

- **chat id:** e4f4c7cf-5514-4840-963e-859295237adc
 - **Problem:** My VPN is not making ANY connections.
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- **Sylvestre** > Hello JOHN_, Thank you for contacting Comcast Live Chat Support. My name is Sylvestre. Please give me one moment to review your information.
 - **Sylvestre** > I am now reviewing the information you have provided.
 - **JOHN_** > My Issue: My VPN is not making ANY connections.
 - **Sylvestre** > Hi John , please give me 1-3 minutes to review on your account .
 - **JOHN_** > Be my guest. I am not going anywhere, thanks to Comcast.
 - **Sylvestre** > May I know the provider of your VPN I just want to verify .
 - **JOHN_** > Avast SecureLine
 - **JOHN_** > Verify what? That is not part of my account necessities.
 - **JOHN_** > I just want to eliminate Comcast as the problem... IN PRINT!
 - **Sylvestre** > Comcast permits the use of VPN connections so long as they are used in accordance with our applicable terms of service and policies, including, but not limited to, solely for your personal, non-commercial use.
 - **Sylvestre** > Comcast does not provide technical or other support for VPN connections. For help setting up, using, or troubleshooting your VPN connection, please contact your VPN provider.
 - **JOHN_** > I use it for LEGAL purposes only... so if you cannot provide assistance then you need to say so.
 - **JOHN_** > I want to know if my router has been reconfigured to block those connections, or not.
 - **Sylvestre** > Hold on, I will be checking it .
 - **JOHN_** > I want the settings checked on your end, because I find nothing wrong when I look at it's settings.
 - **JOHN_** > Oh..LOL. You're one step ahead on me.
 - **JOHN_** > I have also tried resetting it, and that did not help, so I am pretty sure that it is actually my VPN providers problem.
 - **Sylvestre** > I really apologize for the delays, John . I am checking the status and settings of the modem and everything is properly set up and modem is online and should be working fine .
 - **JOHN_** > I thought so. Thank you for your time. Just give me one second so I can print this out before you disconnect, please. I need this in case they fight me on the refund.