

As a TiVo and Time Warner Cable (TWC) customer, I have experienced all of the situations that TiVo has expressed in their Ex Partes.

* requiring 7 truck rolls to get my CableCARD and tuning adapter working, this was all caused by miscommunication within TWC, lack of working CableCARDS and tuning adapters.

* unequal pricing as a CableCARD customer, my price went up after returning my HD DVR settop because TWC claimed I was no longer eligible for their DISCOUNT since I no longer had their set top box.

Last night, Oct 7, 2010, I bought a new cable modem. I called TWC and within 15 minutes I had the new modem installed, activated on my account and able to receive internet. This is precisely how it should be with the CableCARD setup and it would be if the tuning adapters were not so finicky.

As a consumer I want to be able to get a device such as AllVid from the cable company which I can self-install. Then add any TV, DVR, etc to it. Just like my internet and my phone. The cable/satellite industry should work precisely the same way.

Sincerely,
jesus rodriguez