



ALTICE USA AND SUDDENLINK PROVIDE ASSISTANCE AND CUSTOMER SUPPORT TO GREENBRIER AND KANAWHA COUNTY AREA RELIEF EFFORTS

CHARLESTON, W.Va. (June 30, 2016) – Altice USA, the fourth largest cable company in the United States, which recently acquired Suddenlink, is providing assistance to local employees, residents and communities following the recent devastating weather events.

Team members are working around the clock to assist our Suddenlink customers and local communities, and we have implemented the following measures:

- Customer accounts for those who have lost service due to flooding will be credited for equipment and services dating back to June 24.
- Suddenlink customers will not be charged for lost or damaged equipment.
- Full service mobile offices have been set up in White Sulphur Springs beside City Hall, in Rainelle on Route 60 near Dollar General and in Clendenin near the Clendenin Bridge. These mobile offices will also have landline phone service, charging stations and Wi-Fi available for residents. These offices will remain in place until further notice.

Beyond our current efforts, we have been in close contact with West Virginia Homeland Security and the American Red Cross to ascertain how Suddenlink resources may best be utilized to help the affected communities. Additionally, the company is making a \$50,000 donation to the American Red Cross to support relief efforts in the area, and we are providing free advertising time on the Suddenlink system to help the American Red Cross solicit donations to support their efforts.

Suddenlink services are up and running in the affected areas, and any current disruptions are generally a result of lack of commercial power. Suddenlink customers who have power but need assistance with services can call the company at 1-888-822-5151. Customers should also be reminded that Suddenlink service representatives will always carry identification.

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