

Paul Gowder
[address omitted]

August 17, 2015

Mediacom Communications Corporation
546 Southgate Ave
Iowa City, IA 52240

RE: CANCELLATION OF ACCOUNT [omitted]

BY CERTIFIED MAIL

Dear Sir or Madam:

I write to reconfirm my intention to cancel my subscription to your “internet service.” Since it was installed on August 3, it has been functional less than half the time. Repeated calls for support and service have yielded no permanent solutions; resetting modems has almost never helped; changing your modem for my own has made no difference, the service simply is not there, and has not been there for days on end. **Cancel this account immediately.**

The last time I called your technical support line, your representative scheduled yet another service call, then threatened to charge me an additional fee if, in the serviceperson’s sole discretion, they concluded that the problem was with my equipment rather than yours. (Not only is that wildly implausible, given your repeated and persistent failure to supply service across multiple pieces of equipment and Mediacom’s notorious reputation for unreliability in the community, but it is also an obvious conflict of interest.) **When I informed your representative that this was unacceptable and told her to cancel the service, she ignored me and continued driveling on about the technician visit.**

To cap it off, after I explained that the end of this path down which you walk is litigation, she then had the staggering *chutzpah* to attempt to “up-sell” me for telephone and television services. I assume this is some kind of script your staff are required to follow, because no human acting alone could possibly be that obtuse—that degree of irrationality is the sole province of corporate bureaucracies.¹

Seeing as you apparently have a company policy of **failing to honor customer cancellations**, it appears that it must be repeated to you in the most unambiguous terms possible. To wit:

CANCEL THIS ACCOUNT NOW.

I DO NOT AGREE TO PURCHASE ANY FURTHER SERVICES FROM YOU.

IF YOU SEND A BILL FOR ANY FURTHER SERVICES, IT WILL NOT BE PAID.

IF YOU CHARGE MY CREDIT CARD FOR ANY FURTHER SERVICES, I WILL TREAT IT AS AN ATTEMPT TO COMMIT WIRE FRAUD AND WILL SEEK ALL AVAILABLE LEGAL REMEDIES FOR SUCH CONDUCT.

¹ Now is that really a good idea? When someone is demanding that their account be cancelled, and shouting about lawsuits, do you really think it’s the right time to try to sell them more stuff?

According to articles on the internet (which I used to have, before I tried to buy service from you), there is a sexual fetish called “financial bondage,” where “subs” send money to “doms,” who insult them and then demand more money—and that’s it, no other services are provided. Perhaps you should switch to that line of business.

Moreover, as August's service has not been supplied, I will not be paying for it.² I have issued a chargeback request with American Express for the installation fee and first month's service, on the grounds that, as noted, you have not actually supplied anything remotely resembling the paid-for service. Should American Express decline to reverse the charge, I'll be suing Mediacom to recover it. Or you can just send me a check.³ You know where to mail it. It's the house with no internet.

I note that you represent, in your advertising, that you in fact will refund the accounts of dissatisfied customers during the first ninety days of service. (See your own website: https://mediacomcable.com/site/service_pledge.html.) For obvious reasons, I am highly skeptical of the notion that you will voluntarily honor this promise. After all, your customer service representative flat-out ignored my demand that it be honored over the telephone. Nonetheless, I again demand that it be honored, and will happily make you honor it in court if you don't honor it of your own free will.

Contract law. Despite the best efforts of criminal enterprises like yours, you still have to obey it.⁴ So maybe try that next time? (Not with me. We're through.)

Very truly yours,

Paul Gowder

CC: Joseph E. Young, General Counsel, Mediacom Corporation, 1 Mediacom Way
Mediacom Park, NY 10918 (Also by certified mail, obviously.)

p.s. Just in case this letter has been insufficiently clear: **the account is cancelled.** It's done. Over. Kaput. Me no buy from you. You no sell to me. You no get my money.

² See, that's how commercial transactions work. When people give you money, they expect to get goods or services in return. You don't just get the money for free. That's either called "panhandling" or "robbery," depending on whether they're giving or you're taking.

In your case, there's a special variant of "robbery" called "fraud." That's where you get them to give, but by telling them all kinds of crazy lies, like "we provide internet service."

Just to reiterate, charging people's credit cards for things you know they don't intend to purchase—*ahem, like any further imaginary internet service, in my case*—also gets called nasty names involving the word "fraud," like "wire fraud" and "credit card fraud." People go to prison for that sort of behavior. It's a filthy place, prison, just full of criminals. And—if there is a God—cable companies.

³ Memo to Mediacom lawyers: the operative phrase is "termination for nonperformance." (Did you take contracts in law school? Judging by the behavior of the company you advise, you didn't, but I'll give you the benefit of the doubt.) Blessedly, there's only a contract for August to terminate, not anything longer-term. Nonetheless that August contract is terminated. For nonperformance. Give me back my money.

⁴ If running a cable company were a license to pick people's pockets, everybody would have one.

Please correct me if I'm wrong. Maybe they *do* give you a license to steal when you incorporate as a cable company. If so, I'll happily start my own. "Gowdercom" has a nice ring to it really. I could go to people's houses and offer to sell them high-speed internet service for outrageous sums, and then, when they pay me, I could *just not supply any internet service and keep the cash*. That sounds like a pretty good scam, actually—lots easier than giving people something in exchange for their hard-earned money. Have you considered trying it?