

January 26, 2021

Mr. Rocco B. Commisso
CEO Mediacom Communications Corporation
100 Crystal Run Road
Middleton, New York 10941

Dear Mr. Commisso,

Our three villages are located in northeastern Illinois, in an area which Mediacom services with internet, TV and phone. Our villages appreciate the updated speeds and investments made in recent years; however, Mediacom's failure to invest in network redundancy in our area continues to result in major outages, the impact of which is incalculable.

As you know, Mediacom advertises itself as "a faster, more reliable internet". But when a fiber-optic cable is cut or damaged due to storms, accidents, or excavators, even 40 or 50 miles away, we lose service for extended periods of time. During the last six months of 2020, there were four major outages with durations of five – ten hours each. On social media pages, our residents are venting their frustration with Mediacom and sharing ways to "cut the cord".

In addition to disrupting emergency services, these outages cause loss of revenue for our businesses and factories, which are the economic engines of our towns, and loss of productivity for remote workers. Students have no other option but to participate in distance learning at this time and are cut-off from their classrooms. These reasons make major outages unacceptable in 2021.

We have reached out to local reps about this issue, as well as an issue with subdivisions that completely lack cable internet service, but have not gotten a positive response. We need to find an economically viable option to protect against outages like this. Since we are surrounded by Comcast territory, perhaps there is a way to work with them, or maybe FCC grants are available to build backup systems. Together, we are asking Mediacom to create alternate cable routes, or find other options, to significantly reduce the potential for these outages that leave our villages without service, and to extend service to all.

Respectfully,

Mark Eisenberg, President
Village of Spring Grove

Kimmy Martinez, President
Village of Hebron

Rick Mack, President
Village of Ringwood

cc: Governor J. B. Pritzker
U.S. Senator Dick Durban
U.S. Senator Tammy Duckworth
Congresswoman Lauren Underwood
McHenry County Board Chair Michael Buehler
Mediacom Director of Area Operations Don DeMay

FCC
State Senator Craig Wilcox
State Rep. Steve Reick (District 63)
State Rep. Tom Weber (District 64)
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