

**STATE OF ILLINOIS  
ILLINOIS COMMERCE COMMISSION**

**MEDIACOM ILLINOIS LLC** )  
 )  
Application for State-Issued Authorization to ) **14-0109**  
Provide Cable Service Pursuant to Section 401 )  
Of the Cable and Video Competition Law of 2007 )

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**VERIFIED STATEMENT OF JAMES ZOLNIEREK**

My name is James Zolnierек and I am employed by the Illinois Commerce Commission as the Director of the Policy Division. Among my duties as Director is to review applications for State-issued authorization to provide cable services.

**OVERVIEW**

On February 5, 2014, Mediacom Illinois LLC (“Mediacom”) filed, pursuant to Section 401 of the Cable and Video Competition Law of 2007 (the “Law”) (220 ILCS 5/21-401), an Application (“Application”) for State-issued authorization to use, occupy, and construct facilities in the public rights-of-way for the delivery of cable service and for State-issued authorization to provide cable services, in the City of Gays. On February 10, 2014, Mediacom supplemented its application with additional support information. I have attached this information as Attachments A and B to this affidavit.

The purpose of my verified statement is to provide a recommendation as to the completeness of the application and determine whether the Applicant has provided adequate assurances that it possesses the financial, managerial, legal and technical qualifications necessary to comply with the Law.

## **COMPLETENESS OF APPLICATION AND AFFIDAVIT**

I have examined the Application and affidavit to ensure that they contain the affirmations and information required by subsection 401(b) of the Law (220 ILCS 5/21-401(b)). Based on my examination, I conclude that the application and affidavit, including the supplemental support provided by Mediacom, comply with the requirements for completeness in accordance with the Law.

## **ADEQUACY OF ASSURANCES IN THE APPLICATION**

The Law requires, among other things, that the Application include “adequate assurances that the applicant possesses the financial, managerial, technical and legal qualifications necessary to construct and operate the proposed system, and to promptly repair any damage to the public right-of-way caused by the applicant, and to pay the cost of removal of its facilities.” (220 ILCS 5/21-401(b)(8)) I have examined the Application and affidavit to ensure that they contain the assurances required by the Law. Based on my examination, I conclude that the application and affidavit, including the supplemental support provided by Mediacom, contain the assurances required by the Law.

## **RECOMMENDATION**

I recommend that Mediacom’s application for State-issued authorization to use, occupy, and construct facilities in the public rights-of-way for the delivery of cable

service and for State-issued authorization to provide cable services be considered complete and that its request for service authorization be granted.

PUBLIC

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Attachment A- Mediacom's Data Request Responses

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February 10, 2014

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Re: Docket No. 14-0109  
Mediacom Illinois LLC: Application for State-Issued Authorization to Provide  
Cable Service.

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Dear Ms. Turner & Mr. Zolnierek:

Enclosed please find responses to Staff Data Requests JZ 1.01 through JZ 1.03 by Mediacom Illinois LLC (“Mediacom”) regarding the above-referenced docket. Please note the separately attached Exhibit A, which contain sensitive, highly confidential, non-public information and for which we request confidential treatment.

Very truly yours,

// *Craig Gilley* //

Craig A. Gilley  
*Counsel for Mediacom*

Enclosures



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JZ 1.01            Please provide an organizational chart that includes Mediacom Illinois LLC, Mediacom LCC, and all other entities affiliated with Mediacom Illinois LLC and that identifies the relationships between these entities.

*Information provided by Craig A. Gilley, Counsel for Mediacom, 202-939-7928.*

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Attached separately as Exhibit A is an organizational chart showing Mediacom Illinois LLC, its parent Mediacom LLC and other affiliated entities. All of the entities are wholly owned by the ultimate parent Mediacom Communications Corporation, which is wholly owned by Rocco B. Commisso, Mediacom's Founder, Chairman and Chief Executive Officer. **This chart contains sensitive, highly confidential, non-public information.** Consistent with Sections 4-404 and 21-401 of the Public Utilities Act (220 ILCS 5/4-404; 21-401(c)(1)), Mediacom hereby requests that the Commission provide adequate protection for this information to ensure against its public release.



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JZ 1.02        Mediacom's Application for State-Issued Authorization to Provide Cable Service refers, at 2, to certain customer service standards contained in 220 ILCS 5/22-501 that Mediacom agrees to comply with. Please confirm that Mediacom will comply with all customer service standards contained in 220 ILCS 5/22-501.

*Information provided by Craig A. Gilley, Counsel for Mediacom, 202-939-7928.*

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As stated in paragraph 16 of Bruce Gluckman's affidavit, Mediacom has and will continue to comply with the customer services standards contained in 220 ILCS 5/22-501.

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JZ 1.03            Please provide, by year and by state, for all years between and including 2009 and 2013, the number of cable and video service related consumer complaints received by Mediacom in each state, including in Illinois, in which Mediacom provides cable or video services. If consumer complaints are indicated, please provide an explanation of the types of complaints received, dispositions of complaints, and any remedial actions taken to ensure such complaints do not occur going forward.

