

The NCTA's comments filing dated 6/15/2010 contains several statements implying the success of tuning adapters (TA) that I dispute based on my personal experience.

NCTA states: "the Tuning Adapter already ensures that consumers with UDCPs have access to channels delivered via SDV" and "Tuning Adapters are working". My TA has frequent outages which have required many hours of my time to correct. Also, my TA frequently fails to tune a channel on the first try requiring manual retuing. This means my TiVo misses scheduled recordings.

NCTA states: "While some customers experienced problems in the early rollout of Tuning Adapters, that is true of almost any new technology or service. Cable operators and TiVo have worked diligently to address such issues when they arise." My problems have continued more than a year after TA rollout by my cable operator. Cable customer service representatives generally know almost nothing about TA's and clearly have not been trained to troubleshoot them. Talking to various cable company personnel yields inconsistent and erroneous information about TA's. The consumer is given no documentation or instructions that would allow them to troubleshoot, even though many pages of obscure TA diagnostic info are available in the TiVo menus. TA's have "blink codes" that are diagnostic but these are of no value since the consumer is not told what they mean and most cable representatives don't know what they mean. The only way some of us have learned their meaning is by postings on forums.

The TiVoCommunity Forums (<http://www.tivocommunity.com>) has hundreds (if not thousands) of posts within the last 90 days of horror stories relating TA problems.