Consumer Demand for Arbitration before the American Arbitration Association

AMERICAN ARBITRATION ASSOCIATION

SUPPLEMENTARY PROCEDURES FOR CONSUMER-RELATED DISPUTES

Instructions on filing a claim:

1. Fill out this form and retain one copy for your records.

2. Mail **two copies** of this form and your check or money order to the American Arbitration Association Case Management Center nearest to you. Consult the American Arbitration Association at www.adr.org (or review Section C-8 of the American Arbitration Association's *Supplementary Procedures for Consumer-Related Disputes)* for the appropriate fee. Information regarding the nearest Case Management Center and the appropriate fee is available at www.adr.org or by calling AAA Customer Service at (800) 778-7879. Make your check or money order payable to the American Arbitration Association.

3. Send a copy of this form and of your check or money order to Suddenlink at: Suddenlink Communications, 6151 Paluxy Drive, Tyler, TX 75703, Attn: Customer Disputes. As further discussed in the Arbitration paragraph of the Residential Services Agreement, Suddenlink will reimburse you for your filing fee if your claim is for less than $75,000 in damages.

4. Also include the attached copy of Suddenlink's arbitration provision with each copy of this form.

Your Personal Information:

Name: _____ Address: _____

County: _____ City/State/Zip: _____

Tel: _____ Fax: _____

If an in-person hearing is held, the arbitration will take place in the county of your service address.

Your Attorney's Information (Leave blank if you are representing yourself)

Attorney's Name: _____ Firm: _____

Address: _____ City/State/Zip: _____

Tel: _____ Fax: _____

Customer Name: _____

Briefly explain the nature of your dispute. You may use additional pages:

How much money do you believe you are owed? If none, leave blank:

Do you desire any non-monetary outcome? If no, leave blank:

Signature: _____