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May 11, 2015

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

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

Dear Ms. Dortch:

As a follow-up to my letter of April 30, 2015, by which I transmitted the CableCARD reports of four cable operators, I am now filing the report of Charter Communications which was unable to submit its report because of issues related to a transition of its IT system. Should the Commission have questions about this report, please contact me and I will ensure that the questions are forwarded to the appropriate person for a response.

CableCARD Deployment and Support. The five cable operators who have reported this quarter – Cablevision Systems, Charter Communications, Comcast Corporation, Cox Communications, and Time Warner Cable – have deployed over 586,000 CableCARDS for use in retail CableCARD-enabled devices. When the CableCARDS deployed by the next four largest incumbent cable operators are included, there have been over 620,000 CableCARDS deployed for use in retail devices by the nine largest incumbent cable operators. By contrast, those nine companies have more than 52,615,000 operator-supplied set-top boxes with CableCARDS currently deployed.

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

Respectfully submitted,

/s/ **Neal M. Goldberg**

Neal M. Goldberg

cc: Brendan Murray
Julie Kearney
Robert Schwartz

**Charter Communications
FCC CableCARD Reporting
January 1, 2015 to March 31, 2015**

1. Current number of CableCARDS:

The total number of CableCARDS in service through March 31, 2015 is 54,810.

2. Provide the number of CableCARDS in inventory:

Motorola Multistream	26,649
Motorola Standard	1,919
SA Multistream	4,016
SA Standard	606
Total	33,190

3. How are CableCARDS placed in service?

Customers may self-install or request a professional installation.

4. Whether service calls are required for all CableCARD installations?

Service calls are not required for CableCARD installation.

5. Average number of truck rolls to install a CableCARD?

The average number of truck rolls to install a CableCARD (*i.e.*, the initial truck roll and any truck rolls within 30 days from the date of installation) through March 31 was 1.0.

6. Monthly lease rate for a CableCARD?

The monthly lease for a CableCARD is \$2.00.

7. Average installation cost of a CableCARD (if applicable):

The average cost for a professional installation is \$35.00.

8. Process for resolving CableCARD trouble calls:

Customers with a CableCARD problem are directed to call the Charter customer service number. Customer Service Representatives (“CSRs”) are trained about the features and benefits of CableCARDS, just as they are trained on any other Charter product offering. Some CableCARD calls are forwarded to the Advanced Services Team, whose members have more training and expertise on troubleshooting such calls. If the problem cannot be resolved over the phone, the

CSR places a service order, which is then fulfilled by the cable installers and technicians. Charter maintains a record of any service calls for which a technician is dispatched.

Should a local cable installer or technician encounter a CableCARD problem, he/she reports such problem to his/her supervisor and the local technical support group. If the problem is not resolved at the local level, it is then escalated to corporate engineering or billing. If there appears to be a host problem, Charter has a designated member of its engineering department contact and place a report with the consumer electronics vendor or with the host manufacturer to resolve the issue as appropriate.

9. Reported problems associated with CableCARDS and how they were resolved:

With the exception of the below-listed issue, CableCARD problems encountered this quarter were routine installation issues. Network problems were resolved at the time of installation through Charter’s standard troubleshooting processes. Charter will continue to troubleshoot and resolve problems occurring with various makes and models of digital television hosts as they arise.

The illustrative problem with CableCARD installation and resolution for this quarter is 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