

EQUIPMENT RETURN INSTRUCTIONS



Dear Mediacom Subscriber,

We understand that customers, like you, are busier than ever these days so we've made returning equipment easier than ever. With this shipment, we have included everything you will need to return the equipment safely to Mediacom. Simply refer to the instructions below to ensure you pack and return all of the essential items.

According to your service agreement, you are required to return all equipment upon termination of service with us or that you no longer require. This includes any video converters, remote controls, internet modems, phone modems and power cords supplied by Mediacom.

Remember, you're responsible for any missing or damaged equipment, and replacement costs for the equipment can range up to \$500 for video converters, \$139 for modems, and \$25 for power cords and remote controls.

If you have any questions about your equipment return that are not covered by the enclosed information, please call our Customer Care Center at 1-855-MEDIACOM. Again, we want to thank you for your business.

Sincerely,

MEDIACOM

TO RETURN THE EQUIPMENT, PLEASE FOLLOW THESE STEPS

- Insert the equipment in the bubble wrap provided & safely secure it in the box. Please make sure to include the power cord and remote.
- Close and seal the box.
- Place the enclosed return label on the outside of the box, completely covering the previous shipping labels.
- Take the Return Kit to a USPS office.

PLEASE NOTE | Mediacom should receive the package within 14 business days, at which time it will be removed from your billing statement. Failure to return equipment within 14 days may result in a charge on your bill of up to \$500 for each video converter, \$139 for each internet and/or phone modem, \$25 for each unreturned power cord and \$25 for each unreturned remote control.