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March 30, 2006

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: CS Docket No. 97-80 (Commercial Availability of Navigation Devices)

Dear Ms. Dortch:

In its Second Report and Order in CS Docket No. 97-80,¹ the Commission directed the six largest multiple system operators (“MSOs”) – Comcast Corporation, Time Warner Cable, Cox Communications, Charter Communications, Adelphia Cable, and Cablevision – to file with the Commission “reports detailing CableCARD deployment and support” as well as “the effort to develop and deploy a multistream CableCARD.”² The Commission noted that the six “cable operators may file separate reports or a joint report.” As a matter of convenience, NCTA has compiled the individual company reports and is submitting them as attachments to this letter. Should the Commission have questions about any of these reports, please contact me and I will ensure that the questions are forwarded to the appropriate person at the relevant company for a response.

CableCARD Deployment and Support. The cable industry in general, and the six companies whose reports are being filed today in particular, have worked diligently to deploy CableCARDS and support CableCARD-enabled products since their launch in July 2004. The six largest MSOs – those which are reporting today and which serve over 80% of the cable subscribers in the country – have deployed over 126,000 CableCARDS. When the CableCARDS deployed by the next four largest companies are included, *there have been over 141,000 CableCARDS deployed by cable operators serving over 89% of the cable subscribers in the country.* In addition to this significant deployment of CableCARDS, as of February 28, 2006, 22 consumer electronics (“CE”) manufacturers have had over 400 product models (such as Digital Cable Ready DTV sets) certified or verified for use with CableCARDS.

¹ *Implementation of Section 304 of the Telecommunications Act of 1996: Commercial Availability of Navigation Devices*, Second Report and Order, 20 FCC Rcd 6794 (2005).

² *Id.* at 21-23 (¶¶ 39, 44).

The large and continually growing number of CableCARDS and CableCARD-enabled devices that have been deployed reflects the burgeoning development of this technology. As with the deployment of any new technology, challenges do exist. This is particularly true in the instant case since a variety of manufacturers have made a number of CableCARD-enabled “Host” devices (*e.g.*, DTV sets) – each with their unique functionalities and different implementation choices – that must work seamlessly with CableCARDS to satisfy consumer expectations. As a result, the complexities of making these devices work correctly right out of the box are multiplied several fold.

With over 141,000 CableCARDS deployed for use with Digital Cable Ready products, it is not surprising that a few problems may have arisen, but they pale in comparison with the numbers of cards deployed. The attached reports detail some issues that have arisen with both “host” devices built by CE manufacturers, as well as with CableCARDS which must work with those devices. *In fact, contrary to the suggestion in a recent CEA ex parte filing,³ the reporting companies have found that, where problems have arisen, a significant number have been with host devices in addition to any issues with CableCARDS or the operators’ networks.*

CEA’s recent *ex parte* filing attributes any consumer frustration with CableCARD-equipped television sets to the lack of “common reliance.” In fact, where issues have arisen, CE manufacturing problems have led to many of the customer frustrations with CableCARD-equipped DTV sets. The lack of “common reliance” cannot be the reason why one manufacturer’s CableCARD-enabled DTV does not work properly with a CableCARD when the DTVs from other manufacturers work perfectly using the same CableCARD on the same cable system. Many of these problems experienced with CableCARD-enabled sets have nothing to do with, and cannot be fixed by, “common reliance.” *More than likely they are due to the process of “self-verification” under which most CableCARD-enabled DTVs are not tested at CableLabs.*

Previous reports on file with the Commission have documented that some customers are encountering CableCARD-enabled DTVs that cannot tune to specific channels, or suffer other problems, because the manufacturer failed to load the proper firmware.⁴ Some manufacturers have posted such problems to their websites,⁵ while others wait for the customer or cable installer to find and solve the problem. Where issues have arisen, cable has been working to solve the customers’ problems, whether caused by CableCARD, network, or CE equipment (costing cable operators a significant amount of time, money and resources). But it is inaccurate to attribute all of these problems, and their solution, to a lobbying slogan such as “common reliance,” rather than to holes in the “self-verification” process which CE insisted be included in the cable-CE Plug and Play Agreement and FCC rules.

³ Letter from Julie M. Kearney, CEA, to Marlene H. Dortch, CS Docket No. 97-80, March 23, 2006. Most of the claims in the CEA filing were anecdotal at best and, to the extent that they can be deciphered, appear to be misleading. Nevertheless, we will inquire as to each of them and respond in due course.

⁴ See NCTA status report, Docket 97-80 (Oct. 3, 2005) at 2.

⁵ See *e.g.*, <http://www.tacp.toshiba.com/resource.asp?resourceid=5> (viewed Feb. 3, 2006).

Ms. Marlene H. Dortch

March 30, 2006

Page 3

Cable operators are dealing with these challenges on an individual company basis. For example, cable operators have internal teams assigned to CableCARD support issues, as well as business processes to identify and resolve issues as they arise. In addition to individual company efforts, the cable industry has instituted a structured and collaborative process to deal with CableCARD deployment and support issues. Since January 2004, NCTA and CableLabs have held weekly conference calls with MSO engineering and operations personnel involved in the fielding and support of CableCARD devices. These calls serve as a forum for sharing lessons learned and best practices, elevating issues for resolution, and disseminating information from manufacturers on software and hardware fixes as problems are identified.

