

Cable Providers.....

The Village is often asked why the Village does not allow or seek out additional cable providers. The Village would gladly allow other providers to service Sugar Grove residents, and we have solicited several. However, at this time, with the exception of Mediacom and limited AT&T U-verse, no other providers have chosen to provide service within the Village.

In Sugar Grove, both Mediacom and AT&T operate under the State Cable Franchise agreement. These franchise agreements are non-exclusive. A non-exclusive agreement simply means that any company that would like to provide cable television service in Sugar Grove may, they just have to abide by the same set of rules. This franchise agreement covers video service only. The ICC is the oversight agency for phone and FCC is the oversight agency for internet or data services.

Sometimes the Village is asked why some areas have AT&T U-Verse and others don't. While AT&T does operate within some areas of the Village, their rights to install cable are granted by the State, and the State does not require that all areas be serviced. Although cable (fiber) may be close to your home the Village has no jurisdiction over who they choose to provide service to.

The provision of cable, phone, internet and other utilities is an expensive proposition and a competitive business. Companies that provide these services want to insure prior to investing equipment in an area that it will be profitable. The Village has encouraged AT&T U-verse to expand their services, however, they have not made any commitments.

The Village has recently been in contact with a potential new provider, Metronet. Metronet is based in Indiana and is considering an expansion into Illinois.

The Village encourages you to contact AT&T U-verse, Metronet, and other potential providers and let them know that you are interested in their services. If enough people contact them, they may give Sugar Grove further consideration.

Mediacom can be reached at 1-855-633-4226 or https://mediacomcable.com/site/about_contact_chat.html

AT& T U-verse can be contacted at 1-844-827-7057 or <http://www.att.com/contactus/index/digitaltv.html?tab=1>

Metronet can be reached at 1-844-684-0215 or <https://www.metronetinc.com/contact/>