

Call Detail Records Request Form

Please complete this form to obtain **Call Detail Records** (not including private and/or blocked inbound calls) for Telephone Service. All 3 pages of this form must be completed in its **entirety** by the named **Account Holder** for the specified Suddenlink account.

NOTE: If you require private and/or blocked inbound calls or the Call Detail Records of a deceased customer, additional information may be required, and we may contact you for more information.

Send completed form & payment to:

Altice USA
Attn: Shared Services (CDR)
 200 Jericho Quadrangle
 Jericho, NY 11753

Account Information

Date: _____
 Account Number: _____
 Suddenlink Phone Number(s): _____

if unable to list all Suddenlink Phone #'s in this space, you may list on additional page

Residential Account

Residential Account

Account Holder Name: _____
Must be the name of the Account Holder and not an Authorized User

Commercial Account

Commercial Account

Business Name: _____
 Account Holder Name: _____
Must be the name of the Account Holder and not an Authorized User

Location where you receive Suddenlink Phone service

Service Address: _____
 City: _____ State: _____ Zip: _____

Location where you would like to have the Call Detail Records delivered

NOTE: Someone 18 years or older will need to sign for the package. May take up to 3 weeks to ship.

- Service address (Location where you receive Suddenlink Phone service)
- Billing address (Location where bill statements are sent)
- Primary Suddenlink email address: _____
- Alternate Mailing Address* _____

cannot be a PO Box

*** If Call Detail Records are to be sent to an address different from the service/billing address or if your account is no longer active, this form must be notarized. Please use the space below.**



Indicate if you are requesting Inbound and/or Outbound records:

- Inbound and Outbound
- Inbound only
- Outbound only

Note: Inbound call detail records do not include private and/or blocked calls. A Subpoena or Court Order is required to obtain these records.

Specific month(s) and year(s) requested:

Note: Requests can be made for specific day(s), date ranges (Example: 9/23/2016 to 9/28/2016) or by a whole calendar month(s) (Example: January 2017-February 2016).

Type of Calls Available

- **Current Year to Date** (Contains all Inbound and Outbound calls, including Toll Free and International Calls)
- **Past 18 Months** (Contains all Inbound and Outbound calls, including Toll Free and International Calls)

Date(s) Requested

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Payment Amount

- \$25 (1-10 Telephone #'s)
- \$50 (11-20 Telephone #'s)
- \$75 (21-30 Telephone #'s)

Payment Methods

Check or Money Order only
Made out to: CSC Holdings, LLC
Memo line: "Altice USA"

*You may be contacted should we have any questions regarding this form.
Dependent on the volume of calls requested, calls may be delivered in paper format or CD format.*

I represent that I am the named **Account Holder** and authorize Suddenlink to send my Call Detail Records to the address specified.

Print Name of Account Holder

Signature of Account Holder

Date

Required Customer Equipment Information

The Information requested below is required in order to process this request.
You only need to complete one of the two sections below, as applicable.

Access Code (4 digits)

Enter the 4 digit Access Code listed at the top left corner of your Suddenlink Bill Statement.

Enter the 4 digit **Access Code** listed at the top left corner of your Suddenlink Bill Statement.

Access Code on Bill Statement



Cable Boxes / Modems / Altice One:

If you do not know your Access Code, use the space provided here to record at least one of the **CA S/N, Serial #, MAC, CMAC** or **HFC MAC** numbers of the equipment at your service address.

The **Serial #, CA S/N** or **MAC** number can be found on a sticker located on the back/bottom of the cable box.




