



Astro Telecommunications, Inc.

P. O. Box 50490  
Ft. Myers, Fl. 33994  
(239) 693-4005 Office  
(239) 693-4008 Fax  
[www.astrotelecommunications.com](http://www.astrotelecommunications.com)

Received & Inspected

MAR 13 2008

FCC Mail Room

March 7, 2008

Federal Communications Commission  
c/o Marlene Dortch  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

To the FCC. Please include in the record for 07-51.

My company has many residents on our properties. Without bulk programming services our company would have to close our doors. Our highest priority is to make sure they get what they want so they are satisfied residents. One thing of high priority for the residents we have the pleasure to provide service to, is the kind and quality of the telecommunications products they can get from us. Almost 100% were not happy with what the local franchised cable company could provide, and they were very dissatisfied with the service. The franchise cable companies are unresponsive, threatening and try to use intimidation tactics. This is happening on a daily basis and it is happening at properties that are senior citizens. (Please refer to a letter enclosed to the residents of Poinsettia Park from Comcast) I would say that the average age is 65 +. Please also note that the first price offered to this community was \$6.00 higher. When they heard that they were about to lose the property, they resorted to predatory pricing tactics. (Please see enclosed Marco Island Cable vs Comcast – MIC prevailed) Our company provides service to Lee Memorial Hospital, Cape Coral Hospital and recently signed an agreement with Health Park Hospital. (Please contact Evan Rosenbaum – (239) 343-7962)

Our customers are looking for other alternatives and providing an extraordinary service option to the residents in their communities. (I implore you to call our references attached) Our customers love the service that we provide. (Please see two attached emails) We have provided services as a private cable operator since 2000. Today many companies simply do not care about their customers, but ATI cares about our customers. Our growth is predicated on word of mouth from our communities. I hope the FCC does not do anything that would interfere and make it impossible for companies like ours to continue service. This decision would, once again, allow the large companies (Goliaths) to hold our customers hostage to the soaring costs. This action would eliminate fair competition in this industry that you wisely started with the Telecommunications Act of 1996. This would be one more detrimental blow to our sagging economy. This would cause thousands of skilled men and women to be unemployed. These people are my co-workers and friends. In the past, I have personally sacrificed my personal salary to make sure each individual was able to maintain a position with our company so that they could feed their families. Due to our hard work and dedication, we are now a well funded company. Many of our co-workers have worked eight days a week (or so it seemed) when Hurricane Charlie, Wilma, and Frances hit us here in Florida, not one of our properties was

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without service for more than a week. The franchise cable operators were out three months in some areas.

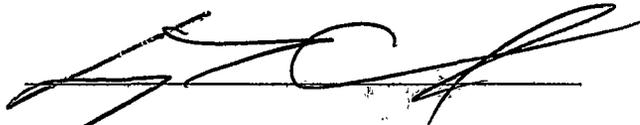
We provide security cameras for our community's safety and for the communities that have generator backup to their clubhouse; we provide a means for them to stay in touch with the local community to ensure their safety.

All that I am asking you to do is to call some of our customers and give the attachments a lot of consideration. It is the franchise cable companies that do not provide quality service. If that were not a true statement, we would not have the opportunities that have come our way. We have communities coming to us to get quality service. I am estimating that after the next LeeROC (Lee County Resident Owned Communities - 55 +) meeting, we will have another 10,000 + residents coming to us for the quality service that we provide.

Poor service, unresponsive, threatening, intimidation and indifference are the tactics that our customers use to face. Now they receive friendly customer service. Do not make a decision that will send our customers to the drooling, snarling jaws that they fought so hard to get away from.

I could have generated at least five hundred letters from our communities; however, I did not want to scare them. You would be taking away the right for these people to choose the provider that is best for them.

Thank you for your time and consideration,

A handwritten signature in black ink, appearing to read "Terry L. Clifford, Sr.", written over a horizontal line.

Terry L. Clifford, Sr.  
President  
Astro Telecommunications, Inc.



