

The state of Cable Card support for Comcast is my area is less than desired.

It took 10 calls to the regular support line. 8 of those times the call had to be escalated to a tier 2 technicians. All activation attempts failed. A technician had to come out, called back in to the head office read back the serial number and the card was activated and the firmware was update in 4 minutes. I'm unable to understand how the technician was able to come out and make one phone call and 15 other technicians with the more computing resources could not do what he was able to do remotely.

I documented the experience back in 9/10/2011 on my blog below:

<http://www.noahswint.com/2011/09/16-days-with-hdhomerun-prime.html>