The Optimum Guide.

We’re your TV, phone and internet company.

optimum.net
facebook.com/optimum
twitter.com/optimum
youtube.com/optimumbrandvideos

Para español vea el reverso.
TV. Phone. Internet.  
And great customer service. It’s what we do.

**TV. HDTV.**
- Get the channels that HD was made for, like ESPN HD, National Geographic HD & Discovery Channel HD.
- Put TV on your schedule with Free On Demand channels including NBC, ABC, CBS and FOX prime time shows and popular kids programming.
- Watch your favorite episodes online even when you’re away from home, with TV to GO.

**Smart phone. Genius features.**
- Get unlimited calling to the U.S., Canada, Puerto Rico and the U.S. Virgin Islands.
- Over 20 calling features, including Find Me, Enhanced Voicemail and Block Unwanted Callers.
- Take your home phone on the road, and Click-to-Call from any internet-connected browser.

**Internet. At the speed of right now.**
- Super-fast speed means super-fast music downloads and streaming movies on multiple devices at the same time.
- Get online securely with WiFi nearly anywhere at over 80,000 free Optimum hotspots.
- Check email from home or on-the-go with up to 15 email addresses and mobile mail.
- Free PC protection against malware, spyware, viruses and more.

You won’t want to forget this.

Optimum Voice phone #: ________________  
Optimum Voice password hint: ________________  
Optimum ID (See page 4 for details):  
Optimum ID password hint:  
Wireless router network SSID name:  
Wireless router network password hint:  

Visit [optimum.net/support/TV](http://optimum.net/support/TV) to review your rates and packages, channel listings, Optimum Store hours and locations, billing and service information, equipment compatibility and more.

Not all channels available in all areas. # of channels, HD channels & interactive features depend on pkg type & location. HDTV set owners can request an HD cable box & receive the HD programming incl in pkg at no add’l charge. Some On Demand titles avail at an add’l charge. Optimum Voice is a cable-modem service avail exclusively to Optimum Online customers. A 50¢ charge per line covers certain NY taxes on Optimum Voice. Call Forwarding and Find Me not avail outside continental U.S. Many factors affect speed. Actual speeds may vary and are not guaranteed. Optimum Online customers can enjoy WiFi access in select areas at no additional charge. A WiFi-enabled device, web browser and valid Optimum ID and password are required.
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Getting started.

**Why you need an Optimum ID.**

An Optimum ID is a unique username that provides you access to all kinds of features and benefits you’ll use every day, depending on your Optimum service. With an Optimum ID, you can manage your account, voicemail and email. It’s also the key to accessing extra free stuff like the Optimum App, TV to GO, WiFi and much more.

To create your Optimum ID, first make sure you’re accessing the internet at home through your Optimum modem and that you have your Optimum account number (located on your bill, installation receipt, store receipt or packing slip), then:

1. Go to [optimum.net/idhelp](http://optimum.net/idhelp).

2. Click “Create your primary Optimum ID.”

3. Enter your account number, last name and phone number, and click next.

When creating an Optimum ID, keep in mind this ID will also be one of your Optimum email addresses. For example, if your Optimum ID is jsmith, your email address will be jsmith@optimum.net. Make sure to write it down on Page 2.

You can set up additional IDs, or transfer your IDs if you’ve moved, at [optimum.net/idhelp](http://optimum.net/idhelp). You can also create additional IDs right on your TV screen on Optimum TV Channel 910.

**Your online Account Center.**

It’s your mission control. Pay your bill, view On Demand purchases, check upcoming service appointments and more at [optimum.net/myaccount](http://optimum.net/myaccount).

You’ll also find helpful answers to common questions about Optimum IDs and links to help you create additional IDs or change existing IDs.
Get answers on your TV.

Tune to Optimum TV Channel 900, or Channel 904 in Spanish, for information about your Optimum services, including easy-to-understand self-help videos. You can also visit optimum.net/exploreoptimum.

Your Optimum Rewards.

We wanted to say a big “thank-you” to our customers. Since going door to door and giving hugs would take forever, we started Optimum Rewards.

If you have Optimum TV, phone and internet, you can join. Here are some of the cool, rewarding benefits you can look forward to after signing up:

• Exclusive discounts at places where you can play, visit, explore, enjoy, clap, sing along and laugh out loud.

• Free movies on demand exclusively for members on Optimum TV Channel 908.

• Exciting sweepstakes, prizes and trips from your favorite TV shows and networks.

To join, visit optimumrewards.com or tune to Channel 909.

Optimum Rewards program members must maintain all three products at the required levels. Only available to residential accounts in good standing. Other restrictions apply. Visit optimumrewards.com.
Have questions? We have answers.

Ask us anything about your TV, phone or internet service at optimum.net/support.

Here you’ll find:

**Answer Center.** Many of the most common questions are answered here, including channel lineups, account balance, help with your voicemail and calling features, configuring your email for Outlook, creating additional email accounts and much more.

**Live chat.** You can get help online 24/7 with a Customer Support Representative by clicking “Chat.”

**Email/phone/in person.** Check out the list of Optimum Stores, customer service phone numbers and other convenient ways to contact us.

**Join us on Facebook and Twitter.** Visit our Support tab at Facebook.com/optimum, or tweet @OptimumHelp on Twitter for 24/7 help from our team of Customer Service Representatives.
TV.

We put control in your hands, and not just with the remote control. It’s TV how, where and when you want it.
TV to the umpteenth power.

Meet your remote.

If you don’t have a green DVR button and a GUIDE button, you should upgrade to our most up-to-date version. Visit optimum.net/newremote and have one shipped directly to you at no additional cost, or you can get a new remote at any Optimum Store.

Power
1. Turn digital cable box on and off
2. Turn TV on and off

Sound
3. Adjust volume
4. Mute sound

Channels
5. Display channel number and program information
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   c. Fast-Forward
   d. Stop
   e. Pause
23. Record a program
24. Switch on AUX RCA inputs on front of digital cable box
25. Change size of picture
26. Switch on AUX RCA inputs on front of digital cable box
27. DVR and interactive features
   Picture in Picture (PIP)
28. On-Off — Open or close PIP window
   Swap — Swap contents of PIP window and main screen so PIP window shows on main screen
   Move — Move PIP window to another location on screen
   Ch+/- — Select next higher or lower channel in PIP window
Program your remote.

Your remote can control any TV with a 3-digit code that corresponds to your TV model. To find the code for your TV model, visit optimum.net/support and type “TV codes” into the Answer Center or refer to the instructions included with the remote.

To program your remote:

1. Turn on your TV.

2. Hold both the TV button and the SEL button on your remote for 5 seconds. When the iO button turns red, your remote is ready to be programmed.

3. Enter the first three-digit code listed for your TV. If the code is right, your TV will turn off after the code is entered.

4. Press the TV button again. The iO button will blink twice to confirm your code is stored. Now you will be able to turn the TV back on using the TV button or control the TV’s volume all from your remote.

   If the code does not work, repeat steps 2 to 4 until you find the right code. If none of these codes work, try 000 (default code). If you need help, visit optimum.net/support.

Change volume controls.

Once you program the remote to control your TV, it will automatically control the TV’s volume and mute functions as well. If you want to program the remote to control the volume on the digital cable box instead:

1. Press and hold the CBL and SEL buttons simultaneously for 3 seconds. The iO button will light.

2. With the iO button lit, point the remote at the digital cable box and press the VOL + button.

3. Press the CBL button. The iO button will blink twice to confirm the code is stored.

   Note: To return to original state, repeat the preceding steps and replace the CBL button with the TV button in step 3.

   You may also need to set the digital cable box’s volume control to variable:

   • Press Settings twice to access the General Settings menu.
   • Scroll to Audio: Volume Ctrl.
   • Select Variable and press SEL.

   Note: When using HDMI cables to connect your TV to a Scientific Atlanta digital cable box, you can only control the volume through the TV using an Optimum remote. With a Samsung digital cable box you can use an Optimum remote to control volume though your TV or digital cable box.
Program guide, take me to TV paradise.

To get to your program guide, press **GUIDE** on your remote. If your remote doesn’t have a green **DVR** button and a **GUIDE** button, press **iO** and select “Channel Guide”. See page 8 to make sure you have the most up-to-date remote.

You can also tune directly to the following for some helpful shortcuts:

- **On Demand** - Channel 500
- **Free On Demand** - Channel 502
- **Explore Optimum** - Channel 900 or Channel 904 in Spanish
- **Shortcuts** - Press **C**

When in the program guide:

- **A** shows program guide options
- **SETTINGS** shows or changes settings
- **GUIDE** shows program guide
- **iO** shows the main menu
- **B** resizes program guide
- **C** accesses Shortcuts and Search
- **ARROWS** and **PAGE** let you browse on-screen options
- **SELECT** confirms highlighted selection
**Program guide symbols.**

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td><img src="image" alt="Digital Dolby" /></td>
<td>Program is broadcasting in surround sound.</td>
</tr>
<tr>
<td><img src="image" alt="SAP" /></td>
<td>Second Audio Programming (SAP) channel offers additional audio, such as a second language.</td>
</tr>
<tr>
<td><img src="image" alt="Closed Captioned" /></td>
<td>Closed Captioned.</td>
</tr>
<tr>
<td><img src="image" alt="HD" /></td>
<td>HD. Program is broadcast in High Definition (HD).</td>
</tr>
<tr>
<td><img src="image" alt="Stereo" /></td>
<td>Stereo. This channel is in stereo sound.</td>
</tr>
<tr>
<td><img src="image" alt="Already recording" /></td>
<td>Already recording.</td>
</tr>
<tr>
<td><img src="image" alt="Recording conflict" /></td>
<td>Recording conflict.</td>
</tr>
<tr>
<td><img src="image" alt="Scheduled recording" /></td>
<td>Scheduled recording.</td>
</tr>
<tr>
<td><img src="image" alt="Record" /></td>
<td>Record.</td>
</tr>
<tr>
<td><img src="image" alt="Reminder" /></td>
<td>Reminder.</td>
</tr>
<tr>
<td><img src="image" alt="Favorite channel" /></td>
<td>Favorite channel. This channel has been marked as a favorite.</td>
</tr>
<tr>
<td><img src="image" alt="Lock" /></td>
<td>Lock. Current channel is blocked. Parental Control is on.</td>
</tr>
<tr>
<td><img src="image" alt="Unlock" /></td>
<td>Unlock. Current channel is blocked, but Parental Control is off.</td>
</tr>
<tr>
<td><img src="image" alt="New" /></td>
<td>New. This is the first time this program is on.</td>
</tr>
<tr>
<td><img src="image" alt="Critic ratings" /></td>
<td>Critic ratings of this program.</td>
</tr>
<tr>
<td><img src="image" alt="Your ratings" /></td>
<td>Your ratings of this program.</td>
</tr>
</tbody>
</table>

Note: If you have SAP-enabled and experience no sound on some channels, disable SAP.
Access your program guide.

