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December 22, 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 certain multiple system operators (“MSOs”) – Comcast Corporation, Time Warner Cable, Cox Communications, Charter Communications, Adelphia Cable, and Cablevision – to file periodically 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 “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. The cable systems formerly owned by Adelphia have been acquired by Comcast and Time Warner Cable and in related transactions Comcast and Time Warner Cable swapped various systems. These acquisitions are reflected in the CableCARD count for both Comcast and Time Warner Cable.

CableCARD Deployment and Support. The MSOs which are reporting today and which serve approximately 80% of the cable subscribers in the country have deployed over 191,000 CableCARDS. When the CableCARDS deployed by the next five largest companies are included, *there have been over 216,000 CableCARDS deployed by cable operators serving approximately 90% of the cable subscribers in the country.* In addition to this significant deployment of CableCARDS, as of November 10, 2006, 29 consumer electronics (“CE”) manufacturers have had over 541 models of Unidirectional Digital Cable Ready Products

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 6814, 6816 (¶¶ 39, 44). Reports are due every 90 days, but this report is being filed before its December 26, 2006 due date because of the approaching holiday season. The next report will be filed on or before March 26, 2007, 90 days from the due date for this report.

Ms. Marlene H. Dortch
December 22, 2006
Page 2

(“UDCPs”) such as Digital Cable Ready DTV sets verified for use with CableCARDS.

Multi-stream CableCARDS. The Commission also asked for periodic reports on the “effort to develop and deploy a multistream CableCARD.” As reported in our March 30, 2006 report, CableLabs has qualified a multi-stream CableCARD (or “M-Card”) device from CISCO/Scientific-Atlanta. And in June 2006, CableLabs Qualified a multi-stream CableCARD device from Motorola. So, both Motorola and CISCO/Scientific-Atlanta multi-stream CableCARDS are now qualified.

The multi-stream CableCARD will operate in a backwards compatible, single-stream manner with a single stream device (*e.g.*, in a unidirectional digital cable ready device) or in the multi-stream manner when paired with a multi-stream device (*e.g.*, OCAP 2.0 devices). To greatly facilitate rapid development of the Host multi-stream CableCARD interface, the HPNx Pro test tool is also commercially available to manufacturers.

Moreover, on November 13, 2006, CableLabs announced that, with the assistance of consumer electronics parties including representatives from TiVo, Motorola, Soleki Systems Corporation, Digeo Interactive, Digital Keystone, and ViXS, it has reached an agreement on new testing procedures to verify UDCPs that have an M-Card interface which permits the use of an M-Card in multi-stream mode. In order to expedite the availability of such a test suite, CableLabs has posted it at the CableLabs’ web site, www.cablelabs.com/udcp. Beginning in January, 2007, CableLabs will offer testing of UDCPs for conformance to the M-Card interface test suite as it does for UDCP conformance to the single-stream CableCARD interface.

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: Brendan Murray
Julie M. Kearney
Robert Schwartz

**Cablevision
FCC CableCARD Quarterly Report
September – November 2006**

Introduction: CableCARD technology, which enables digital televisions to display encrypted programming, has been available to 100% of Cablevision customers since July 1, 2004. The installation and service of CableCARDS is a routine practice and has been fully incorporated into the business. As with all technical service issues, each occurrence is logged into an automated database for escalation and resolution.

1. Current Number of CableCARD Subscribers: 11,218 (as of December 5, 2006). A 9% increase in deployment from the 2006 3rd quarter report. Cablevision is supporting 594 TiVo 3 Series HD Recorders on the plant network.

2. Number of CableCARDS in Inventory: 15,113 [3,895 in reserve (non-deployed) inventory].

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

4. Percentage of Installs: 100% of installs are professional installs requiring a truck roll

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: 2,748 installation and post-installation Remedy tickets were opened during the period of September 15, 2006 through December 5, 2006.