*Information provided by Craig A. Gilley, Counsel for Mediacom, 202-939-7928.*

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Attached to this response as Exhibit B are Mediacom's annual filings with the Illinois Commerce Commission detailing the number of customer complaints by category between 2009 and 2012. The annual filing for 2013 will be filed with the Commission in March. Mediacom each year receives complaints from fewer than 0.3% of its Illinois subscribers. Complaints are typically related to picture quality, service interruptions, billing disputes and equipment issues. Mediacom makes every effort to respond and fully resolve all customer complaints within two weeks of receipt. As it has received complaints from very few of its subscribers, and as such complaints are frequently resolved in a short time frame, there has been no need for remedial or corrective actions.

# **EXHIBIT B**

In response to Staff Data Request JZ 1.03  
Docket No. 14-0109

**State of Illinois  
Illinois Commerce Commission  
Cable and Video Providers  
Complaint Reporting  
Annual Filing (Sec. 70-501(g))**

<b>Company Name:</b>	Mediacom Illinois, LLC, Mediacom Southeast LLC, and MCC Illinois LLC (collectively "Mediacom")
<b>Filing Period:</b>	January 1, 2012-December 31, 2012
<b>Total Subscribers:</b>	Approximately 153,230

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**Complaint Data**

	Category of Complaint	Number	Percentage of Complaints	Percentage of Subscribers
<b>Total</b>		100	100.00%	0.061%
	<b>Billing, charges, refunds, credits:</b>	38	38.00%	0.023%
	<b>Installation or termination of service:</b>	6	6.00%	0.004%
	<b>Quality of Service and Repair:</b>	28	28.00%	0.017%
	<b>Programming:</b>	1	1.00%	0.001%
	<b>Miscellaneous:</b>	27	27.00%	0.016%

**State of Illinois  
Illinois Commerce Commission  
Cable and Video Providers  
Complaint Reporting  
Annual Filing (Sec. 70-501(g))**

<b>Company Name:</b>	Mediacom Illinois, LLC, Mediacom Southeast LLC, and MCC Illinois LLC (collectively "Mediacom")
<b>Filing Period:</b>	January 1, 2011-December 31, 2011
<b>Total Subscribers:</b>	Approximately 164,400

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**Complaint Data**

	Category of Complaint	Number	Percentage of Complaints	Percentage of Subscribers
<b>Total</b>		166	100.00%	0.101%
	<b>Billing, charges, refunds, credits:</b>	56	33.73%	0.034%
	<b>Installation or termination of service:</b>	5	3.01%	0.003%
	<b>Quality of Service and Repair:</b>	66	39.76%	0.040%
	<b>Programming:</b>	7	4.22%	0.004%
	<b>Miscellaneous:</b>	32	19.28%	0.019%

**State of Illinois  
 Illinois Commerce Commission  
 Cable and Video Providers  
 Complaint Reporting  
 Annual Filing (Sec. 70-501(g))**

<b>Company Name:</b>	Mediacom Illinois, LLC, Mediacom Southeast LLC, and MCC Illinois LLC (collectively "Mediacom")
<b>Filing Period:</b>	January 1, 2010-December 31, 2010
<b>Total Subscribers:</b>	Approximately 177,700

<b>Complaint Data</b>				
	<b>Category of Complaint</b>	<b>Number</b>	<b>Percentage of Complaints</b>	<b>Percentage of Subscribers</b>
<b>Total</b>		332	100.00%	0.187%
	<b>Billing, charges, refunds, credits:</b>	101	30.42%	0.057%
	<b>Installation or termination of service:</b>	15	4.52%	0.008%
	<b>Quality of Service and Repair:</b>	162	48.80%	0.091%
	<b>Programming:</b>	7	2.11%	0.004%
	<b>Miscellaneous:</b>	47	14.16%	0.026%

**State of Illinois  
 Illinois Commerce Commission  
 Cable and Video Providers  
 Complaint Reporting  
 Annual Filing (Sec. 70-501(g))**

<b>Company Name:</b>	Mediacom Illinois, LLC, Mediacom Southeast LLC, MCC Illinois LLC and MCC Iowa LLC (collectively "Mediacom")
<b>Filing Period:</b>	January 1, 2009-December 31, 2009
<b>Total Subscribers</b>	180,645

<b>Complaint Data</b>						
<b>Category of Complaint</b>	<b>Number</b>	<b>Percentage</b>				
<b>Total</b>	466	0.26%				
<b>Billing, charges, refunds, credits:</b>	101	0.06%				
<b>Installation or termination of service:</b>	14	0.01%				
<b>Quality of Service:</b>	301	0.17%				
<b>Programming:</b>	22	0.01%				
<b>Miscellaneous:</b>	28	0.01%				

CONFIDENTIAL

Docket 14-0010

Attachment B- Mediacom's Organizational Chart

