

Time Warner Corporation submitted comments to the FCC along with the National Cable Television Association (NCTA) on or about 15 June 2010 that I believe to be incorrect.

I am writing this comment to dispute the claims made in those comments. I believe that TWC is purposely misleading the Commission in an effort to avoid any additional oversight that will ultimately benefit cable customers and allow for a fair and level playing field for other DVR manufacturers and computer software/hardware manufacturers.

TWC stated "The tuning adapter solution has been fully deployed and enthusiastically embraced by eligible consumers, eliminating any need for the Commission to intervene. 22 TWC has now made tuning adapters available to eligible customers who want them in each division where it has deployed SDV technology.....".

I am a TWC customer, and a TWC tuning adapter user and I am NOT enthusiastic about tuning adapters and I do still believe the Commission needs to intervene to find a better solution.

- 1) The adapters have not been reliable and have required periodic restarts and support calls to have the adapter re-authorize
- 2) They required additional space for another STB. I do not want, nor have ever wanted to have to deal with a cable company STB.
- 3) They require additional power.
- 4) They generate sufficient heat that nothing can be placed on top of them. As such, they require special placement.
- 5) The tuning adapter causes the process of changing a channel to be noticeably slower
- 6) Problems with them can often lead to missed recording on my DVR

TWC also stated "In TWC's™ experience, consumer feedback has been overwhelmingly positive. As of May 2010, TWC had deployed over 16,000 tuning adapters. That significant penetration attests to the efforts that TWC has undertaken to make customers aware of the tuning adapter offer and to ensure that the devices are available."

I, and many of my peers that are forced to use tuning adapters, have an overwhelmingly NEGATIVE view of tuning adapters and TWC's handling of the technology and rollout.

Lack of knowledge on the part of TWC employees and oppressive policy has made the process of getting CableCARDS and tuning adapters very difficult and expensive for TWC customers. I have on more than one occasion been required to wait a week and to pay \$50-\$100 and leave my job during the workday to have someone come to my home and install CableCARDS and tuning adapters who knew less about them than I did. I should have the option of being able to pair CableCARDS/tuning

adapters myself or bring them into an office for no charge.

I have also been told that when my local TWC franchise converted to SDV that I would have to pay for a second service call to have a tuning adapter installed. After escalating to manager I was able to convince them to allow me to install the tuning adapters myself but should not have needed to escalate that problem.

I support the recommendations made by TiVo in "<http://fjallfoss.fcc.gov/ecfs/document/view?id=7020505199>" as a method to eliminate the multitude of problems introduced by CableCARDS, SDV, tuning adapters and poor support provided by TWC for components required to view programming I have paid for, for use non-TWC provided STBs.