

Optimum App for Accessibility

The Optimum App for Accessibility enables Optimum TV customers to view live TV on the Moto G or Amazon Fire TV, while at home.

For however many Optimum IDs you have on your account, you may have the same number of IDs that can access the Optimum App. Any (3) Android, Kindle Fire, iPad or iPhone devices can stream content at the same time.

Key Features

- Watch Live TV - view your favorite programs included within your Optimum TV subscription.
- Speech enabled voice search for TV Listings and On Demand.
- Schedule DVR recordings of your favorite shows or an entire series to your DVR cable box or Multi-Room DVR.
- Delete recorded shows or cancel upcoming recordings from your DVR cable box or Multi-Room DVR.
- Watch Multi-Room DVR recordings on the Fire TV.
- Search upcoming TV shows by title, cast, genre, descriptions or keyword.
- Browse TV listings by time, channel or category.
- Video On Demand - Watch programs from our great On Demand library.
- Video On Demand - Order programs from our great On Demand library.
- Control your Fire TV using the app's remote control functionality.
- Watch Pay Per View Events on your Phone or Fire TV once you purchase it.

Requirements for Use

- Android Moto G phone and Amazon Fire TV provided by Optimum.
- You must be a residential customer with a subscription to Optimum TV (with at least one (1) digital cable box or CableCARD) to view Live TV within your home.
- An Optimum authorized modem connected to a secured wireless B (or above) router.
- A valid Optimum ID and password. (Instructions to login or create an Optimum ID/password are listed below)

Please visit <http://www.optimum.net/Terms/OptimumApp> to view the Optimum App Terms of Service.

Notes:

- Fire TV must be connected to same home Wi-Fi network to be controlled by the Moto G.
- Online DVR management requires a subscription to DVR for Optimum TV or Multi-Room DVR and Optimum Online.
- PPV Events can be purchased by calling Customer Care or by from any of the cable box in the house.

Create or Recover an Optimum ID and Password

If you are already an Optimum customer, from a computer with an Internet connection, visit [optimum.net](http://www.optimum.net). You will be able to create a new ID and Password or recover forgotten sign-in credentials.

Securing your Wireless Network

Go to <http://www.optimum.net/video/tutorials> for a helpful video on securing your wireless network.

Accessing the Optimum App for Accessibility

Accessing the App within your Home

While logged into the Optimum App using an Optimum authorized modem in your home, you can use the application to access all of these great features:

- Watch Live TV - view programs included within your Optimum TV subscription.
- Record programs and manage recordings for your DVR cable box.
- Speech enabled voice search for TV Listings and On Demand.
- View channel listings within the Optimum TV Channel Guide.
- View, play and Order On Demand titles.
- Search and browse for programming by title, cast, genre, descriptions or keyword.
- Review our **FAQ** section under **SETTINGS**, with information regarding the Optimum App.
- Control your Fire TV box using the app's remote control functionality.
- Watch Pay Per View Events on your Phone or Fire TV once you purchase it.

Accessing the App Outside of your Home

Note: You cannot use the App outside of your home network.

Pairing Fire TV

Moto G and Fire TV must be connected to the same home Wi-Fi network.

Once they are connected to the same network; Moto G will display the Fire TVs in your house. You can now use the Moto G to stream your favorite program to the Fire TV.

Gesture and Talk Back Support

Optimum App supports single finger and multi-finger gestures to navigate the app. Optimum App also supports Talk Back feature. To be enable Talk Back; go to the device settings. Under Accessibility; select Vision and enable Talk Back.

Optimum App for Accessibility: Channel Guide

The Optimum App's Channel Guide feature enables you to view program details and use search filters to find the programs or available HD (high definition) channels you want to watch.

Access the Channel Guide

- Open and log in to the Optimum App using a valid Optimum ID and password associated with your account.
- Tap the **MAIN MENU** bar at the bottom of the screen to show the menu.

