

## Optimum Cable/Internet Service

As I trust you are aware, data services within Carolina Colours are provided by Suddenlink, the local television/internet provider here in New Bern. Carolina Colours is a Commercial/Bulk customer and you, as a resident, fall under that umbrella meaning that you are not a traditional “residential” customer.

What that means is you **must** call Suzanne Vincent in the Sales Office at 252-636-3700 or email her at [svincent@carolinacolours.com](mailto:svincent@carolinacolours.com) if you have any problems with your service and need help with any of the following:

- Technical or equipment issues with TV or internet or outside fiber issues.
- Upgrade of services (but remember, Suddenlink will bill you separately just for the upgrades).
- Billing issues – The only thing you should be charged for, if you have not added equipment or services, is approximately \$70/month which is billed through the CC Association. The only time you should receive a bill from Suddenlink is if you order Pay-Per-View programs or have added any upgrades to the Carolina Colours basic package. If you get any bills other than those described above, bring them to Suzanne in the Sales Office and she will get them resolved.

Please note, and this is important, that Suzanne has a dedicated group of people at Suddenlink that she works with who are specifically chosen to help with the Carolina Colours bulk account customers so to call on your own and talk to anyone outside that group will result in confusion, wasted time and probably with no results.

This is what is in your package:

Equipment: 1 main Tivo and 2 additional mini Tivos

Video: 300 channels including Showtime, Cinemax and Starz

Data: 150 Mbps x 7.5 Mbps Cable Modem