Press GUIDE on your remote to get to the new program guide. If your remote doesn’t have a green DVR and a GUIDE button, press iO and select “Channel Guide”.

Use the ARROW keys to locate programming by time and/or channels.

You will see three sections on-screen: PAST, NOW and AHEAD.

Use left arrow to navigate back up to two hours in the PAST, to see when programs you missed will air again.

Highlight a program to view the description in the upper-right corner of the screen.

When a program is highlighted, press SEL and:

• Watch a program.

• Get more information.

• Record a program if you have DVR or DVR Plus.

Find programming.

When in the guide, press INFO twice on your remote to get the More Info screen. From here, you can:

• Watch a program.

• Record a program or series if you have DVR or DVR Plus. Follow on-screen instructions to get to recording options. You can also cancel recordings this way.

• Find other showings and more episodes of a program.

• Search “More Like This” and find other similar programming.

• Rate a program and view critic ratings. If the program is part of a series, you will see “Rate Series” instead of “Rate It.”
Customize your program guide.

You can choose different ways to display information in your program guide. While in the program guide, press A on your remote for the options menu and choose:

**List Only** to see just the channels you subscribe to, HD channels or channels you have set as “Favorites.”

**Guide Type** to choose ways to view the guide, including by grid, category, channels or most watched.

**Day Change** to search programs by date.

**Reset** to remove any previously set options.

**Settings** to choose and edit your “Default List Only,” “Guide Type” or to set and edit your “Favorites.”

**Reduce/Expand Grid** switches between displaying five or seven channels; you can also press B.

Search by entering the title of a program, browse to search by category, or choose from select “Saved Searches,” “Recent Searches” or “Featured Searches.”

Select or change your settings.

The new program guide puts you in control with easier to use and more organized menus that let you change and manage your TV settings.

Press **SETTINGS** once for quick settings like:

- Favorites
- Languages
- Caller ID
- Parental Controls
- Sleep Timer
- Block Channels
- Closed Caption (HD boxes only)
- Picture size (HD boxes only)

For a full list of settings, press **SETTINGS** twice.
DVR Plus.

Now, you can make any TV in your home a DVR.

With a digital cable box and DVR Plus you can:

- Record up to 4 shows at once while watching anything you want.
- Store a program library of 100 hours of SD programming or 24 hours of HD programming.
- Record different programs, at the same time, in different rooms.
- Start watching a recorded show in one room and finish it in another.
- Pause live TV.

Record a program.

1 Press **REC** on your remote.

2 Use the **ARROW** keys to select your recording preferences. You can choose “Series” or “This Episode Only”.

3 Confirm your show is recording with a red light “REC” on the front of your Scientific Atlanta digital cable box or a red dot next to the program title in the program guide on your Samsung digital cable box.

Watch a recorded program.

1 Press **DVR** on your remote.

2 Use the **ARROW** keys to highlight a program you want to watch.

3 Press **SEL** to begin watching.

DVR and DVR Plus additional monthly charge required. Prices subject to change. Standard DVR services requires a digital cable box with DVR capabilities. See optimum.com/dvr for details. DVR Plus requires at least one (1) non-DVR digital cable box. DVR Plus not available in all areas. See optimum.com/dvrplus for details. Web DVR service requires a digital cable box with DVR or DVR Plus at additional charge. Subscription to Optimum Online and an Optimum ID is required.
Delete a program.

1. Press DVR on your remote or go to Channel 1001 to access your “Recorded List.”

2. From the right-hand menu, highlight “Clean Up My DVR” and press SEL.

3. Highlight the program you want to delete and press SEL to delete it. Once you delete a program, it will no longer be available.

Manage your DVR on-the-go.

Your favorite show is on soon and you’re still stuck in the doctor’s office waiting room. Don’t panic. With Web DVR you can control your DVR online, record shows, see scheduled recordings and more.

To get started:

1. Using your Optimum ID and password (see page 4), sign in to optimum.net and click on the “DVR” icon.

2. Click on the “DVR” tab. A box will appear, asking you to agree to the terms and activate the service.

3. Click on the program you wish to record. A window with a description will appear.

4. Select “This Episode” or “All Episodes.”

5. Click “Record to DVR” and your recording is scheduled.

Visit optimum.net/guides to view or download a complete guide on everything you need to know about DVR Plus.
DVR.

With DVR service and a DVR digital cable box, you can record and watch your favorite programs and play them back anytime on that DVR digital cable box. The DVR and Picture-in-Picture (PIP) feature gives you complete control, convenience and choice while watching TV.

Record a program you’re watching now.

1 Press REC on your remote. You’ll see a message on the screen asking you to confirm.

2 Use the ARROW keys to select “All Episodes” or “One Episode.” You can also edit the start/stop times and select how long to save the recording.

3 Confirm your show is recording with a red light “REC” on the front of your digital cable box. If you want to stop recording at any time, just press STOP on your remote and follow the on-screen choices.

4 Press A to confirm recording options.

Record a program from the program guide.

1 Press GUIDE on your remote. If your remote doesn’t have a GUIDE and a green DVR button, press iO and select “Channel Guide.”

2 Use the ARROW keys to highlight the program you want to record and press REC.

3 Use the ARROW keys to select “All Episodes” or “One Episode.” You can also edit the start/stop times and select how long to save the recording.

Record a program every time it’s on.

1 Press GUIDE on your remote. If your remote doesn’t have a GUIDE and a green DVR button, press iO and select “Channel Guide.”

2 Use the ARROW keys to highlight the program you want to record and press REC.

3 When the menu choices appear on-screen, select “All Episodes.” Another screen will appear with options for “All Episodes” recording, including “New First-Run Only on This Channel.”

4 Select an option and press A to save your choice.
**Watch a recorded program.**

1. Press **DVR** on your remote.
2. Use the **ARROW** keys to highlight a program you want to watch.
3. Press **SEL** to begin watching.

**Watch the game and a show at the same time with Picture-in-Picture.**

- While watching a show, press **PIP ON-OFF** on your remote. A small picture will appear in the corner of your TV screen.
- Change the channel in the PIP box using the **PIP CH+** and **PIP CH-** buttons on your remote.
- Swap the program playing in the PIP screen to the main screen by pressing the **SWAP** button on your remote.
- If the PIP screen is blocking something on the main screen, press **MOVE** to see the four placement options.

**Note:** DVR features such as pause, record, rewind and fast-forward control the video that is playing in the main screen. Audio will only play for the program on the main screen.
We’re testing the boundaries of TV with the Optimum App and TV to GO.

You want TV without limits, TV you can take with you wherever you go. TV that offers you so much more than just what’s on at 8 PM. And here it is. All you need is your Optimum ID to get access to the Optimum App and TV to GO, so you’ll never miss a show, movie or game again. See page 4 to set up an Optimum ID.

Optimum App on laptop: Not currently available to customers who subscribe only to TV. To view TV on select devices: Requires TV with digital cable box or CableCARD, Optimum-authorized modem and wireless home router. Channel availability is based on level of service. Minimum system requirements apply and requires application download and installation. iPad®, iPod touch® and iPhone® are registered trademarks of Apple, Inc. All rights reserved. Kindle Fire is a registered trademark of Amazon, Inc.
Optimum App.

Download it now and you can watch live TV anywhere in your home on your iPad®, iPhone®, iPod touch®, laptop or many Kindle Fire and Android devices. Plus, search the program guide, use your mobile phone as a remote control and set your DVR from anywhere. Visit optimum.net/app for more information.

If your Android device doesn’t support live TV viewing, you can still use the Optimum App to program your DVR from anywhere, browse, search TV listings and more.

TV to GO.

At the park, the coffee shop or anywhere in between, catch full episodes of tons of On Demand content, movies and even live streams using your laptop or mobile device.

Enjoy TV to GO anywhere there is internet access. Customers with both TV and internet service get the added benefit of watching TV to GO at over 80,000 Optimum hotspots in the tristate area.

Check out optimum.net/TVtoGO for all available programming as we are continually adding more on-the-go content.
Channels unique to Optimum.

There’s a channel for any interest or hobby imaginable.

**News 12 on Channel 12 and interactive on Channel 612.** News 12 is the local news leader in the tristate area. The award-winning news service is viewers’ first choice for local news.

**MSG Varsity on Channel 14 and interactive on Channel 614.** An Emmy award-winning 24/7 HD television network dedicated to high school sports, academics and activities throughout the tristate area.

**Shortcuts & Search.** Ever wonder what the C button was for? Press C on your remote and instantly connect to news, sports and weather. You can also search for something to watch, see On Demand top picks and more without changing the channel. You can even search movies by actor, program or genre.

**Quick Views on Channel 600.** Watch what’s playing on up to 9 of your favorite channels at the same time, all in one place. Tune to Channel 600 and follow the on-screen instructions.

**Photos on Channel 640.** You can view your Facebook photos, plus comments and more, all on your TV. Just go to optimum.net/photos and log in, click on the Facebook icon, then tune to Channel 640 to view your best shots.

**Optimum Select.** When a blue bar appears at the bottom of a commercial, press the SEL button to receive free samples, coupons and more. Now you definitely won’t want to lose the remote.

