



September 14, 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 Town Council,

On September 6, 2020, Mediacom experienced a service outage in some of our Delaware markets. This outage caused a loss of service to the Town of South Bethany starting around 11:30 AM and was resolved at 2:58 PM. The total time of the outage was 3 hours and 28 minutes.

This outage was caused by loss of commercial power. Delmarva Power experienced a power outage in parts of Ocean View that affected the primary power at our server site. When our battery backup power depleted, it caused the Mediacom service to go out. Our techs worked with Delmarva Power to understand the time of the outage and the expected return of power to the server site.

We are working on some preventative methods to limit the impact of these power outages in the future. While we can't control power issues, we will do all we can to minimize the impact with what is in our control.

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