



October 17, 2012

Chris Duncan
Mayor
City of Sulphur
101 North Huntington Street
Sulphur, LA 70663

MAIL RECEIVED
OCT 22 2012

Dear Mayor Duncan:

This year, there will be *no change* in the price of a number of Suddenlink's locally available services and equipment, including our HD Programming, Phone services and HD/Digital Video Recording equipment.

In addition, customers who subscribe to a bundled package of multiple services with a guaranteed rate will keep that rate until its anniversary date.

Effective December 2012, local adjustments will be limited to the following items, and communicated to our customers, as required.

Service	Monthly Increase
Basic Services	\$ 2.50
Expanded Services	No change
Total Basic	\$ 2.50
Sports and Information Tier	\$1.00
Data Tier I – w/video	\$ 4.00
Data Tier I – data only	\$ 4.00
Data Tier II – w/video	\$ 4.00
Data Tier II – data only	\$ 5.00
Data Tier III – w/video	\$ 4.00
Data Tier III – data only	\$ 5.00
Data Tier IV – w/video	\$ 4.00
Data Tier IV – data only	\$ 5.00
RTC (rebroadcasting surcharge)	\$ 1.40

Taxes, fees, and surcharges will be adjusted accordingly.

While we pledge to hold prices as low as possible, these adjustments are necessary due to the rising cost of TV programming, equipment, insurance, network expenses for

Internet service, and other factors. Our direct costs are increasing more than five percent, while the cost of basic cable networks is increasing 7.5 percent, a figure that jumps to 9.4 percent when you include the cost of retransmitting broadcast TV stations. Suddenlink is absorbing a portion of these cost increases and passing along a portion to customers.

In addition, we have bundled packages of two or more services that can help many customers off-set these adjustments and potentially save money. More than six out of 10 Suddenlink customers have already taken advantage of such offers, bundling services with us – and we will continue to communicate those options to our customers.

Sincerely,

A handwritten signature in blue ink that reads "Kim LaPoint". The signature is written in a cursive, flowing style.

Kim LaPoint
General Manager
337-562-5126

cc: City Council Members