

In reply to William McKissock letter to Ms. Dortch about the telephone conversation with the FCC. I live in Live Oak Preserve and I am a President on one board and the communication officer on another board, we have had numerous comments prior to this letter. Mr McKissock states that they operate our village as a bulk billing non exclusive hybrid fiber/coax. they claim to have made a significant investment of infrastructure which we are investigating since it was installed along with other infrastructure in Live Oak, that we are paying for in a CDD bond. Homeowners paid for their hardware in the home price through a sub contractor that the builder hires. We have records depicting their customer service, after working hours they simply take your number and you receive a call the next day or two, technicians seem to only work during working hours unless you complain and make such a stink as my neighbor has had to do after losing many days and hours of work due to their service calls. Last number she told me was 15 or 16 calls in less than a year, I have Verizon and receive a call back only if the technician on the phone cannot help, they test the service and after that we receive a technician call very quickly, that's Verizon, I have had to call them twice in 2.5 years. Century service constantly goes out, I had to email all residents of two villages about road repairs to be done on March 7th 2008, all Century email addresses came back as address with permanent fatal errors. the service was down which is common. Those residents did not get informed, when ever a thunderstorm comes the service goes out, imagine a bad storm and a tornado alert goes out, if you have Century and the service is down due to the storm you would not know that tornados are in the area, most people do not have weather radios either. Structure wiring within the home, one would think that two brothers, one a builder one a cable operator would want to put in proper equipment in the homes they build and service. many issues are a result of wiring from the street to the house and in the home walls and service boxes, their splitters are replaced constantly since they do not use any surge protection. Only a small percent was actually the cables homeowners had used went bad, they replace maybe 50 cables. We have over 1000 homes in Live Oak Preserve so 5% used bad cables, I believe that is the norm across the industry, probably better and not the majority reason for problems as stated in Mr McKissock's letter. Many of the modems Century provided that the customer had to pay for did not work with Century's system. My same neighbor went through 4 modem boxes included two of Centuries and they had to specially wire her modem to work, sort of a rigging. Not professional at all. Yes we still labeled Century as poor service, when they came to do the door to door thing we in Live Oak had never been notified when they were coming, had we known the date we could have lined up 2 weeks of work for 10 people, instead I was on the phone with Mr Falcone, since I was out of town at the time and he wanted to know who else needed help, I had 3 people on the top of my head but all my notes are at home, poor timing on Centuries part and as always NO COMMUNICATION. The one time that Century does their door to door so called customer service does not make up for the 3 years of poor service and the continued poor service, I did not go door to door with them as stated in the letter but spent 2 hours on the phone with Mr Falcone to no avail. HD Channels, they provide 5 different HD channels over the air, you have to plug in an antenna in the back of your receiver to get HD, this is not true HD. They claim to be working on another system so it will be in the box, in reality they are trying to figure out how this stuff

works, no true definite plan. We invited Mr McKissock to one HOA board meeting and when I started to ask to compare his company with Verizon, he said he would not discuss that and was very rude. He talked circles around people and when done no one was truly satisfied that we are getting what we pay for, we should be getting 21st Century service in 2008. Do Century people regularly meet with HOA boards, well I am president and I can say NO they do not, only once. SO lets compare if someone wants to get Verizon ,which with their preferred package and internet and a local security monitoring company is \$5 more than what we pay now, we obtained quotes to compare, Brighthouse is the same as Verizon only they cannot come into Live Oak since Century is using the only cable input. Verizon VS Century: Same money- internet Century 1 meg/256kbps, Verizon 10meg service w/staic Ip and VPN, century upgrade to 3 meg with staic IP and VPN \$15 more. Century charges for their non wireless modem and installation, wireless is more money, Verizon's wireless modem with battery backup surge protector is included. Century cable, we have 66 channels 5 different over air antenna HD channels, Verizon is 220 channels 24 True Fiber HD channels, 80 digital music channels a complete video on demand plus DVR and multi room capable DVR. Meaning one can record in one room on a regular box and watch on a regular box so the home only needs one DVR. Century, no DVR available, no video on demand and any digital channel package is \$20 per month extra, We had a resident last year had to complain alot for Century to conatct TIVO so people could use their TIVO on Century. Century never initially set up with TIVO until complaints came and still problems exist. We also have security bids from reputable local companies for \$15 per month, better service and more features. We also have on record many times peoples alarms went off and no phone call from the monitoring company, Century!. Mr Mckissock had promised twice and once in email form that cable service will be upgraded and nothing! We had to complain alot just for them to upgrade to 1 meg internet! last email was for a total system upgrade to the dish network in October of 2007. Didn't happen, we have come to realize that his words are empty and Century stands for the 20th Century Services not the current 21st Century. We also caught wind that if they upgraded our service they will upgrade our price as well. the service with Century in comparison to the competition in Tampa Florida is the most expensive in Hillsborough County and probably Florida. We pay the same and get ONE THIRD the total service as provided by Verizon or Brighthouse. The service we have is the same service I receive in Key West Florida in 1998, a small island with limited resources but they managed to upgrade services with no problems. The Bulk billing contract with Century has only given them the comfort to sit back do very little and reap big profits at the homeowner's expense. there is no true American competition with bulk Billing only a MONOPOLY! Also what if a home goes into foreclosure, does Century stop billing? Any other company that does not have a bulk billing agreement would stop, they wouldn't get paid. Century continues to collect even though many homes are empty and not using their service. We have to pay for the homes that don't pay, so at the end of the year when money is tight or short we have to pay the difference. The bulk billing is the majority of our HOA budget, which in turn is not a deeply discounted price as stated in the letter. In conclusion I must reiterate that the customer service is not up to par with the rest of the industry adn the service product that Century provides is so antiquated they cannot come close to providing the service the

competition provides in our area. Mr Mckissock has stated many exaggerations which is probably to keep his employment with no regard to the real truth which is simple, Century cannot physically or resourcfully provided adequate service or products comparable to the competition. We want to move forward in this 21st Century not go backwards!

Thank You

Kurt D Callarman