- Tap the **Guide** icon on the navigation bar at the bottom of your Moto G device's screen. The Channel Guide screen will list the available channels in numerical order.
 - With a subscription to DVR for Optimum TV or Multi-Room DVR (where available) you can also schedule a recording to your Optimum TV DVR cable box or to Multi-Room DVR.
- You can also try these popular filters:
 - **HD** - to display only those channels that support HD content.
 - **Subscribed** - to display only subscribed channels and programs.
 - **Streaming** - to display only the currently live programs.
 - **Favorites** - to display only channels that the user has chosen as Favorites.
 - **Date** – Tap the date to select a date and/or time slot you would like to view. You can also use the right and left arrows and view program information for a date or time slot in the future. The channel guide offers program information for the current date and the next 11 days.

Access the Search

You can use our speech enabled search, or type keywords to narrow the guide information presented and help you find the programs you want to watch.

- **Search** Tap the SEARCH icon on the navigation bar at the bottom of your Android screen. Enter a search term in the search box or tap the microphone to do a voice search. (Hint: you can search by program's title, description or cast member.)

View Program Details

When you have found the channel you would like more information on, tap on the listings to view the Program Details. If you are logged into the Optimum App, you will also have the following options available:

- **Watch on Phone.**
- **Watch on Fire TV** (listing the Fire TV's in your house).
- **Record** (to schedule a recording to your DVR cable box or Multi-Room DVR)
- **Cancel** a scheduled recording, if needed.

Notes:

- When selecting the **Watch on Phone** button from the Channel Guide, you will be tuned to the channel on your device. The program you selected may not be airing during the time selected.
- SAP and Parental Controls can be set up within the **SETTINGS** icon within the application (you may need to swipe the lower navigation bar to the left to access the **SETTINGS** icon).
- Closed Captioning can be set within the device Settings.

Optimum App for Accessibility: Closed Captioning

You can also use the Closed Captioning feature while viewing Live TV on the Optimum App

1. Go to your Android device's **Settings**.
2. Tap **Accessibility**, followed by **Hearing**.
3. Tap **Captions/Google Subtitles** and Slide the on/off toggle to On.
4. You can choose from Standard Options or create a customize style and select your preferred **Language, Text size and Caption style**. The preview at the top of the window will show how the captions will appear on screen.

Enable/Disable Closed Captioning while watching a program on Fire TV

Tap on **CC** button on the remote module to enable/disable Closed Captioning.

Note: This setting applies only to a App session. The setting will be reset once you close the App. You can set the CC options for all programs by changing the setting in the device.

Optimum App for Accessibility: SAP/Video Description

Content providers may provide additional language audio tracks (SAP) or Video Description audio tracks. You can enable SAP/Video Description within the Settings module in the Optimum app. Video Description may not be available for all programs. Turning on SAP enables secondary audio, regardless of whether video description is available on the program.

Enable/Disable SAP/Video Description on devices

1. Open and log in to the Optimum App using a valid Optimum ID and password associated with your account.
2. Tap the **SETTINGS** icon located in the lower right side of the navigation bar on your device's screen. Note: you may need to swipe the lower navigation bar to the left to access the **SETTINGS** icon.
3. Under the **SAP/Video Description** section tap **ON**.
4. To turn off **SAP/Video Description**, tap on the **SETTINGS** icon, under the **SAP/Video Description** section, change the setting to **OFF**.

Note: Content providers decide what to place on the secondary audio channel. In most cases it will be Spanish-language audio, in some cases an alternate language may be present.

Enable/Disable SAP/Video Description while watching a program on Fire TV

Tap on the program you are watching to display the program controls. Tap the **SAP** button in the remote module to enable/disable SAP/Video Description.