1. Host Related: 59%
2. CableCARD related including rebooting CableCARD: 36%
3. Network Related: 5%

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

Host DCR TV Issues (sample)

Problem Description:

CableCARD does not bind with the host - Swap the CableCARD.

Occurs During:

Install

Resolution:

The technician will unbind first CableCARD install/bind another CableCARD. 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:

Pixilation on most digital channels

Occurs During:

Post-Install

Resolution:

Replace service drop or components to verify signal levels are within specification or customers may need to contact manufacturer directly to have a Certified Technician perform a service call to install new hardware in the DCR TV chassis.

Problem Description

DCR TV missing premium channels

Occurs During:

Post-install

Resolution:

Perform "reboot" by removing CableCARD and turning DCR TV off. Channels are usually restored

CableCARD Issues (sample)**Problem Description**

Customer getting CableCARD "no service" message every few minutes

Occurs During:

Post-install

Resolution:

Sent hit to CableCARD or customer removes CableCARD from DCR TV.

Problem Description

CableCARD error 161-4

Occurs During:

Post-install

Resolution:

Hit card and reset TV - resolved

Problem Description

Customer has black screens on premium channels only.

Occurs During:

Post-install

Resolution:

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

**Charter Communications
FCC CableCARD Reporting
September 1, 2006 – November 30, 2006**

1. Total number of CableCARDS deployed as of November 30, 2006: 17,164.

2. Provide the number of CableCARDS in inventory:

SA CableCARD devices:	3194
Moto CableCARD devices:	6475
Total CableCARD devices:	9669

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 November 30 was 1.3.

6. Monthly Lease rate for a CableCARD?

The average monthly 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 previously recounted, Charter has experienced a steady decline in problems with its CableCARDs since reporting began.*

For the second straight quarter, no reported problems were the result of CableCARDs. Furthermore, reported installation issues resulting from problems with the digital televisions (the CableCARD “host” devices) have also declined.

One division reported a delay in installing a CableCARD due to confusion over a new model of UDCP. This was promptly corrected after escalation within Charter.

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 digital television host manufacturer for each problem is identified by a letter only to maintain confidentiality, with such letter corresponding to the same identified manufacturer(s) from previous reports.

The installation issues associated with the network which were encountered this quarter were resolved *at the time of installation* through Charter’s standard troubleshooting processes. Charter continues to troubleshoot and resolve problems occurring with various makes and models of digital television hosts as they arise.

DIVISION	TYPE	ISSUE	RESOLUTION	TV MFGR.
East	Host	Audio but not video was present on certain channels.	The problem was not resolved. The technician tried two CableCARDs with the same effect and reset the DTV. The technician will ask the customer to call the DTV host manufacturer.	D
West	Host	The host ID could not be obtained.	The subscriber talked to the manufacturer and was told that he needed an upgrade, and that at this time his DTV was “not compatible.” The subscriber plans to follow up with his manufacturer and Charter to resolve the problem.	A
West	Host	The DTV stayed in search mode and scanned for channels, and would not provide a host ID.	The technician tried 3 different cable cards with no improvement in the DTV performance or resolution to the DTV failing to program itself. The subscriber was advised to call the manufacturer.	J
West	Host	The ABC high definition channel was missing.	The DTV was reset.	D
West	Host	Digital channels were missing.	The DTV was reset.	J
West	Host	High definition channels were receiving an error message.	The technician sent an initialization hit and power cycled the DTV.	J

* See Charter Communications FCC CableCARD Reporting June 1, 2006 – August 31, 2006, Attachment to Letter from Neal M. Goldberg to Marlene H. Dortch, Commercial Availability of Navigation Devices, CS Docket 97-80 (filed September 25, 2006).

