

Call Detail Record Request Form

Please complete this form to obtain **Call Detail Records** (not including private and/or blocked inbound calls) from Optimum Voice, a service of CSC Holdings, LLC. All 3 pages of this form must be completed in its **entirety** by the named **Account Holder** for the specified Optimum Voice account.

NOTE: If you require private and/or blocked inbound calls or the Call Detail Records of a deceased customer, this form is insufficient and proper legal process is required. Please call **(800) 291-2491** for more information.

Send completed form & payment to:

Altice USA
Attn: Shared Services (CDR)
200 Jericho Quadrangle
Jericho, NY 11753

Account Information

Date: _____

Account Number: _____

Optimum Voice Phone Number(s): _____

_____ *if unable to list all Optimum Voice #'s in this space, you may list on additional page*

Residential Account

Residential Account

Account Holder Name: _____
Must be the name of the Account Holder and not an Authorized User

Commercial Account

Commercial Account

Business Name: _____
Account Holder Name: _____
Must be the name of the Account Holder and not an Authorized User

Location where you receive Optimum Voice service

Service Address: _____

City: _____ State: _____ Zip: _____

Location where you would like to have the Call Detail Records delivered

NOTE: Someone 18 years or older will need to sign for the package. May take up to 3 weeks to ship.

- Service address (*Location where you receive Optimum Voice service*)
- Billing address (*Location where bill statements are sent*)
- Primary Optimum Online email account: _____
- Alternate Mailing Address* _____

cannot be a PO Box

*** If Call Detail Records are to be sent to an address different from the service/billing address or if your account is no longer active, this form must be notarized. Please use the space below.**

Required Customer Equipment Information

The Information requested below is required in order to process this request.
You only need to complete one of the two sections below, as applicable.

Modems:

Use the space provided here to record at least one of the **CMAC** or **HFC MAC** numbers of the modems at your service address.

The modem **CMAC** or **HFC MAC** numbers can be found on a sticker on the bottom or back of the modem.



Cable Boxes:

Use the space provided here to record at least one of the **serial** numbers of the cable boxes at your service address.
(Use only if you subscribe to a video service that utilizes a cable box)

The cable box **serial** number can be found on a sticker located on the back of the cable box or by tuning to channel 900 on your cable box.


