



FOR IMMEDIATE RELEASE

Mediacom Communications Names Graham Tutton Group Vice President of Digital Care & User Experience

MEDIACOM PARK, NY – OCTOBER 22, 2026 – [Mediacom Communications](#) today announced the appointment of Graham Tutton as Group Vice President, Digital Care & User Experience. In this role, Tutton will lead the company's digital customer care strategy and drive improvements across the end-to-end customer experience, with a focus on simplifying digital interactions, expanding self-service capabilities, and enhancing customer satisfaction.

"Delivering an outstanding customer experience requires us to continually look for ways to make doing business with Mediacom easier and more convenient," said Troy Griffin, Senior Vice President, Customer Operations and Customer Experience at Mediacom Communications. "Graham brings more than 30 years of executive leadership experience in enterprise strategy, customer experience transformation, and operational excellence, including within large-scale telecommunications organizations. His customer-first approach and ability to connect strategy with measurable business results will help us simplify customer journeys, strengthen satisfaction, and build lasting customer relationships."

In his new role, Tutton will establish and execute Mediacom's digital care strategy across the customer lifecycle, overseeing the evolution of digital experiences across the company's website, mobile platforms, messaging, virtual assistants, and other self-service channels. He will work closely with teams across Product, Technology, Marketing, Customer Care Operations, Network, Data & Analytics, and Sales to create more intuitive, efficient, and connected customer journeys.

His priorities will include increasing digital adoption, simplifying customer interactions, modernizing care operations, and leveraging data, automation, artificial intelligence, and emerging technologies to reduce customer effort and improve the overall experience. By shifting appropriate customer interactions toward effective digital self-service, Tutton will also help improve operational efficiency.

"I'm excited to join Mediacom at a time when digital experiences are playing an increasingly important role in how customers interact with their service providers," said Tutton. "There is a tremendous opportunity to make every step of the customer journey simpler and more intuitive, whether customers are purchasing services, getting connected, managing their accounts, troubleshooting an issue, or seeking support. I look forward to working with the Mediacom team to develop digital-first solutions that improve the customer experience while supporting the company's broader business objectives."

Tutton's experience partnering across organizations positions him to lead Mediacom's continued efforts to modernize digital care, reduce unnecessary customer contacts, and deliver more seamless, customer-focused experiences across its digital channels. He attended Indiana University where he earned a BA in German and Sociology.

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ABOUT MEDIACOM COMMUNICATIONS CORPORATION

[Mediacom Communications Corporation](#) is a family-owned broadband provider serving smaller markets across the United States. For more than 30 years, Mediacom has invested in the technology, infrastructure and people that keep communities connected and ready for what's next. Powered by a fiber-rich network, Mediacom offers multi-gigabit services to more than 3 million households and businesses across 22 states, primarily in the Midwest and Southeast. The Company delivers high-speed data, mobile, video and phone services to residential customers; scalable broadband solutions to commercial and public-sector customers; and advertising and production services through its OnMedia brand. Grounded in the communities it serves, Mediacom combines the strength of a powerful network with a local, customer-focused approach. For more information, visit mediacomcable.com.

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