

Reply to comments of CTB Holding, Inc

In their comments, CTB suggests that "PCOs are an important part of creating a competitive environment for MDU owners and residents." How does an exclusive, long-term contract contribute toward competition? Our experience at Live Oak Preserve in Tampa, FL is just the opposite. The contract is an impediment to the overbuilding by other providers such as Brighthouse which services most of Tampa and the surrounding area. While Verizon has wired the development with fiber, only those with deep pockets can afford to pay for mandatory services from Century Communications and another provider such as Verizon, DirectTV or Dish network. Also the developer controlled HOA frequently denies requests of residents to install the necessary equipment to subscribe to DirectTV or Dish network.

CTB adds "PCOs are able to offer MDU residents flexible choices for video channel lineups and customized service not found with franchise cable providers." Let's see : Century offers Live Oak Preserve limited HD channels, no program recording compatibility such as TIVO, incorrect black outs of FL sporting events, a Weather Channel version with no local forecasts or local radar, a dearth of wholesome channels such as TCM, TVLAND, DIY, Hallmark, etc. but does provide us with many blank channels during every thunder storm. I'm sure Brighthouse and Verizon can provide more flexible, reliable service.

Also CTB states "The improved service and flexible choices provide the MDU owner with strong negotiating position." The contract with Century was established by the original developer not because of the flexible choices and improved service but because the developer **ALSO OWNED CENTURY COMMUNICATIONS**. And as far as MDU owner negotiations, this contract was made without any owner participation. This is a pattern I have read in many posts on this site from around the country.

Hopefully the Commission will void all of these exclusive contracts. Then maybe residents will be able to negotiate for no contracts at all or non-mandatory bulk billing agreements with whatever PCO, cable franchise, or any other MVPD that can deliver

those services the owners desire.