Comcast Cable Communications, Inc  
301 Tower Road  
Naples, FL 34113-8074  
239-793-6600 Tel  
239-793-1317 Fax

February 22, 2008

Dear Resident:

The management and Board of Poinsettia Homeowners, Inc. has notified us that they are leaning towards choosing a satellite provider for video service effective March 15, 2008. We are hopeful that this will not be the case and wish to continue our longstanding relationship with your community. **Comcast has offered to lower your basic cable rate to \$22.00 for the opportunity to renew an agreement with Poinsettia Homeowners Association.**

Comcast appreciates your business and would like to remain your provider of video, high speed and phone services. In season, 20% of Poinsettia residents enjoy Comcast's high speed internet, and those residents already have email addresses established with Comcast. Additionally, dozens of residents are also now enjoying Comcast's Digital Video Services, such as High Definition and Video on Demand as well as Comcast's Digital Voice home phone services and its significant costs savings!

Should the decision be made to switch to the satellite company, Comcast will need to begin the process of removing portions of its equipment in March 2008. To minimize the impact to residents and the community, it will be our goal throughout the process to avoid removing portions of our system that may potentially impact the landscaping at your property. We are not familiar with the specifics surrounding how and when the satellite company would install their system.

We are hopeful that through our recent meetings with your management and Board, Comcast will be able to continue providing services to Poinsettia Homeowners. Despite being the nation's largest cable operator, we take great pride in being a local provider with over 750 local Comcast employees to serve you. We offer 24/7 local customer support so as to be able to provide you with the best in customer resolutions.

Comcast Cable features the very best in programming including exclusive local weather on channel 25, Comcast Sports South and many more that other providers can't bring you. Most satellite companies only provide a Regional feed of The Weather Channel, something most residents find very important during our busy Hurricane seasons.

Comcast Cablevision of the South, Inc.  
301 Tower Road, Florida 34113

NOAA  
Feb 23, 2008 5:48PM

We also have additional great products like:

HDTV provides the clearest picture you'll ever see. It's like being there in person, and includes local and national channels without an antenna. No expensive equipment to buy and no contracts required!

Localized weather for your area, unlike satellite which is Regionalized and NOT local;

Access to hundreds of basic, digital and premium channels so there is always something on that you want to see;

No expensive equipment to purchase or replace so no worrying about dealing with obsolete equipment as technology changes;

FREE 24/7 Customer Service & Technical Support so we are always here when you need us;

Get a clear, dependable picture rain or shine!

### Comcast High Speed Internet \*

No one appreciates speed more than our customers. So thanks to PowerBoost, fast uploading and downloading just got even faster. With Comcast's exclusive PowerBoost feature you can download large files like music and videos with up to 12 Megabits per second (Mbps) of even faster downloads and PowerBoost also works when you're uploading files. You can upload digital photos with up to 5 times faster than before!

### Comcast Digital Voice \*

Not all internet phone providers are alike! Comcast Digital Voice is unique in the fact that your phone calls travel over our own private secured network. With other VoIP phone providers, you calls travel over the public Internet. We also are able to provide you with our local (239) area code. Some other VoIP providers have to give you a (941) area code.

Please call your Master Association office at 239-694-5355 to support renewing with Comcast so that you can continue to enjoy the great services available now, and those that will be available in the future from Comcast!

Sincerely,

Comcast Cablevision  
Commercial Development Department

Comcast Cablevision of the South, Inc.  
301 Tower Road, Florida 34113

Feb. 23. 2008 5:48PM

IN THE CIRCUIT COURT OF THE TWENTIETH JUDICIAL CIRCUIT IN AND FOR  
COLLIER COUNTY, FLORIDA

2004 JAN 16 CIVIL ACTION

Date PM 2:06

MARCO ISLAND CABLE, INC., a  
Florida corporation,

Plaintiff

vs.

CASE NO. 03-5267-CA

COMCAST CABLEVISION OF THE  
SOUTH, INC., a Colorado corporation  
and COMCAST CORPORATION, a  
Pennsylvania corporation,

Defendants.

