



March 11th, 2020

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 (1)

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

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, 2019-December 31, 2019
Total Subscribers: Approximately 103,595

| Complaint Data | | | |
|---|-----------|--------------------------|---------------------------|
| Category of Complaint | Number | Percentage of Complaints | Percentage of Subscribers |
| Billing, charges, refunds, credits: | 32 | 36.36% | 0.031% |
| Installation or termination of service: | 4 | 4.55% | 0.004% |
| Quality of Service and Repair: | 41 | 46.59% | 0.040% |
| Programming: | 0 | 0.00% | 0.000% |
| Miscellaneous: | 11 | 12.50% | 0.011% |
| Total | 88 | 100.00% | 0.085% |