**TAG Games on Channel 610.** Exclusively on Optimum TV, TAG Games will let you play many of your favorite games right on your TV, absolutely free. Play High Stakes Hold’em, Sudoku Temple, Tetris, Bookworm and Bejeweled 2. Dozens of games without an expensive gaming system.

*Not available in all areas.

A digital cable box, HD digital cable box, or CableCARD is required for each TV to receive certain channels and HD services. A digital cable box is required for enhanced TV and international programming, HDTV owners can request an HD digital cable box and receive HD programming included in your package at no additional charge. Channel availability is based on level of service. Facebook is a registered trademark of Facebook, Inc. All rights reserved. All trademarks and service marks are the property of their respective owners.
International programming.

Bring home your favorite international programs without having to fill out a form at customs.

- Optimum Africa
- Optimum Arabic
- Optimum Brazilian
- Optimum Caribbean
- Optimum Chinese
- Optimum en español
- Optimum Filipino
- Optimum French
- Optimum German
- Optimum Greek
- Optimum Israeli
- Optimum Italian
- Optimum Japanese
- Optimum Korean
- Optimum Polish
- Optimum Portuguese
- Optimum Punjabi
- Optimum Russian
- Optimum South Asian
TV is yours to command with On Demand.

Get your couch ready for high-endurance TV watching, on your schedule.

**Movies On Demand.** Choose from thousands of programs, including action films, musicals, chick flicks, even action-musical-chick flicks. You’ll even find new releases that are still in theaters and advanced screenings of films before they hit the big screen. You can start, rewind, fast-forward and pause at any time, plus there’s no extra charge for the same movie in HD.

**Free On Demand.** Enjoy the freedom to watch a show whenever you want—it’s included with your service. Choose from the best shows on your favorite networks, including ABC, CBS, NBC, FOX, Nickelodeon, AMC, Music Choice, Telemundo and more.

**Premium Channels On Demand.** Watch big Hollywood movies, independent films and groundbreaking original series any time you want with HBO On Demand, Cinemax On Demand, Anime Network On Demand, Showtime On Demand, Disney Channel On Demand, Encore On Demand, Starz On Demand, Playboy TV On Demand, IFC in Theaters On Demand and more.

**3D On Demand.** Press play, then get ready to duck. 3D has arrived. Choose from a variety of big movies and new releases, all in 3D.

**On Demand Cart.** With thousands of On Demand choices, you can’t possibly watch them all tonight. Watch some now, and add the rest to your cart for when you’re ready. Fill up your cart on Channel 500, press the iO button or visit optimum.net/cart.

### Use On Demand.

1. Press the iO button on your remote and select “On Demand” from the main menu, or tune to Channel 500.

2. Use the ARROW keys to select an On Demand category.

3. Use the ARROW keys to highlight a title, then press SEL.

### Resume or restart an On Demand program you are watching.

1. Press the iO button and use ARROW keys and select “Active Rentals.”

2. Highlight the title that you would like to play. Select “Resume” or “Restart.”

Some On Demand titles available at an additional charge. To receive a subscription On Demand service, customer must subscribe to the corresponding underlying channel when required. An HD digital cable box with an HDMI connection to a 3D TV and manufacturer-approved 3D glasses are required to view 3D programming.
Order Pay Per View.

The most exciting live sports, comedy specials, concerts and adult content are waiting for you on Pay Per View on Channels 550–552. All you need is your remote and purchase PIN.

**To order within 15 minutes of the event:**

1. Tune to your Pay Per View channel of choice.

2. Press B to buy and follow the on-screen instructions. (On Samsung digital cable boxes, press SEL and follow the on-screen instructions.)

**To order up to 72 hours before the start time of event:**

(currently unavailable on Samsung digital cable boxes)

1. Press the iO or Guide button and enter the Pay Per View channel you are looking for.

2. Using the ARROW keys, find the upcoming event you want to purchase.

3. Press SEL on the highlighted program and select the “Reminder” option. A “bell” symbol will appear next to the title within the program guide to show the event has been successfully purchased.
Parent approved.

Parental Controls let you manage your kids’ viewing choices. Block certain channels, titles or programs by their ratings, limit Pay Per View access or hide adult titles so they won’t appear in the program guide.

**Set up your PIN.**

To use Parental Controls, you need to create a personal identification number (PIN) on each digital cable box in your home. Using your remote:

1. Press **SETTINGS** to access the Quick Settings menu.
2. Use the **ARROWS** to highlight “Parental Controls.”
3. Select “Go To Settings.”
4. Highlight “Set PIN.”
5. Enter your new four-digit PIN. Re-enter the same PIN to confirm and the PIN is set. To change your PIN, just repeat the above process, selecting “Modify Pin” instead of “Set Pin.”

**Block it.**

Not every program is appropriate for every audience. Block what you want by using your remote:

1. Press **SETTINGS** twice.
2. Select “Parental Controls.”
3. Select “Channel Blocks,” “Ratings Blocks,” “Content Blocks” or “Time Blocks” from the menu and set your personal preferences.

**Tip:** If you do not activate Parental Controls, all titles, channels and content with all ratings will be accessible to all household members.
Set up your purchase PIN.

You call the shots by restricting access to TV purchases by creating a purchase PIN. This will prompt viewers to enter a four-digit code when attempting to order any Pay Per View or On Demand programming.

Follow the steps below to change the temporary purchase PIN set up during installation (3333). You’ll need to do this for each digital cable box in your home.

1 Press SETTINGS twice.

2 At the general Settings menu, use the ARROW keys to highlight “Purchasing,” then press SEL.

3 Use the ARROW keys to highlight “Set PIN;” then press SEL.

4 Enter a new PIN. If you are changing your PIN, enter the current PIN first. Re-enter new PIN for confirmation.

5 Press EXIT to return to watching TV.
**TV help.**

**What should I do if my picture freezes or my digital cable box won’t respond?**

Press **VOL+, VOL-** and **INFO** simultaneously on the front of the digital cable box until it shuts down. It will reset.

**There are gray/black bars on the left and right of my HDTV screen.**

Make sure you’re using the correct red, green and blue component cables or HDMI cable. Also, make sure proper picture format is set on your HD digital cable box and HDTV. Press “Settings” twice on your remote and choose “HD Settings.”

**How do I set up my cable box for my HDTV?**

With both devices powered-off, connect your HDTV to the HD digital cable box using an HD-compatible cable. Visit [optimum.com/picformat](http://optimum.com/picformat) for all connection types. If this is a new digital cable box, keep it unplugged until you complete the connection with the HDTV.

**For existing digital cable boxes:** After connecting your HDTV to the HD digital cable box, power both devices on. You can begin enjoying HD programming immediately.

**For Scientific Atlanta digital cable boxes:** Plug the digital cable box into an electrical outlet. Some scrolling numbers and then a blinking “hold” message will appear on the LED display of the digital cable box. After about five minutes, either the current time, four dashes or the “Turn On” message will appear. Once this occurs, power on your digital cable box and your TV.

**For Samsung HD digital cable boxes:** Plug the digital cable box into an electrical outlet. Some scrolling numbers will be displayed on the LED display on the front of the box. When the time is displayed on the front of the Samsung digital cable box, power on your digital cable box and your TV.

Note: The Samsung digital box will not display four dashes or the “hold” message.

Once your HD digital cable box is properly connected and activated, you can power it up along with your HDTV and begin enjoying HD programming.

If you still have questions, see page 6 for all the ways to contact us.
Phone.

Sure, your home phone makes calls, but it also has over 20 other powers, superpowers and super-duper-powers available. It’s no normal phone. It’s a Super-Phone.
More features than you can shake a cordless phone at.

Set up your personal Optimum Voice homepage at optimum.net/voice using your Optimum ID and password (see page 4).

Manage all these additional features from your personal Optimum Voice homepage.

Click-to-Call. Make phone calls from your internet browser. Just click the phone number you want and Click-to-Call does the rest.

Directory Listings. Add, edit or delete a directory listing for your number.

Private Outbound Calling. Hide your name and number on all calls you make.

Anonymous Call Blocker. Block all calls in which the calling party does not display their name and number.

Do Not Disturb. Send all calls to an announcement indicating you do not want to be disturbed.

Block Unwanted Callers. Block up to 32 phone numbers for incoming calls you do not want to receive.

Call Forwarding. Automatically redirect incoming calls to a different phone number or directly to voicemail.

RSS Feed. View up-to-date call history, voicemails and international calls on popular websites like My Yahoo!, My MSN and more.

Enhanced Voicemail. Access your voicemail, get voicemail alerts and have voicemail emailed to your inbox.

Personalized Greetings. Select a voicemail greeting to use in place of your own greeting.

Call Waiting. Receive alerts that someone is calling when you are on the phone. Call Waiting is activated by default. You can also turn Caller ID on/off with Call Waiting online.

Find Me.† Simultaneously rings up to three other phone numbers when someone calls your Optimum Voice number. The incoming call can be answered by any of the phones.

VIP Ringing. Selects up to 32 phone numbers that will ring with a second ringtone when they call you.

Call Forward on Busy or No Answer.† Redirects your calls when the phone line is busy to a specified phone number of your choice.

Call Forwarding by Time of Day.† Forwards your calls to another phone number during specified time intervals.

Call Forwarding to a Backup Phone. Forwards calls to a specified phone number during a power outage or when the connection to the cable modem is lost.

† Only available in the continental U.S.
Manage these features right from your home phone.

**Voicemail.** When you hear a stutter dial tone, you have new voicemail messages. Dial your Voicemail Access Number or home phone number and your voicemail password when prompted in order to hear your voicemail.

**Free 411.** Unlimited 411 directory assistance calls at no additional charge. Just dial 411 from your Optimum Voice phone.

**Caller ID.** Displays the name and number of a calling party. Requires a compatible Caller ID display device or telephone and is automatically available.

**Caller ID Blocking with *67.** Hides your name and number when making a call. Dial *67 on a per-call basis.

**Call Return with *69.** Identifies and dials the last incoming caller to your line.

Pressing 1 to initiate a call back on Call Return (*69) does not work with all dialing plans (areas); it will just give you the number.