2:04-cv-26-FEM-29DNF  
Filed 12/29/03

Amended Complaint filed  
1/12/04

COMPLAINT

Plaintiff, Marco Island Cable, Inc., a Florida corporation ("MIC"), sues Defendants, Comcast Cablevision of the South, Inc., a Colorado corporation and Comcast Corporation, a Pennsylvania corporation (collectively "Comcast") and alleges:

Statement of the Case

1. MIC requests this Court to stop Comcast from abusing its monopoly power and from engaging in unfair trade practices that hurt the residents of Collier County and potential competitors, such as MIC. Comcast's actions have resulted in residents of gated communities in Naples being charged rates averaging \$30.00 per month and residents of gated communities in Marco Island being charged rates as low as \$11.50 per month for the same service. Comcast protects its monopoly power through predatory pricing, long-term exclusive contracts designed to prevent homeowners and condominium owners from choosing their own cable provider, intimidation and threats to remove cable wiring and threats to sue customers if they choose to get cable from MIC. Comcast's use of

unfair competition has prevented MIC from offering cable in Naples and gives Comcast the power to reap monopoly profits from its customers. Comcast intends through its predatory pricing, exclusive contracts and intimidation of customers to destroy effective competition in Marco Island and prevent effective competition from coming to Naples. For these reasons and more, MIC sues Comcast.

#### Parties

2. Plaintiff, Marco Island Cable, Inc. ("MIC"), is a corporation organized and existing under the laws of the State of Florida.

3. MIC provides cable services to approximately 8,500 residential units of Collier County's more than 260,000 residents.

4. MIC has succeed in providing cable services only in the Marco Island area of Collier County because unfair competition and anti-competitive acts of Comcast have prevented MIC from offering cable within Naples.

5. Defendant, Comcast Corporation is a Pennsylvania corporation with a national cable business operating through various regional entities.

6. Comcast is the nation's largest cable provider and through its regional entity, Comcast Cablevision of the South, Inc., a Colorado corporation, provides cable services throughout Collier County, Florida to over 120,000 residential units.

#### Jurisdiction and Venue

7. MIC is suing Comcast, seeking damages in excess of \$15,000.00 exclusive of interest, costs and attorneys' fees, plus declaratory and injunctive relief.

8. The basis of MIC's action against Comcast arise out of the operating, conducting or engaging in or carrying out business in the State of Florida and in Collier County, Florida, making venue proper in Collier County, Florida.

#### Comcast's Monopoly Power

9. Comcast is the only choice for traditional cable service for the vast majority of Collier County residents.

10. Comcast faces limited competition by Time Warner Cablevision in portions of Golden Gate and competition by MIC in Marco Island.

11. Comcast uses its monopoly power to charge on average \$30.00 per month for cable service in Collier County and charges as little as \$11.50 per month on Marco Island in furtherance of predatory moves linked to exclusive contracts calculated to prevent competition from entrants such as MIC.

12. In August 2002, after receiving FCC approval for its acquisition of AT&T's cable division, Comcast's use of unfair competition and anti-competitive activities increased dramatically.

#### Exclusive Contracts

13. Within Collier County there are many condominiums and developments governed by homeowners associations.

14. Comcast, to perpetuate its monopoly, enters into exclusive contracts with developers of condominiums and planned unit developments governed by an association to prevent the retail purchasers of condominiums and homes within the developments from being free to choose another cable provider.

15. An example of an exclusive contract for a high-rise condominium, known as the Cozumel Condominium Association, Inc. ("Cozumel"), is attached hereto as Exhibit "1" ("Cozumel Contract").

16. The Cozumel contract was entered into between Comcast's predecessor, Continental Cablevision of Southwest Florida, and the developer of the Cozumel, Point Marco Development Corporation, on July 24, 1996.

17. The Agreement, titled "Cable Television Installation and Service Agreement" provides that Continental and its successor (*i.e.*, Comcast) has the exclusive right to serve the Cozumel and the entire Point Marco Development for fifteen (15) years. A portion of the Cozumel contract reads as follows:

1. License to Continental. Owner licenses and appoints Continental as the sole and exclusive provider of basic cable television and radio service, expanded cable television and radio service and other cable service programming and broadband communications (the Service) to the Premises, or any part thereof, for the term of this Agreement, its extensions and renewals. This exclusive license shall extend to each residential unit, dwelling and lot and Owner further grants Continental the right to connect and disconnect individual residents of the Premises for the Service.

