

It is ironic that Time Warner Cable should complain of the cost associated with providing an IP return signal path for Switched Digital Video when they currently have trouble making the system from Cisco work on their system. There are posts on many internet help forums of subscribers having problems with the Cisco 1520 as provided by Time Warner locking up and providing no service.

On top of that Time Warner has not taken the necessary steps to train their service staff in the use of CableCARDS and the Tuning Adapters and their messages and errors. Instead a customer has to encounter endless voice messages when they are attempting to get help from Time Warner.

If they don't like the IP return for Switched Digital Video, they should provide a working alternative.

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