

# Business Early Termination Reimbursement Policy



NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

STREET: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_ SUDDENLINK BUSINESS ACCOUNT # \_\_\_\_\_

**Thank you for subscribing to Suddenlink Business service.** Suddenlink Business will reimburse you the cancellation fee, and/or early termination fee you incurred when canceling your previous qualifying Internet, phone and or video services, up to a maximum of \$1,500.

**\*Up to \$1,500 maximum for purchasing Internet, phone, and or video service at time of sale.**

Any changes to the level of service may result in a reduction of the Early Termination Fee reimbursement amount. To receive the full, pre-approved amount, the level of service at the time of Early Termination Fee processing must be the same as when the order was processed. The amount issued will not exceed the amount charged for early termination.

**To claim the reimbursement, please submit the following documents to us after installation:**

1. This letter with the top portion completely filled out
2. The page of your FINAL BILL that shows your company name and address
3. The page(s) of your final bill that clearly states any Termination/Cancellation Charge(s)
4. Please note that ALL pages are necessary to process your rebate
5. Once all documents are received you will receive a credit on your bill within 6-8 weeks after receipt of all papers
6. In order for the reimbursement credit to be processed, the Suddenlink Business account must be in good standing and the first payment must be applied to the account.

**Submit documents by:**



**Email**

BusinessETF@AlticeUSA.com

- Electronic copy of documentation (PDF) must be attached to the email
- Picture of your bill with the 1st page showing your name and address as well as the early termination fee listed can be attached to email
- Must include Suddenlink Business account number and contact phone number

\*Contract allowance offer for new business customers and current customers purchasing new services and applies to actual termination fees up to \$1,500 charged by previous Internet, phone, or video service provider. Actual amount will be calculated by early termination fee reimbursement calculator. Customer must submit final bill showing company name and termination fee. Allow 6-8 weeks for processing. Other restrictions apply. Pricing, terms and offerings subject to change and discontinuance without notice. For system requirements or limitations, offer details, restrictions, terms and conditions, see suddenlinkbusiness.com. All trademarks and service marks are the property of their respective owners. Suddenlink is a registered trademark of Suddenlink Communications, a subsidiary of Altice USA, Inc. © 2021 Suddenlink Communications. Altice USA is located at 1 Court Square West, Long Island City, NY 11101.