Owner further grants Continental the right to advertise and promote its services on the Premises. Such promotion may include distribution of advertising materials and posters, promotional publicity, live demonstrations and door-to-door sales. Owner shall provide to Continental a list of names and addresses of residents of the Premises upon Continental's request.

18. Residents of the Cozumel in 2001 were paying in excess of \$30.00 per month under the Cozumel Contract and desired to obtain cable service from MIC.

19. Section 718.1232, Florida Statutes (2003), provides that condominium owners may choose the cable provider of their choice.

20. Ignoring Section 718.1232, Comcast first threatened to sue Cozumel if its' residents purchased cable form MIC and then followed through and sued the Cozumel in Collier County Circuit Court, Case No. 01-3598-CA, in an effort to intimidate the Cozumel. A copy of Comcast's Complaint is attached as Exhibit "2".

21. Comcast's case was eventually dismissed. (Exhibit "3").

22. Comcast offers developers cash payments as an inducement for the developers to bind future purchases to Comcast. An example of developer compensation agreement is attached hereto as Exhibit "4".

23. Comcast's combination of threatening to sue if an association chooses to change cable providers and its predatory pricing through selected deep discounts is fatal to competition. For example, when Southern Breeze Gardens Condominiums, Inc. ("Southern Breeze"), wanted to begin getting cable from MIC, Comcast threatened litigation and offered a deep discount to stop Southern Breeze from switching to MIC. A letter from Comcast to Southern Breeze highlighting Comcast's exclusive contract and its offered 65% deep discount is attached as Exhibit "5".

**COUNT I**  
**The Florida Deceptive and  
Unfair Trade Practices Act, Fla. Stat. § 501.211 (2003)**

24. MIC sues Comcast for violating Florida's Deceptive and Unfair Trade Practices Act, Section 501.211, Florida Statutes (2003).<sup>1</sup>

25. MIC realleges each of its allegations in paragraphs 1 through 23 as though fully set forth in this paragraph.

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<sup>1</sup> The scope of Florida's Unfair Trade Practices Act was expanded in 2001 to permit competitors to sue under the Act. Further, under the Act a company's violation of regulatory statutes and rules may form the basis of claim under the Act.

26. Comcast's practice of compensating developers for entering into exclusive contracts to bind future condominium and homeowners to Comcast, Comcast's threats and litigation to enforce exclusive contracts, and Comcast's discriminatory and predatory pricing constitute deceptive and unfair trade practices.

27. Comcast threatens to remove cable wiring<sup>2</sup> when its customers desire to change to MIC. Comcast's threats violate federal rules governing cable wiring including without limitation 47 C.F.R. § 76.802 which provides in part that:

"[u]pon voluntary termination of cable service by an individual subscriber in a multiple-unit installation, a cable operator shall not be entitled to remove the cable home wiring unless it gives the subscriber the opportunity to purchase the wiring at the replacement cost and the subscriber declines."

28. The replacement cost for cable homewiring is nominal at approximately 7 cents a foot. Comcast's scare tactics and threats that it will remove cable wiring and force an association to rewire the building is an unfair and deceptive act.

29. Comcast's deceptive and unfair trade practices have directly and proximately damaged MIC and the residents of Collier County, Florida. MIC's damages include without limitation, lost profits within Marco Island and lost profits in other areas of Collier County where its expansion has been prohibited by Comcast's deceptive and unfair trade practices.

30. MIC and the residents of Collier County have and will continue to suffer irreparable harm if Comcast's deceptive and unfair trade practices are not enjoined by the Courts.

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<sup>2</sup> Including distribution wiring, home run wiring and inside wiring.

31. MIC has retained the undersigned attorneys and is obligated to pay them a reasonable fee for their services for which Comcast is liable and responsible pursuant to Section 501.211(2), Florida Statutes (2003).

WHEREFORE, MIC requests this Court to enter a judgment against Comcast for:

- i. All damages suffered by MIC including without limitation lost profits;
- ii. Entering a permanent injunction against Comcast requiring that Comcast cease and desist the use of exclusive contracts, the enforcement of exclusive contracts, and the use of predatory or differential pricing within Collier County for cable services offered by Comcast;
- iii. Awarding MIC its reasonable attorneys' fees and costs in this matter, pursuant to Section 501.211(2), Florida Statutes (2003); and
- iv. Any and all relief the Courts deem just and appropriate.

