

Reply to comments of BrightHouse Networks (BHN):

In their letter, BHN states "Now that residents receive their services from a state-of-the-art system, their experience should be much different than under their previous provider".

In all fairness, the products of BHN, cable TV and internet service, are much better than the previous provider to Live Oak Preserve. However, is the EXPERIENCE that much DIFFERENT than with Century Communications?

Let's see. I wrote several e-mails to BHN expressing my concerns with their contract. Other than the obligatory notice of receiving my e-mail, there has been no response from BHN. That was the usual response from Century also.

Also, if I request to terminate my services from BHN, I will be told that is not an option. I MUST TAKE the BHN services AND I MUST PAY for them through HOA dues whether I ever use the services or not. Again, no difference in the policy of Century.

And at the discretion of the HOA board, a special assessment can be made to force me to pay for my neighbors' cable, internet and security monitoring fees, all paid to BHN, should my neighbors default on their HOA dues or go into foreclosure. Same policy as was experienced with Century.

Yeah, the constant blackout of service during thunder storms and the constant incorrect sports blackouts have stopped, but the same dasdardly consequences of exclusive, bulk-billed contracts with the "take-or-pay" policy remains as part of the long-term contract with BHN. But remember, with BrightHouse Networks, there is "NO long term contract to sign * "

* unless you live in Live Oak Preserve where the contract is for 10+ YEARS

And I, for one, am not a fan of THAT ASTERISK !!!!