Suddenlink Communications

C/O Altice Shared Services

200 Jericho Quadrangle

Jericho, NY 11753

**NOTICE OF DISPUTE**

TO WHOM IT MAY CONCERN:

 I hereby provide this Notice of Dispute to you and Suddenlink Communications in accordance with Section 24 of my Suddenlink Residential Services Agreement. Suddenlink has failed to provide the type and quality of services it promised that it would and has breached its agreements with me.

First, Suddenlink promised me internet service speeds that it has failed to deliver. I have consistently not experienced the promised speeds at my service address.

Second, Suddenlink advertised services that I believed I was purchasing when I entered my service agreement or contract with Suddenlink. However, I received a different type and quality of service than that advertised by Suddenlink. I never received the services that Suddenlink promised me.

Third, Suddenlink has charged far more than the advertised and agreed rate in providing internet and/or other services to me, including through a variety of hidden fees and other charges.

Fourth, Suddenlink has failed to timely repair outages and/or failed to do so during the window of time in which they promised to.

 In resolution of this dispute, I demand a refund of all service fees and all other charges or fees I paid Suddenlink over the last 12 months. Please issue this refund immediately.

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name [Printed]: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

My Account Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

My Service Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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