

Re: FCC Proposal 16-42

I have often wondered why a person of average intelligence couldn't simply buy a set-top box for about \$120.00 and get TV without paying the cable company \$13.00 to 20.00 a month and in some cases even more than that. In just a year or less the set-top box you are renting from the cable company is paid for, so everything you pay them after the first year is pure profit! What I can't understand is if the set-top box they rent to you goes on the fritz then you have to pay them a service charge (often in the \$39.00 to \$69.00 service fee plus an hourly rate) to come to your house to fix it. The only other option they give you is to remove the old set-top box and take it into their repair facility and change it out. Then when you install the new set-top box you have to call in to their facility read off, the new set-top box's serial number (something my neighbor can't do because she is practically blind) and then wait for them to reactivate the new set-top box. Either way you go is especially taxing on someone that is handicapped, low income level, has long work days, works night shift or any number of other people.

Any proposal having to do with the set-top box should have two added statements added.

1) If the customer is using a company owned set-top box any repair/replacement of that set-top box should be performed in the customer's home/office at his/her convenience and at NO cost!

2) If a customer chooses to buy their own set-top box the cable company cannot charge a fee to them to use the set-top box on their system nor should other cable content's fees increase.

However, the cable company should be able to set forth a list of cable set-top boxes that will work with their system without causing interference on their system. I would expect that most set-top boxes would be acceptable so a better option might be to list set-top boxes that will cause problems with their system,

In short I support FCC Proposal 16-42 with some modification to make the whole process fair to both the cable company and the customer!

Sincerely,

Glenn Tinsley