



Notice of Dispute

One of Suddenlink Communications’ core principles is to search for ways to exceed our customer’s expectations. Suddenlink is thus committed to resolving its customers’ disputes fairly and efficiently. If you are dissatisfied with any solution that a customer service representative offers for a problem that you are experiencing, you may notify us of your dispute by sending this form to Suddenlink’s Customer Care department.

To notify us of your dispute, complete this form in its entirety (printing legibly). Retain a copy for your records and send the completed form by certified U.S. mail to: Suddenlink Communications, 6151 Paluxy Drive, Tyler, TX 75703, Attn: Customer Disputes.

A Suddenlink representative will respond within 10 days of receiving this form. If the dispute is not resolved to your satisfaction within thirty (30) days of Suddenlink’s receipt of the dispute , you may begin arbitration by submitting a Demand for Arbitration to the American Arbitration Association. You will find a Demand for Arbitration form on our website at <http://www.suddenlink.com/demandforarbitration>).

_____ Account number
Name of account holder

Service address: _____

Telephone number where you may be reached during business hours: _____

Your email address: _____

_____ If you are an authorized representative of the account holder, please print your name, your relationship to the account holder, your address, and a phone number at which you may best be reached during business hours: _____

Please briefly describe the nature of your dispute and attach any supporting documents. If necessary, please add a second page.

Please briefly describe the relief that you would like from Suddenlink.

_____ Date Signature