Multistream CableCARDS. The Commission asked for a report on the “effort to develop and deploy a multistream CableCARD.” As previously reported, the specifications for Multistream CableCARDS (“M-Card”) and the Multistream CableCARD interface are complete. The “M-Card” will operate in a backwards compatible, single-stream manner with a single stream device (for example, in a UDCP); or in the multi-stream manner when paired with a multi-stream device (e.g., the OCAP 2.0 devices). See CableCARD™ Interface 2.0 Specification OC-SP-CCIF2.0-I02-050708, <http://www.opencable.com/specifications/>. We are pleased to announce that, on March 22, 2006, CableLabs qualified a Multistream CableCARD device from CISCO/Scientific-Atlanta.

In October 2005, a preliminary HPNx Pro (multi-stream test tool) prototype was submitted to CableLabs. The HPNx Pro is expected to be available in mid 2006. (The HPNx Pro test tool greatly facilitates the work needed by a CE manufacturer to install a multi-stream interface on a retail device. This test tool will be available to be used by CE manufacturers to aid them in the development of multi-stream CableCARD capability in their devices.) Samples of the multi-stream CableCARD (M-Card) were submitted to CableLabs for preliminary and interoperability testing in the fourth quarter of 2005, with full testing and qualification expected early in 2006. It is expected that multi-stream CableCARD devices will be widely available for use and commercially available by mid-2006 and will be supported by MSOs.

If you have any questions about the information being submitted with this letter, please do not hesitate to contact me.

Respectfully submitted,

/s/ **Neal M. Goldberg**

Neal M. Goldberg

cc: Natalie Roisman
Julie M. Kearney
Robert Schwartz

Adelphia FCC CableCARD Report

The following information is required on a quarterly basis starting October 01, 2005 and every 3 months henceforth per the FCC *Second Report and Order* dated March 15, 2005. Adelphia is providing this report to be compiled by the NCTA for FCC reporting.

Reporting Period: December 01 thru February 28 2005

1. General availability of CableCARDS

Motorola: 3185 available inventory
SA: 3808 available inventory

2. The number of CableCARDS in service as of February 28th

Motorola: 7889
SA: 6168

a. How cards are placed in Service: Professional Install Only

3. Whether service calls are required for all CableCARD installations?

100% truck roll for installation

4. Average number of truck rolls to install a CableCARD:

Estimated at 1.07:1

5. Monthly price charged for a CableCARD: \$1.75

Average installation cost of a CableCARD:
\$40; price may be waived, subject to marketing and sales incentives.

6. Problems encountered in deploying CableCARDS and how problems are resolved?

For the billing quarter December 2005 thru February 2006, calls tracked using Adelphia billing systems:

- a. Total trouble calls related to CableCARDS and/or CableCARD Hosts: 3281
- b. CableCARD T/Cs with problem codes related to installs: 466

Training aids, documentation and web tools are provided to local system personal to aid in resolving potential problems with CableCARDS. Issues which are not resolved at the local system level may be escalated to Adelphia's 24x7 Video Operations Group. This group maintains detailed CableCARD information, such as known issues lists, CE-

supplied troubleshooting documentation and current software “s/w” releases in an effort to provide local systems with the information they’ll need to complete a CableCARD installation. The following examples are representative of CableCARD or Host related issues that were escalated to this group during this reporting period. Some of these issues may have occurred multiple times:

Platform: SA **System:** Lackawanna
Issue: 161-1 error when CableCARD is inserted
Corrective Action Taken: DTV required PCB replacement and new code
Status: Corrected issue

Platform: SA **System:** Waynesboro, VA
Issue: DTV reports this program contains audio only on some channels
Corrective Action Taken: Contacted Host Manufacturer
Status: Under Investigation

Platform: SA **System:** Cleveland
Issue: When tuned to a Copy Protected channel, the optical audio output is muted
Corrective Action Taken: DTV manufacturer has developed new code to resolve the issue. New code will be released on Feb 13, 2006.
Status: Corrected issue, however only customers that report the issue will be able to receive the update.

Platform: Motorola **System:**
Issue: Customer states that there is no audio when CableCARD is installed
Corrective Action Taken: Reset DTV set, audio then remains until the next time the set is powered off (power button pressed rather than unplugging).
Status: Open

Platform: SA **System:** Cleveland
Issue: DTV will not power on with the CableCARD inserted.
Corrective Action Taken: Removed CableCARD and the DTV can be powered on. If the card is inserted after power-up, DTV will work properly...until the next time the set is powered off.
Status: Open

Platform: SA **System:** Cleveland
Issue: Not able to receive any analog channels
Corrective Action Taken: Split RF cable feed to DTV per CE Host instruction manual
Status: Corrected issue

Platform: SA **System:** Staunton, VA
Issue: DTV hangs on acquiring data
Corrective Action Taken: Referred issue to host manufacturer
Status: Open

Platform: SA **System:** Staunton, VA
Issue: Could not receive encrypted channels
Corrective Action Taken: Referred customer to host manufacturer
Status: Open

Platform: SA **System:** Staunton, VA
Issue: Unable to receive HDPlus channels
Corrective Action Taken: Reset DTV
Status: Corrected issue

Platform: SA **System:** Staunton, VA
Issue: Error code 161-6 displayed on DTV
Corrective Action Taken: Referred customer to host manufacturer
Status: Open

Platform: Motorola **System:** Colorado Springs
Issue: Not able to receive local HD channels
Corrective Action Taken: Referred customer to host manufacturer
Status: Open

Platform: SA **System:** Lackawanna
Issue: Low Audio on Digital Channels with or without the Cable Card
Corrective Action Taken: Referred to Host Manufacturer for software upgrade
Status: Pending s/w upgrade

Platform: SA **System:** Lackawanna
Issue: DTV not pairing with CableCARD
Corrective Action Taken: Fixed Time on the DTV and the pairing information came through on MMI
Status: Corrected issue

Platform: SA **System:** Lackawanna
Issue: DTV locks on Ch 3 when CableCARD is inserted
Corrective Action Taken: Referred customer to host manufacturer
Status: Open