Record a program from the Channel Guide

1. Open and log in to the Optimum App using a valid Optimum ID and password associated with your account.
2. Tap the **Main Menu** bar at the bottom of the screen to show the menu.
3. Tap the **Guide** icon on the navigation bar at the bottom of your Android or Kindle Fire device's screen. The Channel Guide screen will list the available channels in numerical order.
4. Tap the program you wish to record. The Program Details window will open and then tap the **Record** button.
5. Review your recording options. If you wish to make any changes, tap the arrow next to the setting(s) you wish to change and then select **Record** again.

Notes:

- It may take five minutes before your DVR cable box or Multi-Room DVR can process an online recording request. Please try to schedule your recordings at least five minutes in advance.
- You cannot initiate a recording within the last 10 minutes of the program's end time.

Manage Recorded Programs and Scheduled Recordings

1. Open and log in to the Optimum App using a valid Optimum ID and password associated with your account.
2. Tap the **MAIN MENU** bar at the bottom of the screen to show the menu.
3. Tap the **DVR** icon on the navigation bar at the bottom of your Android or Kindle Fire device's screen.
4. The list of recorded programs will be displayed and will be sorted alphabetically first. If you have more than one DVR cable box at home, you can tap on the DVR cable box's name in the top left corner and select the DVR cable box that you would like to manage.
5. To delete or cancel recordings from either the recorded or scheduled recordings lists, tap the desired program and then tap **Delete**.

Note: This screen will also list the percentage of used space on the DVR you are viewing in the top right-hand corner.

Optimum App for Accessibility: On Demand

The Optimum App enables Optimum TV customers to view or Order Video On Demand.

- **Movies On Demand** - Order Top Picks and other movies from your phone , then have 24 hours of unlimited viewing on your Phone or Fire TV device and on Optimum TV. Please Note: When you order Movies On Demand from your phone it will play on the Fire TV. You can then play them from the Active Rentals menu on the Optimum App.
- **Subscription Videos On Demand** - Watch your favorite shows and movies whenever you want.
- **Free On Demand** - View select shows and specials for a variety of interests including cooking, fitness, music, cars, kids' shows and more.

View On Demand

- Open and log in to the Optimum App for Android or Kindle Fire using a valid Optimum ID and password associated with your account.
- Tap the **ON DEMAND** icon.
- New Video On Demand selections available will be listed first. You can swipe across your screen to see all of the selections available. You can also tap one of the movies featured to read more about it.
- Or, tap on one of the other categories listed below the new On Demand titles.

Video On Demand selections viewed via the Optimum App are also available for viewing on your home televisions equipped with a digital cable box. You can access recently ordered and viewed Video On Demand selections through the Active Rentals menu on your TV. You can also view your active rentals ordered from your TV on your Android device .

Notes:

- A subscription at an additional monthly fee is required to view subscription videos On Demand.
- You can watch Live TV and Video On Demand on any (3) Android, Kindle Fire, iPhone or iPad devices at the same time.

Optimum App for Accessibility: Parental Controls

The Parental Controls feature within the Optimum App offers you the ability to restrict program viewing for Live TV and Video On Demand. Follow the instructions below to block viewing by channel, rating or titles.

Enable Parental Controls and Block Channels

1. Open and log in to the Optimum App for Android or Kindle Fire using a valid Optimum ID and password associated with your account.
2. Tap the **Main Menu** bar at the bottom of the screen to show the menu.
3. Tap the **SETTINGS** icon located in the lower right side of the navigation bar on your Android or Kindle Fire device's screen. Note: you may need to swipe the lower navigation bar to the left to access the **SETTINGS** icon.
4. Tap on **Parental Controls** and then tap **Set Pin**.
5. Enter your PIN.
6. Tap **ON** to Parental Controls and make your selections to block channels, hide titles or block by ratings (instructions are listed below for each).

Block Channels

1. Tap **Channel Blocks** and then tap the channels you wish to block (a lock symbol will appear next to the channels selected). Channels will be displayed in numerical order.
2. Tap **Done** in the top left-hand corner to return to other Parental Control options.

