

Reply to comments of Century of Boca Raton Umbrella Association, INC:

In their comments, the Century Association defends the use of exclusive bulk billing agreements for video and other services to MDUs. While they may find these exclusive contracts (ECs) supposedly beneficial to their residents, my experience and the experiences of many others around the country do not.

I live in Live Oak Preserve (LOP) in Tampa and suffer by an EC to Century Communications (I assume no relationship to the Century Association even though both are from Boca). This EC was set up by the original developer who also has majority control of Century Communications. This sort of developer-MVPD provider relationship has been brought up by many posts on this docket and in most cases the relationship has been mostly non-beneficial to the residents.

The Century Association expresses that a ban on ECs would cause "groups of consumers such as our associations would no longer have any ability to negotiate collectively for discounted rates". This inability of LOP residents to do any negotiating is at the heart of our frustration. The EC was established before the first resident moved into LOP and will remain unless the FCC ban takes effect. I suspect many apartments and condominiums in Boca are operating under the same type of developer-MVPD "negotiated" EC also with no resident input.

The Century Association goes on to state "Bulk discount agreements are not unfair to consumers who choose to move into a home covered by such an agreement even if they do not want the included video service." How many times do you see someone take along a TV and Computer when they are shopping for a new home? Often those services are not even installed until after moving into the new home. But, according to both Century's, it is not unfair to have to pay for an inferior product you DO NOT WANT but MUST PAY FOR even though you didn't know how inferior the product was until you moved into the new home.

But when I read the next statement I could only say SURE! THAT'S GOING TO HAPPEN!!! According to Century Association "And if a

community has bound itself to an unfavorable bulk agreement, future residents who thereafter move into such a property receive a LOWER purchase price or rental rate that fairly represents any detriment of the bulk agreement." I have read A LOT of arguments on 07-51 but that one HAS TO BE the most incredible I've encountered. I am sure the salespeople of Engle Homes are going to lower their prices just because they know the residents of LOP are unhappy with this EC!!!!

In conclusion, Century Association remarks that "Bulk discount agreements therefore open the door for new competitors, lower the prices paid by consumers, improve the quality and reliability of services, deliver the greater variety of services desired by consumers, and facilitate the rapid deployment of broadband and advanced services."

Maybe in the Century Association's world (the one where rates are lowered for bad service -- yeah that one), ECs provide those results, but here in the real world the EC of Century Communications has delivered:

- Inferior, antiquated basic cable TV service

- A poor channel line-up devoid of alternatives to the Hollywood gossip, reality TV, and court-room garbage shows

- Outages during almost every rain storm

- Very few HD channels

- No TIVO or other recording compatibility

- Incorrect blackouts of Florida pro-sporting events

- A dearth of wholesome channels such as TCM, TVLAND, HALLMARK, and DIY

- Slow (my service tested 15kbits/sec at one point) and unreliable internet service

- A WEATHER CHANNEL version that does not include local forecasts and local radar so vital here in hurricane prone Florida

- Customer service -- well maybe THAT should not even be discussed

If indeed the agreements Century Association can negotiate for their customers are THAT GOOD, why is a mandatory bulk billing contract needed? Customers should be banging down their door to sign up. But those residents who prefer another option, or none at all, should not be forced to pay twice to get the products and services they

need or want.