Platform: SA **System:** Morgantown
Issue: Error E202 displayed by DTV
Corrective Action Taken: Configured DTV, channels were acquired
Status: Corrected issue

Platform: SA **System:** West Palm Beach
Issue: No Digital Channels / Front of TV is very hot
Corrective Action Taken: Referred customer to host manufacturer
Status: Open

Platform: SA **System:** West Palm Beach
Issue: Loosing premium channel authorization
Corrective Action Taken: Referred customer to host manufacturer, manufacturer replaced system board in DTV
Status: Corrected Issue

Platform: Motorola **System:** HITs Central
Issue: DTV locks when card is inserted
Corrective Action Taken: Host manufacturer investigated, issue referred to Motorola for system follow up
Status: Open

Platform: SA **System:** Cleveland
Issue: Card continually resetting in DTV
Corrective Action Taken: Swapped CableCARD
Status: Corrected issue

Platform: SA **System:** Cleveland
Issue: Unable to receive HBO HD
Corrective Action Taken: Swapped CableCARD
Status: Corrected issue

7). Process in place for resolving existing and newly discovered CableCARD implementation problems:

A). Adelphia will regularly provide updates to training aides and documentation which is posted to several web sites for access by local system personnel. Adelphia has also deployed a new Customer Care troubleshooting web tool; Logicall. This web tool provides work flow process tips to help resolve typical customer call issues and does include support for the CableCARD. This tool also provides on-line links for CableCARD training aids and documentation.

B). Adelphia also uses a centralized system for CableCard install troubleshooting and support. All installs with issues can be escalated to our 24x7 video operations group which tracks issues in a bug database system called TrackIt. When appropriate, CE contacts are used to escalate issues that can not be resolved internally. Adelphia continues to support on site visits from CE vendors to aid in troubleshooting issues with DTVs or other CableCARD host devices.

C). Specific cable card trouble codes and fix codes have been added to the billing systems.

**Cablevision
FCC CableCARD Quarterly Report**

Introduction: CableCARD technology, which enables digital televisions to display encrypted programming, has been available to 100% of our 3 million customers since July 2004. The installation and service of CableCARDS are handled as a routine practice in the normal course of business. As with any technical issue with a service provided by the company, when a problem is experienced and a resolution is determined, the information goes into a common database. The response to Question 9 was obtained from that information.

1. Current Number of CableCARD Subscribers: 8,453 (as of March 15, 2006). A 37% increase in deployment from the December report.

2. Number of CableCARDS in Inventory: 5,272 / 2,730 NDS + 2,542 SA Powerkey

3. How are CableCARDS deployed: All CableCARDS are professionally installed

4. Percentage of Installs: 100% Truck Rolls

5. Average Number of Truck Rolls to Install a CableCARD: 1.1

6. Monthly Lease rate for CableCARD: \$1.25

7. Average installation Cost (if applicable): Professional install fee is \$46.95. The professional installation fee structure was adjusted for all converter box, CableCARD and /or modem installations. This was an across the board adjustment to standardize the rate structure.

8. Number of problems* encountered with CableCARDS and Hosts: 787 installation and post-installation problems were encountered during the period of December 1, 2005 through February 28, 2005.

1. Host Related: 58%
2. CableCARD related including "box hits": 35%
3. Network Related: 7%

9. Of the problems encountered, please list how they were resolved: (Ex. TV Firmware upgrade)

Host DCR TV Issues

Problem Description:

CableCARD does not bind with the host - Swap the CableCARD. (Unbind first CableCARD with Addressable Systems Department and install/bind another CableCARD).

Occurs During:

Install

Resolution:

The installer will check the television menu guide for information on CableCARDS and follows the instructions in the menu. If that does not work, the customer is asked to call the host television customer service number for advice on how to obtain this information on installing the card. In some instances, the customer needs to contact the host TV manufacturer for a patch/chip to be sent out for the specific host TV or professional visit by the manufacture's technician.

Problem Description:

Difficulty upon initial set up. Once set up, every time TV turned on host ID and CableCARD ID appear on screen need to exit to watch TV.

Occurs During:

Install and Post-install

Resolution:

Engineering has escalated to manufacturer

Problem Description:

Missing Channels (669 Transport/HBO, Nogen.etc)

Occurs During:

Post-install

Resolution:

Requires technician to visit customer house.

Problem Description:

Pixilation on most digital channels

Occurs During:

Post-Install

Resolution:

Customers need to contact manufacturer directly to have a Certified Technician perform a service call to install new hardware in the DTV chassis.

Problem Description:

The TV only display channels 12 thru 78.

Occurs During:

Post-install

Resolution:

This problem is resolved from manufacturer with a software patch upgrade to version 1.2.8.

CableCARD Issues (sample)**Problem Description**

Customer getting CableCARD "no service" message every few minutes

Occurs During:

Post-install

Resolution:

Sent hit to CableCARD, customer removed card from DTV. Everything OK

Problem Description

Customer is receiving audio but no picture. Happening on DCR TV. First time issue happened as he plugged DCR TV into power surge suppressor.

Occurs During:

Post-install

Resolution:

Checked outage board. Checked for open work orders. Verified rate codes. Sent hit to CableCARD turned off TV and unplugged DCR TV. Everything OK

Problem Description

DCR TV missing premium channels

Occurs During:

Post-install

Resolution:

Performed reboot by removing CableCARD and turning DCR TV off
Channels were restored

Problem Description

Customer not receiving signal on channel 14 and 15

Occurs During:

Post-install

Resolution:

Pulled CableCARD, unplugged DCR TV - problem corrected

Problem Description

CableCARD error 161-4

Occurs During:

Post-install

Resolution:

Hit card and reset TV - resolved

Problem Description

Customer is missing channels 701,702 and 707. Customer says this problem happened before but only on this DCR TV.

