

Altice USA, Inc.: FCC CableCARD Report - Q42018

CableCARD technology, which enables digital televisions to display encrypted programming, has been available to 100% of Altice USA customers since July 1, 2004. The installation and service of CableCARD is a routine practice and has been fully incorporated into the business. As with all the technical service issues, each occurrence is logged into an automated database for escalation and resolution.

1.	Current Number of CableCARD Subscribers	Current Number of CableCARD Subscribers	20,791		
		Deployed	31,046		
		Deployed Per Household	1.49		
2.	Number of CableCARDS in Inventory	27,004			
3.	How are CableCARDS Deployed	Customers can visit a Cablevision Optimum Store for self-installation of M-CableCARDS in their DCR CableCARD-compatible devices			
		Professional Installation			
4.	Percentage of Installations	Professional Installations	33%	404	
		Customer Self-Installations	67%	820	
5.	Average Number of Truck Rolls to Install a CableCARD	1.0			
6.	Monthly Lease Rate for CableCARD	\$2.00			
7.	Average Installation Cost (If applicable)	Professional Installation Fee	\$39.95		
8.	Number of Problems Encoutered with CableCARDS (Installation and Post Installation)	1,958	Resolved on the phone with Standard troubleshooting	94%	
			Resolved with a technician visit	6%	
9.	Of the problems encountered, please list how they were resolved (Ex. TV Firmware upgrade)	Host DCR TV Issues(Samples)	• Problem Description: CableCARD does not bind with the host - Swap the CableCARD • Occurs During: Installation • Resolution: The technician will first unbind the CableCARD and install/bind another CableCARD. In some instances, the customer may need to contact the host TV manufacturer for a patch to be sent out for the specific host TV, or arrange for a professional visit by the manufacturer's technician.		
			• Problem Description: Pixelation on most digital channels • Occurs During: Post-Installation • Resolution: Replace the service drop or components to verfiy signal levels are within specification or customers may need to contact the manufacturer directly to have Certified Technician perform a service call to install new hardware in the DCR TV Chassis.		
			• Problem Description: DCR TV missing premium channels • Occurs During: Post-Installation • Resolution: Perform a "reboot" by removing the CableCARD and turning the DCR TV off. Channels are usually restored.		

If the technician is unable to complete the installation due to technical issues, the technician is required to record the reason(s) why the install was not completed and the work order remains open. At the customer's request, a follow-up visit is conducted to further troubleshoot the problem and/or install a second (new) CableCARD. At this visit, additional personnel may accompany the technician to provide enhanced technical support. If a customer is unable to activate their equipment due to interoperability issue, Altice USA will contact the CE manufacturer to define the issue, resolve the problem and once again offer the customer the CableCARD installation.

The data (fix codes) collected from the problem are analyzed by the operations and engineering departments to determine if there are any systematic issues contributing to the CableCARD technology not functioning properly on the network.

Altice USA has also undertaken significant steps to pro-actively work with all the major CE-manufacturers to conduct the interoperability testing in our (single) test laboratory before any problems are experienced in the field.