

Good morning and thank you for inviting us to participate in this panel. I'm LaDawn Fuhr, an Arkansas native, and the MidSouth Regional Manager of Community and Government Relations for Suddenlink. Our team oversees Suddenlink's operations here in Arkansas, plus three other Delta states.

Suddenlink is the second largest cable broadband company in Arkansas. The communities we serve here – places like Jonesboro, Russellville, Walnut Ridge, Batesville, Mountain Home, and El Dorado – are a mix of vibrant, larger, smaller, and rural communities.

We enjoy productive working relationships with our Arkansas communities and provide the most advanced TV, Internet, and phone services available in those areas to approximately 110,000 residential and 70,000 business customers.

We work hard every day to provide our customers with a superior level of care. According to the recent J.D. Power

survey, Suddenlink was recognized as the TV services company with the most improved customer satisfaction ratings since 2007.

In addition to customer care, we work to make a real difference in the lives of our employees and the communities where we live and work. For example,

- ⌚ Since 2008, we've helped "eCycle" more than 200 tons of electronic waste, keeping it out of Arkansas landfills.
- ⌚ We support education in Arkansas, at all levels, through a multitude of commitments. We provide our video and Internet services to school districts across the state. We are also a participant in the national Connect to Compete initiative. Through that effort, we offer steeply discounted broadband service for qualifying, low-income families with at least one child enrolled in the National School Lunch Program.
- ⌚ We invest in our people, providing good jobs and benefits to more than 300 residents of this state.

- ① We are constantly improving our services, with over \$170 million in capital invested in Arkansas since 2006, including \$20 million planned for 2013.
- ① Those investments have delivered a better TV experience, with more high-definition channels, an expanded video-on-demand library, and technologies that provide our customers more ways to enjoy their favorite news, sports, dramas, and comedies, both inside and outside the home.
- ① These investments have also delivered a better Internet experience, with download speeds of 50 and 107 megabits per second widely available in our Arkansas service areas. These speeds are comparable to – and in some case better than – the speeds available to citizens of major urban areas.

- ① Our investments in Arkansas have also extended our services to new areas. Importantly, in early 2012, we invested \$4 million to construct a 162-mile fiber ring that connects our communities to each other, our national backbone, and the larger Internet. This addition enhances the reliability and robustness of the broadband services we are able to bring to many Arkansas communities, both large and small.

In conclusion, Suddenlink is a committed and conscientious member of the communities we serve, and we're very proud to be an industry leader in this great state. Thank you for your time.