Important Note: *69 cannot access private callers, cellular phones and calls placed from a PBX or certain private telephone systems. *69 may not be able to return calls received from outside your calling area or from certain non-Optimum Voice service providers.

**Busy Redial with *66.** When a number you call is busy, dial *66 and Optimum Voice will call you back when the line becomes free.

**Three-Way Calling.** Adds a third party to your conversation. Press the “switch hook” or “flash” key on your phone to put your current call on hold. When you hear the dial tone, dial a second number and press the “switch hook” or “flash” key again.
Know who’s called and see who’s calling.

Set up your voicemail.

From your home phone, dial *86, create a password and choose a standard greeting or record a personalized greeting. Then you’re good to go.

To set up your voicemail online:

1. Log on to optimum.net/voice to register. All you’ll need is your telephone number and Optimum ID to get started. (See page 4 to set up your ID)

2. Click the “Voicemail” tab and enter a voicemail password to be used when getting voicemail by phone.

   **Tip:** Don’t forget to write your password hint inside the front cover.

Listen to your messages.

When you hear a stutter dial tone, it means you have a new voicemail message. There are four ways to get your messages:

- From home, dial your home telephone number and enter your voicemail password.
- When you’re away, call your home telephone number and press * when your voicemail message begins.
- You can also call the universal access number (1-917-507-7777) and enter your voicemail password.
- When you’re online, visit optimum.net/voice and enter your Optimum ID and password.

Caller ID on your Optimum TV.

See your incoming calls, including name and telephone number, right on your TV screen. To manage this feature, tune to Optimum TV Channel 630.

Add a phone line.

Who knew the joy of having kids would mean you could never use your own phone again? Maybe it’s time to add a phone line. For more information, visit optimum.net/voice.
Make global calls for a local price. Add an international plan.

Whether you call abroad a lot or a little, add an international calling plan to your existing phone service to save on every call. Visit optimum.com/internationalphone to check out all of our international calling plans and decide which is best for you.

**International per-minute calling.**

- Low international rates that can be used at home or on the road.
- No monthly plan fees.
- International calling charges will be conveniently billed to your credit or debit card. Manage your account and view your international call details via the Optimum Voice homepage.

**Optimum Voice World Call.**

- Add Optimum Voice World Call to your home phone service and you can call any country in the world from Afghanistan to Zimbabwe.
- Talk up to 250 minutes a month anytime, anywhere, including up to 30 minutes to Cuba, day or night. That’s over four hours of international calling a month.
- No per-minute connection charges.
- Same low rate every month. No surprises.
- Easy to use. No extra numbers or codes to dial. Call directly from your Optimum Voice home phone.
- For additional information, visit optimum.com/worldcall.

Optimum Voice World Call available to phone service customers. Residential accounts in good standing only. Monthly rate of $19.95 includes 250 minutes per monthly billing cycle of international calls, which includes up to 30 minutes of calling to Cuba per monthly billing cycle. Customers exceeding 250 total international minutes or 30 minutes to Cuba in a given monthly billing cycle will automatically be charged an additional $19.95 for an additional block of 250 minutes, which includes up to 30 minutes to Cuba for use that billing cycle month. Customers who use all of their 30 minutes to Cuba from their additional minute block will be blocked from calling Cuba until the beginning of their next billing cycle. Customers exceeding 500 minutes in a given billing cycle will have their international calling blocked and must wait until the start of their next billing cycle to resume international calling. Available only via direct dial from customer’s Optimum Voice phone. Remote dialing is not available. Calls to satellite phones and audio text lines/destinations not available. International Per-Minute Calling requires customer activation via Optimum Voice homepage. International calls are billed via credit or debit card and a minimum charge is required at setup. Flat rate international calling also available. Per-minute charges apply for calls made to destinations in the United States, Puerto Rico, Canada and the U.S. Virgin Islands using remote access. Remote calls made from pay phones are subject to a $0.54 per-call charge, in addition to the per-minute charge.
Phone help.

My phone doesn’t have a dial tone. What can I do?

- Check that your telephone line is properly connected to TEL1 or TEL2 on the modem.
- Check that your telephone device is working properly. Connect another telephone that you have confirmed is working to your modem.

I keep hearing static or a hum when I’m on the phone. How do I stop it?

- Move your telephone and telephone cord, or base station if using a cordless phone, as far away as possible from the computer and monitor.

I’m not receiving any voicemails. How do I fix this?

- If you’re already registered for voicemail, please check that the voicemail feature is activated by signing on to optimum.net/voice.
- Check the setting for the number of rings before voicemail answers. The default is four rings. You can change this through your Optimum Voice homepage.
- Your voicemail box may be full. Delete any unwanted messages.

What do I do when the lights on my modem are blinking, but I don’t have a connection to the internet?

1. Turn off your computer.
2. Unplug the modem from the electrical outlet or surge protector.
3. After 30 seconds, plug the modem back in and wait for the lights to change to solid green. This may take up to five minutes. Once the lights turn solid, turn on your computer and open your internet browser. You should now be able to access the internet.
4. If the lights still do not turn solid green, you should check that all of the modem connections are tight, and that the modem is connected to the cable at the wall outlet and/or cable splitter properly. After checking these connections, repeat the above steps.

If you still have questions, see page 6 for all of the ways to contact us.
Internet.

Your web connection is fast. Don’t blink or you might miss something.
Ready. Set. Browse.

First things first, you need your Optimum ID (see page 4), which is the key to unlocking all of your features and added benefits online.

**Set up your email.**

Your email address is your Optimum ID. For example, if your Optimum ID is jsmith, your email address will be jsmith@optimum.net.

**Make changes to your email features.**

Visit optimum.net and sign in with your Optimum ID and password.

You can:

- Create up to five email accounts, each with 2 GB of space. To add additional email addresses, visit optimum.net/profile.
- Access your email anywhere, even from your mobile device.

**Total Defense Internet Security Suite.**

Protect your computer against viruses, spyware, hackers, spam and offensive websites that can harm your PC and put your privacy at risk. It’s free for all Optimum Online customers. Just head over to optimum.net/internet/security.
Get more done with optimum.net.

If optimum.net isn’t your homepage, it should be. It’s the one place where you can stay on top of everything from your DVR service to your account information and get fast answers to any questions about your services.

It’s also available on your mobile device:

- Check your email.
- Pay your bill—it shows up on your account right away.
- Set up automatic payments, choose preferred payment methods and even view statements on-the-go.
I get WiFi. You get WiFi. We all get WiFi.

As the largest secure WiFi network in the nation, every Optimum Online customer can get online on-the-go at over 80,000 Optimum hotspots. Connect in shopping centers, restaurants, cafés, train stations, parks, marinas, malls, sports fields and more. We’re adding more Optimum hotspots every day to keep you connected and to help you save money by avoiding mobile data charges.

You can even connect to hotspots outside the tri-state area in:

- Washington, DC
- Los Angeles, CA
- Boston, MA
- Charlotte, NC
- Orlando/Clearwater/Tampa/St. Pete/Melbourne/Daytona Beach, FL

For all locations, visit optimum.net/internet/hotspots.

Get started in three easy steps.

1. Start the WiFi feature on your device and select “Optimum WiFi” or “Cable WiFi” from the list of available networks.

2. Launch your internet browser.

3. Sign in using your Optimum ID and password (See page 4 to set up your ID).
Automatic Sign In.

No need to spend time typing (remembering) your username or password. Just sign in once at an Optimum hotspot, and your device will connect automatically whenever you’re in range of one. It’s like magic, only easier.

Go to optimum.net/internet/auto-signin to watch a tutorial and manage your devices.

WiFi Hotspot Finder.

Download the Optimum Wifi Hotspot Finder App for iPhone®, iPad® and iPod®. Then use it to find Optimum hotspots anywhere. It turns your phone into a WiFi bloodhound that fits right into your pocket.

Download from the Apple App Store or scan the code below.
Channel 910, the WiFi know-it-all Channel.

**Optimum TV Channel 910 helps you stay connected with WiFi.**

- Search Optimum hotspots by zip, city and state.
- Get results in map view, and filter them by location type.
- See your personal WiFi data usage, and number of sessions, so you can understand how much you may be saving on your cellular phone bill. How awesome is that?
- Scan QR codes to quickly register devices for Automatic Sign In, and get the WiFi Hotspot Finder App.
- Set up an Optimum ID, browse your other IDs and reset passwords.
- All this is available in Spanish, too.
Your Optimum router.  
Let the connections begin.

Simple and secure.

- User-friendly device with quick, easy settings so you can connect in a snap.
- An Optimum Service Rep can log in remotely, see how your network is configured, and assist in fixing any problems you’re having.
- Our advanced system will even automatically fix some problems on its own.

Manage your Optimum router.

If your Netgear 3400 router was installed on or after January 22, 2013, you can manage your router’s settings at router.optimum.net. Get more info about your router at optimum.net/routerhelp.

If your Netgear 3400 router was installed before January 22, 2013 you can download software to manage your router settings at optimum.net/router.

For additional help or questions, visit optimum.net/support.

Important security information.

Did you know that unless you secure your wireless router, others can see your home or business network and use your signal? Protect your important files and identity, and prevent unauthorized access to your PC.

For a helpful video on wireless security, visit optimum.net/support/tutorials or tune to Optimum TV Channel 900. Need to register your modem? Simply click on your web browser and follow the on-screen instructions. For complete instructions, please refer to the internet and phone service connection guide on optimum.net/guides.

Many factors affect speed. Approx download time based on average file size. Actual speeds may vary & are not guaranteed. Minimum system and configuration requirements are required. To experience the maximum speed of Optimum Online Ultra service, customers must have a Gigabit PCI adapter (also called a Gigabit Ethernet, GigE, or 10/100/1000 interface card) installed on their computer. Gigabit PCI adapters are available from local or online electronic retailers.
Upgrade from fast to greased-lightning fast.

