



September 1, 2020

Mayor Saxton & the South Bethany Town Council
Town of South Bethany, DE
402 Evergreen Road
South Bethany, DE 19930

Dear Mayor Saxton & The South Bethany Council,

We want to thank you again for working with us on a new franchise agreement between the Town of South Bethany and Mediacom Communications. I wanted to provide you an update on the five point plan that was outlined in our letter on June 23, 2020.

1. Area Drive Out
 - a. The area drive out has been completed. I have attached to this letter a document showing the locations where a fix was completed, the details of the fix, and the date of the completion.
2. Equipment Review
 - a. All equipment has been reviewed. Those with modems that were out of date have been swapped. Any customer who would like to swap their DVR or digital box can do so through calling us and initiating a swap through the mail.
3. Seasonal Rates
 - a. The seasonal rates have been provided by corporate and I have attached the letter to the Town with the details of the seasonal rates. A billing notice will also be placed in a future bill.
4. Network Analysis
 - a. We recently completed a thorough engineering review of our entire fiber-coax network serving South Bethany. This technical review analyzed the performance specifications of all key network components including our fiber and coax distribution network which includes all cabling, electronics and other devices which delivers service to our customers. Any component which failed to meet our optimal and high standard specifications was replaced.
5. Survey Follow Up Calls
 - a. This process is in place and will start this month. We will review a set percentage of calls that result in a trouble call to audit and ensure that everything was done properly, and all procedures were followed.

We look forward to continuing to work with the Town of South Bethany to make sure we are meeting the standards the town expects from us as a company. If you have any questions, I can be reached by phone at 850.934.2551 or via email at clord@mediacomcc.com.

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

Mediacom Communications
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