

ATTN: Comcast Users

Posted by Rai - 2009/05/29 17:18

Hey guys. Unfortunately, you will no longer be able to find Anime Network on Comcast. We're, for lack of a better term, bummed that we're leaving so many Comcast users high and dry for now, but we hope to be available again very soon, so watch out for that. In the mean time, you can enjoy all the stuff we have to offer on our Online Player for free for our Registered users, and even more (over 300 hours!) anime for just 6.95 on our Premium Plan. Please keep checking the site for more details in the future.

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Re:ATTN: Comcast Users

Posted by Prede - 2009/05/29 17:27

Wah? Really? No joke? Ahh. Now I'm upset. I'm very, very upset! I'm sure it's out of your control, but I want my Anime Network :(. Is there any reason why that you can tell us? I was pumped to be able to see Utena finally (the entire thing too), and now I can't! Plus I loose all the great stuff that ANime Network has on, and will be playing soon too? Ahh! WoW Comcast is really lame :(. I don't blame you guys at all for this though. But please try and come back to Comcast asap.

I'm gonna go cry myself to sleep now...

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Re:ATTN: Comcast Users

Posted by dragoon - 2009/05/29 17:49

Well this is very sad and bad news indeed.

And so my prediction last year happened. -_- Thank you the two companies that shall remain nameless.

I will be looking for another Cable provider as soon as I can. Comcast has long been doing one thing after another to tick off this long time customer, this is the final straw.

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Re:ATTN: Comcast Users

Posted by Prede - 2009/05/29 17:51

Yeh I'd rather Anime Network, then the "other" channel that we recently got on Comcast that I'll keep nameless in this thread. I liked Anime Selects and Anime Network over the new channel. Although it be nice to keep that channel, and this one too. I see no reason why we couldn't, but Comcast thinks otherwise sadly.

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Re:ATTN: Comcast Users

Posted by psychopuppet - 2009/05/29 17:55

I'm not happy about this.

Sad as the Anime Network on Comcast is what got me back into anime.

I have more to say but I think its best to not say it here.

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Re:ATTN: Comcast Users

Posted by PrincessofAnime - 2009/05/29 19:00

If its any comfort guys, Charter is not much better but now I admit I think I'll hesitate on using Comcast in the future once I move out of the area. I don't get it why do the cable companies do this to us? We just want anime. That too much to ask? :angry:

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Re:ATTN: Comcast Users

Posted by dragonrider_cody - 2009/05/29 19:33

Yeah, I've about had it with Comcast too. After all the problems I had with DirecTV, it takes a lot to get me to consider switching back, but this was the final straw. Comcast can kiss off.

Actually, I'm complaining to Comcast right now about this. And I suggest everyone who has Comcast either call to complain, or go through their online customer service.

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Re:ATTN: Comcast Users

Posted by PrincessofAnime - 2009/05/29 19:41

Maybe we'll get lucky and enough people will get upset about this and drop their service with Comcast to make a difference. Lets show em what we're made of anime fans!

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Re:ATTN: Comcast Users

Posted by dragoon - 2009/05/29 19:43

dragonrider_cody wrote:

Yeah, I've about had it with Comcast too. After all the problems I had with DirecTV, it takes a lot to get me to consider switching back, but this was the final straw. Comcast can kiss off.

Actually, I'm complaining to Comcast right now about this.

Yeah it's a shame Comcast feels they only need one partner now that they made that deal earlier this month with that other company.

I guess Anime really is contracting to the point where, variety and competition is dwindling at least in the mainstream space and that the other players in the field won't have the same access they once did.

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Re:ATTN: Comcast Users

Posted by PrincessofAnime - 2009/05/29 19:48

It seems the last thing these cable companies care about is what their customers want. I hope the same thing happens to them that happened to the gas and oil companies who were raising prices on gasoline and wound up almost going bankrupt cause people found a way to avoid paying the high prices. Would be perfect karma if you ask me.

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Re:ATTN: Comcast Users

Posted by slickwolfie - 2009/05/29 20:51

I had an update yesterday and still have TAN here, is it just going to run out in June, or will they just drop the channel soon? I always said I hated Comcast, this is why.
Slick

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Re:ATTN: Comcast Users

Posted by dragoon - 2009/05/29 21:00

Likely when the episodes expire or on June 1.

