



April 12th, 2018

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

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,

Katelyn Hotle

Katelyn Hotle
Sr. Manager, Government Relations

Enclosures (2)

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



Lauren Predmore
Paralegal

February 23, 2018

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, 2017-December 31, 2017

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 145,000 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, 2017-December 31, 2017
Total Subscribers:	Approximately 145,000

Complaint Data				
	Category of Complaint	Number	Percentage of Complaints	Percentage of Subscribers
	Billing, charges, refunds, credits:	209	23.51%	0.171%
	Installation or termination of service:	29	3.26%	0.024%
	Quality of Service and Repair:	474	53.32%	0.387%
	Programming:	13	1.46%	0.011%
	Miscellaneous:	164	18.45%	0.134%
Total		889	100.00%	0.726%