

We are pleased to announce that Suddenlink is currently making a tremendous upgrade to their infrastructure in River Bend. During Hurricane Florence, much of their aging system was damaged. Rather than making repairs to it, Suddenlink decided to totally replace their system in River Bend with high speed fiber optic lines. They are currently installing underground lines in the road rights of way. They will also replace all of the cable pedestals with new pedestals and then install what is known as fiber-to-the-home. They will run a new line from the pedestal to your home. There will be no separate cost for current Suddenlink customers for this service. You will not need to make any upgrades to the lines in your home.

According to Suddenlink, River Bend will be one of the few towns in the country to have complete fiber-to-the-home service. There are many benefits to fiber optic service. They anticipate a 95% reduction in trouble calls with the new fiber optic lines. Also, there will be potential for an increase in internet speed in the future and an increase in reliability. The new fiber lines are also much less vulnerable to damage from flooding.

Please be advised that Suddenlink has an easement to work in our street rights-of-way. Individuals do not own the land that is in the rights-of-way. That land is owned by the Town of River Bend. Suddenlink does not need permission from an individual resident to work on Town owned property. They are making great efforts to keep the construction related impacts to a minimum.

This upgrade, combined with the natural gas expansion, will improve service options for our residents and make our town much more marketable to prospective home buyers and businesses. These upgrades will also make our Town less susceptible to utility loss during inclement weather. Suddenlink hopes to have the new system in operation by Christmas. Suddenlink is not working for the Town of River Bend. We are not responsible for their actions. For specific questions, comments or complaints about their service or this project, you should contact Suddenlink at 877-794-2724.