**Optimum Online Boost Plus. Enjoy the web, not staring at that irritating, downloading icon.**

- Faster internet speeds. With maximum speeds of 50 Mbps for downloads and 8 Mbps for uploads, the wait is over.
- Enough speed to go around. Share your connection across multiple computers and devices.
- Up to 15 email addresses with 5 GB of storage per address.
- Attach up to 100 MB of pictures, files or video.
- The tools to create your own website.
- 12 GB of hosted space.
- Advanced configurations, including DDNS, Port 25 and Port 80.

For more information, visit [optimum.com/boost](http://optimum.com/boost).

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Optimum Online Boost Plus available only with a subscription to Optimum Online for an additional $14.95 per month. Prices subject to change. Minimum system requirements and configurations apply. Free-to-use modem is the property of Optimum and must be returned in good working order. Lost, stolen, unreturned, or damaged equipment is subject to a non-return fee. Many factors affect speed. Actual speeds may vary and are not guaranteed. Other restrictions apply. Where available.
Optimum Online Ultra is our fastest internet access.

Available to all our customers, maximum connection speeds of 101 Mbps downstream and 15 Mbps upstream give you the power to download:

- 750 pictures a minute.
- 150 songs a minute.
- 50,000 pages of information in a minute.
- Up to 15 email addresses with 5 GB of storage per address.
- Send massive attachments you never could before. Up to 100 MB per email.
- Get web-hosting capabilities and easy-to-use site builder tools. Now you don’t have to be an IT brainiac to build your own personal or commercial website.
- 12 GB of hosted space.
- Advanced configurations, including DDNS, Port 25 and Port 80.

For more information, visit optimum.com/ultra.
Internet help.

Having trouble getting online? Try this first.

1. Check your wireless settings to make sure you’re connected to your personalized network name (SSID).

2. Unplug the modem from the electrical outlet or surge protector. Once unplugged, all the lights on the modem should go off. If the lights are still on after you disconnect it, look if there is a battery backup, and disconnect it now.

3. Unplug the router from the electrical outlet or surge protector.

4. Check cable connections are as tight as possible and reconnect the modem to the electrical outlet or surge protector.

5. Wait a few minutes until it fully restarts and lights up. If you use a battery backup, reconnect it to the modem now.

6. Reconnect the router to its electrical outlet or surge protector. You should be up and running in a few seconds.

7. Open your internet browser.

   If still unable to connect, see page 6 for all of the ways to contact us.

   **Power light on your router is off?**

   Make sure your power cord is connected to both the router and the electrical outlet or surge protector.

   **Internet or Ethernet port lights on your router off?**

   Make sure your Ethernet cable connections are secure on the router, modem and computer.
Last words.

This is the part where we go through the details. Don’t miss the important E911 sticker on page 50 for your modem.
Safety Information.

UNITED STATES FCC COMPLIANCE

Electronic equipment has been tested and found to comply with the applicable limits of Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This electronic equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or TV reception, which can be determined by turning the equipment off and on. The user is encouraged to try to correct the interference by one or more of the following measures:

- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your cable company or an experienced radio/TV technician for help.

Important: The information shown in the FCC Declaration of Conformity paragraph below is a requirement of the FCC and is intended to supply you with information regarding the FCC approval of this device.

FCC Declaration of Conformity.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: 1) this device may not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation.

Important Safety Compliance Instructions.

- Read and retain instructions from the manufacturer of your equipment.
- Place the electronic equipment in a location that is close enough to an electrical outlet to accommodate the length of the power cord.

Note: Place the electronic equipment on a stable surface. The surface must support the size and weight of the electronic equipment.

- The electronic equipment has openings for ventilation that protect it from overheating. To ensure the reliability follow these guidelines to avoid obstructing the openings:
  - Do not place other equipment, lamps, books, vases with liquid, or any other object on the top of the electronic equipment.
  - Do not place in any of the following locations: - On a bed, sofa, rug, or similar surface - Over a radiator or a heat register - In an enclosure, such as a bookcase or equipment rack, unless the installation provides proper ventilation.
  - Before cleaning the electronic equipment, unplug it from the electrical outlet. Use a damp cloth to clean. Do not use a liquid cleaner or an aerosol cleaner. Do not use a magnetic/static cleaning device (dust remover) to clean the electronic equipment.
  - Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock.
  - Do not expose the electronic equipment to liquid or moisture.
  - Do not place on a wet surface. Do not spill liquids on or near the electronic equipment.
  - Do not use accessories with the electronic equipment unless recommended by your cable service provider.
  - Do not overload electrical outlets, extension cords, or integral convenience receptacles, as this can result in a risk of fire or electric shock.

- Ground (earth) your cable system to provide some protection against voltage surges and built-up static charges. Plug your electronic equipment into a surge protector to reduce the risk of damage from lightning strikes and power surges. If you have questions, call your cable service provider.

- Arrange all power cords so that people can’t walk on the cords, place objects on the cords, or place objects against the cords, which can damage the cords. Give particular attention to the cords at the point at which the cord connects to the plug, at electrical outlets, and at the places where the cords exit the electronic equipment.

- A label on the electronic equipment indicates the correct power source. Operate only from an electrical outlet that has the voltage and frequency that the label indicates. If you are unsure of the type of power supply to your residence, consult your local power company.

- The electronic equipment has a two-prong plug. Properly ground (earth) by inserting the plug into a grounded electrical, two-socket outlet. If this plug is polarized, it has one wide prong and one narrow prong. This plug fits only one way. If you are unable to insert this plug fully into the outlet, contact an electrician to replace your obsolete outlet.

- Do not open the cover of the electronic equipment. Refer all servicing to qualified personnel only. Contact Optimum for instructions.

- For damage that requires service, unplug the electronic equipment from the electrical outlet. Refer to qualified personnel when any of the following occurs:
  - There is damage to the power cord or plug,
  - Liquid enters the electronic equipment,
  - There is exposure to rain or water,
  - Operation is not normal (the instructions in this Guide describe the proper operation).

- If you drop or damage the electronic equipment.

- If the electronic equipment exhibits a distinct change in performance. Upon completion of any service or repairs to the electronic equipment (home terminal), the service technician will perform safety checks to determine that the equipment is in proper operating condition.

- The modem was qualified under test conditions that included the use of the supplied cables between system components. Use only the provided power and interface cables and install them properly.

- Different types of cord sets may be used for connections to the modem. Use only a main-line cord that complies with the applicable modem safety compliance.

- Installation of modem must be in accordance with national wiring codes and conform to local regulations.

- To reduce the risk of fire, use only CSA-certified telecommunication line cord, or national equivalent for your modem. Handling optional, re-chargeable battery (for modems). Your modem might include a rechargeable Lithium-ion battery to provide stand-by operation in the event of an AC power failure. Caution: Do not replace the battery for your modem with an incorrect type, or expose the battery to excessive heat, fire or liquid. Any of these conditions can cause product failure and a risk of fire or battery explosion. Do not disassemble, crush, or puncture the battery. Keep away from children. Do not incinerate the battery. Recycle or dispose of used batteries promptly and in accordance with local ordinances.
Privacy Notice.

Cablevision has updated its Privacy Notice. A copy of the updated CABLEVISION CUSTOMER PRIVACY NOTICE, which will become effective June 22, 2013, is set forth below. If you do not agree to this updated Privacy Notice, you may cancel your Cablevision service. Your continued use of the services shall constitute your agreement to the new Privacy Notice.

Cablevision is committed to protecting the privacy of its customers. This notice is designed to give you a general understanding of how Cablevision protects your privacy in connection with our cable television services (such as Optimum TV), our high-speed Internet services (such as Optimum Online), our voice services (such as Optimum Voice) and any other cable service or communication service we may provide to you using our cable system as such services are defined by applicable law (together “Covered Services”).

This notice does not generally cover Cablevision’s websites, such as Optimum.com, interactive television channels, such as Optimum Autos and Optimum Homes, or other products or services that may be accessed through Covered Services. These other services are governed by separate privacy notices, which we encourage you to review when using these other services to understand how your information is handled. This notice does not cover Cablevision’s Lightpath service. In this notice, “we” and “Cablevision” refer to CSC Holdings LLC (formerly CSC Holdings, Inc.) and/or any affiliate of CSC Holdings LLC that owns, operates, or provides Covered Services.

A. How We Collect Subscriber Information

In connection with the initiation and ongoing provisioning of Covered Services, as well as with our ongoing efforts to improve the quality and value of the Covered Services, we may maintain certain information related to you that you provide to us or that we collect using the cable systems (“Subscriber Information”). Certain Subscriber Information may be personally identifiable information (“Personally Identifiable Information”). Personally identifiable information does not include, among other things, any aggregate data or other data which does not identify a particular person or information which by itself does not identify a particular person, such as your zip code, gender, MAC address, or other equipment identifiers. We may collect Personally Identifiable Information using the cable system in order to obtain information necessary to render our cable service or other services to our subscribers or to detect unauthorized receipt of cable communications.

 Subscriber Information may include information which you provide to us such as your name, service address, billing address, work address, email address, home telephone number, work telephone number, mobile phone number, date of birth, social security number, drivers license number, credit card number and expiration date, bank account number, and other financial information. In addition, as part of our normal course of business, we generate and maintain billing and account information such as your billing history, the services to which you have subscribed, your payment history, your maintenance and repair history, the kind, location, configuration, device identifiers, MAC, and IP addresses of equipment (including TV sets, set-top boxes, CableCARDs, moderns, telephones, IP-enabled devices) connected to our facilities.

Sometimes, we also obtain additional information from publicly available sources such as research consultants, data service providers, and marketing firms to supplement your information. From time to time, we may combine this publicly available information with information that we collect from you.

For customer service purposes, we also may keep copies of correspondence concerning your account or records of complaints or inquiries that may be made about our service. In addition, we may sometimes collect responses to customer satisfaction surveys for analytics and research purposes. We may also collect information that helps us detect unauthorized use of our services.