Occurs During:

Post-install

Resolution:

Sent hit to CableCARD - problem fixed

Problem Description

Customer has CableCARD and is missing all lower channels.

Occurs During:

Post-install

Resolution:

Performed hit and rebooted DCR TV

Problem Description

First time issue. Happened when customer turned on DCR TV. Sees error code (e203)

Occurs During:

Post-install

Resolution:

Performed hit and rebooted DCR TV – problem corrected

Problem Description

Cable Card: poor reception - sent signal to smart card. Fixed issue

Occurs During:

Post-install

Resolution:

Sent hit to Smartcard. Turned off and unplugged DCR TV and removed CableCARD from DCR TV. Reception improved.

Problem Description

Customer has black screens on premium channels only.

Occurs During:

Post-install

Resolution:

Hit card. Had customer turn off DCR TV and remove card, replace card. Resolved issue

Problem Description

Customer had very recent CableCARD install. When she goes to channels above 135 she gets a "no signal" message.

Occurs During:

Post-install

Resolution:

Checked outages, no open work orders, account OK. Hit CableCARD, turned off DCR TV, unplugged DCR TV, removed / reseated CableCARD – problem corrected.

Cablevision has established technical support protocols to enable the technician to receive immediate troubleshooting support from Dispatch, Network Support or Engineering if the technician encounters a problem during the professional installation of CableCARD equipment. It should be noted that Cablevision responds to each CableCARD performance issue in the same manner we respond to other CE interoperability issues (e.g., DVI, HDMI or 1394 interoperability issues).

If the technician is unable to complete the installation due to technical issues, the technician is required to record the reason(s) why the install was not completed and the work order remains open. At the customer's request, a follow-up visit is conducted to further troubleshoot the problem and/or install a second (new) CableCARD. At this visit, additional personnel may accompany the technician to provide enhanced technical support. If a customer is unable to activate their equipment due to interoperability issues, Cablevision will contact the CE manufacturer to define the issue, resolve the problem and once again offer the customer the CableCARD installation.

The data (fix codes) collected from the problem are analyzed by the operations and engineering departments to determine if there are systematic issues contributing to the CableCARD technology not functioning properly on the network.

Cablevision has also undertaken significant steps to pro-actively work with all the major CE manufacturers to identify the numerous CableCARD enabled devices and conduct interoperability testing in our (single) test laboratory before any problems have been experienced in the field.

Charter Communications
FCC CableCARD Reporting
December 1, 2005 – February 28, 2006

1. Current Number of CableCARD Subscribers as of February 28, 2006:
The total number of Subscribers who have leased or purchased CableCARD devices through February 28, 2006 is 7244.

2. Provide the number of CableCARDS in inventory:
SA CableCARD devices: 3441
Moto CableCARD devices: 3254
Total CableCARD devices: 6695

3. How are CableCARDS placed in service?
Installations of a CableCARD requires a professional installation, including a truck roll, in all serviced areas with the exception of the North Carolina/Virginia market area, in which there is a self-installation process. Self installations account for .005% of all CableCARD installations during the reporting period.

4. Whether service calls are required for all CableCARD installations?
Yes.

5. Average Number of Truck Rolls to Install a CableCARD?
The average number of truck rolls to install a CableCARD (i.e., the initial truck roll and any truck rolls within 30 days from the date of installation) through February 28, 2006 was 1.3.

6. Monthly Lease rate for a CableCARD?
The average montly lease for a CableCARD device is \$1.50.

7. Average installation cost of a CableCARD (if applicable):
The average cost for a professional installation is \$32.00.

8. Process for Resolving CableCARD trouble calls:

Customers with a CableCARD problem are directed to call the Charter customer service number. Customer Service Representatives (CSRs) are trained about the features and benefits of CableCARDS, just as they are trained on any other Charter product offering. Some CableCARD calls are forwarded to the Advanced Services Team, whose members have more training and expertise on troubleshooting such calls. If the problem cannot be resolved over the phone, the CSR places a service order, which is then fulfilled by the cable installers and technicians. Charter maintains a record of any service calls for which a technician is dispatched.

Should a local cable installer or technician encounter a CableCARD problem, he/she reports such problem to his/her supervisor and the local technical support group. If the problem is not resolved at the local level, it is then escalated to corporate engineering or billing. If there appears to be a host problem, Charter has a designated member of its engineering department contact and place a report with the consumer electronics vendor or with the host manufacturer to resolve the issue as appropriate.

9. Reported problems associated with CableCARDS and how they were resolved:

As in the prior quarter, the majority of problems with CableCARD installations in the December 1, 2005 to February 28, 2006 quarter resulted from apparent issues with the host television sets. Charter has received no reports this quarter of network problems interfering with the Host / CableCARD interface. Charter continues to troubleshoot and resolve problems occurring with various makes and models of DTV hosts, as well as CableCARD issues as they arise.

The problems and resolutions listed on the chart below are illustrative of the problems encountered at both the local and regional level, as well as those that were escalated to Charter’s corporate offices. The DTV host manufacturer for each problem is identified by a letter only to maintain confidentiality.

