



March 31, 2016

City Administrator
City of Galena
101 Green Street, P.O. Box 310
Galena, IL 61036-2327

Re: Mediacom Annual Customer Service Report

Dear City Administrator:

Enclosed is a copy of the annual customer service report required by state statute for your review. This report is not specific to your area and may not contain any information directly related to your community.

If you have any questions about this information, please feel free to contact me directly at (309) 743-4152 or by email at khotle@mediacomcc.com.

Sincerely yours,

Kate Hotle

Kate Hotle
Government Relations Manager

Enclosures (2)

Mediacom Communications Corporation
3900 26th Avenue, Moline, IL 61265
Phone: 309.743.4152 Fax: 309.743.4607



*Lauren Predmore
Paralegal*

March 29, 2016

Susan L. Satter, Esq.
Senior Assistant Illinois Attorney General
Public Utilities Bureau
100 W. Randolph Street, 11th Floor
Chicago, IL 60601

RE: Mediacom Annual Customer Service Report for the Year January 1, 2015-December 31, 2015

Dear Ms. Satter:

Mediacom is one of the leading cable operators focused on serving the smaller cities and towns in the United States. Our company is proud to serve approximately 125,000 customers in over 350 communities throughout the state of Illinois.

Mediacom strives to provide a quality experience for our customers and is meeting the customer service standards enacted by the State of Illinois in the Illinois Cable and video Customer Protection law (220 ILCS 5/70-501(g)). For your review, attached is the Annual Customer Service Report required by state statute. An electronic form and a pdf form are also included on the enclosed disc. Please note that in addition to the information required by law, we have also submitted the percentage of customers reporting a particular complaint so that a more accurate understanding of our complaint record could be achieved.

Please feel free to contact me directly using the contact information below if you have any questions about this information.

Sincerely,

Lauren Predmore

Lauren Predmore

cc: Illinois Commerce Commission

encl.

State of Illinois
Illinois Commerce Commission
Cable and Video Providers
Complaint Reporting
Annual Filing (Sec. 70-501(g))

Company Name:	Mediacom Illinois, LLC, Mediacom Southeast LLC, and MCC Illinois LLC (collectively "Mediacom")
Filing Period:	January 1, 2015-December 1, 2015
Total Subscribers:	Approximately 128,484

Complaint Data			
Category of Complaint	Number	Percentage of Complaints	Percentage of Subscribers
Billing, charges, refunds, credits:	150	50.17%	0.117%
Installation or termination of service:	42	14.05%	0.033%
Quality of Service and Repair:	87	29.10%	0.068%
Programming:	4	1.34%	0.003%
Miscellaneous:	16	5.35%	0.012%
Total	299	100.00%	0.233%