



February 23, 2022

Dear Community Leader:

I wanted to take this opportunity to update you regarding our recent service interruption which took place on Monday and Tuesday, especially when an issue further away from DE and MD affects high-speed data customers in our area. As you likely know, the world wide web is really many networks of networks... all interconnecting. And internet service providers have big data centers for banks of equipment & components, somewhat like the hub's commercial airlines use, and then signals (like planes) are distributed out to regions and then to subsets of the regions, etc.

What happened on Monday that affected Mediacom customers in Sussex Co., DE and Worcester County, MD was an issue that occurred in a major data or signal processing center in Atlanta, GA. In that facility (which Mediacom uses), an electrical issue occurred in one set of equipment components. The issue was identified at 9:46 AM. It was corrected at 2:53 PM. During those hours, the issue blocked the transmission of high-speed data along a specific routing area that affected Mediacom internet customers in DE & MD. While our network engineers initially fixed the issue on Monday and service resumed, it re-occurred on Tuesday. This 2nd electrical issue was identified at 3:02 pm on Tuesday and was resolved at 6:13 pm. With the re-occurrence, our engineering team delved deeper in their investigation of the cause; they identified that major cause during the outage timeframe on Tuesday. Permanent repairs were made, and high-speed internet service has been stable since the repairs were made.

We regret the interruption this caused for Mediacom customers using our broadband service in Sussex County, DE and Worcester County, MD. This was a very rare type of electrical issue that could not be anticipated, and not the type of situation that our network monitoring tools would see in advance. And because the issue occurred at an Atlanta site (data center), our customers can be assured that there was no issue within the local portions of our fiber-based network that delivers Gigabit-speed broadband service to businesses and residences in parts of your viewing area.

Sincerely,

Todd G. Gohn

Todd G. Gohn
Area Director, Delaware