

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

MCC Iowa LLC in Iowa

Per the National Broadband Map data, MCC Iowa LLC (Mediacom) claims to offer voice service in 53 Census Blocks in Heartland Telephone Company 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, Heartland was only able to retrieve one address in one of its exchanges stating service was available. 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, Heartland 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 Heartland has yet to see any porting activity to Charter in the challenged census blocks. Heartland 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, Heartland 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 (2010-01-011). "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, Heartland Telephone Company challenges the competitive presence of MCC Iowas LLC in the CBs listed on the form 505.

Customer Support

How can we help you?

Search

★ Suggest number porting capability

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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- Installation How-To's (/answer-center-category/installation-how-tos)



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

TiVo

Master Your Entertainment Choices with TiVo.

[Learn More](#)

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:
New Customer:

[Check Availability](#)



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