We may also collect service-specific Subscriber Information depending on the Covered Services to which you subscribe:

- Optimum Voice. If you are a subscriber of a covered Cablevision voice service such as Optimum Voice (which is an interconnected Voice-over-Internet Protocol “VoIP” service), we may collect customer proprietary network information (“CPNI”). CPNI is information that relates to the quantity, technical configuration, type, destination, location, and amount of use of an interconnected VoIP service or telecommunications service subscribed to by any customer, and that is made available to the carrier by the customer solely by virtue of the provider-customer relationship; and information contained in the bills pertaining to interconnected VoIP service, telephone exchange service or telephone toll service received by a customer. The disclosure and use of CPNI is subject to specialized restrictions as described in Section F below.

- Internet Service, including Optimum Online. If you subscribe to a covered Cablevision high-speed Internet service such as Optimum Online, we may maintain records of Internet Protocol addresses and email accounts that we assign to you, as well as any violations or alleged violations of applicable terms and conditions of usage. We may also collect usage information as it relates to portions of our websites which subscribers may access for the purpose of managing or operating their use of the Covered Services. Additional information about our privacy practices specific to our high-speed Internet service can be found in the Additional Privacy Information for Cablevision’s high-speed Internet service.

- Optimum TV. If you are a digital cable television subscriber, we may also automatically collect information when providing services, when you interact with our systems such as changing your television channel, reviewing listings in an electronic program guide, using your remote, interacting with your DVR, ordering or viewing On Demand programming, engaging in other interactive programming features, or when using the Optimum App or other similar IP-enabled device applications. This information is maintained on a de-identified basis, except in connection with billing, troubleshooting, operations, or other service-related purposes such as VOD, Pay Per View, program and content recommendation features and functions, and e-Bill or use of certain Optimum Select services such as requests for Information or product purchases.

B. How We Use Subscriber Information

We use Personally Identifiable Information primarily to conduct business activities such as account administration, service provisioning, operations, billings and collections, marketing, customer service, technical support, and fraud prevention. These purposes may specifically include the following uses of Personally Identifiable Information to:

- help us provide high-quality, competitively priced Covered Services in an efficient manner;

- ensure that you receive the services to which you have subscribed and execute requests that you make;

- provide you with programming, services and advertising that are of an enhanced value and interest to you;

- facilitate billing and collections functions and obligations;

- provide you with accurate and high-quality customer service, including responding to subscriber inquiries and troubleshooting;

- comply with tax obligations, accounting rules, and contractual obligations to vendors;

- ensure that you receive information about products and services that may be of interest to you;

- ensure compliance with applicable laws and the terms, conditions, notices and policies governing the Covered Services;

- protect our rights, such as preventing fraud, service theft, and abusive practices; and

- improve our facilities and the services that we provide over them.

We may use Subscriber Information to generate de-identified or aggregated information — that is, data from which Personally Identifiable Information has been removed. We may also employ automated
processes to generate de-identified or aggregated information from any of our Covered Services. De-identified or aggregated information does not identify you, and our collection, use, and disclosure of de-identified or aggregate information is not subject to any of the restrictions in this notice and its use and disclosure is subject to our discretion. We may use de-identified or aggregated information for programmer, advertiser and internal research, and to improve our systems, the content that subscribers receive and their service experience (for example, to measure viewership of channels, TV shows, and commercial). We may also use de-identified information to provide targeted content for our services such as programming and advertising or provide our recommendation features or functions to you. We may also use this information to deliver relevant third-party advertising/promotional messages using your set-top box or through other IP-enabled device applications without disclosing Personally Identifiable Information to these third-party advertisers.

We may use certain Personally Identifiable Information for marketing purposes, including to facilitate display ads for our products and services shown to you on other websites and web services across the Internet. When we do this, we may provide third-party service providers with access to certain of your Personally Identifiable Information in order to place de-identified coded data into cookies on your browser (or employ similar technology), and to provide you with more relevant offers and updates through display media. If you do not wish our systems to receive these types of ads, you may opt out of most such advertising by going to: networkadvertising.org/chioices or aboutads.info.

Similarly, although not required to do so, we do offer you a choice as to whether you wish to have targeted third-party advertising/promotional messages delivered to your set-top box or other IP-enabled device applications, PLEASE CALL US AT 1-888-425-2591 or visit optimum.net/Privacy/Prefereces. Additionally, Cablevision provides Subscribers with the opportunity to restrict the use of program and content recommendations in association with certain Cablevision services, including Movie Explorer and other of our recommendations features and functions, by visiting optimum.net/Privacy/Prefereces. Please note, your preferences may not take effect immediately.

Our use of certain Subscriber Information associated with voice service however, is limited as described in Section F below.

Individuals who may be authorized to have access to Personally Identifiable Information include our employees, agents, and affiliates within our family of affiliated businesses (including, but not limited to Newsday, Madison Square Garden and AMC Networks), though we seek to limit access to individuals on a need-to-know basis. Sometimes, we may provide access to certain information to select third parties to assist us in providing services or for other legitimate business purposes. For example, we may provide access to certain information to companies providing services to us, including installation and repair, billing, call center, sales and marketing, market research, fulfillment, mailings, data storage, data scrubbing, data analytics and processing, bill collection, auditing and accounting, credit reporting, and legal services. We may also provide access to third parties who assist us in providing targeted advertising and audience analysis initiatives. We will provide access to CPNI for use in sales and marketing only to our agents and affiliates. The frequency of such access depends on our business needs.

C. When We Disclose Subscriber Information

Except as set forth below, Cablevision will not disclose Personally Identifiable Information to third parties unless:

• it is necessary for us to render our Covered Services or conduct a legitimate business activity related to our Covered Services; or
• you provide appropriate consent in advance.

If you subscribe to a Covered Service other than voice service, we may furnish mailing-list information to marketing organizations, programmers and other businesses. Mailing-list information includes your name, addresses, and the non-voice services to which you subscribe (for example, basic tier, HBO). The law allows us to disclose this information unless you tell us otherwise. IF YOU DO NOT WANT US TO DISCLOSE MAILING-LIST INFORMATION ABOUT YOU, PLEASE CALL US AT 1-888-425-2089.

Please note, your opt-out preferences may not take effect immediately and cannot be applied retroactively.

If you subscribe to a covered Cablevision voice service such as Optimum Voice, applicable regulations allow us to disclose “subscriber list information,” which includes your name, address, and telephone number that has been published or accepted for publication in any directory format. For example, we may give your name, address, and number to organizations who publish phone directories or who provide 411 services or similar public services. We may transmit your name and number so that the person you call can see such information on his or her Caller ID. Certain procedures allow you to block transmission of Caller ID information. You may contact us to obtain additional information about these procedures.

We may also transmit your name, number, and registered location to a public safety answering point (“PSAP”) when you dial 911 for emergency services. Disclosure of CPNI data is subject to additional specific limitations, as described in Section F below.

We may also provide your Personally Identifiable Information to third parties when you expressly consent to such disclosure, such as when you make purchases from third-party vendors using our Optimum Select technology or request information from third parties through certain interactive channels.

We may furnish certain de-identified information, on either an aggregate or non-aggregate basis, regarding viewing habits and system interaction to third parties, such as advertisers and programmers, for purposes that may include, but not be limited to providing you with more relevant programming, advertising and features, increasing the value of the Covered Services, providing you with information or offers about products or services that we believe may be of interest to you, or assisting third parties with media, programming and content planning and purchasing efforts. We will not disclose to advertisers, content providers, or these other third parties personally identifiable information about you unless we have received your consent first, except as required by law.

You acknowledge, consent and agree that we may access, preserve and disclose your Subscriber Information, including your Personally Identifiable Information, your account information and content if required to do so by law or in a good faith belief that such access, preservation or disclosure is reasonably necessary to:

• comply with legal process;
• enforce our Terms of Service, Privacy Notice(s), or other contracts with you;
• respond to claims that any content violates the rights of third parties;
• respond to your requests for customer service;
• respond to inquiries from government agencies regarding customer-initiated complaints provided to such agencies; or
• protect the rights, property or personal safety of Cablevision, its agents and affiliates, its users, and the public.

We may also disclose information to law enforcement agencies in emergency circumstances, where the disclosure of such information is consistent with the types of emergency disclosures permitted or required by law.

Finally, we also reserve the right to disclose and transfer all of your Subscriber Information, including your Personally Identifiable Information, to a successor company in connection with a merger, acquisition or sale of all, or components, of our business.

D. We May Keep Information About You for Some Time

We generally keep some or all Subscriber Information for as long as necessary for the purpose(s) for which it was collected or as required by law. When information is no longer needed or required to be maintained, we destroy it in accordance with our internal policies.

E. You May Obtain Access to Information About You

You also have the right to inspect Personally Identifiable Information that Cablevision has collected and maintains in connection with the provision of Covered Services to you. If you would like access to such information, please notify us in writing at the local business office specified on your service bill. We will then contact you to set up an appointment during regular business hours. Please note, Cablevision reserves the right to charge you its reasonable costs in connection with retrieving Subscriber Information and providing you with access thereto. In order to obtain CPNI, please see Section F below.

Subscribers may choose not to receive promotional or marketing telephone
calls or postal mailings regarding the Covered Services by contacting us at 1-888-425-2088 for placement on Cablevision’s “Do Not Call” list or by contacting us at 1-888-425-2090 for placement on Cablevision’s “Do Not Mail” list. Please note, any Subscriber requests after May 1, 2010 to be placed on the “Do Not Mail” list will only be effective for the 12-month period following such request. If Subscribers wish to continue to remain on the “Do Not Mail” list, Subscribers will need to make another request upon the expiration of the previous request. Please also note, “Do Not Call” and “Do Not Mail” requests may take up to thirty (30) days to become effective.

F. Special Rules About Telephone-Related Information

Under federal law, you have a right, and we have a duty, to protect the confidence of a category of telephone-related information known as “customer proprietary network information” or “CPNI.” Cablevision restricts access to your CPNI. For example, call detail records, which contain information about the calls you make are available online. In order to access call detail records online, you must have an Optimum ID and password. All other CPNI is restricted by requiring a password and/or by requiring that you provide certain non-public verification information over the phone to confirm your identity. A written request may also be used to obtain your CPNI. You must send the written request to Cablevision OV, 6 Corporate Center Drive, Melville, New York 11747. Attn: Shared Services — CDR. All requests will be verified.