Block By Program Rating

1. Tap **Rating Blocks** and then tap the ratings you wish to block (a lock symbol will appear next to the ratings selected).
2. Tap **Back** in the top left-hand corner to return to other Parental Control options.

Block By Content

1. Tap **Content Blocks** and then tap the content types you wish to block (a lock symbol will appear next to the content types selected).
2. Tap **Done** in the top left-hand corner to return to other Parental Control options.

Hide Blocked Titles

1. Follow steps outlined above to block channels, ratings, or content types.
2. If you wish to hide the blocked titles (from displaying in the mini guide, the Optimum TV Channel Guide or On Demand), tap **ON** next to Hide Blocked Titles within the Parental Controls menu. Programs blocked by title will appear as a Blocked Title in the Optimum TV Channel Guide.

Navigating to a Blocked Channel

When the parental control setting is enabled, you will be prompted to enter your PIN when navigating to a blocked channel or program (a lock icon will appear next to the program). When prompted, enter your 4-digit PIN to view the channel. (Note: The 4-digit parental control PIN used for the Optimum App is not the same as the PIN used with Optimum TV and your digital cable box.)

Important Notes:

- If you uninstall and reinstall the Optimum App for Android or Kindle Fire , your Parental Controls settings will be retained. You will not need to set them up again.

- If another user attempts to use the same device, the Parental Control settings will be those set by the original user. The Parental Control 4-digit PIN will need to be entered in order to change the current Parental Control settings.

Optimum App for Accessibility: Set Favorite Channels

You can set up your favorite channels for viewing within the Channel Guide.

Set Favorite Channels

1. Open and log in to the Optimum App using a valid Optimum ID and password associated with your account.
2. Tap the **Main Menu** bar at the bottom of the screen to show the menu.
3. Tap the **SETTINGS** icon on the navigation bar at the bottom right of your Android or Kindle Fire device's screen. Note: you may need to swipe the lower navigation bar to the left to access the **SETTINGS** icon).
4. Tap **Favorite Channels**.
5. Tap the names of the channels you want to add to your favorites. A heart icon will appear next to the name of each channel selected. To remove an existing favorite, tap the name of the channel and the heart icon will disappear.
6. Tap **Done** in to top left-hand corner of your screen to save your favorites.

Notes:

Favorites saved on the Optimum App are only saved on the application. These favorites are not saved on your digital cable box.

Optimum App for Accessibility: View Live TV

The Optimum App enables Optimum TV customers to view channels included in their subscription on an Android or Kindle Fire device, while at home. You can also view available high definition channels within the application. Interactive channels, Music Choice and Public Education Government channels are currently not available.

PPV Channels can be watched after purchasing the event using the cable box in your house or by calling customer care.

View Live TV

1. Open and log in to the Optimum App using a valid Optimum ID and password associated with your account.
2. Tap the **Main Menu** bar at the bottom of the screen to show the menu.
3. Tap the **GUIDE** icon.
4. Tap the name of the program you want to watch and then tap **Watch on Phone** to watch on the device or tap **Watch on Fire TV** to watch it on the paired FireTV.

Notes:

- SAP and Parental Controls can be set up within the **SETTINGS** icon within the application (you may need to swipe the lower navigation bar to the left to access the **SETTINGS** icon).
- Closed Captioning can be set within the device Settings.

Mobile Application Privacy Notice

Altice is committed to protecting the privacy of its customers. This short-form privacy notice is designed to give you a general understanding of how Altice protects your privacy in connection with our mobile applications, including but not limited to Optimum, Optimum DVR Manager, Optimum WiFi Register, Optimum WiFi Finder, and Optimum Support (hereinafter collectively referred to as the “Mobile Applications”). These applications are generally designed for use by existing Altice subscribers. These applications have limited functionality for non-subscribers but may collect Personally Identifiable information from non-subscribers.

