

In regards to the rollout of tuning adapters to support Tivo users ability to watch SDV channels, I would like to comment on my lack of satisfaction with the process.

I filled out the online order form with Time Warner on March 12<sup>th</sup>, the same day I received their letter dated March 1<sup>st</sup> informing me of this change. They pushed out the transition and I received that letter dated June 8<sup>th</sup> and filled out the online form again (just in case) the date I received it. I don't have the exact date, but I believe it was mid-June by the time I received the letter in the mail.

Starting the weekend of July 4<sup>th</sup>, I began losing my HD channels and had yet to receive my tuning adapter. I called on Wednesday, July 8<sup>th</sup> and was told that I could also come to one of their locations and pick one up. They did not tell me whether or not one had been sent at all or not, but they did apologize for one not having arrived. I was not able to pick one up until today, Saturday July 10<sup>th</sup> and was able to do so at the Dallas location.

However, once I got it home and plugged it in, which was a very easy process, I was still unable to access the SDV channels that I had already lost access to. The Tivo box was able to detect the tuning adapter, but the tuning adapter still had a blinking yellow light. According to the manual, I should check the coax connections. However, those were working because I was able to receive the non-SDV channels through the connection. I tried power-cycling it and checking all the connections. The diagnostics screen for the tuning adapter showed a warning that it was getting "SDVComm DL: Segment Timeout errors".

After giving up on basic troubleshooting, I called Time Warner tech support. The technician had to have me explain what I meant by tuning adapter and then went to go ask someone else for help. Their only support was for me to check the USB connection, which I don't believe was the issue since the error indicated it couldn't connect to the cable network. That was all he could tell me and then offered to make an appointment for a technician, for which I believe there is usually a fee.

I declined and am currently hunting down more information on the internet and am finding a wealth of information on the Tivo support pages that appear to be more useful than Time Warner. I don't know why they wouldn't at least train their employees to be aware of new technology being rolled out to customers.

I am very disappointed with this process and the support, so far. I am providing this letter to make sure it is known that it is not going as smoothly as Time Warner is advertising.