



Federal Communications Commission
Washington, D.C. 20554

January 25, 2011

Michael E. Olsen
Senior Vice President, Legal Regulatory and Legislative Affairs
Cablevision Systems Corporation
1111 Stewart Avenue
Bethpage NY 11714-3581

Dear Mr. Olsen:

As you know, Cablevision Systems Corporation ("Cablevision") submitted a report and letter dated October 29, 2010, as a condition of an Order in which the Media Bureau granted Cablevision waiver of the prohibition on encryption of the basic service tier.¹ Specifically, in the *Waiver Order*, the Bureau directed Cablevision to file

report[s] describing the number of customer complaints related to this waiver, the number of set-top boxes and CableCARDS described above 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 it took in order to effectively manage the encryption process and the impact on its customers.²

We have specific questions about the level of detail and explanation contained in the initial *Encryption Report*. First, we are unsure of specific terminology used in the report. Please define the term "agency escalation;" the *Waiver Order* requires that the compliance report provide "the number of customer complaints related to this waiver." Your *Encryption Report* should, therefore, include all consumer complaints whether or not escalated. You may provide two separate tallies, one to show the total number of complaints and another showing those that were escalated, if you wish. Please submit an amended report that clarifies the meaning of "agency escalation," conforms with the instructions in this letter, and explains any other terms of art.

Second, you indicated that the impact of the waiver on the reduction of truck rolls is zero, but do not indicate how you arrived at this figure. In your amended report, please include a comparison of the number of truck rolls against the same period one year ago as well as with the

¹ See Letter from Michael E. Olsen, Senior Vice President, Legal Regulatory and Legislative Affairs, Cablevision Systems Corporation, to Marlene H. Dortch, Secretary, FCC, MB Docket No. 09-168 (October 29, 2010) ("*Encryption Report*"). The waiver was requested as a result of Cablevision's desire to encrypt the basic service tier in its New York City systems. See *Cablevision Systems Corporation's Request for Waiver of Section 76.630(a) of the Commission's Rules*, 25 FCC Rcd 134, 140, ¶ 16 (Jan. 8, 2010) ("*Waiver Order*").

² *Id.*

Mr. Michael E. Olsen
January 25, 2011
Page 2

previous quarter. This will provide us with information that will assist “in the Commission’s further assessment of the utility of the encryption rule.”³

Finally, the dates provided on the *Encryption Report* are incorrect. Please use the correct dates to indicate the time periods on which you are reporting.

Please provide an amended report that incorporates the instructions in this letter along with your next report. In addition, please ensure that all future reports are consistent with the changes made in your amended filing. Given the close proximity of this letter to the date that your next report is due, we grant you an extension of time to file; please file your next report by February 4, 2011.

Please do not hesitate to contact me if you have any questions or concerns.

Sincerely,

A handwritten signature in blue ink, appearing to read "W. T. Lake".

William T. Lake
Chief, Media Bureau

³ *Id.*