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October 1, 2021

VIA E-MAIL: caseinfo@psc.state.wv.us

Connie Graley
Executive Secretary
Public Service Commission
201 Brooks Street
Charleston, WV 25301

01:33 PM OCT 01 2021 EXEC SEC DIV

Re: Case No. 20-0766-CTV-C
Mark Gorman and Joann Price
v. Cebridge Acquisition, LLC,
dba Suddenlink Communications

Dear Ms. Graley:

On behalf of Cebridge Acquisition, LLC, dba Suddenlink Communications ("Suddenlink" or "Company"), and in compliance with the closed case filing requirements of the Recommended Decision issued June 10, 2021 (final, June 30, 2021), below is a summary of the customer's account for trouble tickets or service calls within the past month.

Video Signal Quality/Audio Loss:

On 9/12/2021, the customer reported pixilation and loss of audio on one of his television sets. At the customer's request, a service visit was scheduled for 9/15/2021. In an attempt to address the issue, the technician changed some of the wiring and splitters feeding his set top box but it did not resolve the issue. Consistent with the Company's troubleshooting protocol, the technician offered to replace the box at no additional cost to see if this would resolve the issue. While Suddenlink cannot be certain a swap of the set top box would resolve the issue until it is attempted, it is notable the customer is using a legacy TiVo box more than 15 years old. Mr. Gorman declined the replacement, citing a concern with losing existing recordings saved on the old device.

Consistent with our policy, a \$60 service visit charge was assessed. The Company subsequently has applied two courtesy credits totaling \$80, to refund the service visit as well as compensate for his inconvenience. Partial credit has already been applied and Mr. Gorman has been informed via phone and email that the remaining will appear on his next billing statement.

The Company remains ready to provide Mr. Gorman a new set top box to see if that will resolve the issue and will do so without any service fees.

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C. Graley – letter
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A copy of this letter has been served on all parties of record as indicated by the attached certificate of service. If you have any questions, please contact me.

Sincerely,

/s/ David B. Hanna

David B. Hanna
WV State Bar # 8813
dhanna@hannalawpllc.com

DBH/dh
Enclosure

cc: M. Gorman / J. Price
C. Howard, Esq.

CERTIFICATE OF SERVICE

I, David B. Hanna, counsel for Cebridge Acquisition, LLC d/b/a Suddenlink Communications, hereby certify that copies of the foregoing **letter** have been served upon the following, by United States first class mail, postage prepaid, this 1st day of October 2021:

Mark Gorman and Joann Price
704 Downalong Drive
Ravenswood, WV 26164
Complainants

Via E-mail: choward@psc.state.wv.us
Chris Howard, Esq.
Legal Division
Public Service Commission
201 Brooks Street
Charleston, WV 25301

/s/ David B. Hanna
DAVID B. HANNA