Please note that Altice’s privacy practices with regard to its 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 or communication services we may provide (the “Covered Services”) have their own privacy notices, which are posted at: **Customer Privacy Notice** and **<http://www.optimum.net/Privacy/OOL>** (the “Customer Privacy Notices”).

In this notice, “we” and “Altice” refer to CSC Holdings LLC (formerly Cablevision or CSC Holdings, Inc.) and its respective subsidiaries and affiliates that own, operate, or aid in the provision of the Mobile Applications.

Please review this notice carefully prior to using the Mobile Applications. By using the Mobile Applications, you acknowledge that you understand and consent to the collection, use, and/or disclosure of your information in accordance with this notice.

A. How We Collect Information

In connection with the provision of the Mobile Applications and our ongoing efforts to improve the quality and value of Altice’s services, we may maintain certain information related to you that you provide to us or that we collect using the Mobile Applications (“Mobile Subscriber Information”). We may collect your first and last name, your home address, your e-mail address, your telephone number, your account number, your payment card or banking information, and your Optimum ID and Password in order to render our services through the Mobile Applications or to detect unauthorized use of our services. We may also collect usage information such as records of the kind, location, configuration, device identifiers, MAC, and IP addresses of equipment utilized in association with the Mobile Applications.

Your use of the Mobile Applications, with the exception of the Optimum WiFi Finder, is necessarily tied to your Altice subscriber account. Accordingly, the collection, use and disclosure of your personally identifiable information as it relates to the Mobile Applications, is governed by the **Customer Privacy Notice**, to which you, as a subscriber, have already agreed. If there is any conflict between provisions of this short-form notice and the applicable Customer Privacy Notices, the Customer Privacy Notices will govern. The use of non-subscriber information is covered solely by this notice.

Through the Mobile Applications, Altice may also collect the following application specific information:

Optimum and Optimum DVR Manager Applications: To utilize the Optimum and Optimum DVR Manger Applications, you must be a digital cable television subscriber. In conjunction with provision of our digital cable television services through these applications, we may automatically collect information when you interact with our systems such as changing your television channel, reviewing listings in an electronic program guide, interacting with your DVR, ordering or viewing on-demand programming, and engaging in other interactive programming features. This information will be used as described in the Customer Privacy Notice(s), including for billing, troubleshooting, operations, or other service related purposes such as VOD, program and content recommendation features and functions, e-Bill, or use of certain Optimum Select services such as requests for information or product purchases. There is no limitation on Altice’s use of this information in de-identified or aggregate form.

Optimum WiFi Register Application: In order to utilize the Optimum WiFi Register Application to automatically sign in and get online from any of Altice’s Optimum WiFi Hot Spots, you must be an Optimum

Online subscriber and you must explicitly agree that Altice may upload and maintain a copy of your MAC Address. If you are an Optimum WiFi Register user and an Optimum Online subscriber, we may maintain records of Internet Protocol addresses assigned to you. We may also collect usage information for the purpose of managing or operating the Optimum WiFi Services. Altice does not collect or utilize Personally Identifiable Information from non-subscribers through Optimum WiFi Register.

Optimum WiFi Finder Application: Regardless of whether you are an Optimum Online subscriber, when you use the Optimum WiFi Finder Application to search for a wireless hotspot near you, either by manually entering an address or allowing the application to use your current location, camera, and/or motion features, Altice collects information relating to that search (“Location Data”) and uses that information to deliver you a list of wireless hotspots near you. Location Data collected through the WiFi Finder may be used to deliver results, manage information concerning your preferences, gather statistics about your visit, and/or to provide and improve current and future services. There is no limitation on Altice’s use of this information in de-identified or aggregate form. Altice does not collect or utilize Personally Identifiable Information from non-subscribers through Optimum WiFi Finder.

Please Note: You may revoke this application’s permission to use your current location at any time, using the location services settings on your device.

