

Dear Customer,

We heard you and we know it's time to reconnect. Though keeping you connected to what you love has always been our number one goal, we understand that we haven't always gotten it right.

In taking important steps to do better by you, we are excited to announce that Suddenlink is becoming Optimum. Optimum is one of the largest connectivity providers in the U.S., delivering Internet, TV and mobile services to millions of people and small businesses across the country. As we become Optimum, here's how we're going to reconnect with you.

Let's reconnect with more speed and reliability, so you can depend on us at home and on the go. Optimum has been named the most reliable Internet provider according to ACSI. And we're building Optimum Fiber, a new 100% fiber Internet network capable of delivering speeds up to 10 Gig. When combined with Optimum Mobile, now on the T-Mobile network, the leader in 5G coverage and speed, you'll get the performance, speed and reliability you need, at home and on the go. Plus, as a customer, you'll now get the best value with exclusive savings on Internet and mobile services.

Let's reconnect with full transparency, so you have the clarity you'd expect from a trusted provider. You're the most important part of our business. So, you deserve peace of mind with easy-to-understand pricing and bills without surprises.

Let's reconnect with better service, so you get the help you need whenever you need it. We're making sure that we're there for you whether that's in-store or through 24/7 support online and over the phone. This year we're excited to hire thousands of local employees across the country, open more than 70 retail stores and we've raised wages for our customer service teams. Simply put, this adds up to better service.

Most of all, let's reconnect to build a better future together. As proud members of our communities, we've been donating millions of dollars to public schools and local organizations to empower the next generation of innovators and providing grants to small businesses to help them grow.

Bit by bit, we're making big changes. Learn more about the change from Suddenlink to Optimum and let's reconnect at suddenlink.com/reconnect.

Sincerely,



Matt Marino
Executive Vice President, Consumer Services

let's reconnect.