



Dear Residents/Owners!

Suddenlink, our internet and cable provider at The Barracks, has made several changes to their services and billing community wide which likely affect you or your residents. Please make sure to review all of the information below **before** contacting our office to expedite these issues for everyone!

- 1) **Your Channel Lineup is Changing:** Suddenlink is making a few minor changes to the channel lineup that is being offered and as a result you may experience issues receiving all of your channels. If this is the case, please perform a channel rescan on each of your televisions and the instructions on how to do so are below.
 - a. Find and press the "Menu" button on your television remote control.
 - b. Locate the option that's labeled either "Auto Program," "Auto Tune," or "Auto Scan" and select that option. Depending on the television the resident may have to select Digital Scan.
 - c. The resulting process may take several minutes to complete.
 - d. Once completed, all channels should be fully restored.
 - e. If you still do not see your channels, please call Suddenlink: 866-229-8750 and ask to speak to a representative in bulk residential accounting.
- 2) **You (Most Likely) Do NOT Need a Digital Decoder Box:** About a year ago when Suddenlink upgraded some of their lines they started telling residents that they needed a Digital Decoder Box for each television in order to receive the channels that they previously had. This is NOT true since all of our townhomes are built with digital fiber, meaning you do not need a cable box UNLESS your TV is extremely outdated (i.e. not a flatscreen and/or more than 10 years old). This didn't pose a problem until recently when Suddenlink started charging a monthly fee for these small boxes that you don't even need. If you have these boxes and do not need them, please disconnect the Digital Decoder Box from each television and plug the coaxial cable cord directly into your television and then rescan for channels using the directions above. Then return the decoder boxes to the Suddenlink office at **4114 E 29th St, Bryan, TX 77802**.
- 3) **You Do NOT Need to Pay the Showtime Bill That You May Receive:** Suddenlink randomly started charging many of the addresses in The Barracks for the Showtime channel when it is, and always has, been included at no cost to you. If you received any invoices or bills from Suddenlink without requesting additional services, please disregard unless your cable or internet service is discontinued. If your services are interrupted, please send a scanned copy of the front & back of the invoice to hoa@barrackstownhomes.com and we will work to quickly rectify the issue.

As always, if you are experiencing connection issues with your internet/Wi-Fi, please first make sure you have the correct hardware in place (modem & router). If you are unable to connect to the internet after resetting these devices, please call the Suddenlink line at: **866-229-8750**. When you make the call, ask to speak to a representative in **BULK RESIDENTIAL ACCOUNTS**. Your individual account is listed under the Bulk account for The Barracks HOA. Afterwards, a Suddenlink representative should be able to connect to your modem remotely, and provide further assistance.

We truly apologize for all of the hassle that this has caused and know that we are working tirelessly to correct these Suddenlink issues. We appreciate your patience and thank you for choosing The Barracks Townhomes!

Sincerely,

Hollie Keeton

HOA Manager