

I would like to add my comments in support of the points TIVO has made. I am a Cablevision subscriber and have been for over twenty years. I also own 5 TIVOs, one of which is an HD TIVO which takes cable cards and requires a tuning adapter to receive all of the HD channels offered by Cablevision. I pay close to \$200 a month for my Cablevision service (which also included internet access). I have had issues with the tuning adapter rebooting from the time I first got it almost three years ago. I have had Cablevision out numerous times to try to fix this issue to no avail. I have lost work hours waiting for their technicians who have no idea how to service this tuning adapter (Cisco STA1520) which they provided me with (one even asked where I got it from and I told him YOUR company!). Their answer to me is that it is a problem with my TIVO (which it is not) and that I should use rent their cable box with DVR instead. TIVO has been very helpful in trying to help me communicate to Cablevision what the problem is but unfortunately it still persists. This issue is extremely frustrating as every time the tuning adapter reboots (which could be several times a day), live TV and anything recording at that time is interrupted and lost. Cable companies treat their customers who choose to use other equipment (TIVO) to record as second class citizens by 1) making it necessary for us to have to use a tuning adapter to access all channels and then 2) providing us with equipment that they are unable to service. There has to be a better way. Thank you for your attention.

Nadine Duke