

In response to Time Warner's following assumption:

"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."

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As a Time Warner Cable customer, I am absolutely not satisfied with these tuning adapters. Technicians have no idea how to set them up and often leave with problems unsolved.

I'm still experiencing issues with my tuning adapter, and frankly I'm quite tired of waiting at home all day for a technician to come and try to fix things.