As we continue to weather the Covid-19 storm, many of us have had to adjust our day-to-day lives. Mediacom continues to be here to help you with your personal and business needs.

While we continue to maneuver these current challenges, we have robust self-service capabilities already in place. Our customers can get answers, manage their accounts, and troubleshoot service problems to avoid long phone wait times to keep you up and running.

- Customers can download our MediacomConnect Mobile Care app to their smartphone or tablet

- Text us at 66554 and talk to our digital assistant Molli, or a live agent.

- Visit us online and log in to your account at support.mediacomcable.com

We are also taking additional steps to help our customers and communities by putting into place the following policies and initiatives over the next 60 days.

- **We proudly joined dozens of other internet providers** in signing onto the Keep Americans Connected Pledge recently issued by the Federal Communications Commission to help combat the spread of coronavirus.

- **Pausing Our Data Allowances:** Many of our customers are now working and conducting school temporarily from home. While the vast majority of our customers do not come close to exceeding their data allowances, we are pausing our data allowances until May 15th so no customer will have to worry about overage charges related to unexpected increases in data usage.

- **Helping families affordably get online** by increasing the speed of the Mediacom Connect2Compete low-cost internet program to 25 megabits per second (Mbps) down by 3 Mbps up (currently 10 Mbps down by 1 Mbps up). Qualifying families who subscribe before May 15, 2020, will receive 60 days of complimentary Mediacom Connect2Compete service. We are also extending the pricing of Mediacom's Access Internet 60 broadband service to new customers at $19.99 per month for the next 12 months (currently retails for $29.99 per month).

We understand these are very trying times for our entire country. Our employees share the anxiety you may be feeling and are working through the disruption this has caused in our everyday lives. Mediacom employees live and work in your community and are committed to help you stay connected with your friends and family. Please visit www.mediacomcable.com or call us at 855-224-2253 with any questions or concerns.