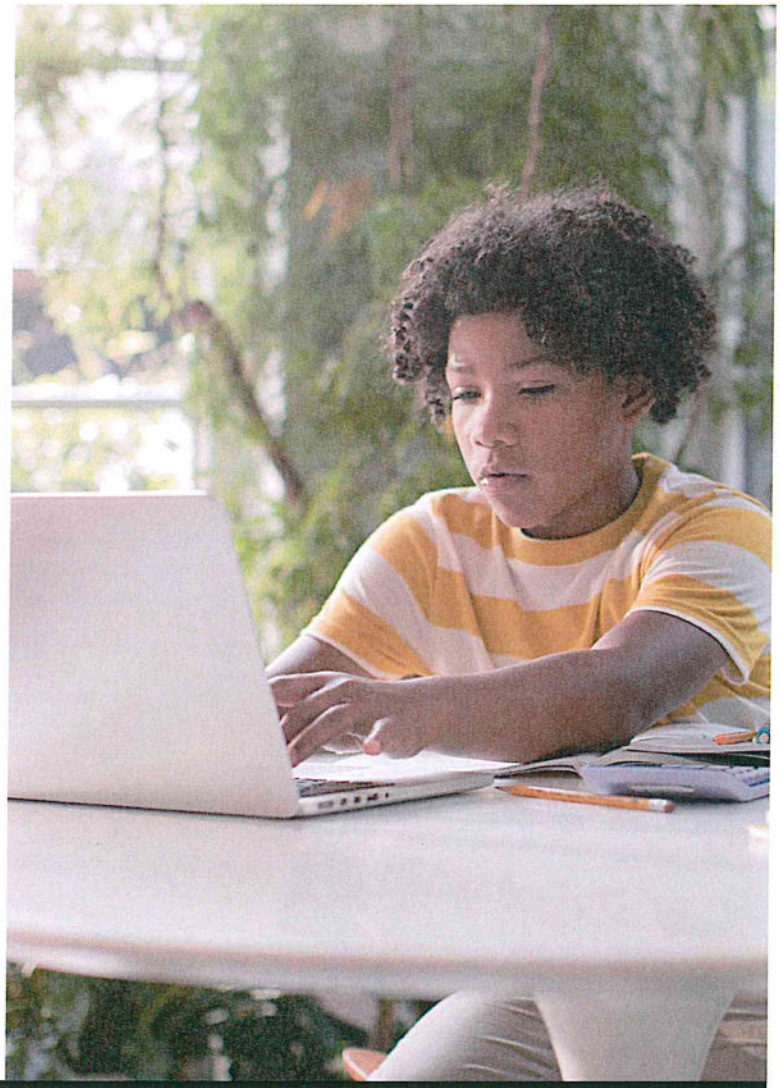
Suddenlink is offering FREE internet access for students impacted by COVID-19/Coronavirus



Suddenlink is offering Altice Advantage Internet free for 60 days, where available, to any household in our service area that has a student from K-12 and/or college.

This special Suddenlink service is for students who are displaced due to school closures and who don't have Internet access at home.

After your first 60 free days of Internet service expires, those affected can either cancel the service, or keep it as a regular paying Altice Advantage Internet customer at the low rate of only $14.99 per month, with no annual contract.



Suddenlink's Altice Advantage Internet

Fast, affordable Internet for success in school

+ Up to 30 Mbps download speeds
+ No contracts, no risk
+ Free equipment
+ Unlimited data

Call 888.633.0030 to sign up.

To learn more visit AlticeAdvantageInternet.com

suddenlink

Free 60-day Altice Advantage Internet is available for new residential Internet customers who do not have Suddenlink internet service and share a household with a student (K-12) or a college student only. Former Suddenlink accounts previously not in good standing may not be eligible. Terms, conditions and restrictions apply. Where available. At end of 60 day period, service will continue at then current rate until canceled. TAXES & FEES: $20 installation waived for sign up through March 31, 2020. As of April 1, 2020, $20 installation fee applies and will appear on initial bill. May not be combined with other offers. Other add-on options may be available. Minimum system requirements and equipment configurations apply. Advertised speed for wired connection. Many factors affect speed. Actual speeds may vary and are not guaranteed. Unlimited data subject to reasonable network management practices employed to minimize congestion or service degradation. Wireless speed, performance and availability subject to factors beyond Suddenlink's control. Limit 1 gateway per household. All rights reserved. Pricing, offers and terms is not transferable and is subject to change and discontinuance without notice. For system requirements or limitations, offer details, restrictions, terms and conditions, see AlticeAdvantageInternet.com/terms. All trademarks and service marks are the property of their respective owners. All services and channels may not be avail in all areas. © 2020 Suddenlink Communications, a subsidiary of Altice USA, Inc.