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Re:ATTN: Comcast Users

Posted by slickwolfie - 2009/05/29 21:12

Looks like I will be getting Direct tv then. I hate disloyalty, and Comcast has shown that they have loyalty to no one. TAN was great for them when VOD was just starting out, but now they don't need them anymore, so they'll drop them.
Slick

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Re:ATTN: Comcast Users

Posted by slickwolfie - 2009/05/29 21:23

Sorry to double post, but did Comcast drop TAN, or did TAN drop Comcast? I should have asked that in the first place.

Slick

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Re:ATTN: Comcast Users

Posted by dragoon - 2009/05/29 21:34

slickwolfie wrote:

Sorry to double post, but did Comcast drop TAN, or did TAN drop Comcast? I should have asked that in the first place.

Slick

I doubt we'll get any answer to that for various reasons, at least not anytime soon, since Anime Network and various companies keep trade secrets and AN won't want to dissolve any relationship even in spite of this.

But... Comcast and that other company partnering up recently... well I think that must have had an effect. Anime Network was one of the first companies to support Comcast and its VOD platform, and well recently Comcast chose another anime company to partner with and provide a lot more storage space. A lot of Comcast users have been asking Anime Network and Comcast for years for Comcast to provide more storage space for Anime Network, since we wanted to see more stuff... I guess instead of listening Comcast feels only one anime company is enough and they chose to go with that company instead.

Unfortunately this is one of the side effects of the contracting industry with the industry going through hard times lately. Less opportunity and diversity in the marketplace, and after last year's hardship, it left Anime Network and ADV exposed... and the other company certainly seized on the opportunity it looks like. :(Hopefully things will get better with all the good stuff happening at Anime Network lately in their expansion, but the damage from last year is gonna be tough.

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Re:ATTN: Comcast Users

Posted by slickwolfie - 2009/05/29 21:58

draagoon wrote:

slickwolfie wrote:

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Slick

I doubt we'll get any answer to that for various reasons, at least not anytime soon, since Anime Network and various companies keep trade secrets and AN won't want to dissolve any relationship even in spite

of this.

But... Comcast and that other company partnering up recently... well I think that must have had an effect. Anime Network was one of the first companies to support Comcast and its VOD platform, and well recently Comcast chose another anime company to partner with and provide a lot more storage space. A lot of Comcast users have been asking Anime Network and Comcast for years for Comcast to provide more storage space for Anime Network, since we wanted to see more stuff... I guess instead of listening Comcast feels only one anime company is enough and they chose to go with that company instead.

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I kind of figured that Comcast was more interested in the other channel, since it dropped AS from its line up. I also wouldn't be surprised if TAN just wanted out of Comcasts VOD line-up. They have been a big part of their VOD for years, yet Comcast seemed to shun them repeatedly. I've noticed how little content Comcast had allowed from TAN for a while now, and that really ticked me off. Like you said, we'll probably never know what happened.

Like I said earlier, I will definitely be dropping Comcast. I was going to drop them last year, with the whole NFL Network deal, but didn't. The only thing I will be missing is their internet service. Its a lot faster than Verizon, but Verizon is supposed to be upgrading their speeds very shortly.

Slick

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Re:ATTN: Comcast Users

Posted by Prede - 2009/05/29 23:35

I'll be calling Comcast about this as well. I am very disappointed about this :(For many, many years I've enjoyed the Anime Network on Demand, and now Comcast gives me the finger out of nowhere. I don't understand why Anime Selects and Anime Network could sit side by side, but now the two anime channels cannot...I kind of doubt, even with the problem TAN had with them, that they'd just get off their provider. So I blame Comcast for this. I was hyped to see Utena there too, and now I get screwed. I like TAN over the other VOD anime channel, and now I don't have a choose :(. Damn them to hell!

Well I'll see if me complaining to Comcast, and hopefully others, will do anything. Let's hope so...

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Re:ATTN: Comcast Users

Posted by Eightdevil+ - 2009/05/29 23:50

http://i5.photobucket.com/albums/y197/noob21/khaaan_2.jpg

KHAAAAAAN!..cast.

