

Total Care

Customer service the way you want it.

SUPPORT WEBSITE

When you visit Mediacom's Support Portal, you get the total customer care experience. Here you have access to all of your account and billing information, how-to videos, troubleshooting, community forums, and our Answer Center. To get started, go to support.mediacomcable.com and then login with your Mediacom ID (email address and password associated with your Mediacom Account). It's that easy!

MEDIACOMCONNECT MOBILECARE APP

The MediacomConnect MobileCare app gives you easy access to your Mediacom account right from your mobile device. Simply go to Google Play® or the iTunes App Store® to download the app for free, and then login with your Mediacom ID and password. Once you're logged in, you can pay your bill and view your account, manage service appointments, and even monitor your data usage.



TOTAL CARE TEXT SUPPORT – NOW FEATURING

Total Care Text Messaging is the most convenient way to get your questions answered from Mediacom, especially now that Molli, your dedicated (and super smart) personal assistant, is just a click away. Whether it's a question about your WiFi password, usage allowance or bill amount, Molli is ready to deliver fast answers. To enroll in Total Care Text Messaging, text **MEDIACOM** to **33915** from your mobile device. Molli will ask you a few questions and sign you up. Once you're enrolled, make sure to add **33915** as a contact and text her any time you have a question.



Molli

WiFi Password

Your WiFi password:
Grannyk@13.Your
SSID: Annie.

CUSTOMER SERVICE ON YOUR SCHEDULE

We know your time is valuable. That's why we offer a call-back option between 8 AM and 7:30 PM CT. Scheduling a call-back is simple: Just login to your account on support.mediacomcable.com or the MediacomConnect MobileCare app and click on **Schedule a time for us to call you**. You can have an agent contact you as soon as they're available or you can select the specific time that's most convenient for you.

Your Account Information

Account #: _____

PIN #: _____

Registration code: _____

Mediacom ID and password:

(email address and password associated with your new Mediacom account)

Home networking (WiFi) username and password:

(to manage your home network visit <https://homewifi.mediacomcable.com>)

Wireless network name (SSID) and password:

To access many of your Mediacom subscription features, such as the Xstream TV app, you will need to first set up a Mediacom ID. This Mediacom ID differs from any email address you may have provided us at the time you set up or ordered your service. In most cases, the primary Mediacom ID is set up when our technician visits your home to install your services and it can be found on the work order that was left with you. If you have misplaced this information or are unsure if a Mediacom ID was set up, contact us at 1-855-633-4226.

Your services are subject to Mediacom's Service Terms and Conditions located at: <https://mediacomcable.com/customer-agreements>.