DIVISION	TYPE	ISSUE	RESOLUTION	TV MFGR.
Northeast	Host	On new installation, technician could not acquire services	Technician installed card PKBBBLHQQ with some trouble. Customer is going to have manufacturer updates installed.	K
Northeast	Host	Problems with TNT and Cinemax	CableCARD dialog screen on TNT HD and Cinemax HD. Changed “host revoked” to “no” in cable card list. Problem resolved.	I
Northeast	Host	No channel display when cable card was installed. Message “Receiving data please wait”.	No resolution at this time; still looking into the possibility that it is an issue with the customer’s TV.	A
Northeast	Host	TV will not set to 1080i	Called manufacturer to do factory reset	E
Northeast	Cable CARD	Original card lost most digital channels after working properly for some time.	After troubleshooting, only solution seemed to be to replace card.	C

Northeast	Cable CARD	Missing digital channels and digital breakup on all HD	Worked with technician for two hours, tried three separate cards with similar results. Customer upgraded to HD converter.	J
Northeast	Cable CARD	Problems with Showtime and HBO	Still in resolution. This was the second time the card had been swapped out (identical problem with first card).	F
Southeast	Host	Host displayed "Firmware update approximately one hour"	Troubleshooting completed without resolution. Customer directed to call manufacturer. Manufacturer was unaware of the problem, escalated to Charter Corporate. Work continues between Charter and manufacturer.	J
Southeast	Host	Host displayed "Searching for digital channels"	Troubleshooting completed without resolution. Customer directed to call manufacturer. Manufacturer was unaware of the problem, escalated to Charter Corporate. Work continues between Charter and manufacturer.	J
Southeast	Host	Host only displaying analog channels	Troubleshooting completed without resolution. Customer directed to call manufacturer. Manufacturer was unaware of the problem, escalated to Charter Corporate. Work continues between Charter and manufacturer.	H
Southeast	Host	Host only displaying analog channels	Troubleshooting completed without resolution. Customer directed to call manufacturer. Manufacturer was unaware of the problem, escalated to Charter Corporate. Work continues between Charter and manufacturer.	D
Southeast	Host	Host only displaying analog channels	Troubleshooting completed without resolution. Customer directed to call manufacturer. Manufacturer was unaware of the problem, escalated to Charter Corporate. Work continues	J

			between Charter and manufacturer.	
Southeast	Host	Host is dropping HD channels	Troubleshooting completed without resolution. Customer directed to call manufacturer.	H
Southeast	Host	Host is dropping HD channels	Troubleshooting completed without resolution. Customer directed to call manufacturer.	J
Southeast	Cable CARD	Could not get card to authorize	Customer upgraded to HD converter	not known
Southeast	Cable CARD	No analog and digital channels displayed	No resolution yet. Still working on the problem.	I
West	Host	Cannot receive movie tier	Work continues between Charter and manufacturer	E
West	Host	Would not map channels	Called manufacturer for software update flash	K
West	Host	Not getting host or data ID. TV software problem (ver. 1.2.8).	Called manufacturer, they sent upgrade to customer	K
West	Host	Host loses all video within two weeks, restored after hard reset of DTV. Tried numerous cards including 4.21 and this is the customer's second DTV.	Reset of DTV, customer has escalated to manufacturer	D
West	Host	"Signal cannot be decoded" message appears after working fine for a couple of days	Manufacturer is aware of the issue and has set up a service call	J
West	Host	Host only displaying analog channels - no digitals	Full troubleshooting with manufacturer was unsuccessful. Software suspect, could not verify with manufacturer.	K
Great Lakes	Host	Card not giving correct time	Host firmware upgrade	I
Great Lakes	Host	Trouble tuning to digital channels	Host firmware upgrade	J

**Comcast CableCARD Data (Quarterly Report)
Dec (2005), Jan, Feb (2006)**

Current Number of CableCARD Subscribers	60614
Number of CableCARD in Inventory	21590

How are CableCARDS deployed: Truck Roll / Self Install / Both	Both
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Total CableCARD Installs	
Number of Installs - Truck Rolls	23,526
Percentage of Installs - Truck Rolls	97%
Number of Installs - Self Installs	631
Percentage of Installs - Self Installs	3%

Average Number of Truck Rolls to Install a CableCARD	1.07
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Monthly Lease Rate for CableCARD	\$0.00
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Average Installation Cost (if applicable)	\$36.99
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Number of problems encountered with CableCARD (trouble call resolution categories)	
Total Number of Problems	7,211
Host Related	2,190
CableCARD Related	2,316
Network Related	2,583

Additional Descriptions of Selected Issues

Many different sets from most if not all manufacturers require a software upgrade from the manufacturer to operate properly with CableCARDS, however representatives from the manufacturer often deny the need for any upgrade until the issue is escalated through CableLabs.

Sporadic loss of encrypted channels on one brand of sets can be resolved by resetting the channel line-up on the set.

A new problem has recently appeared with very recent models from one manufacturer. HDTV channels stop working but can be restored by going into the set menu and performing a "reset". This problem occurs intermittently after the set has been shut off. Non-HD channels are not affected.

One region reported that over 50% of CableCARD installations cannot be completed on the first visit to the home requiring multiple trips and several hours of labor as compared to one trip and less than 30 minutes of labor for the typical set-top installation.

Calls to many manufacturers' customer support lines often result in inaccurate information and "finger pointing" back to the Comcast system or CableCARD. For instance a common response is that until we upgrade our CableCARD to the latest version of software the manufacturer is unwilling to assist, even though we have never verified that upgrading CableCARD software alone has successfully resolved any issue.

Escalation of issues to CableLabs and/or to senior levels at the manufacturer generally results in a successful installation, eventually. However this process is typically very time consuming and may take weeks before an issue is resolved.

Occasionally when an issue is escalated to a manufacturer and the representative is engaged in our troubleshooting process the manufacturer will misrepresent the final resolution. For example if many different things are tried in the process of troubleshooting, and the set finally begins working properly, the typical claim will be that something Comcast was doing wrong created the issue, even though any basis for such a claim is absent.

