

I am a CableCARD user and own two ATI digital cable tuners in conjunction with Comcast. My biggest issues are not being able to do a self install as I work in IT and am quite proficient with technology. This includes not being able to pick-up a CableCARD at any of the local Comcast offices. As well as Customer Service Representatives not having access to the Data value required for pairing the Cablecard (They can see the Host ID). The techs are the only ones who have access to the advanced support representatives who have access to all the pairing information required for CableCARD authentication. This results in being charged \$35 for a truck roll everytime I change devices or the pairing information changes. Aditioanlly subcontractors who are quite abundant at Comcast have little to no knowledge of CableCARD and its installation.

I look forward to seeing satellite services comply with the AllVid initiative.

Thank you for taking the time to read this.