

Seasonal Packaging – 2020/2021 – South Bethany, DE

Option 1:

This seasonal offer is available to customers whose accounts are current and in good standing and that are not home during the seasonal period which runs between September 1, 2020 – March 31, 2021. It requires a minimum of two months and a maximum of six months. A seven-day notice is required in order to move to this program and all services on the account must be placed on seasonal.

On this program, phone services, your Mediacom email address, and TVEverywhere services will continue to function. Internet services and television services will be suspended.

All accounts that are on this seasonal package will automatically be reverted to normal services once the seasonal time period ends on March 31, 2021.

On this offer, there will be no installation fees, repackaging fees, or appointments necessary once the program ends. Customers will not need to return their equipment.

Pricing:

Current Subscribed Services:	Cost/Month
Video Only	\$10.00/month
Internet Only	\$12.50/month
Phone Only	\$15.00/month
Video & Internet	\$20.00/month
Internet & Phone	\$32.50/month
Video & Phone	\$30.00/month
Video, Internet, & Phone	\$35.00/month

Note: This package is not available for customers with Home Controller service.

Option 2:

This seasonal offer is available to customers that are not home during the seasonal period which runs between September 1, 2020 – March 31, 2021. It requires a minimum of two months and a maximum of six months. A seven-day notice is required in order to move to this program and all services on the account must be placed on seasonal.

On this program, services will remain active so that customers who visit their homes periodically will not experience interruptions or lesser service levels.

All accounts that are on this seasonal package will automatically be reverted to normal services once the seasonal time period ends on March 31, 2021.

On this offer, there will be no installation fees, repackaging fees, or appointments necessary once the program ends. Customers will not need to return their equipment.

Pricing: This package provides a 50% discount on all your current, recurring monthly services through March 31, 2021. Any billable phone calls such as directory assistance; or PPV or VOD orders made during this time will be billed at their full, current advertised rate. Should any rates change during this time frame they will be reflected on your bill however you will receive a 50% discount through the end of the package which ends on March 31, 2021.

Note: This package is not available for customers with Home Controller service.

Process:

The customer will contact Mediacom, where a customer service representative will explain the promotional options available. The customer can decide what seasonal promotion best fits their needs and the Mediacom representative will enter the order to start within seven days. No technicians will be sent, as everything can be handled remotely. The customer will still receive their billing statements via mail, so we will need to set a forwarding address if the customer will not be at the residence. On March 31, 2021 the package will automatically expire and will revert back to their normal rates and service levels. Customers will not need to contact us to make changes, but if they want to end their seasonal packages early, they can call us and we can end early (with a minimum of two months in the seasonal package).

If neither option fits the needs of the customer, they can either keep services as they are or disconnect services. If the customer chooses to disconnect, they will be required to return equipment and a tech will be dispatched to physically disconnect and trap the services outside the home.

If any subscriber would like to sign up for seasonal services, they can contact us via telephone by calling 855.633.4226.

Sincerely,
Christopher Lord
Mediacom Communications
Government Relations Manager, Coastal Region