



March 28, 2022

City of Galena  
Mr. Mark Moran  
PO BOX 310  
Galena, Illinois 61036

RE: Mediacom's participation in the Affordable Connectivity Program (ACP)

Dear Mr. Moran

Mediacom is proud to be a participant in the FCC's Affordable Connectivity Program (ACP) and we wanted to ensure you are aware of the program and how we can help residents in your area.

The ACP was launched by the FCC on December 31, 2021 and provides a discount on an eligible customer's internet bill up to \$30/month or up to \$75/month if a customer lives on qualifying Tribal lands. A customer can qualify through multiple methods, such as household income, being a participant in certain government programs such as SNAP, Medicaid, WIC or others, or if the resident or a child of the resident receives a Lifeline benefit.

If a resident qualifies, they can register for the program by contacting the FCC or directly with Mediacom by visiting [www.mediacomcable.com/acp](http://www.mediacomcable.com/acp). On our site, the customer can fill out an application to qualify, enroll in the program, and choose a level of service that best fits their needs seamlessly.

We also have launched our Connect2Compete+ program, which is a \$30/month internet service that offers 50 Mbps download, 5 Mbps upload speeds with free installation and equipment for qualifying customers. If a customer qualifies for the ACP, they will also qualify for C2C+, which allows them to cover the entire cost of internet from Mediacom through their ACP benefit.

The FCC has indicated that the biggest barrier to helping residents is a lack of knowledge of the ACP program. We are working hard to spread the word about the program and would be happy to partner together to further expand the word in the areas we serve. If we can provide any further details, flyers, or help in any other way, please let us know. You can contact our ACP department directly by calling 850.934.2551 or emailing us at [MediacomACP@Mediacomcc.com](mailto:MediacomACP@Mediacomcc.com).

Sincerely,

*Kate Hotle*

Kate Hotle  
Manager, Government Relations