

To Whom it may concern,

I recently moved into a community that the developer entered into a contract with Bright House cable company to provide Internet and basic TV service. There is a mandatory fee to all residents in the community whether they want the service or not.

Initially I did not think twice about this but when the service was connected to my home I was appalled how poor the picture quality is. The service tech stated the signal was weak and they would need to install a powered signal amplifier in my home which is unacceptable to me.

In addition, this cable company provides used boxes to me as a new customer. Three of the four boxes I've been assigned had failed within the first hour of use. How do I know they were used? Dents, scratches and wear clearly visible on each and every box.

I am now dealing with my HOA trying to gain approval to have Satellite TV service installed in this new home as I was very happy with that service in my previous home.

For the life of me I cannot understand how it can be legal to permit any community to mandate you pay for a service you do not want. Competition is what made America great not forcing consumers to pay for inferior products.

Sincerely,
Craig Goldstein