Optimum Support Application: In order to utilize the Optimum Cares Application, you must have an existing Optimum ID and Password. The information you provide will be used as described in the Customer Privacy Notices, including for billing, troubleshooting, operations, or other customer service-related purposes. Altice also collects Location Data information which may be used to deliver results, manage information concerning your preferences, and/or to provide and improve current and future services. There is no limitation on Altice’s use of information in de-identified or aggregate form.

B. How We Use Information

We may use non-personally identifiable or aggregated usage information from our applications for any purpose, including 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 commercials). We may also use this information to provide targeted content for our services such as programming and advertising or provide our recommendation features or functions to you. Finally, 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.

C. When We Disclose Information

We may furnish certain non-personally identifiable information collected from non-subscribers, on either an aggregate or non-aggregate basis in our discretion.

D. We May Keep Information for Some Time

We generally keep some or all 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. Questions About The Notice

If you have any questions about our privacy protections and notices, please write to us at:

CSC Holdings LLC
Attn: Shared Services
6 Corporate Center Drive
Melville, NY 11747

F. Updates To The Notice

We will review this privacy notice periodically as we deem appropriate and when we change or update the

Mobile Applications. Altice may, in its sole discretion, change, modify, add, or remove portions of this Notice at any time. Altice may notify you of any material changes by making the revised Notice available to you through the Mobile Applications, by written or electronic correspondence, or through an update - required or otherwise - to the application. Your use of the Mobile Applications, following notice of such change, modification or amendment, constitutes your acceptance of the revised privacy notice. If you do not agree to any portion of the revised Notice, you must cease all use of the application.

Effective October 10, 2016

Optimum App Terms of Use

CSC Holdings, LLC (“Altice”) provides the Optimum application which, among other features, allows Subscribers to access their Optimum TV service via an authorized mobile device, including but not limited to select Apple, Android, and Kindle devices, as well as PC and MAC laptops, (collectively, “Device(s)”) while such Device is in the Subscriber’s residence and is connected to an Optimum cable modem located in Subscriber’s residence (the “App” or “Live TV App”). Access to and use of the App is subject to the following Terms of Use (the “Terms”) as well as the **Agreement for Optimum TV** (posted at: <https://www.optimum.net/pages/Terms/TV.html>) and the **Customer Privacy Notice** (posted at <https://www.optimum.net/pages/PrivacyExisting.html#altice-customer-privacy-notice>), as such may be amended from time to time (collectively, the “TOS”), which are incorporated herein by reference. Capitalized terms used herein but not defined shall have the meanings ascribed to them in the TOS. By downloading, installing and/or using the App, you agree to be bound by these Terms, which constitute an agreement between you and Altice.

Features and Functions.

The Live TV App makes available for viewing in your residence, through a Device, the channels and other content offerings which are authorized by your service level and account status (e.g., Optimum TV Silver service level) and only such channels and content offerings, subject to the availability (as a result of technical and other considerations) of such channels and content offerings through the Live TV App. The Live TV App also allows Subscribers to use their Device as a remote control and control their Optimum TV digital set top boxes. The Live TV App also allows Subscribers to search for programming and other content using either voice-based or text-based search. You understand and agree that the audio files and associated transcriptions and log files (“Speech Data”) generated by your use of the voice-based search will be collected, stored, and used by Altice and its vendors to translate the Speech Data into text and may be collected and used by such third parties to tune, develop, build, enhance and/or improve the speech recognition functionality. You also understand and agree that the text-based search terms generated by your use of text-based search as well as the transcription(s) of your voice-based search will also be collected, stored and used by Altice and its vendors to provide you with search results and recommendations of related programming or content, including for the purpose of developing, enhancing and/or improving the search and recommendation functionalities.

Subscriber understands and agrees that Altice reserves the right to modify the Live TV App, and the features and functionality thereof, at any time without notice to you. The App also enables Subscribers that subscribe to both Optimum Online and Optimum TV to manage their Optimum TV DVRs remotely through their Device. Use of the Optimum TV DVR through the App is subject to the **Agreement for Web DVR**.