**COUNT II**

**Declaratory Relief - § 86.011, et. seq. (2003)**

32. MIC sues Comcast for Declaratory Judgment pursuant to Section 86.011, et. seq., Florida Statutes (2003), to have this Court declare that all exclusive contracts for providing cable services to residents of Collier County entered into by Comcast or its predecessors are null and void.

33. MIC alleges each of its allegations contained in paragraphs 1 through 23 as if though fully set forth in this paragraph.

34. MIC has a real, present, genuine, bona fide dispute with Comcast regarding whether exclusive contracts entered into by Comcast with residents, associations or developers to bind

communities from utilizing the cable services of any cable providers other than Comcast, including without limitation MIC, are enforceable.

35. Comcast takes the position that its exclusive contracts with homeowners associations, condominium associations, and developers are valid, legal and enforceable to prevent MIC from competing with Comcast in the developments covered by exclusive contracts.

36. MIC believes that all exclusive contracts entered into by Comcast that prevent developers, associations or residents from choosing MIC as a cable provider violate Section 542.18, Florida Statutes (2003), and in the case of condominiums, Section 718.1232, Florida Statutes (2003).

WHEREFORE, MIC requests this Court to enter a judgment against Comcast declaring that all exclusive contracts entered into by Comcast or its predecessors for the exclusive providing of cable services to any residents, associations or communities within Collier County, are void and unenforceable and/or award MIC its damages, costs in this matter, and including any other relief the Court deems just and appropriate.

**COUNT III**  
**Florida Antitrust Statute**

37. MIC sues Comcast for violation of Section 542.19, Florida Statutes (2003).

38. MIC alleges each of its allegations contained in paragraphs 1 through 23 as though fully set forth in this paragraph.

39. As more fully described herein, Comcast has monopoly power in providing cable services in Collier County, Florida.

40. Comcast uses exclusive contracts with developers to prevent potential competitors from competing with Comcast.

41. Comcast's use of exclusive contracts for cable services are an illegal restraint of trade.

42. Comcast engages in predatory pricing by, among other things, offering deep discounts and cash payments to customers in areas where MIC seeks to enter the market.

43. Comcast maintains prices above a competitive level in Collier County as a whole and engages in predatory pricing to lock out MIC from the market and thereby maintain its monopoly power.

44. Comcast's use of predatory pricing is part of a plan to forgo profits now for the monopoly profits in the future.

45. If Comcast is permitted to continue with its predatory pricing, prices for cable service in Marco Island will rise and prices in other areas of Collier County will not be reduced by competition.

46. As a direct and proximate result of Comcast's predatory and monopolistic conduct, MIC has suffered lost profit, the inability to compete for certain customers, and other compensable damages.

47. Comcast's predatory and monopolistic conduct directly and proximately harm competition and cause MIC to suffer irreparable harm.

WHEREFORE, MIC requests this Court to enter a judgment against Comcast for the following relief:

- i. Declaration that Comcast's conduct violates Florida's Antitrust Act;
- ii. A temporary and permanent injunction engaging in the illegal conduct described herein;
- iii. An award of damages, including treble damages;



Astro Telecommunications, Inc.

**P. O. Box 50490**  
**Ft. Myers, FL 33994**  
**Office (239) 693-4005**  
**Fax (239) 693-4008**  
**Toll Free (877) 549-0543**  
**www.astrotelecommunications.com**

Thank you for the opportunity to provide you service. ATI takes care of all the programming needs for Lee Memorial & Cape Coral Hospitals as well as multiple hospitals for the State of Florida. Please visit our web site.

**This is a list of some of our references:**

ATI's cable property: ATI installed the analog headend, QUAM, CMTS & router (Internet) and the distribution system.

1) The Manors Of Inverrary Pam Parsons (954) 485-2115 890 units

ATI's cable properties: ATI installed the analog headend, CMTS & router (Internet) and the distribution system.