**Comcast
FCC CableCARD Report
September - November 2006**

Current Number of CableCARD Subscribers	102,168
Number of CableCARDS in Inventory	42,814
How are CableCARDS deployed: Truck Roll / Self Install / Both	Both
Total CableCARD Installs	18,616
Number of Installs - Truck Rolls	93%
Percentage of Installs - Truck Rolls	1,362
Number of Installs - Self Installs	7%
Percentage of Installs - Self Installs	7%
Average Number of Truck Rolls to Install a CableCARD	1.05
Monthly Lease Rate for CableCARD*	\$0.00
Average Installation Cost (if applicable)	\$21.10

Illustrative problems encountered with CableCARDS and process for resolution

Example - A customer complained about video "tiling" when he would remove the CableCARD from his set although services were fine with the CableCARD installed. We eventually carried another mode Digital Cable Ready set to the customer's home to show that other sets work properly both with and without a CableCARD installed.

Example - A customer was experiencing an authorization state of "unknown" on his Digital Cable Ready set after the CableCARD was installed and properly provisioned. The customer contacted the manufacturer who performed a software update on his set, but the problem persisted. We are still working with the customer and the manufacturer on this issue.

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 website 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.

* Comcast does not charge monthly lease fees for CableCARDS except in the case of a device that requires a second CableCARD. Second CableCARDS in the same device are billed at \$1.50/month. Installation fees may apply, along with monthly programming service fees.

Cox Communications
FCC CableCARD Reporting
September 1, 2006 – November 30, 2006

1. The number of Residential CableCARD devices in service:

Cox TOTAL: 18,983
Moto Total: 9145
SA Total: 9838

2. General availability of CableCARD devices:

Total CableCARD devices available: 10,323

- a. Please provide an indication of supply availability for SA and Motorola CableCARDS

SA CableCARD devices: 6171

Moto CableCARD devices: 4152

*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.

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: 1.101

The breakdown for each month is as follows:

- Aug 2006: 1.078
- Sept 2006: 1.114
- Oct 2006: 1.110

6. Monthly price charged for a CableCARD?

The average monthly rental for a CableCARD device is \$ 1.94

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 \$ 23.46

8. Problems encountered in deploying CableCARDs and how problems are resolved?
Total number of trouble calls for all CableCARD issues, escalated and un-escalated:
- September 2006: 1281
 - October 2006: 1305
 - November 2006: 1353
- 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 9

- Problems: DCR device would begin to drop channels after 2 weeks
- Resolution: While completing Cox troubleshooting, the customer decided to cancel his service.

Site 19, Manufacturer 13

- Problems: DCR device could not receive HD Channels.
- Resolution: While completing Cox troubleshooting the customer opted to change to a DVR.

Site 19, Manufacturer 21

- Problems: DCR device would not receive services after attempting to install 3 cards.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site 19, Manufacturer 21

- Problems: DCR device would not receive services.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site 19, Manufacturer 13

- Problems: DCR device was missing channels 15-73.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site 19, Manufacturer 19

- Problems DCR device was missing channels 710, 715, 716, 721, 744.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site19, Manufacturer 21

- Problems: Unable to change channels on the DCR device. DCR device continually displayed “updating channels”
- Resolution: While completing Cox troubleshooting the customer opted to rent a receiver.

Site 19, Manufacturer 13

- Problems: DCR device was missing a majority of channels between 15-73.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site 19, Manufacturer 13

- Problems: DCR device was missing HD/HBO 715, 716, 717
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site 9, Manufacturer 7

- Problems: DCR device was not receiving Digital channels and it would not scan for channels.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance. Customer received a DCR device firmware upgrade which fixed issue.

Site 19, Manufacturer 12

- Problems: Channeling up or down using the DCR device remote caused the channels to produce an audible “pop”. Then the “no signal” message would appear. However, if the channels were tuned to directly, the problem did not occur.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site 20, Manufacturer 19

- Problems: HD channels go in and out. Problem surfing channels but not direct tuning.
- Resolution: Customer is no longer with Cox.

Site 19, Manufacturer 13

- Problems: DCR device would not display any digital video
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance. Customer then opted to rent a receiver.

