



Michael E. Olsen
Senior Vice President,
Legal Regulatory and Legislative Affairs

October 29, 2010

VIA ELECTRONIC FILING

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: MB Docket No. 09-168, *In the Matter of Cablevision Systems Corporation's Request for Waiver of Section 76.630(a) of the Commission's Rules*

Dear Ms. Dortch:

In its January 8, 2010 Order in the above-mentioned proceeding,^{1/} the Federal Communication Commission ("Commission" or "FCC") instructed Cablevision Systems Corporation ("Cablevision") to submit periodic reports to the FCC regarding Cablevision's encryption of the basic tier in its New York City cable systems to aid in the Commission's assessment of the utility of the encryption rule.^{2/} The report must describe the number of customer complaints related to Cablevision's request for waiver, the number of set-top boxes and CableCARDS that were provided at no charge, the number of installations provided at no charge, the impact of the waiver on the reduction in truck rolls, and any further steps that Cablevision took in order to effectively manage the encryption process and the impact on Cablevision's customers.^{3/}

Pursuant to the Commission's Order, Cablevision submits the attached report containing results as of 3 months following encryption. Cablevision encrypted the New York City systems on July 20 and July 22, 2010. As promised, Cablevision offered free set-top boxes and CableCARDS for the 30 days prior to and the 30 days following encryption. As we anticipated in our waiver request,

^{1/} *Cablevision Systems Corporation's Request for Waiver of Section 76.630(a) of the Commission's Rules, Memorandum Opinion and Order, MB Docket No. 09-168 (rel. Jan. 8, 2010).*

^{2/} *Id.* at ¶ 16.

^{3/} *Id.*

Friday, October 29, 2010

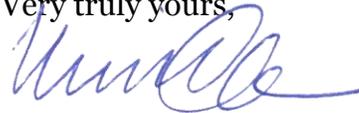
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the response was modest, since the number of consumers affected by encryption following digitization of the system was extremely small. We received no complaints related to the encryption of our basic tier. Responding affected customers were promptly made whole through the provision of 734 set-top boxes, zero CableCARDS and 150 free installations. As committed, the set top box and CableCARD offer was free for ten years for basic subscribers and free for one year for digital households with additional sets.

In an effort to increase convenience of our customers, a number of trials are being executed in late 2010 and 2011 to provide the option to self-service, avoiding truck rolls and installation appointments where possible. While we will always provide our customers with the option for professional technical support in the home, the ability to self-install in encrypted areas will provide an additional option to those customers who prefer it.

If you have any additional questions, please feel free to contact me at 516-803-2583.

Very truly yours,

A handwritten signature in blue ink, appearing to be 'William Lake', written in a cursive style.

Encl.

cc: William Lake
Brendan Murray

Report Period:	3-Month	6-Month	12-Month
From:	1/0/1900	1/0/1900	1/0/1900
To:	1/0/1900	1/0/1900	1/0/1900

I. Customer Complaints:

Number of Customer Complaints

0

Customer service

[Escalated complaints: written customer complaints and agency escalations. Exclude issues resolved through CSR phone calls]

II. Free Equipment:

CableCARDS provided at no charge

0

Billing & Collection

Set-Top Boxes provided at no charge

734

Billing & Collection

III. Free Installation:

Number of Installations provided at no charge

150

Billing & Collections

IV. Impact on Truck Rolls:

Impact on reduction in truck rolls

0

Field Operations