Nancy Dolezal

From: Erin Jones <Erin.Jones@AlticeUSA.com>
Sent: Friday, March 20, 2020 11:47 AM
To: Erin Jones
Subject: Update: Suddenlink extending free Altice Advantage Internet service free for 60 days to students who are not currently connected
Attachments: Free 60 Day Internet Access for Students - Suddenlink.pdf

Importance: High

Hello,
I wanted to provide an update on our efforts to help keep students connected. Attached is the flyer for our Altice Advantage Internet service, which we are providing free of cost for 60 days to those who do not currently have internet service in their home. You are welcome to share the flyer to promote this free service to students in your community. We have also sent this information to all of our school and community contacts, as well as chambers of commerce. If you have any questions, please visit the website, AlticeAdvantageInternet.com, or feel free to contact me. My cell phone number is 681-209-6897.
Thank you and be well,
Erin

At Altice USA, the safety and well-being of our employees and customers is always our priority. We recognize the important role we play in providing our Optimum, Suddenlink and Altice Business customers with connectivity solutions during this critical time.

We are actively monitoring COVID-19/Coronavirus developments nationally, by state and locally while taking steps to help keep our communities safe. At Altice USA, we recognize the importance of coordinating with government officials in such situations. To that end, we want to share with you some steps we are taking to protect the well-being of our employees as well as to support our customers and communities in response to the COVID-19 situation.

- **Connecting Students**. Altice USA is committed to helping schools and students stay connected during this unprecedented time. For households with K-12 and/or college students who may be displaced due to school closures and who do not currently have home internet access, we are offering our Altice Advantage broadband solution for free for 60 days to any new customer household within our footprint.

  Starting Monday, March 16, 2020, eligible households interested in this solution can call:

  888-633-0030 to enroll in Suddenlink region

- **Helping Impacted Customers**. In addition, Altice USA is proud to have joined the Keep Americans Connected Pledge recently announced by the Federal Communications Commission.

  As part of the pledge, Altice USA has committed for the next 60 days to:

- not terminate broadband and voice service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;

- waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and

- open our outdoor WiFi hotspots to any American who needs them.

- **Aligning with public health authorities.** We have a team dedicated to our response to this pandemic and have Business Continuity Plans to ensure the continuation of services. We are closely monitoring updates from the CDC, WHO and will continue to seek guidance from these agencies, public health officials and government agencies on an ongoing basis.

- **Protecting our employees and customers.** As our many of employees interact with customers and the general public, we have taken steps to limit exposure to and spread of the virus. We have put restrictions on travel, are postponing large-scale events, encouraging virtual meetings, and providing remote work solutions. We are continuing to reinforce the safe behavior in every environment – from customer homes and businesses to our stores and offices, where we have implemented deep cleaning practices, increased frequency of cleaning and are providing hand sanitizer and other protective wear to mitigate the potential for spread of the virus. Furthermore, all Altice employees have paid sick leave and can use it as needed for coronavirus or any other illness.

- **Our commitment to our customers and our communities.** The role our network plays in keeping people connected is incredibly important in times like these. We have been investing in technology and increasing network capacity to meet the growing demands of our "always online" culture, and this includes having contingency plans in place to ensure service continuity for you, our customers. To that end, we are in contact with larger hospital systems, schools and government agencies to ensure they have the connectivity services they need to assist the public during this time. Our News teams – at Cheddar, News 12 and I24NEWS – are working around-the-clock to keep our viewers informed in a timely manner of important developments with the Coronavirus.

Please do not hesitate to reach out to me should you have any questions or concerns. As always, thank you for your service, your trust, and continued partnership as we manage through this time together.

Sincerely,
Erin



altice

Erin Jones
Director Government Affairs
Altice USA

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