Current Comcast reporting systems do not accurately separate Host, CableCARD and Network problems. Modifications to those systems are underway to enable better reporting in the future. Anecdotal reports from the field suggest that the actual number of Host problems is significantly greater than either CableCARD or network problems

Process in place for resolving existing and newly discovered CableCARD implementation problems

Comcast has a CableCARD problem escalation process that starts with the local installer/technician and escalates to local supervisory personnel, then to the Division office, and finally to corporate engineering for further escalation to CableLabs or to senior contacts at the CE manufacturer as needed. The local market is expected to review CableCARD issues lists and troubleshooting information posted on an internal web site prior to escalation. If an issue with the CE Host device is suspected, the local market personnel also make an initial contact to the CE manufacturer's standard support line for help prior to escalation.

Cox Communications FCC CableCARD Reporting
December 01, 2005 through February 28, 2006

1. General availability of CableCARD devices:
Total CableCARD devices available: 7804*
 - a. Please provide an indication of supply availability for SA and Motorola CableCARDS
SA CableCARD devices: 4285*
Moto CableCARD devices: 3519*

*The above numbers only include inventory available in our billing system and inventory currently assigned to FSRs. It does not include inventory assigned to subscriber accounts, inventory pending disposition or repair, etc.

2. The number of Residential CableCARD devices in service:
Cox TOTAL: 15,225
Moto Total: 7183
SA Total: 8042

3. How cards are placed in service
A professional installation, requiring a truck roll, is currently required for all CableCARD device installs.

4. Whether service calls are required for all CableCARD device installations?
Yes.

5. Average number of truck rolls to install a CableCARD device?
The average number of truck rolls needed to install a CableCARD device includes the initial truck roll for the install itself and any truck rolls required within 30 days of the install.

The average number of truck rolls to install a CableCARD was: 1.11

The breakdown for each month is as follows:
 - November 2005: 1.115
 - December 2005: 1.109
 - January 2006: 1.106

6. Monthly price charged for a CableCARD?
The average monthly rental for a CableCARD device is \$1.96

7. Average installation cost of a CableCARD if applicable?
 - a. What is the service charge to the subscriber for the installation?
The average cost for a professional installation is \$ 21.97

8. Problems encountered in deploying CableCARDS and how problems are resolved?
Total number of trouble calls for all CableCARD issues, escalated and un-escalated:
 - December 2005: 1114
 - January 2006: 1409
 - February 2006: 1202

Cox Communications FCC CableCARD Reporting
December 01, 2005 through February 28, 2006

Only the issues that were escalated to the Atlanta corporate offices are described below. Cox also uses a bi-weekly conference call to distribute information to the systems, such as issues lists and CE-supplied troubleshooting documentation, in an effort to provide the systems with the information they'll need to avoid escalation.

Host Problems:

Site 19, Manufacturer 19

- Problem: Host loses some or all channels from channel map
- Resolution: Known issue. Cox instructed customer to contact manufacturer for fix.

Site 19, Manufacturer 9

- Problem: Host loses some or all channels from channel map
- Resolution: Known issue. Cox instructed customer to contact manufacturer for fix.

Site 19, Manufacturer 12

- Problem: Two High Definition channels not showing video/audio on host
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 19, Manufacturer 24

- Problem: Encrypted channels not authorizing
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 19, Manufacturer 9

- Problem: Tiling on all High Definition channels
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 19, Manufacturer 12

- Problem: One High Definition channel does not have audio coming through
- Resolution: After all Cox troubleshooting has been completed without issue resolution, customer is directed to contact the DCR device manufacturer for further assistance. Waiting to hear back from site.

Site 19, Manufacturer 21

- Problem: Only three channels are displaying – others missing from channel map
- Resolution: After all Cox troubleshooting has been completed without issue resolution, customer is directed to contact the DCR device manufacturer for further assistance. Waiting to hear back from site.

Cox Communications FCC CableCARD Reporting
December 01, 2005 through February 28, 2006

Site 19, Manufacturer 12

- Problem: No audio on High Definition channels
- Resolution: Resolution: After all Cox troubleshooting has been completed without issue resolution, customer is directed to contact the DCR device manufacturer for further assistance. Waiting to hear back from site.

Site 19, Manufacturer 12

- Problem: No audio on one High Definition channel
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 19, Manufacturer 12

- Problem: High Definition channels periodically not displaying
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance. Customer contact manufacturer and discovered that host firmware was out of data. Customer now working with manufacturer to upgrade firmware

Site 19, Manufacturer 9

- Problem: After undetermined time, all digital channels are missing from host.
- Resolution: Known issue. After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 19, Manufacturer 19

- Problem: No audio on one High Definition channel.
- Resolution: Known issue. After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 19, Manufacturer 21

- Problem: Only one channel is displaying - others missing from channel map
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 19, Manufacturer 13

- Problem: Host would not recognize that a CableCARD was inserted. Multiple cards tried. Cox installation tech did notice that the firmware loaded on host was older than the host they had in the headend.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 19, Manufacturer 7

- Problem: Host was unable to unencrypt encrypted digital content. The host was able to tune off-air (unencrypted) High Definition channels.
- Resolution: Manufacturer acknowledged that a firmware upgrade was needed. Customer was referred to manufacturer to have host firmware upgraded.

Cox Communications FCC CableCARD Reporting
December 01, 2005 through February 28, 2006

Site 19, Manufacturer 21

- Problem: CableCARD not authorizing HBO or Showtime services.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 19, Manufacturer 21

- Problem: Host not displaying any digital or High Definition channels.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 1, Manufacturer 21

- Problem: Host was "stuck" on one channel. Customer was unable to tune to any other channels.
- Resolution: Retailer replaced host.

