

7521098892.txt

As a long-term user of cable cards, I do not want to see the cable companies freed from the requirement to support them. Without a way to purchase and use equipment other than that provided by the cable companies, consumers will have no choice other than to rent equipment that they supply, at whatever price they decide to charge. I have 4 TiVo DVR's with 5 cable cards in my home. I do not want to find that they are no longer supported.

Except for the most recent cable card, each one I have had installed has been painful, in terms of truck rolls, and hours on the telephone to clueless support personnel. Recently TWC has implemented a direct line for cable card users, and the techs on that line have been very helpful.

I still believe, however, that TWC intentionally makes it difficult to obtain, authorize, and use cable cards. I believe this is done to discourage the use of cable cards entirely, so they can rent their overpriced and less capable DVR's.

After intentionally making it difficult for cable card customers, now the cable companies are complaining that supporting them presents too big a burden. Of course it is a huge burden. No one is trained in the slightest about cable cards. TWC has a capable support team exclusively for cable card concerns. How difficult would it be to simply forward any telephone query about "cable cards" to the support center for them. I think even minimal training could accomplish this. "If anyone asks any question about 'cable card' - transfer the to xxx-xxxx"

That seems to be only a minimal burden on the cable operators. The talk about multiple truck rolls, hours on the telephone with support personnel, all stem from not even providing even a modicum of training to refer these calls somewhere else.

First you set up a cumbersome and ineffective system, then you do not train your techs and support personnel, next you force them to try to solve simple problems using the wrong tools. Finally complain that it is too difficult to support cable cards.

I think the cable companies are simply being greedy and disingenuous.