

7521098923.txt

I've been a TiVo customer for ~14 years now, and have had to deal with multiple cable companies' support for CableCard. They have managed to make even simple pairing of your card to your device a painful process, requiring a visit by a technician, who then fills out a form on a web page with information he doesn't know how to find in a tivo menu in the first place. For this, I get charged for a repair visit.

This is the kind of foot-dragging they've resorted to in order to make using a cablecard inconvenient enough that most people simply won't bother. It's infuriating that they continue to provide substandard hardware and software on their own set top boxes, blame it on the cablecard requirement, and then do everything they can to sabotage the ability of their customers to bring their own devices.

Please, please, please don't let them get away with this. Please reinstate the cablecare requirement, and if possible revoke the waivers already granted, until a truly freely interoperable replacement has not only been developed, but also deployed.