?

**Charles\_** > My channel lineup skips from 499 to 785

**Charles\_** > Yes.

**Mirasol** > Have you checked the link I provided, Charles?

**Charles\_** > I'm checking now. My mistake on 642 on the CSN list. That's for DirecTV and doesn't list anything at all for CSN Plus

**Mirasol** > The link that you checked is not a Comcast website, Charles.

**Charles\_** > But it is Comcast Sports Net, which is a property of Comcast.

**Charles\_** > The listing you provided me does not list Comcast Sports Net Plus or + at all.

**Mirasol** > Charles, the show that you wanted to watch should be airing on NBC sports network.

**Charles\_** > It should but it isn't. How can I show you this?

**Mirasol** > Thank you for the details, Charles.

**Mirasol** > Let me check further here on my end.

**Mirasol** > Please allow me 2-3 minutes, Charles.

**Mirasol** > Thank you for patiently waiting.

**Mirasol** > Charles, I have finished reviewing this for you. As per checking there is no CSN +. What is displayed there in the TV listings are the channels available in your specific area zipcode. Therefore I can confirm that the game you would like to view Washington Capitals- Buffalo Sabres will air on NBC sports network which is the same since it's owned by Comcast.

**Mirasol** > Using the link I provided, Please enter your zipcode and search for channel 848 to NBC SN and check what time the game will air.

**Charles\_** > It is airing right now but it is not broadcasting on that channel.