

# End of Residential Cable TV Service

UC Santa Barbara has offered cable television service for residents of most campus-owned properties for over 20 years.

The most recent service offering has been extremely cost-competitive and included HBO, all for less than \$30 per month. Despite the relatively low cost, subscription levels have continuously declined as more people choose internet-based services, such as Hulu, Sling, Netflix, Amazon, and Youtube TV. While these services generally cost more, they often provide portability (e.g. viewing on computers and mobile devices) and other benefits.

The decline of residential subscribers to less than 50 over the past several years, combined with the costs associated with annual subscriber churn and set top box losses, have rendered this service unsustainable. As a result, the Residential Cable TV service will be terminated by September 30, 2020.

## End-of-Service Process

Existing residential subscribers may cancel their service at any time prior to September 30, 2020. Communications Services will automatically terminate service and associated billing for all remaining residential subscribers effective October 1, 2020. All subscribers must return the cable TV equipment (Cox box, power supply, and remote control) within one month of service termination or they will incur charges for missing equipment. Equipment returns are accepted at the Communications Services office behind the Public Safety building during business hours.

## Alternative Service Options

Communications Services encourages existing subscribers to review options from other Internet-based TV service providers. Differentiators include availability of local channels, live TV vs. recorded streaming, channel line-ups, optional upgrades, image quality, and digital video recorder (DVR) capabilities. Most services are monthly, however some may require a long-term commitment (e.g., AT&T TV).

Streaming content providers, in alphabetical order, include:

- AT&T TV [www.att.com/tv/](http://www.att.com/tv/)

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- Disney Plus [www.disneyplus.com/](http://www.disneyplus.com/)
- fuboTV [www.fubo.tv/](http://www.fubo.tv/)
- Hulu [www.hulu.com/](http://www.hulu.com/)
- Netflix [www.netflix.com/](http://www.netflix.com/)
- Philo [try.philo.com/](http://try.philo.com/)
- Sling TV [www.sling.com/](http://www.sling.com/)
- Youtube TV [tv.youtube.com/](http://tv.youtube.com/)

The above list is not comprehensive and does not represent an endorsement or recommendation by the University of California. Individuals considering subscribing to a streaming content provider must conduct their own research to ensure the features, costs, and terms are acceptable.

Most streaming content providers can be viewed on existing televisions via third-party devices such as an [Amazon Fire Stick](#), [Roku](#), or [AppleTV](#). Some “smart” televisions provide built-in applications for accessing content provider services. Each content provider maintains a list of compatible devices.

Cox Communications’ cable TV service will not be available as Cox does not have on-campus infrastructure to provide service delivery.

## Questions

Direct questions to the Customer Relations team via the “[Telephones and Cable TV Question](#)” link or call (805) 893-8700.