



January 17, 2017

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

Dear Mayor Duncan:

We have made a difficult decision to close our local store located at 1626 Ruth Street in Sulphur, effective on Friday, February 24, 2017. This is a hard decision but declining customer visits at this store and the expense of maintaining the location have made it necessary. We will still service the Sulphur area, our technicians will be available for services related issues, installations, and upgrades. Customers can visit our Lake Charles store or may contact our care center to speak with a customer service representative regarding services issues, billing issues, or to order services. Specific contact information is provided below:

**To order new services:**

- Visit [order.suddenlink.com](http://order.suddenlink.com)
- Call 877-694-9474 to speak with a customer service representative
- Visit our store located at 1538 East Prien Lake Road in Lake Charles, La.

**To transfer existing service to a new address:**

- Visit [Suddenlink.com/easy-move](http://Suddenlink.com/easy-move)
- Call 877-694-9474 to speak with a customer service representative
- Visit our store located at 1538 East Prien Lake Road in Lake Charles, La.

**For billing support**

- Call 888-822-5151 to use our automated phone system
- Chat on-line with one of our billing experts at [help.suddenlink.com](http://help.suddenlink.com)
- Visit our store located at 1538 East Prien Lake Road in Lake Charles, La.

**Pay your bill:**

- Pay your bill on line at [Suddenlink.net](http://Suddenlink.net) or sign up for automatic payments
- Send your check or money order by mail to the address on your payment stub
- Call 888-822-5151 to use our automated phone system
- Chat on-line with one of our billing experts at [help.suddenlink.com](http://help.suddenlink.com)
- Visit our store located at 1538 East Prien Lake Road in Lake Charles, La to make a payment in person
- Visit your local Wal-mart and make payment at the Money Center (may be additional cost associated with using this site).

**Technical Support:**

- Find helpful videos at [help.suddenlink.com](http://help.suddenlink.com) on your products and services
- Download Suddenlink2GO app on your mobile device for basic troubleshooting
- Chat on-line with one of our technical support agents at [help.suddenlink.com](http://help.suddenlink.com)
- Call 888-822-5151 and use our automated services to speak with a representative
- Visit our store located at 1538 East Prien Lake Road in Lake Charles, La.

**Business / Ad Sales Support:**

- Call 800-490-9604

Suddenlink will still remain the same commitment to our quality products and first class service to our Sulphur customers. We value the relationship between our company and the City of Sulpur. If you should have any questions or concerns regarding this matter, please do not hesitate to contact me.

Sincerely,

Kim LaPoint  
Director System Operations