1) Oak Park MHP Ben Murphy (239) 728-5496 199 units  
2) Seascape Condominium Janet Kaness (239) 992-3113 136 units

ATI's DIRECTV overlay properties with single line technology

1) Promenades Condo West: Don Schaeffer (941) 627-0053 139 units

Cable systems that ATI reconfigured, repaired & maintains

1) Oasis Condominium Jerry Ware (239) 882-2467 400 units  
2) Horizon Village Wayne Ambrose (239) 656-6598 620 units  
Pete Barstow (239) 997-8842  
3) Heritage Apartments Connie Sanchez (239) 354-1155 400 units  
4) Fountain View Theresa Shields (239) 731-5051 250 units

SMATV & distribution installation & maintenance

1) Book of Hope Willie Koch (954) 937-8232

I am sure you will hear from our references that we are professional in our approach, have top quality professionals for equipment installation, and provide superior customer care.

Please call when we can provide you service,

Terry L. Clifford, Sr. -- CEO  
Astro Telecommunications, Inc.  
Toll Free: (877) 249-0543  
Cell: (239) 292-3741

# SEASCAPE, ATI Internet

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**From:** Robin VanEngelen <robinvan@comcast.net>  
**To:** 'Janet Kanes'  
**Subject:** SEASCAPE, ATI Internet  
**Date:** Feb 8, 2008 9:54 PM  
**Attachments:** [winmail.dat](#)

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Janet.

Just a follow up on the ATI internet service. Pls forward to the board.

First, I want to thank you again for all your efforts coordinating this incredible deal on best internet service we could have possibly had installed.

Second, per my tenants, my ATI internet service has performed flawlessly since it has been installed. I love it.

Robin VanEngelen  
Home 313-436-8026

# RE: Tv programming

**From:** William Bozzo.<billtower@hotmail.com>  
**To:** "Astro Telecom., Inc."  
**Subject:** RE: Tv programming  
**Date:** Mar 1, 2008 12:55 PM

Mr Clifford:  
Thank you for your quick and polite reply., For your companys' information.....I called Horizon park, In N Ft Myers and spoke to them about your company. The reply was that your company was terrific, and your product was great. That makes people in our park feel better. Good luck.

<html><DIV><FONT color=#ff3366>Bill Bozzo</FONT></DIV></html>

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Date: Sat, 1 Mar 2008 11:16:28 -0500  
From: astrotelecom@earthlink.net  
To: billtower@hotmail.com  
Subject: Re: Tv programming

Mr. Bozzo,  
We are in the process of printing brochures for Poinsettia Park. We will be distributing these prior to March 15th, 2008. The cable system that we are installing in the park consists of three dishes and will be installed by the maintenance building. This is a self contained cable system just for Poinsettia Park. We have already installed all of the cable and fiber. Our next step is to install all of the electronics and new pedestals.  
Contact us any time,  
Terry L. Clifford, Sr. - CEO/President

-----Original Message-----

From: William Bozzo  
Sent: Feb 26, 2008 10:28 AM  
To: astrotelecom@earthlink.net  
Subject: Tv programming

Sirs:

You are installing your system in our Mobile Home Park., It is POINSETTIA PARK.  
I would appreciate it if you would send me a list of the programs that you will deliver to us, when you hook up. ,  
Also, will there be a satellite dish in the mobile home park.  
Thank you for your reply.

William Bozzo #24 Poinsettia park

<html><DIV><FONT color=#ff3366>Bill Bozzo</FONT></DIV></html>

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Shed those extra pounds with MSN and The Biggest Loser! [Learn more.](#)

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Helping your favorite cause is as easy as instant messaging. You IM, we give. [Learn more.](#)

Received & forwarded  
MAR 13 2008

March 4, 2008

FCC Mail Room

Federal Communications Commission  
C/O Marlene Dortch  
455 12<sup>th</sup> Street SW  
Washington, DC 20554

To the FCC: Please include in the record for 07-51.

I am a cable TV customer at Stratford Commons Apartments in Elkhart Indiana. We receive our cable TV service from Accord Cable TV, a private cable company.

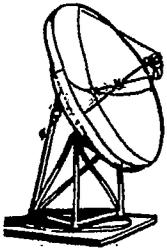
Many people complain about cable television provided by the really large companies. I live in an MDU community that has service from a private cable operator. Overall I can tell you that this company provides quality channels based on our interests. Maybe the most important aspect is that the company provides quality service that we can count on at a very reasonable price. If a problem happens they are here to remedy it. We hope the FCC does nothing to prevent them from continuing to offer this service to us.