Site 19, Manufacturer 9

- Problems: Channels are tiling on the DCR device. The CableCARD device has been swapped twice.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site 20, Manufacturer 12

- Problems: DCR device will not display channels 715 and 716. When channeling up or down on the DCR device, 702-728 will not display. However, the DCR device will display the channels when they are directly tuned.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site 19, Manufacturer 25

- Problems: DCR device would not receive/display channel 15 and higher.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site 19, Manufacturer 12

- Problems: DCR device would not receive/display any channels.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance. The customer then opted to rent a receiver.

Site 19, Manufacturer 13

- Problems: The DCR device is not receiving/displaying channels 702, 704, 716, or 721.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site 19, Manufacturer 14

- Problems: DCR device would not receive/display any channels.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site 19, Manufacturer 13

- Problems: DCR device would not receive/display any channels.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for a firmware upgrade.

Site 20, Manufacturer 17

- Problems: The DCR device channel display drops in and out.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site 19, Manufacturer 21

- Problems: The DCR device froze on channel 3 and displayed “Acquiring Channel Info”
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance. The customer decided to rent a receiver.

Site 19, Manufacturer 19

- Problems: The DCR device loses digital channels.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for a firmware upgrade.

Site 10, Manufacturer 25

- Problem: After trying multiple CableCARD devices, the DCR device wouldn't display channel 98 on half of the CableCARD devices inserted.
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance.

Site 10, Manufacturer 8

- Problem: DCR device doesn't have audio on channels 731 and 112
- Resolution: After completing all Cox troubleshooting with no issue found, customer was referred to contact the host manufacturer for further assistance

CableCARD Device Problems

Site 19, Manufacturer 7

- Problems: DCR device was not receiving any services
- Resolution: The CableCARD device was repaired and the power was reset on the DCR device, fixing the issue

Site 19, Manufacturer 19

- Problems: DCR device was not receiving any services
- Resolution: The CableCARD device was repaired, fixing the issue.

Site 13, Manufacturer 6

- Problems: Customer is having intermittent problem with channels displaying correctly and black screens on the DCR device.
- Resolution: The system is researching levels in the customer's area.

Site 19, Manufacturer 25

- Problems: DCR device would not display / was missing premium channels.
- Resolution: During Cox troubleshooting the CableCARD device was swapped out twice. This resolved the issue.

Site 19, Manufacturer 7

- Problems: DCR device was not receiving any services.
- Resolution: During Cox troubleshooting the system corrected a downstream plant issue.

Site 19, Manufacturer 12

- Problems: DCR device was missing digital and HD channels.
- Resolution: Issue resolved when the CableCARD device was swapped out.

Site 19, Manufacturer 12

- Problems: Premiums would freeze or say “channel not available.
- Resolution: During Cox troubleshooting the CableCARD device was swapped out, resolving the issue.

Site19, Manufacturer 9

- Problems: DCR device was no receiving any premium HD channels.
- Resolution: During Cox troubleshooting the CableCARD device unpaired, repaired and sent a hit which fixed the issue.

Site 19, Manufacturer 16

- Problems: DCR device was not receiving channels.
- Resolution: During Cox troubleshooting the system corrected a downstream plant issue.

Site 19, Manufacturer 17

- Problems: DCR device was displaying problems with channels 715 and 716.
- Resolution: The CableCARD device was replaced, which fixed the issue.

Site 19, Manufacturer 19

- Problems: DCR device was missing services.
- Resolution: The CableCARD device was replaced, which fixed the issue.

Site 19, Manufacturer 9

- Problems: DCR device was not receiving channels 2-73 or any digital tiers.
- Resolution: The CableCARD device was replaced, which fixed the issue.

Site 19, Manufacturer 17

- Problems: The DCR device was not receiving any services.
- Resolution: During Cox troubleshooting the system corrected a downstream plant issue.

