

MEDIACOM CABLE FRANCHISE – INFORMATION SHEET – Ocean View, DE

The Cable Franchise that the Town of Ocean View has with Mediacom relates solely to Cable TV. It does not cover the company's internet service/nor broadband.

Mediacom is the only cable provider in Ocean View but only because no other provider has chosen to offer this service. We can and would negotiate additional franchise agreements if any company showed interest. The only exclusivity is related to the lack of competition and not as a written rule that we can only have one cable franchise.

The 2020 Cable Franchise renewal will also afford the Town of Ocean View the added benefit of gaining a Government Access Channel. This is something the Town has never requested before but that we are looking forward to having. It will be another tool for communicating with our public.

Regarding internet service in our area, it is correct that Mediacom is the only option for most, however, Sea Colony has Comcast. Comcast is also bringing internet to the Bethany commercial area and planning to move down Rte. 26 offering commercial internet. Internet is not subject to franchise agreements and again, if any other company wanted to enter our area, they would be able to do so. There is no exclusivity provision/monopoly except for their being the only provider interested in being here at this time.

To that end, over the last year, myself and the Managers from South Bethany, Millville and Bethany Beach have been meeting with Comcast to encourage their coming to our area to offer residential cable and internet. As you can imagine, their decisions to provide service are economically driven and based on the cost to build and the number of customers to be gained. For that reason, the towns have shared detail related to the number of residential units that span out from Rte. 26/Atlantic Ave. where they are adding commercial internet. We have shared information on existing homes as well as projects on the books to be built. The idea was to combine our numbers to hopefully get their attention. As for now – we are on their radar, but no definitive decisions have been made. We have also included Sussex County in this engagement. This effort/opportunity to meet has unfortunately been slowed by the pandemic.

While we have had complaints raised regarding internet service since I have been here, they have not been extensive. I am however aware of a general negativity regarding the internet service and have shared this with Mediacom, as have the other towns. **I have brought any issues to the attention of Mediacom who has very quickly responded to the customers. Those complaints that I have brought to their attention have all been addressed to the satisfaction of the residents.** I would be happy to engage Mediacom on behalf of any resident who wishes to share their concerns.

Regarding broadband – this is a topic we should discuss/research further as a Town, if so directed.

Carol Houck
Ocean View Town Manager
August, 2020