[CITY OF SAN ANGELO]

[DATE]

[SUDDENLINK CUSTOMER]

[ADDRESS]

San Angelo, TX \_\_\_\_\_\_\_

Dear Suddenlink Customer:

Many users of internet services provided by Suddenlink Communications have complained about the quality and price of Suddenlink’s services. You may be one of those people or have similar complaints. If so, you may be entitled to assert your complaints about Suddenlink’s service through an informal legal process known as arbitration and recover money from Suddenlink.

Your relationship with Suddenlink and any arbitration with Suddenlink may be governed by this contract: https://www.suddenlink.com/residential-services-agreement. You may want to review this document, particularly Section 24, before acting. It sets out the rules you must follow to arbitrate any dispute about Suddenlink’s services.

Arbitration resembles a court proceeding but does not take place in court. It is conducted before a private party, an arbitrator, rather than a judge. Although arbitrators are often well-educated, they may not be lawyers or have specialized knowledge about your dispute. In arbitration, you may be entitled to obtain limited documents and other information from Suddenlink, but you also may be required to provide information or documents to Suddenlink. After exchanging information, the parties bring all claims and facts before the arbitrator, who reviews them, decides the dispute, and issues a written decision or award. If you claim less than $50,000 in arbitration against Suddenlink, you can decide if you want to have a hearing before the arbitrator or just submit documents to decide the dispute. The arbitrator’s decision is binding on the parties and can be enforced in court just like a court judgment. You can find more information about representing yourself in arbitration here: https://www.adr.org/pro-se.

Also, if you seek less than $10,000 in arbitration, Suddenlink will pay all arbitration and administrative fees, but you will be responsible for your own attorney and other fees (if you choose to retain one). If you seek more than $10,000, you may have to share arbitration fees with Suddenlink.

Please note the following important information about the steps for pursuing a potential claim against Suddenlink in arbitration:

1. Before starting arbitration against Suddenlink, you must provide notice of your dispute to Suddenlink. Suddenlink’s Notice of Dispute form is available here: https://www.suddenlink.com/sites/default/files/2020-02/Notice-Of-Dispute.pdf. A copy and a sample Notice of Dispute based on this form is also included with this letter. Please note that you will need to fill in your individual information on either form, and you may need to supplement or revise the sample notice included here.
2. If Suddenlink has not resolved the dispute to your satisfaction within 30 days of their receipt of your notice, you may start arbitration proceedings against Suddenlink.
3. To start arbitration, you must submit a written Demand for Arbitration to the American Arbitration Association. The Demand for Arbitration form is here: https://www.adr.org/sites/default/files/Consumer\_Demand\_for\_Arbitration\_Form\_3.pdf. For your convenience, a sample Demand for Arbitration form with some of the necessary information filled in is also included with this letter. Please note that you will still have to fill in the remainder of the form, like your name and other details unique to you and your account.
4. The Demand for Arbitration also includes the chance to submit an explanation of your claim. Again, we have included a sample Statement of Claim for your convenience. It includes a basic summary of the general complaints about Suddenlink as stated by other Suddenlink customers, which may or may not apply to you. You may need to revise the sample statement or add other information before you submit a Demand for Arbitration.
5. To file your arbitration against Suddenlink, you will need to submit it to the American Arbitration Association. You can do so online here: https://apps.adr.org/SimpleFile/faces/SimpleFile.jsf. Or you can mail your Demand for Arbitration and Statement of Claim to: AAA Case Filing Services, 1101 Laurel Oak Road, Suite 100, Voorhees, NJ 08043. Please note that you should include your Suddenlink Residential Services Agreement or any other contract with Suddenlink when you file, as well as send a copy of all filed documents to Suddenlink.

These documents are meant to be a starting point for you to pursue your potential claims. You should carefully review and complete all the information in these forms before you submit them, and you may wish to obtain legal counsel to help you understand arbitration or your rights. The City of San Angelo cannot represent you or provide legal advice in this matter.

We hope you find this information and the documents included with this letter helpful in resolving any possible complaints about the services Suddenlink has provided to you.

Sincerely,

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