Site 5, Manufacturer 21

- Problem: Host would not display video or audio on some High Definition channels. Host also received 161-10 error when tuned to the affected channels.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance. Manufacturer acknowledged that a host firmware upgrade was needed.

Site 6, Manufacturer 6

- Problem: After two weeks, host stopped displaying video and audio for all digital channels
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance. Customer replaced CableCARD with set-top box.

Site 6, Manufacturer 12

- Problem: High Definition and Music Choice channels not coming in.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 6, Manufacturer 16

- Problem: Encrypted channels were lost several days after successful installation
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 6, Manufacturer 16

- Problem: Encrypted channels would not authorize.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Cox Communications FCC CableCARD Reporting
December 01, 2005 through February 28, 2006

Site 6, Manufacturer 19

- Problem: Channels would disappear from channel map after undermined time.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 6, Manufacturer 21

- Problem: On first trouble call to customers home, the host lost audio on all digital channels which was corrected by power cycling the host. On the second call, the host was not displaying video or audio for digital channels which was not resolved by tech.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 7, Manufacturer 24

- Problem: Digital channels not displaying
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 7, Manufacturer 12

- Problem: Receiving an unauthorized message on all digital channels
- Resolution: Manufacturer acknowledged that the host needed to have host firmware upgraded. Customer worked with manufacturer for resolution.

Site 7, Manufacturer 13

- Problem: Some digital channels not displaying in channel map.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 7, Manufacturer 16

- Problem: Host displaying error regarding the validity of the CableCARD and would not authorize encrypted content. Multiple cards tried.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 7, Manufacturer 16

- Problem: Channel map would not update after channel map changes were made at the headend.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Cox Communications FCC CableCARD Reporting
December 01, 2005 through February 28, 2006

Site 7, Manufacturer 17

- Problem: Digital channels not displaying. CableCARDS were tested before and after the install on another host and were proven to be good.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 7, Manufacturer 19

- Problem: Digital channels not displaying in channel map after undetermined time.
- Resolution: Known issue. After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 7, Manufacturer 19

- Problem: Analog channels not displaying video or audio.
- Resolution: Host manufacturer found that the tuner was bad. Manufacturer replaced board.

Site 7, Manufacturer 19

- Problem: Digital channels not displaying
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 7, Manufacturer 19

- Problem: Channels disappearing from channel map after undetermined time.
- Resolution: Known issue. After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 7, Manufacturer 21

- Problem: Digital channels do not have audio.
- Resolution: Power cycling host corrected issue.

Site 9, Manufacturer 9

- Problem: Digital channels would only display after being tuned to a channel after 3-5 minutes.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 9, Manufacturer 13

- Problem: Audio comes in and out periodically on some channels
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Cox Communications FCC CableCARD Reporting
December 01, 2005 through February 28, 2006

Site 9, Manufacturer 21

- Problem: CableCARD would not stay in a connected state. Multiple CableCARDS tried with same outcome.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 9, Manufacturer 9

- Problem: Host displaying 161-2 error. Customer unable to go past error to view video. Multiple cards attempted.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 10, Manufacturer 12

- Problem: Host continually losing digital channels.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 10, Manufacturer 16

- Problem: Host intermittently loses audio on some digital channels.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 12, Manufacturer 16

- Problem: Host displaying 161-4 error.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 12, Manufacturer 19

- Problem: Channels disappear from channel map every few days.
- Resolution: Known issue. After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 12, Manufacturer 21

- Problem: Unable to change digital channels after received 161-4 error.
- Resolution: Upgraded host firmware.

Site 12, Manufacturer 21

- Problem: Host does not display digital video or audio.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Cox Communications FCC CableCARD Reporting
December 01, 2005 through February 28, 2006

Site 14, Manufacturer 19

- Problem: Digital channel displaying an error stating "No Signal" - all signal levels were confirmed to be within spec.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 14, Manufacturer 24

- Problem: Unencrypted digital channels periodically stop displaying video and audio.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 17, Manufacturer 16

- Problem: CableCARD would not pair. Multiple CableCARDS were attempted.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 16, Manufacturer 19

- Problem: Host displayed 161-6 error on startup, and does not display High Definition or Music Choice content.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 16, Manufacturer 19

- Problem: Only displaying analog channels, no digital.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 16, Manufacturer 16

- Problem: No digital channels display in channel map.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 18, Manufacturer 16

- Problem: Host displays weak signal or no signal error messages even after digital signal levels were verified to be within spec.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Cox Communications FCC CableCARD Reporting
December 01, 2005 through February 28, 2006

Site 18, Manufacturer 9

- Problem: Digital channels periodically disappear from channel map.
- Resolution: Issue resolved with host firmware upgrade

Site 18, Manufacturer 16

- Problem: Some digital channels intermittently stop displaying digital video and audio on some channels.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 21, Manufacturer 14

- Problem: Host unable to display digital video and audio.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 21, Manufacturer 21

- Problem: CableCARD stopped displaying all channels beyond channel five in the channel line-up.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 21, Manufacturer 21

- Problem: High Definition channels not displaying video or audio.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 21, Manufacturer 21

- Problem: Host does not decrypt the encrypted content for which it is authorized.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 21, Manufacturer 21

- Problem: Host constantly displays a message that the CableCARD is acquiring channel map, yet only three channels display in the channel map.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 21, Manufacturer 21

- Problem: Host unable to display digital video and audio.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Cox Communications FCC CableCARD Reporting
December 01, 2005 through February 28, 2006

Site 24, Manufacturer 6

- Problem: Host will not show encrypted channels after authorization.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 24, Manufacturer 24

- Problem: Known issue. TV loses encrypted channels when turned off. When host is turned on, channel map is correct however no encrypted channels will show even though the CableCARD is authorized to receive encrypted content. When host is power cycled (unplugged) all channels including encrypted are restored until host is turned off again.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 24, Manufacturer 9

- Problem: Host unable to display High Definition video and audio.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 24, Manufacturer 12

- Problem: Host unable to display encrypted digital video and audio after a few days of being authorized and around every three days.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 24, Manufacturer 13

- Problem: Host unable to display video and audio on some High Definition channels.
- Resolution: Customer had High Definition set-top installed in place of CableCARD.

