

WC Docket 14-93, Connect America Fund Phase II Challenge

Mediacom Minnesota LLC in Minnesota

Per the National Broadband Map data, Mediacom Minnesota LLC (Mediacom) claims to offer voice service in 85 Census Blocks in Mid-Communications, Inc. (Mid-Com) Serving Areas that it would like to challenge. On the Mediacom website (<https://mediacomcable.com/site/order.php>), there is a tool to do an address lookup to determine if service is available. Using the service addresses for city offices in each of our exchange, Mid-Com was only able to retrieve addresses in only two of its exchanges stating service was available (see lookups in Mediacom attachment). Examples of the address lookups for all the remaining exchanges is included in the Mediacom attachment. Also, in its "support" section, Mediacom discusses transfer of existing numbers (<https://support.mediacomcable.com/content/after-i-switch-mediacom-phone-should-i-call-my-current-phone-company-disconnect-my-service>). Given this option, Mid-Com should expect some level of porting activity in the identified CBs. Company Porting data by census block from 2013 through 2014 (y-t-d) reveals that Mid-Com has yet to see any porting activity to Mediacom in the challenged census blocks. Mid-Com has also solicited GeoResults to try to obtain wireline, fixed wireless, and mobile wireless portability status for customer telephone numbers inside the CBs in question. An attachment describing the GeoResults effort is included in this filing. Based on the GeoResults data, the CBs in question that Mediacom claims to offer voice service to have little (from 0% to 10% for residential and business locations found) porting activity and based on company porting data, there is no evidence that any of that activity is related to Mediacom customers in the specified CBs.

Also, Mid-Com questions the reliability of Mediacom's service offering based on survey data below:

1. In a survey conducted by Consumer Reports magazine in 2012, Mediacom is the worst cable provider in the country according to the 50,000 people polled.¹
2. The February 2010 issue of *Consumer Reports* ranked Mediacom amongst the worst cable companies in the United States: 15th of 16 in TV service, 24th of 27 in Internet service, and last of 23 in phone service, based on surveys.^{2,3}
3. June 2012 issue of *Consumer Reports*, in which Mediacom was identified as the worst-rated company in the United States regarding TV service, phone service and bundled telecom services, and third worst-rated in regards to satellite Internet service.⁴

¹ http://www.press-citizen.com/article/20120507/NEWS01/120507008/Consumer-Reports-survey-Mediacom-is-the-worst?odyssey=tab%7Ctopnews%7Ctext%7Cfrontpage&nclick_check=1, Retrieved 2014-10-20.

² Smith, Will (2010-01-10). "Magazine pans Mediacom". *The Hawk Eye* (Burlington, Iowa). <http://www.thehawkeye.com/story/mediacom-011010>, Retrieved 2014-10-20.

³ Hicks, Lynn (2010-01-01). "Consumer Reports ranks Mediacom near bottom". *Biz Buzz. Des Moines, Iowa: The Des Moines Register/Gannett*. <http://blogs.desmoinesregister.com/dmr/index.php/2010/01/11/consumer-reports-ranks-mediacom-near-bottom>, Retrieved 2014-10-20.

⁴ <http://www.press-citizen.com/article/20120507/NEWS01/120507008/Consumer-Reports-survey-Mediacom-worst>, Retrieved 2014-10-20.

Based on the evidence referred to above, Mid-Communications, Inc. challenges the competitive presence of Mediacom Minnesota LLC in the CBs listed on the form 505.



(<https://support.mediacomcable.com>)

Customer Support

How can we help you?

Search

** Denotes Portability*

Home (/) » Mediacom Answer Center (/faq-page) » **After I switch to Mediacom phone, should I call my current phone company to disconnect my service?**

If you are keeping your current phone number, you do not need to contact your current phone service provider to disconnect service. Mediacom will contact them for you. Once Mediacom phone service standard installation is completed and your phone number is successfully transferred, your prior phone service will be disconnected. Until then, you will continue to have service from your current phone provider. You may want to contact your former provider after the standard installation has been completed to ensure that you receive final billing in a timely manner. Please note, it is essential that you or an authorized person be at home during the standard installation procedure.

If you receive a new telephone number from Mediacom, and no longer desire phone service from your current phone service provider, you must contact your current phone service provider to disconnect your current phone service. We strongly recommend that you disconnect your current phone service after Mediacom phone service is complete so you receive continuous service during your transition.

Rating:

No votes yet

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(http://mediacomcable.com/site/video_dvr.html)

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Sorry, Mediacom does not seem to service that address. Confirm your address is correct and try again or continue to [CableMover.com](#) or call 866-620-0640 to find providers in your area.

check pricing and packages in your area



*Street Address: 244 East Maine Street, Amboy, MN

Apt#:

*Zip Code: 56010

Current Customer:

New Customer:

[Check Availability](#)



Sorry, Mediacom does not seem to service that address. Confirm your address is correct and try again or continue to [CableMover.com](#) or call 866-620-0640 to find providers in your area.



check pricing and packages in your area

*Street Address:

Apt#:

*Zip Code:

Current Customer:

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check pricing and packages in your area



*Street Address: 130 South Ewing Street, Good Thunder MN

Apt#:

*Zip Code: 56037

Current Customer:

New Customer:

[Check Availability](#)



Sorry, Mediacom does not seem to service that address. Confirm your address is correct and try again or continue to [CableMover.com](#) or call 866-620-0640 to find providers in your area.



check pricing and packages in your area

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Apt#:

*Zip Code:

Current Customer:

New Customer:

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check pricing and packages in your area



*Street Address: 525 Main Street Madison Lake, MN

Apt#:

*Zip Code: 56063

Current Customer:

New Customer:

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*Street Address: 104 Second Ave NE, Mapleton, MN

Apt#:

*Zip Code: 56065

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*Street Address: 304 Main Street West, St. Clair MN

Apt#:

*Zip Code: 56080

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