Site 19, Manufacturer 9

- Problems: DCR device was not receiving any channels.
- Resolution: Levels were corrected and the CableCARD device was replaced.

Site 19, Manufacturer 19

- Problems: DCR device was tiling on multiple channels.
- Resolution: During Cox troubleshooting the system replaced an AMP due to bad power pack.

Site 19, Manufacturer 24

- Problems: DCR device was not receiving any channels.
- Resolution: The CableCARD device was replaced, which fixed the issue.

Site 19, Manufacturer 12

- Problems: DCR devices were not receiving multiple channels.
- Resolution: During Cox troubleshooting the system corrected a downstream plant issue.

Site 19, Manufacturer 6

- Problems: Not receiving channels.
- Resolution: Power cycled TV and Re-paired the card.

Site 19, Manufacturer 25

- Problems: DCR device was not receiving any channels.
- Resolution: Corrected the Host data Id and repaired.

Site 19, Manufacturer 19

- Problems: DCR device was losing all channels.
- Resolution: During Cox troubleshooting the system corrected a downstream plant issue.

Sited 15, Manufacturer 7

- Problem: DCR device loses video display after 8 hours.
- Resolution: During Cox troubleshooting, the CableCARD device was replaced.

Site 4, Manufacturer 21

- Problem: DCR device loses all channels and CableCARD device information. After several hours.
- Resolution. Currently troubleshooting. System to use a CableCARD device with new OS version.

Site 6, Manufacturer 13

- Problem: DCR device was missing several channels.
- Resolution: The CableCARD device was swapped out. Several hits were sent to the CableCARD device which addressed the issue.

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 the attached 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 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 platform specific 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 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.

**Time Warner Cable
FCC CableCARD™ Status Report
September – November 2006**

Current number of CableCARD customers: **41,641**

Number of CableCARDS available in inventory: **18,025**

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

Percentage of installs: **Service Appointment: 89%; Self Install: 4%; Both: 7%**

Average number of truck rolls required to install a CableCARD: **1.73**

Monthly lease rate for CableCARD: * **Average: \$2.05. Most divisions are at \$1.75.**

Do you charge for CableCARD installs? **Some divisions charge a standard installation fee for CableCARDS while others waive the installation charge per division business procedure**

What is the average installation cost? **\$20.48**

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.

Problem: Incorrect software/ firmware on host devices continue to cause most of the reported issues to date and are common across all CE brands.

Resolution: The standard procedure is for the cable technician to inform the customer that a software patch to upgrade the Host from the CE manufacture is required to correct the issue. A follow-up service appointment is needed after the CE manufacturer has completed the upgrade to re-install the CableCARD.

* The monthly lease rate for CableCARDS reflects an average across all TWC divisions. Some of our divisions are still in the process of standardizing CableCARD lease rates within their divisions, due to differences in pricing stemming from legacy lease rates within cable systems formerly owned by Adelphia Communications Corporation and related systems swapped with Comcast Communications Corporation.

Problem: Divisions are still reporting 161-6 error codes on certain host devices. This error has occurred predominately on one brand of CE Host and is random and can go unnoticed for weeks. The device will stop displaying all content and show error 161-6. Although the error can be resolved by resetting the Host device, this is only a temporary fix.

Resolution: The permanent fix is to contact the Host manufacturer and have the DTV tuner replaced by a CE service technician.

Problem: Missing or no channels on Host device due to faulty non-compliant customer installed in home wiring devices such as splitters and coaxial jumper cables.

Resolution: A cable technician will replace equipment and bring signal levels into spec along the lines for other equipment.

Problem: CableCARDS not seated properly into Host device at time of installation.

Resolution: Technician/customer reseats the CableCARD activating the MMI screen and initializing authorization.

Problem: CableCARDS in firmware upgrade/update loop. VCT tables corrupted on DNCS

Resolution: DNCS re-started to get cards back in service