Cablevision also restricts the use of your CPNI. Unless we have your express permission, Cablevision does not share your CPNI with non-affiliates for marketing purposes. We may, however, use CPNI or share de-identified information to tailor your service and to market related Cablevision Optimum Voice products and services to you.

G. Our Collection and Use of Information Is Subject to Legal Limitations

The Cable Act imposes limitations with respect to the collection and disclosure of Personally Identifiable Information by cable operators, unless you provide us consent to collect or disclose information in another fashion. Generally speaking, cable operators may not use the cable system to collect Personally Identifiable Information concerning Subscribers without prior consent of the subscriber concerned except to obtain information necessary to render our cable service or other services to our Subscribers or to detect unauthorized reception of cable communications. In addition, subject to certain specified exceptions, cable operators generally may not disclose Personally Identifiable Information without consent of the Subscriber concerned. Also, cable operators must take such actions as are necessary to prevent unauthorized access to such information by a person other than the Subscriber or cable operator. If we violate your rights, you may be entitled to bring a civil action in a federal court, which may award actual, liquidated, and punitive damages, fees and costs, and other remedies that may be available. In addition, if anyone asks us to provide information about you, we may have to notify you, and you may have the right to appear in court.

H. How We Protect Subscriber Information

We employ physical, electronic, and procedural safeguards to protect Subscriber Information. For example, we utilize secure socket layer (SSL) encryption to protect certain information you provide to us; employ verification measures to protect email during delivery; maintain certain Subscriber databases in restricted areas; and secure the content by use of firewalls and other security methods. We also limit access to databases containing Subscribers’ Personally Identifiable Information to specifically authorized employees and agents and other parties identified in the disclosure section above.

Despite these measures, we do not guarantee the security of information stored in our database or that unauthorized parties will not intercept information you send or receive over the Internet. As a shared resource, the Internet subjects our services and you to the risk of unauthorized access to files and data, even when security measures are implemented. If you use Cablevision’s high-speed internet service such as Optimum Online, to send, receive or post personal or confidential information, you do so at your own risk.

I. Questions About This Notice

If you have any questions about our privacy protections, notices and policies, please write to us at:
CSC Holdings, LLC
Attn: Shared Services Dept
6 Corporate Center Drive
Melville, NY 11747

J. Updates To This Notice

We will review this privacy notice periodically as we deem appropriate and when we change or update Covered Services. We will notify you of any material changes by posting the revised notice on our Optimum website or by written or electronic correspondence. Your use of the Covered Service(s) following the notice of a revised notice constitutes your acceptance of the revised privacy notice.

Effective June 22, 2013.

General Terms and Conditions of Service.

In addition to these General Terms and Conditions of Service, Subscriber agrees to be bound by the terms of service for the applicable Optimum service as set forth at optimum.net, as well as the Cablevision Customer Privacy Notice, as such may be updated from time to time (collectively, the “Terms of Service”), which are incorporated herein by this reference. In the event of any conflict between these Terms and Conditions below and the Terms of Service, the Terms of Service shall control.

NOTE: THIS AGREEMENT CONTAINS A BINDING ARBITRATION PROVISION, WHICH INCLUDES A WAIVER OF CLASS ACTIONS AND PROVISIONS FOR OPTING OUT OF ARBITRATION, IN SECTION 18 THAT AFFECTS YOUR RIGHTS UNDER THIS AGREEMENT WITH RESPECT TO ALL SERVICES.

1. Payment of Charges: Subscriber will be billed monthly in advance for Services to be received, plus pro-rata charges, if any, for periods not previously billed. Subscriber will be billed monthly for Pay Per View, On Demand or other Services ordered where charges are based on actual usage or on orders placed during the previous month. Subscriber agrees to pay all undisputed monthly charges and all applicable fees and taxes as itemized on the Cablevision monthly bill and notify Cablevision of disputed items within thirty (30) days of receipt, or longer as provided by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of Service, the removal of all Cablevision Equipment (as defined below) and/or imposition of a late payment or service charge. If the Subscriber has more than one account (Business and/or Residential) served by Cablevision, all Cablevision provided Services at all locations may be subject to discontinuance of Service in the event any one account remains unpaid. In the event collection activities are required, an additional collection charge may be imposed.

2. Cablevision Property: All Equipment, including but not limited to, any cables, wires, amplifiers, cable boxes, access cards, remote, cable cards, battery backup units, modems, and routers distributed to and/or installed for use in the Subscriber’s service location(s) by or on behalf of Cablevision (“Equipment”) remains the property of Cablevision. None of the Equipment shall become a fixture. Cablevision property is intended...
to service and reside at the specific service location and is not to be used off premises without Cablevision authorization. Subscriber must return all Equipment upon substitution of use or termination of Service. Failure to do so will result in a charge to be determined in accordance with Cablevision’s then-current schedule of charges for non-returned Equipment, which amount shall be due immediately. Subscriber agrees to pay such charge whether the Equipment is lost (through theft or otherwise), damaged or destroyed.

3. Disruption of Service: All Cablevision Services are provided on an “AS IS” and “AS AVAILABLE” basis. In no event shall Cablevision be liable for any failure or interruption of Service, including, without limitation, those failures and interruptions resulting in part or entirely from circumstances beyond Cablevision’s reasonable control. Subject to applicable law, credit with respect to Subscriber’s recurring monthly subscription fee shall be given for qualifying outages of Cablevision Services.

4. Repair of Cablevision Equipment: Cablevision will repair and/or replace defective Equipment, if any, as long as such damage was not caused by misuse or other improper operations or handling by Subscriber. Cablevision is not responsible for the maintenance or repair of Subscriber-provided equipment, including but not limited to television sets, or other video equipment, computers, modems, or any other related Subscriber-provided equipment. Cablevision makes no warranties, with respect to Equipment or Service provided by Cablevision or with respect to the Equipment’s compatibility with any Subscriber-provided equipment.

5. Subscriber Property: Cablevision assumes no responsibility and shall have no responsibility for the condition or repair of any Subscriber-provided equipment and/or software. Subscriber is responsible for the repair and maintenance of Subscriber-provided equipment and/or software. Cablevision is not responsible or liable for any loss or impairment of Cablevision’s Service due in whole or in part to a malfunction, defect or otherwise caused by Subscriber-provided equipment and/or software.

6. Taxes: Subscriber agrees to pay any local, state or federal taxes imposed or levied on or with respect to the Services, the Equipment or installation or service charges incurred with respect to the same.

7. Care of Cablevision Property: Subscriber agrees that neither Subscriber nor any other person (except Cablevision’s authorized personnel) will open, tamper with, service, make any alterations to, or remove any Equipment from the service address of initial installation. Any alteration, tampering, removal, etc. or the use of equipment which permits the receipt of Services without authorization or the receipt of Services to an unauthorized number of outlets, or to unauthorized locations constitutes theft of service and is prohibited.

8. Access to Subscriber Premises: Subscriber authorizes Cablevision and its employees, agents, contractors and representatives to access and otherwise enter the Subscriber’s premises to install, inspect, maintain and/ or repair the Equipment and, upon the termination of Service, to remove the same from the premises. Cablevision’s failure to remove its Equipment shall not be deemed an abandonment thereof.

9. Assignment or Transfer; This Agreement and the Services and/or Equipment supplied by Cablevision are not assignable or otherwise transferable by Subscriber, without specific written authorization from Cablevision.

10. Termination of Service: Unless otherwise terminated in accordance with the terms hereof or the Terms of Service, this agreement shall automatically renew on a month-to-month basis. Subscriber acknowledges that upon such renewal, all pricing is subject to change.

11. Breach of Agreement: In the event of any breach of this agreement (including the Terms of Service) by Subscriber, the failure of Subscriber to abide by the rates, rules and regulations of Cablevision, the failure of Subscriber to provide and maintain accurate registration information, or any illegal activity by the Subscriber using the Service, this agreement may be, at Cablevision’s option, terminated and Cablevision’s Equipment removed. Subscriber shall pay reasonable collection and/or attorney’s fees to Cablevision in the event that Cablevision shall find it necessary to enforce collection or to preserve and protect its rights under this agreement.

12. Security Deposit: Any security deposit given by Subscriber for the Equipment or Cablevision’s Service will be due and payable upon the first monthly billing. Such security deposits will be returned to Subscriber within sixty (60) days of termination of Cablevision’s Service so long as payment has been made for all amounts due on Subscriber’s account and Subscriber has returned the Cablevision Equipment undamaged.

13. Content and Services: All content, program services, program packages, number of channels, channel allocations, broadcast channels, interactive services, email, data offerings and other services are subject to change in accordance with applicable law.

14. Rates: All rates are subject to change in accordance with applicable law.

15. Late Fee: If your account is 30 days past due, a reminder message will be included on your monthly bill. If your past due balance remains unpaid, you may be charged an applicable late fee in addition to your past due balance at Cablevision’s then-current rate. If your account remains unpaid, your Services may be disconnected. You can avoid incurring late fees by paying your monthly bill promptly. Any late fees assessed are not considered interest or penalties. Cablevision expects that you will pay for Services on a timely basis, and Cablevision does not extend credit to customers.

16. Disclaimer: Cablevision assumes no liability for any program, services, content or information distributed on or through the Services and Cablevision expressly disclaims any responsibility or liability for your use thereof. Further, Cablevision shall not be responsible for any products, merchandise or prizes promoted or purchased through the use of the Services.

17. Right to Make Credit Inquiries: You authorize Cablevision to make inquiries and to receive information about your credit experiences, including your credit report, from others, to enter this information in your file, and to disclose this information concerning you to appropriate third parties for reasonable business purposes.

18. Arbitration. Except as noted below under “Excepted Claims,” any and all disputes arising between You and Cablevision, or related to or arising from your relationship with Cablevision, including the validity, enforceability, or scope of this Arbitration Provision (with the exception of the enforceability of the class action waiver clause), shall be subject to binding arbitration in accordance with this Arbitration Provision. Resolving your dispute with Cablevision through arbitration means you will have a fair hearing before a neutral arbitrator instead of in a court by a judge or jury. YOU AGREE THAT BY ENTERING INTO THIS AGREEMENT, YOU AND CABLEVISION EACH WAIVE THE RIGHT TO A TRIAL BY JURY AND TO PARTICIPATE IN A CLASS ACTION.

