

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If Call Detail Records are to be sent to an address different from the service/billing address or if your account is no longer active, this form must be notarized.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

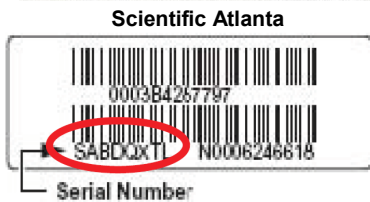
The Information requested below is required in order to process this request.
You only need to complete one of the two sections below, as applicable.

Cable Boxes/Altice One:

Use the space provided here to record at least one of the **Serial #**, **CA S/N** or **MAC** 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 #**, **CA S/N** or **MAC** number can be found on a sticker located on the back/bottom of the cable box. On Samsung/SA it can also be found by tuning to channel 900. On Altice One it can be found by navigating to SYSTEM->SETTINGS->DIAGNOSITCS





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. *(Use only if you subscribe to an internet and/or telephone service)*

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