

January 30, 2015

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Re: MB Docket No. 12-328, CS Docket No. 97-80 (Commercial Availability of Navigation Devices)

Dear Secretary Dortch:

In its *Memorandum Opinion and Order* in MB Docket No. 12-328 and CS Docket No. 97-80,¹ the Commission directed Charter Communications, Inc. (“Charter”) to file semi-annually with the Media Bureau reports detailing Charter’s compliance with the conditions of the Order. Pursuant to paragraph 10 of that order, Charter submits this report.

(1) Status updates on the development and deployment of Charter’s downloadable security system:

Two manufacturers have successfully built prototypes of downloadable security set-top boxes and one now has final production models. Charter has demonstrated in its lab that these set-top boxes are able to utilize downloadable security and interoperate across the two existing industry-standard conditional access systems. Charter has also demonstrated the ability of these set-top boxes to handshake via downloadable security on test systems attached to live production feeds. In addition, a Charter field site has been activated with “simulcrypt” in support of downloadable security. Charter plans to test these set-top boxes on this live production system in the next few weeks.

¹ *Charter Communications, Inc.*, Memorandum Opinion and Order, MB Docket No. 12-328, DA 13-788, 28 FCC Rcd 5212, ¶10 (Apr. 18, 2013).

(2) The status of Charter's good faith efforts with the consumer electronics manufacturer discussed above to develop a retail set-top box for Charter's systems:

As previously disclosed, good faith discussions with a consumer electronics manufacturer took place last year. We are now awaiting further progress on technical details. As Charter approaches finalization of the downloadable security ecosystem and its specifications, we expect to be able to resume those discussions.

(3) The status of any additional negotiations with consumer electronics manufacturers seeking to develop retail devices that will use the downloadable system being employed by Charter and the assistance rendered by Charter to such manufacturers:

No additional negotiations are underway at this time.

(4) The number of set-top boxes using integrated security being deployed by Charter:

As of December 31, 2014, the number of set-top boxes with integrated security deployed under the waiver was 2,399,520.

(5) The number of CableCARDS being deployed by Charter for use in retail devices and the number of CableCARD-reliant leased Charter devices in use by Charter customers:

The total number of retail CableCARDS in service as of December 31, 2014 was 54,224.

The number of deployed CableCARD-enabled set-top boxes as of December 31, 2014 was 5,503,347.

(6) The number and type of customer complaints received orally, via electronic mail, or in writing by Charter regarding third-party navigation devices being used by Charter's customers and Charter's responses to these complaints:

With the exception of the below listed issues, CableCARD problems encountered this quarter were routine installation issues. Network problems were resolved at the time of installation through Charter's standard troubleshooting processes. Some installation problems reflect troubleshooting of new processes and manufacturer support for self-installation of tuning adaptors. Charter will continue to troubleshoot and resolve problems occurring with various makes and models of digital television hosts as they arise.

The illustrative problems with CableCARD installation and resolution for this quarter are listed below.

REGION(S)	ISSUE	RESOLUTION	HOST MFGR.
Various	Customers were unable to tune channels or channels were missing with particular host devices.	Problems were resolved by either swapping the CableCARD or repairing the host devices with the CableCARDS.	Various

(7) Pricing information regarding the lease fees charged to customers for boxes containing downloadable components (whether those components are in use at the time or not) versus the fees charged for CableCARD compatible boxes:

Lease charges for set-top boxes containing downloadable components and for CableCARD-enabled set-top boxes are derived from a common equipment basket and are therefore the same.

If you have any questions about the information being submitted with this letter, please do not hesitate to contact me.

Respectfully submitted,

/s/ Paul Glist

Counsel for Charter Communications, Inc.

cc: Michelle Carey
Brendan Murray