

As an actual customer using 2 Cisco STA1520 tuning adapters, I would have to say, contrary to the statements by cable companies, I am extremely DISsatisfied with them. It is imperative that another solution such as an IP interface must be found. The only customer who might be "satisfied" by the current situation is the cable companies, as the unreliability of the TAs ensures they continue to rent the set top boxes at what is effectively around \$30 a month per box when you take into account the separate line items for the rental, the service duplication fee, and the "DVR Service" on each box.

The TAs are extremely bulky, and create more cabling mess behind the PC (my CableCARD is in a Ceton InfiniTV4 quad tuner). They are also the most unreliable product I have ever used. They stop functioning and require resetting more than once a day. Often, this prevents even non-SDV stations from working, so when I go away for holidays I will have to disconnect them so that at least my non-SDV shows can record. Even when they aren't in one of the bad states where they need to be reset, tuning to SDV stations works less than half the time, so you often have to tune to another station and back repeatedly, and it is extremely slow even when it does work. Even after tuning to an SDV station, there is a good chance that the signal will disappear before you finish watching/recording it, sometimes even after only a few minutes. The TAs in this case know the show is being actively watched or recorded, and reflect this in the status pages -- it isn't like a TiVo auto recording suggestions.

They don't make it easy to get these things either!!!! You can see the ridiculous fight many customers have had to go through to get their required TAs in this thread:

<http://thegreenbutton.com/forums/t/92031.aspx>

On my 3rd trip to the payment center in the battle to get a 2nd TA, I recorded the conversation with the store manager, and the recording is linked on page 5. Prepare to be shocked at how little the TWC representatives know about their own services. When they finally sent a 2nd TA (with a 2nd truck roll - why do I need to sit around for this??), it took over an hour to convince the tech who showed up how that you actually can use 2 TAs with one CableCARD and that they don't need to be (and in fact should not be) daisy chained.