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July 8th, 2022

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,

A handwritten signature in black ink that reads "Katelyn Hotle". The signature is written in a cursive style.

Katelyn Hotle
Sr. Manager, Government Relations

Enclosures (1)

Mediacom Communications Corporation
3900 26th Avenue, Moline, IL 61265
Phone: 309.743.4152 khotle@mediacomcc.com

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, 2021-December 31, 2021
 Total Subscribers: Approximately 74,519

Complaint Data

Category of Complaint	Number	Percentage of Complaints	Percentage of Subscribers
Billing, charges, refunds, credits:	6	2.15%	0.008%
Installation or termination of service:	0	0.00%	0.000%
Quality of Service and Repair:	261	93.55%	0.350%
Programming:	0	0.00%	0.000%
Miscellaneous:	12	4.30%	0.016%
Total	279	100.00%	0.374%