

I am a Time Warner cable customer in Cleveland, Ohio. I requested two cable cards for use in my TiVo DVR. The two installation techs sent out had no idea how to set up the cable cards and did not have a tuning adapter with them. Another appointment was set up, and the tech had no idea about cable cards or tuning adapters. The third appointment had techs that knew how to set up the equipment, but it took over 7 hours to complete. Now, the tuning adapter frequently freezes my programming or denies me channels altogether. The company has obviously not complied with the Act of 1996, as I am having terrible trouble receiving the channels I pay for.