

Reply to comments of Conexus Networks LLC of July 12, 2007:

Conexus Networks gives the viewpoint that small PCOs are of great benefit to owners in MDUs and require exclusive contracts in order to operate. Conexus states "Partnering with real estate developers, we have established several projects wherein we were able to compete with cable franchisees and provide high-speed broadband and also video services. The projects were economically viable due to the creation of an Exclusive Service/Access Contract (EC)".

I live in Live Oak Preserve in Tampa and unfortunately such a partnership has not been to the benefit of residents. The original developer, Transeastern Homes, established essentially a partnership with itself by giving its subsidiary, Century Communications, a 15 year exclusive contract to provide TV, internet and security service to be mandatorially bulk billed through HOA fees. Through this partnership Transeastern eliminated competition with Brighthouse knowing they would not overbuild the development with no prospects for customers for 15 years.

Conexus continues "The MDUs thus serviced enjoyed greater flexibility and customization in channel lineup than would have been provided by a larger provider." Century has basically the same channel lineup in over 20 communities throughout Florida. Here in LOP there has never been a survey of the residents to customize the channel programming to fit the needs of a very diverse, multi-language, multi-nationality population. Certainly the DBS providers can address the desires and needs of such a population but many requests by homeowners to install dishes on their rooftops have been denied by the HOA.

Conexus further states "The EC which enabled the projects are not in perpetuity (5-10 years) and there exists Service Level Agreements (SLAs) which protect the residents and Developer and enable them to enjoy the level of service they expect." When the services being provided are substandard even 5 years seems like it is in perpetuity. We have to tolerate this for 15 years but other posts have stated contracts for as long as 75 years. The services we receive include poor programming channel choices, frequent outages during storms,

few HD channels, no compatibility with features such as TIVO, improper black out of sports, slow and unreliable internet service, poor customer service, etc. Certainly this is a far cry from the level of service WE expect.

Conexus paints a nice picture of how a PCO SHOULD operate but there must be some recourse for customers of a PCO not operating as it should. A ban on exclusive contracts may be the only recourse.