

Questions?

I've never heard of Suddenlink. What can you tell me about them?

Suddenlink is the seventh largest cable company in the United States. It supports the information, communication and entertainment demands of nearly 1.4 million residential customers and thousands of commercial customers in Arizona, California, Missouri, Texas, West Virginia, and elsewhere.

Will Suddenlink provide better service? How?

Suddenlink works hard every day to provide superior customer service. In fact, since 2007, Suddenlink has the most improved customer-satisfaction scores in the areas where the company is measured by J.D. Power and Associates. If there is an issue with which we can help you today – or a particular area where you believe we should make improvements – please let us know.

Do I need to change my e-mail address?

You will have the option to keep your existing e-mail address or sign up for a new Suddenlink e-mail address at Suddenlink.net. A guide to setting up your account and e-mail is included in this packet.

Why should I set up my account online?

Registering your account at Suddenlink.net offers you a number of benefits, such as viewing your bill online, signing up for paperless bills, setting up automatic payments, accessing e-mail, and viewing some of your favorite movies and TV shows, anywhere in the United States, on any computer with a high-speed Internet connection.

Will my phone features and voicemail change?

There will be minor changes to features and access codes. If you are a voicemail user, you will need to set up a new voicemail box. Instructions are included in this packet.

Will Suddenlink be making any other changes?

Our goal is always to improve the quantity and quality of our services. Any possible changes will be communicated to customers well in advance, so you know what to expect.

Easy. Better. Different.