Site 24, Manufacturer 16

- Problem: Host will not display the Host ID and CableCARD in MMI screen.
Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 24, Manufacturer 17

- Problem: Host displays E202 error on some digital channels.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Cox Communications FCC CableCARD Reporting
December 01, 2005 through February 28, 2006

Site 24, Manufacturer 19

- Problem: Digital channels will periodically disappear from channel line-up. Power cycling will temporarily correct.
- Resolution: Known issue. After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 24, Manufacturer 19

- Problem: Host unable to display digital video and audio.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

Site 27, Manufacturer 12

- Problem: Host not displaying High Definition channels.
- Resolution: Known issue. After completing all Cox troubleshooting with no issue found, customer was referred to contact the DCR device manufacturer for further assistance.

CableCARD Problems:

Site 19, Manufacturer 9

- Problem: High Definition Channels tiling.
- Resolution: Upgraded CableCARD firmware.

Site 19, Manufacturer 9

- Problem: Encrypted channels not authorizing
- Resolution: Updated CableCARD firmware.

Site 19, Manufacturer 17

- Problem: Host not displaying some analog channels, and not displaying any digital channels.
- Resolution: Replaced CableCARD

Site 7, Manufacturer 17

- Problem: All but one High Definition channels not displaying video and audio.
- Resolution: Swapped CableCARD.

Site 9, Manufacturer 13

- Problem: Digital channels not displaying.
- Resolution: Upgraded CableCARD firmware.

9. Process in place for resolving existing any newly discovered CableCARD implementation problems
 - a. Please describe any internal business process you have in place to report/track/resolve problems prior to escalation to the weekly call or joint call with CE.

For any CableCARD issues encountered by a subscriber, Cox follows a specified troubleshooting process. If the troubleshooting resolves the issue, no further action is taken. If the troubleshooting procedures do not correct the issue, the issue is escalated to one or more of

Cox Communications FCC CableCARD Reporting
December 01, 2005 through February 28, 2006

the following personnel within the system: (i) the Digital test desk; (ii) the IT group, and/or; (iii) the system's DAC or DNCS administrator. If none of the foregoing is able to resolve the issue, a problem form is completed and sent to corporate engineering. The problem form collects specific details about the problem and alerts the engineering team to the relevant issues. Corporate engineering then follows up on the issue, contacting all of the necessary parties (including the CE manufacturers) until the issue is resolved.

In addition, a representative from each Cox system attends a bi-weekly conference call to discuss relevant CableCARD issues that have not yet been escalated, significant trends in the installation and maintenance of CableCARDS, and customer concerns within the system. Cox also uses this conference call to distribute important information to the systems, such as CE-supplied troubleshooting procedures or installation documentation. Atlanta operations and Engineering personnel are usually engaged on the call and work with the systems to resolve any issues or concerns.

In addition, Cox maintains an intranet site containing general information about CableCARDS and specific issue updates. Cox Customer Support, Field Service, and Field Service Support also may use this site to review troubleshooting guidelines or details from CE manufacturers.

The DAC and DNCS administrators in each system also have direct connections with ATL operations and engineering to escalate any issues that require immediate assistance.

FCC CableCARD™ Status Report

MSO: Time Warner Cable

Current number of CableCARD customers: 20,500

Number of CableCARDS available in inventory: 13,006

How are CableCARDS deployed? Majority of TWC divisions require a service appointment.

Percentage of installs: Service Appointment: 80%; Self Install: 20%

Average number of truck rolls required to install a CableCARD: 1.6

Monthly lease rate for CableCARD: On average: \$1.95. 25 divisions are at \$1.75.

Do you charge for CableCARD installs? Yes - 16 divisions, No - 13 Divisions

What is the average installation cost? \$14.83

What is your process in resolving existing and newly discovered CableCARD implementation problems?

The process reported in our previous submission is still in place. The web forum referred to as “eRoom” is still in use for resolving existing and newly discovered CableCARD implementation problems. The eRoom also allows TWC divisions to share information on issues and work together to resolve them.

Problems encountered with CableCARDS and their resolution

Our divisions continue to report a variety of different issues arising with respect to CableCARD host device installations, as illustrated by the problems listed below.

Problem: Incorrect software/ firmware on host device. This continues to cause the most reported issues to date and is common across many CE brands.

Resolution: The customer must contact the CE manufacturer to request a software patch to upgrade the TV. A follow-up service appointment is needed after the CE manufacturer has upgraded their host device.

Problem: Certain Host devices requiring dual inputs (analog and digital)

Resolution: RF splitter required at input to Host device

Problem: Customer loses digital channels two days after installation

Resolution: Customer rebooted TV, channels came back on

Problem: 161-6 error on host device. This error could occur at install or weeks later. The TV will stop displaying all CableCARD supported content and show error 161-6, until the TV is reset or the CableCARD is removed and reinstalled. The removal and reset are only temporary at best, lasting a few days at most.

Resolution: The permanent fix is to have the Host interface replaced by a TV service technician.

Problem: Dropping encrypted channels

Resolution: Contact manufacturer and work together in finding the cause. In most cases, a firmware update is required to the Host device