In all seriousness, this is pretty stupid. Comcast just loves to find ways to f0ck things up. They do have

good internet service though... Either way, what is there to do? Change cable companies? Right... not when they have a monopoly in most of their markets. Sucks. =

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Re:ATTN: Comcast Users

Posted by dragonrider_cody - 2009/05/30 00:28

I really encourage everyone to contact Comast. The customer rep I talked sent up a channel request form, and I have actually gotten feedback from Comcast on those over the years. In one case, they actually did add a local channel a few months later that I had requested.

And for those of you that don't liking talking to their reps over the phone, they do have an online support option that utilizes Java chat site. Just go to the contact us options and select "Live Chat". You can also email them as well. I recommend contact them frequently and repeatedly to get our message across.

Sorry the other Anime channel just doesnt cut it. I was really looking forward to Orphen, Gakuen Alice, and more or Maria.

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Re:ATTN: Comcast Users

Posted by rebecca1/2 - 2009/05/30 04:40

So how does the money end of VOD channels work exactly?

I see a commercial in it, but just one before and after. Presumably someone pays a small amount to place their ad.

But who pays who for the content? Is that just a mysterious trade secret or something?

I'm just wondering if there's some reason they can - or can't - justify this move.

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Re:ATTN: Comcast Users

Posted by Horrible - 2009/05/30 10:06

I would contact their customer service and get any friends or family to also contact the customer service.

Comcast my have just cut this to see if it is a service that people still want. A loud out cry my change their mind. Unless they got rid of VOD entirely, in which case might be SOL.

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Re:ATTN: Comcast Users

Posted by Eightdevil+ - 2009/05/30 10:16

Comcast would never get rid of On Demand. It's a huge draw. In general, it's the only draw that digital cable has over satellite. So yeah, they have no reason to get rid of it.

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Re:ATTN: Comcast Users

Posted by blakdragon7 - 2009/05/30 10:43

So when Comcast does get VOD in my area they won't have TAN? F**k them, I'll just buy DVDs.

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Re:ATTN: Comcast Users

Posted by Prede - 2009/05/30 16:56

rebecca1/2 wrote:

So how does the money end of VOD channels work exactly?

I see a commercial in it, but just one before and after. Presumably someone pays a small amount to place their ad.

But who pays who for the content? Is that just a mysterious trade secret or something?

I'm just wondering if there's some reason they can - or can't - justify this move.

I always assumed the commercials on TAN VOD gave ADV/TAN a decent amount of revenue each year. While the ratings probably aren't amazing, it probably has a loyal audience of viewers, so it stays consistent with those numbers all throughout the year. The U.S. Navy is a big supporter IIRC. Their commercials are always on. I think Microsoft used to have a lot of their ads on TAN too, but not anymore (but I might be mistaken here). As for the content most of it comes from ADV so it's 100% free. The content from Rightstuf and other companies (like Enoki Films) might cost some money to get, but probably not a lot as it's just used to promote those titles 99% of the time, or bring in a little spare cash to those other companies. TAN makes most of the money I'd bet, at least off the ads. It's nothing amazing though I'm sure. Probably enough to keep it running and bring in a little extra cash for ADV. They probably rely a little on ADV's DVD sales too, from time to time...

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Re:ATTN: Comcast Users

Posted by Ultimate Mega Man X - 2009/05/31 02:31

I AM SO HAPPY TO HAVE BrightHOUSE!!!! You guys better hurry up and get Brighthouse. Your

missing Kiba....

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Re:ATTN: Comcast Users

Posted by zidanetribal2000 - 2009/06/01 00:35

I am wandering why this could be happening. I have thought of three possible scenarios.

1. Funimation wanted to gain an edge over ADV and wanted Comcast to drop other anime related services just to get Funi On Demand at a cheap price.
2. Comcast could be upset at ADV for starting an Online Subscription option and not wanting to go through their Fancast service.
3. In Comcast's eyes they think ADV is asking way too much for the content and Funi gave it to them for cheap.

But I doubt there is an exclusive clause since AT&T and Dish Network are carrying both services.

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Re:ATTN: Comcast Users

Posted by blakdragon7 - 2009/06/01 05:03

Ultimate Mega Man X wrote:

I AM SO HAPPY TO HAVE BrightHOUSE!!!! You guys better hurry up and get Brighthouse. Your missing Kiba....For most of us, this isn't an option.

