

Time Warner's latest filing of June 28th contains several errors that should be reviewed by the Commission. Mr. Brill and his Time Warner contacts have apparently no contact with the real world of the Time Warner Subscriber and the failure of their Switched Digital System with or without the Cisco 1520 Tuning Adapter.

Over the last three days, the SDV system in the area of Los Angeles, West Valley, has failed on Saturday Evening, Sunday Evening and Monday Evening. The Tuning Adapter makes it's call to the headend but no channel frequency is returned and the SDV 1 error is returned.

Customer Service is now well aware of these problems and are giving out credits because of the widespread problems. This also affects the Time Warner SA boxes as well as the Tuning Adapter. There are probably so many complaints that Time Warner has no idea how disappointed and frustrated their 16000 subscribers with the Cisco device are.

Also the Cisco 1520 has many problems of it's own including lock ups on both the Tivo and ATI DCT systems on at least a weekly basis. If you don't have direct access to the device, the necessary unplugging and replugging of the USB cable and power down and power up to attempt to reboot and re-authorize the device would not be possible. The adapters are known to just freeze on their own whether they're tuned to a SDV channel or a linear channel. This happened during the last ten minutes of "Burn Notice" on USA HD last week and again at the begining of "Dr. Who" on BBC HD two days later. If you are not watching the program at the time, everything else that might be scheduled will be lost.

The commission should not worry about Time Warner having to re-engineer since from the current service record this would be a first time they engineered the system.

Apparently Time Warner has made major errors in design and implementation of their video on demand and switched digital network. These problems appear in many of the service areas through out the country and do not appear related to local management.

A review of the locations of problems posted by users on the Tivo Community and the Microsoft Green Button will show the scope of this problem.