IF YOU DO NOT WISH TO BE BOUND BY THIS ARBITRATION PROVISION, YOU MUST NOTIFY CABLEVISION IN WRITING WITHIN 30 DAYS OF THE DATE THAT YOU FIRST RECEIVE THIS AGREEMENT BY EMAILING US AT NOARBITRATION@CABLEVISION.COM OR BY MAIL TO CABLEVISION RESEARCH & SUPPORT, 200 JERICHO QUADRANGLE, JERICHO, NY 11753 ATTN: ARBITRATION. YOUR WRITTEN NOTIFICATION TO CABLEVISION MUST INCLUDE YOUR NAME, ADDRESS, AND CABLEVISION ACCOUNT NUMBER AS WELL AS A CLEAR STATEMENT THAT YOU DO NOT WISH TO RESOLVE DISPUTES WITH CABLEVISION THROUGH ARBITRATION. YOUR DECISION TO OPT OUT OF THIS ARBITRATION PROVISION WILL HAVE NO ADVERSE EFFECT ON YOUR RELATIONSHIP WITH CABLEVISION OR THE DELIVERY OF CABLEVISION SERVICES TO YOU. IF YOU HAVE PREVIOUSLY NOTIFIED CABLEVISION OF YOUR DECISION TO OPT OUT OF ARBITRATION, YOU DO NOT NEED TO DO SO AGAIN.

Because the Service(s) provided to you concerns interstate commerce, the Federal Arbitration Act (“FAA”), not state arbitration law, shall govern the arbitrability of all disputes under this Arbitration Provision. Any state statutes pertaining to arbitration shall not be applicable. You and Cablevision agree that applicable state law or federal law shall apply to and govern, as appropriate, the substance of all claims or causes of action, remedies, and damages arising between You and Cablevision.

The arbitration will be administered by the American Arbitration Association (“AAA”), 335 Madison Ave., Floor 10, New York, NY 10017-4605,
may choose whether the arbitration is conducted solely on the basis of
written materials submitted to the arbitrator or on a telephonic hearing,
or by an in-person hearing as established by AAA rules.

If an award granted by the arbitrator exceeds $75,000 or includes any form
of injunctive relief, either party can appeal that award to a three-arbitrator
panel administered by AAA by a written notice of appeal within thirty (30)
days from the date of entry of the written arbitration award. An award
of injunctive relief shall be stayed during any such appeal. The members
of the three-arbitrator panel will be selected according to AAA rules. The
three-arbitrator panel will issue its decision within one hundred and twenty
(120) days of the date of the appealing party’s notice of appeal. The
decision of the three-arbitrator panel shall be final and binding, except for
any appellate right that exists under the FAA.

You agree that if You fail to contact Cablevision within one (1) year of the
date of the occurrence of the event or facts giving rise to a dispute, You
waive the right to pursue, in any forum, including arbitration or court, a
claim based upon such event, facts or dispute.

YOU AGREE TO ARBITRATE YOUR DISPUTE ON A SOLELY
INDIVIDUAL BASIS; CLASS ARBITRATIONS AND CLASS ACTIONS
ARE NOT PERMITTED. You and Cablevision agree that the other may
bring claims against the other only in your or its individual capacity and
not as a plaintiff or class member in any purported class or representative
proceeding. This Arbitration Provision does not permit, and explicitly
prohibits, the arbitration of consolidated or class action disputes. No claim
may be brought on behalf of the general public or as a private attorney
general or on behalf of other subscribers or similarly situated persons
unless the statute you are suing under provides for such actions. No claim
subject to arbitration hereunder may be combined with a claim subject to
resolution before a court of law.

The arbitrator may award declaratory or injunctive relief only in favor of the
individual party seeking relief. Such injunctive relief may only be awarded
to the extent necessary to (i) provide relief warranted by that party’s
individual claim and (ii) to return the party to the position it occupied
before its claim arose. The arbitrator’s authority to award injunctive relief
is limited solely to the relationship between the claimant and Cablevision.

CABLEVISION WILL ADVANCE ALL ARBITRATION FILING FEES
AND ARBITRATOR’S COSTS AND EXPENSES UPON YOUR
WRITTEN REQUEST PRIOR TO THE COMMENCEMENT OF THE
ARBITRATION. YOU ARE RESPONSIBLE FOR ALL ADDITIONAL
COSTS THAT YOU INURE IN THE ARBITRATION, INCLUDING, BUT
NOT LIMITED TO, ATTORNEYS OR EXPERT WITNESSES.

IF THE ARBITRATION PROCEEDING IS DECIDED IN
CABLEVISION’S FAVOR, YOU SHALL REIMBURSE CABLEVISION
FOR THE FEES AND COSTS ADVANCED TO YOU ONLY UP TO
THE EXTENT AWARDABLE IN A JUDICIAL PROCEEDING. IF THE
ARBITRATION PROCEEDING IS DETERMINED IN YOUR FAVOR,
YOU WILL NOT BE REQUIRED TO REIMBURSE CABLEVISION FOR
ANY OF THE FEES AND COSTS ADVANCED BY CABLEVISION.

IF A PARTY ELECTS TO APPEAL AN Award TO A THREE-
ARBITRATOR PANEL, THE PREVAILING PARTY IN THE APPEAL
SHALL BE ENTITLED TO RECOVER ALL REASONABLE
ATTORNEYS’ FEES AND COSTS INCURRED IN THAT APPEAL.

NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THIS
ARBITRATION PROVISION, CABLEVISION WILL PAY ALL FEES AND
COSTS THAT IT IS REQUIRED BY LAW TO PAY.

If the ban on class action or class arbitration contained in this Arbitration
Provision is held to be unenforceable, then the sections of this Arbitration
Provision requiring arbitration of claims will be unenforceable, and the
claim will be decided in court. In that instance, or any instance when a
claim between You and Cablevision proceeds to court rather than through
arbitration, You and Cablevision each waive the right to any trial by jury
through this Agreement.

If any portion of this Arbitration Provision besides the ban on consolidation
and class actions is determined to be unenforceable, then the remainder
of this Arbitration Provision shall be given full force and effect. The terms
of this paragraph of the Arbitration Provision shall survive termination,
amendment or expiration of this Agreement.

For purposes of this Agreement, the term “Excepted Claims” shall mean
claims (a) relating to a party’s intellectual property rights;
(b) relating to the unauthorized use, theft, or piracy of products or services;
(c) in which the aggregate amount in controversy may be heard in a small
claims court in your jurisdiction, in which case either party can proceed to
that court; or (d) which a party may bring before a regulatory authority or
agency empowered by applicable law, provided, however, that the claim
is not a collective or class action or brought on behalf of the general public,
as a private attorney general, or in any other representative capacity.

19. Entire Agreement: These Terms and Conditions (including the Terms
of Service) constitute the entire agreement between the Subscriber and
Cablevision. No undertaking, representation or warranty made by an agent
or representative of Cablevision in connection with the sale, installation,
maintenance or removal of Cablevision’s Services or Equipment shall be
binding on Cablevision except as expressly included herein.

CENTRAL STATION-MONITORED ALARM SERVICE LIMITATIONS.

Although we will provide a wire connection so that phone services are
available for use with your existing security and fire systems, it is your
responsibility to follow up with your alarm company to confirm that
they have your correct and current phone number and to perform any
periodic operational tests that your central station-monitoring provider
might recommend. You further understand that in the event of an outage,
your phone service will not be available to contact your central station-
monitoring provider.

Cablevision does not support the use of any phone service as a connection
for (i) emergency medical alert systems or (ii) all-high-security monitoring
systems (UL 681 or similar). If you have any such systems, you must use
an alternative connection.
Optimum Voice Important Information.

**E911 service and modem power.** Phone service includes E911 feature.

When 911 is dialed, emergency services are automatically provided with the phone number and service address on file with your account.

E911 service will only operate properly if the modem remains at the service address specified on your Cablevision account at the time of installation.

If your cable modem is moved away from the original service address, your E911 calls may be misdirected to the wrong home or the wrong emergency service provider. Therefore, in order to have E911 calls routed correctly, you acknowledge responsibility to promptly notify Cablevision of any change in service address.

If your phone service is disconnected by Cablevision, or if the service is interrupted for any reason, you will not have E911.

Phone service does not have its own power supply. If there is a power outage, or if there is a disruption to the cable network or facilities, the service will not work. You expressly acknowledge that in such cases it will not be possible to place or receive calls, including calls to access emergency E911 services.

If you choose, you may separately purchase a battery backup for use with your voice-enabled cable modem in the instance of a non-network related outage at optimum.com/battery.

**Important information regarding keeping your phone number when you move:** Please be aware that during the first 72 hours of arriving at your new service address, if you dial 911 from your phone, you may need to relay to the emergency service operator the new (current) service address.

**Home security and medical alert systems.** Customers who use our phone service as a connection between their home security system and central station monitoring are responsible for testing their system with their alarm company at the time of installation and on an ongoing basis. Although we will provide a wire connection so that phone services are available for use with your existing security system, customers must follow up with their alarm company to confirm that it has your correct and current phone number and to perform any periodic operational tests that your central station-monitoring provider might recommend. In the event of an outage, your phone service will not be available to contact your central station-monitoring provider.

Cablevision does not support the use of any phone service as a connection for emergency medical alert systems, high-security monitoring systems (UL 681 or similar) or fire alarm systems (UL 864 or similar). Customers must maintain alternate connection for such systems.

Calls to E911 will not operate if:

- There is a power outage, unless you have a battery backup connected to the modem.
- Your service is disconnected by Optimum.
- Service to your location is interrupted or experiencing a network outage.
- You move your cable modem to a new address without notifying Optimum.

To move your cable modem to another address, you must contact Optimum Customer Support prior to your move to ensure that calls to E911 will continue to work properly.