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Re:ATTN: Comcast Users

Posted by rebecca1/2 - 2009/06/01 05:45

I expect one way or another it comes down to following the money. Maybe it's as simple as Funi paying a bunch of money to get their channel on and Comcast wanting to charge ADV more, or deciding they could afford to lose TAN. Here again it would help to know who pays who for what for VOD, I'll have to research that somewhere I guess.

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Re:ATTN: Comcast Users

Posted by dragonrider_cody - 2009/06/02 13:37

Well, it seems yesterday was the day for the pull. Checked my On Demand yesterday, and the channel

was gone. I hope people's various efforts to get the channel back will pay off.

Personally, i think we may have to up the ante a bit. Perhaps start sending in large quantities of fliers; maybe even mail in Japanese snacks, like pocky. We need to get the message across that WE WANT OUR ANIME BACK!!!

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Re:ATTN: Comcast Users

Posted by dragoon - 2009/06/02 14:17

I've noticed it was pulled as well last night. :(

I'll be calling and emailing Comcast again. Sadly I think they and that other company have decided that's all they need.

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Re:ATTN: Comcast Users

Posted by nightcrave - 2009/06/02 18:49

Contact Comcast even if drop them let them know why

The best way to do this is to call your local office or email us at ecareonline@comcast.net.

The best way to do this is to call your local office or email us at ecareonline@comcast.net

Rodel.24219(Tue Jun 02 2009 19:12:33 GMT-0400 (Eastern Daylight Time))>

You can also fill out a channel request form to request to add the Anime network in your channel line up.

Rodel.24219(Tue Jun 02 2009 19:12:36 GMT-0400 (Eastern Daylight Time))>

Channel requests help us to make decisions about adding to or changing channel lineups. Please visit the link below to send your channel requests:
<http://www.comcast.com/corporate/customers/contactus/feedback.html>

:angry:

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Re:ATTN: Comcast Users

Posted by dragonrider_cody - 2009/06/02 21:30

I will personally be a thorn in Comcast's side until TAN is back up. I have emailed them six times so far, used the online chat service twice, and called three times. I also sent additional emails to our local office, and have got several friends to do the same. We also plan on creating fliers and start mailing them in mass to Comcast.

Perhaps we should threaten a class action lawsuit...lol. That got the Viacom channels back on Dish very quickly after all....lol :laugh:

Regardless, I'm not letting Comcast off easy on this one. I've forgiven a lot from those d-bags, and this is just one step too far. Now I'm pissed.

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Re:ATTN: Comcast Users

Posted by nanekochan - 2009/06/04 00:48

I discovered this morning that Comcast had dropped Anime Network. It took a month for me to reconcile with the change in Anime Selects, and that was based on the idea that Anime Network was still going to be there. Incidentally my local Comcast provider was actually at the low end of Anime Network content to begin with. I was always annoyed with that. Just shows that my local provider is even worse than other people's when it comes to anime.

They must not tell their online TV listing people that these things are going to happen, because they still list the Anime Network for June.

In the process of all this I was able to actually talk by email with the programmer of the new channel (who also programmed Anime Selects). She commented that if it wasn't for dedicated viewers like me Comcast would have dropped anime entirely by now. She mentioned how little space they were provided, but did say that there would be more content soon and some of the shows that were on will come back, and that by August we would be happier with the selection. But still I think there isn't, and won't be, according to their plan, nearly enough anime (on the new channel) compared to the amount they provided before. And now to see that the Anime Network is gone! I am really ticked off now.

Even if we get it back, at least at my local Comcast provider I bet that I will still get the skimpy pickings we got before, if not less.

Considering some of the content Comcast they have added to The Cutting Edge lately (at least), I'm amazed they can't find enough space for anime.

Anyway I have already written some emails and put in a channel request form, but I wouldn't hold my breath. :angry:

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Re:ATTN: Comcast Users

Posted by dragonrider_cody - 2009/06/04 22:33

This makes me wish I still lived in an area that had Armstrong Cable. It took them like three months to do a new hookup, and they took years to add Anime Network. But now they have the SVOD service,

and from the looks of the schedule, they have tons of content.

If I had more money, I would move, rather than go back to DirecTV. But I really don't have a choice.

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Re:ATTN: Comcast Users

Posted by nanekochan - 2009/06/04 23:55

This is depressing me so much that I can't even watch anime....

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