

Analysis of Suddenlink Billing

Ways to reduce your bill

History

- Analyzed 40+ statements submitted
- Contacted Suddenlink via phone
- Multiple visits to Suddenlink store
- Phone calls to other providers

Summary of Results

- Suddenlink pricing and billing are, to put it kindly, are almost unintelligible
- It's almost impossible to figure out all of the charges and their billing department can't explain all of them
- There is no actual price list available and you are not told about options that could save you money unless you ask the right questions

Analysis of My Bill



Charge detail for service period Apr 29 - May 28

PREVIOUS ACTIVITY

	Previous Statement Balance	201.19
04/09/18	Payment - Thank You	-201.19

MONTHLY CHARGES

179.91

 	Double Play	Qty	136.50
	Includes: SL200 With TiVo HD/DVR, Internet Access, Broadband Internet 100Mbps		
	Digital Service	1	0.00
	Digital Service	1	0.00
	Family Package	1	10.00
	SL HD DigitaLink	2	7.00
	TiVo Mini	1	10.00
	Broadcast Station Surcharge	1	10.00
	Sports Programming Surcharge	1	5.15
	State Cost Recovery Fee	1	1.26

TAXES AND FEES

21.28

Video

Franchise Fee	6.58
Sales Tax	10.63
PEG Fee	1.20
FCC Fee	0.08

Internet

Sales Tax	2.79
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TOTAL DUE

201.19

What I Changed

- I already own my modem; otherwise I'd be paying an extra \$10+tax each month
- Returned the two SL HD DigitalLink devices
- Changed to a plan that allows me to download 250 gigabytes per month ... if I go over this, I'm charged \$15 each for additional 50 gigabyte amounts ... I've only been over 250 once
- My new total bill is \$161.22, a savings of \$39.97 each month

Options for my account ...

▼ My Account

Internet Speeds

Available Download/Upload speeds

<input checked="" type="radio"/> Internet 100 (current) less info	\$0.00
<ul style="list-style-type: none">✓ Monthly Data Plan: 250 GB✓ Up to 100 Mb download / Up to 10 Mb upload	
<input type="radio"/> Internet 200 less info	\$10.00 more per month
<ul style="list-style-type: none">✓ Monthly Data Plan: 350 GB✓ Up to 200 Mb download / Up to 20 Mb upload	
<input type="radio"/> Internet 400 NETFLIX less info	\$20.00 more per month
<ul style="list-style-type: none">✓ Unlimited Data✓ Up to 400 Mb download / Up to 40 Mb upload✓ Unlimited Data✓ Netflix included for 1 year	
<input type="radio"/> Internet 1000 NETFLIX less info	\$50.00 more per month
<ul style="list-style-type: none">✓ Unlimited Data✓ Up to 1000 Mb download / Up to 50 Mb upload✓ Unlimited Data✓ Netflix included for 1 year	

Internet Speeds & Pricing

Speed in Mbps	First year price	After one year	If you own modem
100	40	60	50
200	50	70	60
400	60	80	70

First year price is for new customers only and includes the modem. After one year the price goes up \$10 for modem rental and \$10 for Internet. For all of these there is an additional \$5 or so of taxes. You can save the \$10 modem rental by buying your own.

They also offer 1 Gbps service but I didn't ask the price. There is also a slower less expensive service for users who make little use of the Internet but I didn't get the pricing for that either.

If you have 50 Mbps Internet – and many do – they will change it to 100 Mbps if you just call **1-844-227-1627** and ask for it! This is also the number to call about making other changes or you can go into the office and talk to them.

Monitor Data Usage

Services Help

✓ No reported outages in your area

[Troubleshoot a problem](#)

[User Guides, Tutorial Videos, and More](#)

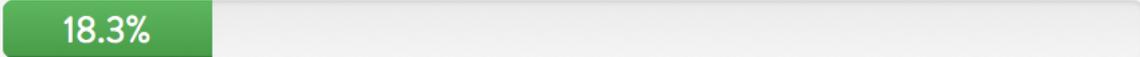
Upcoming Appointments

No Current Appointments

Monthly Data Plan

You have used: 64.3 of 350GB

18.3%

A horizontal progress bar with a green segment on the left representing 18.3% of the total capacity. The green segment is labeled '18.3%'.

For billing cycle: 04/29/2018 - 05/28/2018 [View](#)

Data usage is as of 05/08/2018 at 11:59 PM

Modem Cost

- These modems will work for you and save you money. These are only modems, not combination modem/routers. Many others will work as well.

Netgear CM400	(343 Mbps)	\$ 51.41
Netgear CM500	(686 Mbps)	\$ 58.91
Netgear CM500V	(686 Mbps)	\$126.99
(with phone jack)		

Options for Telephone Service

- Frontier Communications (was Verizon)

\$45 per month with 7 Mbps Internet service for first two years; after that they could not say what the price would be and they could not tell me what the taxes/fees would be. My neighbor has this service, gets only 2.5 Mbps and pays a little over \$90 per month.

Suddenlink Telephone Service

- Phone \$10/month
- 100 Mbps \$40/month
- Taxes & Fees approximately \$5/month
- Price increases \$10 after one year
- ... For a total of about \$65/month