Thank you.

*Mary Foreman*

*B107*

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# Accord Corporation

63763 CR 111 • Goshen, IN 46526 (219) 875-5746

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March 4, 2008

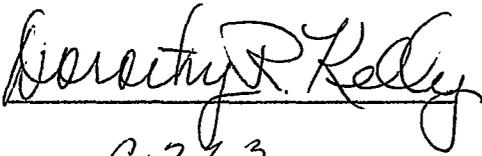
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Thank you.

  
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March 4, 2008

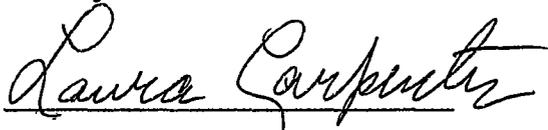
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Thank you.

A handwritten signature in cursive script that reads "Laura Carpenter". The signature is written in black ink and is positioned below the typed name "Laura Carpenter".

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Thank you.

Vicki D. Davis  
A105

March 4, 2008

Federal Communications Commission  
C/O Marlene Dortch  
455 12<sup>th</sup> Street SW  
Washington, DC 20554

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FCC Main Room

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Thank you.

Edith Lucille Feddes

A 221

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Federal Communications Commission  
C/O Marlene Dortch  
455 12<sup>th</sup> Street SW  
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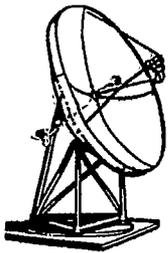
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Many people complain about cable television provided by the really large companies. I live in an MDU community that has service from a private cable operator. Overall I can tell you that this company provides quality channels based on our interests. Maybe the most important aspect is that the company provides quality service that we can count on at a very reasonable price. If a problem happens they are here to remedy it. We hope the FCC does nothing to prevent them from continuing to offer this service to us.

Thank you.

*Mary Jean Barnes*  
*A 230*



# Accord Corporation

63763 CR 111 • Goshen, IN 46526 (219) 875-5746

March 4, 2008

Received & Inspected

MAR 13 2008

FCC Mail Room

Federal Communications Commission  
C/O Marlene Dortch  
455 12<sup>th</sup> Street SW  
Washington, DC 20554

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Thank you.

*Mary J. Smith*  
A - 316

Received & processed

MAR 13 2008

March 4, 2008

FCC Mail Room

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C/O Marlene Dortch  
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Washington, DC 20554

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Thank you.

Georgia Allman C-105

March 7, 2008

Received & Inspected

MAR 13 2008

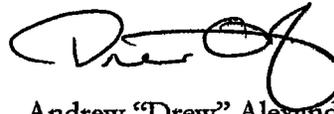
FCC Mail Room

Federal Communications Commission  
c/o Marlene Dortch  
445 12th Street SW  
Washington, DC 20554

To the FCC. Please include in the record for 07-51:

I am a resident and also a former president in a homeowner's association and get my television and internet service from a Private Cable Operator. Century Communications provides good service for a fair price and have always been responsive to any problems we may have. Their channel selections are solid and continue to grow and internet speeds have increased with the times. I am confident that more HD channels will be provided this year. To think that the FCC would force small cable operators out of the market in favor of the mega-cable companies is frankly, un-American. Small business, cable included, is the backbone of our economy and should be supported, not regulated out of business. As long as a cable operation provides good service, keeps up with technology and keeps their contractual obligations, they should be able to sell and support bulk contracts with homeowner associations and multi-dwelling units. Thank you for your time and don't hesitate to contact me if you have any questions.

Sincerely,



Andrew "Drew" Alexander  
Former President, Victoria Grove HOA

DA/da



YOUR PROVEN RESOURCE TO INCREASE ANCILLARY PROFIT

February 29, 2008

Received & Inspected

Ms. Marlene Dortch, Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

MAR 13 2008

FCC Mail Room

To the FCC. Please include in the record for 07-51.

