

Reply to comments of Century Communications of Fla, Inc:

In their comments Century expounds upon the wonderful services they are providing to communities such as Live Oak Preserve in Tampa,FL where I live. According to Century their products are state-of-the-art and the customer service is fantastic.

Also stated is "Century also provides non-bulk billed services in 3 communities & operates on a non-exclusive basis in some communities that are bulk billed." Giving customers the great service mentioned in the first paragraph, why can't Century operate in a non-bulk billing status in all 22 communities? Come on Century!! Accept that as a challenge and see how many of your customers are satisfied enough to keep you as their provider!!!!!!!!

Also stated is "Century pursues a constant effort in preventive maintenance and proof-of-performance." Well for years I have been waiting to see if Century can show me proof-of-performance in operating 3 of their channels as they are supposed to be operated. Those channels still are not up to the standard being met by Bright-house, the dominant cable service in the Tampa area.

First, is the Weather Channel. The Weather Channel offers a program called "Local on the 8s" in which it provides local radar and local forecasts. This service can be invaluable in Florida which suffers from hurricanes and tornadoes. Is this offered on Century? NO! On Brighthouse? YES!!!

Second and third are the FSN and Sun Sports channels. These channels operate on two REGULAR channels on satellite. The REGULAR channels broadcast either to all of Florida or in some cases to only South Florida. On other occasions these two networks operate ALTERNATE channels on two other satellite channels with programming for North and Central Florida. These ALTERNATE channels are published in advance and appear on the Sun Sports web site. Instead of giving Tampa the programming the networks intend for Central FL, Century has chosen not to purchase the necessary equipment or hire personnel to switch the receivers to the ALTERNATE channels. As a result, the residents of Live Oak Preserve get black out screens

several nights a week because games in Miami are blacked out on the REGULAR CHANNELS. There are no such problems on Brighthouse. Proof-of-Performance? I think NOT.