

**Before the
Federal Communications Commission
Washington, DC 20554**

In the Matter of
San Juan Cable, LLC d/b/a Onelink
Communications

CSR-8532-Z

Liberty Cablevision of Puerto Rico, Ltd.

CSR-7124-Z

Requests for Waiver of Section 76.1204(a)(1)
of the Commission's Rules

ANNUAL CABLECARD REPORT

Liberty Cablevision of Puerto Rico, LLC ("Liberty") partially f/k/a San Juan Cable, LLC and partially f/k/a Liberty Cablevision of Puerto Rico, Ltd, hereby submits its Annual CableCARD Report as required in the Commission's Memorandum Opinion and Order of February 28, 2012 in the above-referenced docket¹.

I. INTRODUCTION

In the above referenced Memorandum Opinion and Order, the Commission granted San Juan Cable, LLC d/b/a Onelink Communications ("Onelink") and Liberty Cablevision of Puerto Rico, Ltd. ("Liberty") a conditioned three-year extension of the waiver of then ban on integrated set-top boxes. The Commission required Onelink and Liberty to file three annual reports outlining, in detail, any CableCARD requests received, the support offered, customer complaints, cost of installation, and any CableCARD-related service calls over the previous twelve months.

II. CABLECARD REQUESTS AND SUPPORT

¹ Liberty Cablevision of Puerto Rico, LLC ("Liberty"), a Delaware limited liability corporation, merged with and into San Juan Cable, LLC ("SJC"), with SJC as the surviving entity (the "Merger"). Although SJC became the surviving legal entity in the Merger, at the time of the Merger both Liberty and SJC became ultimately majority owned and controlled by Liberty Global, Inc. Following the Merger, the surviving company's operations are now managed by the former management of Liberty, and SJC's name was changed to "Liberty Cablevision of Puerto Rico, LLC, a Puerto Rico limited liability corporation."

During the period from January of 2013 through present, a total of 159 CableCARDS were successfully deployed.

III. CUSTOMER COMPLAINTS

During the above referenced period, there was only one instance of a CableCARD related customer complaint [Informal Complaint 13-C00492916-1]. Customer alleged that the Company would not provide him the new bundled services offered with the CableCARD. The information provided to Customer was not accurate, since CableCARDS may be included in service bundles. Customer's issue was escalated and resolved after selecting the service bundle of his choice along with the CableCARD.

IV. COST OF INSTALLATION

There are no installation costs associated to CableCARDS.

V. CABLECARD RELATED SERVICE CALLS

The volume of CableCARD-related service calls is minimal, not even representing 1% of the total amount of service calls received in Liberty. Liberty currently has in place a procedure to handle these calls and properly channel them within the relevant departments in the Company.

For the reasons stated herein, Liberty hereby respectfully requests the Commission to find Liberty in compliance with the conditions of the granted waiver.

Respectfully submitted,


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