I own Consolidated Smart Systems, a PCO operating in California and Arizona. I currently compete against MSO's that are billion dollar companies. I have built my business on personalized service and relationships. In many sectors of my market I am the only competition for the franchise cable operators and telco's.

Before I started in the Broadband business many of my customers and clients had no options for video. They had no leverage with the MSO's and no ability to get them to provide more programming options let alone better service. When I started my business I had to give these customers assurance that they would be treated fairly.

In order for me to guarantee my customers that they would not be left with a video programming package that was obsolete in the market place in a few years, I have included in 100% of my proposals the following technology obsolesce language:

TECHNOLOGICAL OBSOLESCENCE

Owner and CSBS recognize that the technology underlying the System may change and improve during the life of the Agreement. CSBS agrees to modify the System to incorporate material technological improvements (defined for this purpose as functionality not available through the System at the time the parties executed the Agreement but later in common use in similar systems operated by CSBS and its competitors in multi-family residential properties of [ ] units or more located within a 5 mile radius of the Property) within one hundred twenty (120) days after written request from Owner given by a notice delivered pursuant to the Agreement which references this paragraph and describes the material technological improvement Owner requests. CSBS reserves the right to make the modification using such specifications, equipment and technology as it deems appropriate in its reasonable judgment; CSBS shall not be required to match or replicate the functionality or equipment used in other systems. All modifications required by this Addendum #1 shall be constructed, operated, and maintained at CSBS's sole cost. Notwithstanding the foregoing, CSBS at any time in its sole discretion may elect, but shall not be required, to modify the System to incorporate technological changes or improvements. All modifications to the System become part of the System.

620 West 135th Street
Gardena
California 90248
(310) 515-0533
(800) 262-1327

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List ABCDE

By providing this assurance to MDU owners I have been able to grow my business. To date not one franchise cable operator or telco will include any such language in their proposals. In addition to this guarantee I also provide service performance standards in over half of my proposals. These standards are far and above anything that either the franchise operators or the telco's will commit to in my market. My service standards are as follows:

#### SERVICE LEVEL CLAUSE

Operator shall: (a) respond to 90% of all Minor Service Problems within 24 hours and cure Minor Service Problems within 48 hours after receipt of the request or complaint (the "Standard Response Times"), Sundays and holidays excepted, unless the affected resident requests an appointment outside the Standard Response Times; provided, however, that in the event there is an intervening Sunday or holiday that affects the Standard Response Times, then Operator shall respond to all Minor Service Problems within 48 hours and cure Minor Service Problems within 72 hours after receipt of the request or complaint; (b) respond to all Outages within 12 hours and cure or actively be in the process of curing Outages within 24 hours after receipt of the request or complaint; and (c) respond to and complete 90% of all installation of service orders within 5 business days after receipt of a service order, unless the resident requests a later installation appointment. The term "Minor Service Problem" means a service problem (other than an Outage) that affects one or more individual units and is not caused by equipment belonging to the resident. The term "Outage" means a service problem that affects all units in a building or affects 20% of the units in more than one building with a total loss of Services. System maintenance activities scheduled and announced to Owner and residents at least 48 hours in advance are excluded from the cure times for Minor Service Problems and Outages.

Because I provide my customers these assurances for technology and service I am increasing the quality of what the residents in my properties receive. I am also raising the bar for excellence in my markets. The only way I can continue to deliver this quality and these commitments is by having the ability to execute exclusive agreements with MDU owners. Without this provision I would not be able to grow my company and more importantly I would have tremendous difficulty remaining in business. If my company could no longer grow or even exist, the MDU customers would be the ones who would suffer the most. There would be absolutely no provider in my market that would give them any commitments about technology upgrades or quality service.

It is for these reasons and the very existence of my company that I strongly urge the commission to keep exclusive contracts for PCO's. I am more than happy to share with the commission any other information about my business and my markets.

Respectfully yours,  
**CONSOLIDATED SMART SYSTEMS**



Daniel Ferheggen  
CEO

Received &

MAR 13 2008

FCC Mail Room

March 4, 2008

Federal Communications Commission  
C/O Marlene Dortch  
455 12<sup>th</sup> Street SW  
Washington, DC 20554

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Thank you.

L. D. Palmer  
C706