

Cable Card - Product Information

What does "plug-and-play" mean?

Plug-and-Play refers to a digital-cable-ready television or other digital-cable-ready product, such as a DVD player. Through the use of a CableCARD™ device, consumers can descramble the digital signal provided by their cable operator without the use of a traditional set-top-box. The first generations of digital-cable-ready televisions are "one way", meaning that they cannot support two-way interactivity. With one-way devices, consumers will not have access to Adelphia's interactive program guide, Video On Demand services or Pay Per View movies. Adelphia is currently exploring a two-way technology with the Consumer Electronics industry, but there is not solution in place yet.

What is a Digital Cable Ready TV?

A digital-cable-ready television has built in technology that is capable of receiving analog basic, digital basic and digital premium cable programming without the use of a set-top-box. Instead, consumers get a CableCARD™ device from their cable provider.

How does a digital-cable-ready television set work?

The signal processing capability normally provided by the set-top-box is built into the television set (such as the capability to receive encrypted high-definition programming). Digital signal security is controlled by the CableCARD™, which plugs into a Digital Cable Ready TV.

What is a CableCARD™?

A CableCARD™ is a device that consumers can plug into their digital-cable-ready television set and permits for the descrambling of digital programming. The card works in place of a traditional set-top-box. In the past, CableCARDS™ were referred to as Point of Deployment (POD) security modules.

How much does a CableCARD™ device cost?

Consumers will be able to lease the cards directly from Adelphia for approximately \$1.75 per month.

How is the CableCARD™ device installed and activated?

An Adelphia field technician must install and activate the CableCARD™ device.

Are a digital-cable-ready-television and a television with an integrated digital tuner the same thing?

No. A digital-cable-ready-television has built in technology which allows you to receive encrypted digital programming with a CableCARD™ device and without the need for a set-top-box. A television with an integrated digital tuner allows you to receive unencrypted digital and HD video from over-the-air broadcasters. A cable set top box will have to be installed for these televisions to receive encrypted digital cable programming and advanced digital services.

Will my CableCARD™ device work in another Digital Cable Ready TV?

After your CableCARD™ device is installed and initialized by an Adelphia technician, the CableCARD™ device is "associated" with the original digital-cable-ready device in which it was installed. In order for your CableCARD™ device to operate properly in another digital-cable-ready-device, the CableCARD™ device has to be installed in the new device by an Adelphia field technician. An additional CableCARD™ is required for each digital-cable-ready device.

I was unable to create a DVD copy of a program that I watched on my digital-cable-ready television. What happened?

As part of the regulations for Plug-and-Play, the FCC has mandated "Copy Protection" of digital content. This Copy Protection mandate allows programmers to determine which programming the

end consumer can create digital copies of. If you are unable to make a digital copy of a program that you watched on your digital-cable-ready television, the programmer has applied a copy protection directive to that particular content. Copy protection directives may be "copy never", "copy once", or "no more copies".

What happens if I move?

If you move out of an Adelphia service area, you must return the CableCARD™ device to Adelphia Communications. The Adelphia CableCard device will not work in other cable systems. If you move within the Adelphia service area, contact an Adelphia Customer Service Representative to notify them of your move. They will be able to help you through the transfer of service process.

When can I receive two-way interactive services through a CableCARD™ device?

The Consumer Electronics and cable industries have agreed to continue discussions and negotiations for developing a Two-Way Plug- and-Play agreement. These discussions are expected to continue throughout 2004. It is anticipated that a definitive agreement, once reached, will include a date for launch of the new product. Note that, even with a two-way agreement, one-way devices will not be capable of receiving two-way interactive services without the use of a set-top-box.

When I turn on my television the activation screen is not displayed?

Make sure that the CableCARD™ device has not been removed from the original television. If it has been removed, reinsert the device into the television. The device should be reinserted at least 3 more times, rotating the card 180 degrees at least once. The activation screen should appear within 5 minutes. If it does not, access the screen through the TV menu and contact your Adelphia customer service representative. You will need to provide the CableCARD™ device ID located on the back of the cable card.