

SUDDENLINK CONTACT INFORMATION

ITS Tech Support – maintains cold room connectivity; works with contractor on feed adds/changes to the cold room or wiring closets

PPD – oversees drops and wiring associated with new construction; process work orders for adds/changes to drops

Procurement/AP – contacts Suddenlink for adds/changes to drops on account; maintains the purchase order for payment of invoices

CONTACT INFO FROM MICHAEL HAMILTON with SUDDENLINK

Generally I suggest the following escalation for any issue resolution. Most, if not all, of the numbers listed after Commercial Technical Support are direct cell phone numbers.

1. Commercial Technical Support (800) 490-9604
2. Randy Phillips, Field Systems Manager – (936) 554-0904
3. Raymond Greenwood, System Manager – (972) 523-7871
4. Michael Hamilton, Regional MDU Account Executive – (512) 567-9114 (contact for adds/drops)
5. Nathan Geick, MDU Director – (903) 520-3595
6. Ken Conner, Vice President Suddenlink Business – (903) 939-7209
7. Jim Mosher, Vice President Technical Operations – (314) 315-9675
8. Todd Cruthird, Senior Vice President of Operations – (903) 579-3200