Restrictions on Use.

Subscriber agrees that his/her use of and access to the App shall only be for personal and noncommercial use. Subscriber further agrees that he/she will use the Live TV App on a Device only within the boundaries of his/her residence, and expressly warrants that he/she will not use the Live TV App for any purpose while the Subscriber or the Device running the Live TV App is physically located outside of his/her residence. Subscriber agrees that s/he shall not access or use any software, system, device or other technology to enable the Optimum App or any feature or functionality thereof to be accessed or used in any manner or for any other purpose other than as expressly permitted hereunder. For example, Subscriber may not view the Live TV App through a virtual private

network. Other features of the App, including channel guide, Search, and management of their Optimum TV DVR, subject to the **Agreement for Web DVR**, may be available outside of his/her residence. In order to access the Live TV APP, Subscribers also agree to password-protect their home router to ensure the security of their in-home wireless network. (This is in addition to the fact that the underlying television signals delivered from Altice's headend are themselves encrypted all the way to the Device.) A maximum of eight (8) Devices may be associated with one Subscriber's account. No more than three (3) Devices associated with a Subscriber's account may simultaneously view channels and content offerings through the Live TV App. A Subscriber may not use Airplay to transfer any audio and/or video content viewed through the Live TV App to any other device inside such Subscriber's home. Subscriber also agrees not to submit any automated or recorded requests for Voice Search purposes.

Limited License.

Altice hereby grants to you a non-exclusive, non-transferable, limited, license to download, install and use the App on your Device. All rights not expressly granted in these Terms are reserved. The App is provided in and may be used in machine-readable object code form only. No license is granted to you in the source code of the App.

Proprietary Rights.

Altice shall have sole and exclusive ownership of all right, title, and interest in and to the App, all copies thereof, all derivatives thereof, and all modifications and enhancements thereto (including ownership of all copyrights and other intellectual property rights pertaining thereto). These Terms do not provide you with title or ownership of the App, but only a right of limited use.

Limitations on Use.

You may not decompile, reverse engineer, translate, disassemble, modify, port, translate, copy, reproduce, duplicate, distribute, create derivative works of the App or in any way derive, reconstruct, identify or discover from the App any source code, underlying ideas, or algorithms by any means. You also agree not to sell, lease, license, sublicense, distribute, assign, transfer or otherwise grant any rights to the App. You agree not to remove, alter, or obscure any product identification, proprietary, copyright, or other intellectual property notices, labels or marks contained or embedded within or on the App. You agree not to use the App for purposes of comparison with or benchmarking against products or services made available by third parties. Further, you may not, directly or indirectly, disclose, distribute or make commercial use of the App or incorporate the App into your products or software. You may not use the App in an attempt to circumvent technological measures implemented to control the rights to and access and use of any content, files or other material made available in or through the App.

Availability.

The Live TV App is only available to residential Subscribers of Optimum TV who are in good standing. Subscribers must also have a valid Optimum ID to access the App. Live TV functionality is available to all video subscribers. Remote control functionality requires an Optimum digital set top box. Customers using only a CableCARD (without an Optimum digital set top box), including CableCARD-enabled devices such as a TiVo, will not be able to experience transactional Video On Demand (i.e., Video on Demand titles available for an additional charge) using the Optimum App.

Export Restrictions.

You agree that you may not use or export the App (i) except as consistent with these Terms and applicable United States law and (ii) into any US embargoed country. You represent and warrant that you are not located in a country that is subject to a US government embargo, or that has been designated by the US government as a "terrorist" supporting country, and that you are not listed in any US government lists of prohibited or restricted parties.

Equipment.

Access to and use of the Live TV App requires a Device, an Optimum cable modem and a secured home wireless network. Use of this App may involve the use of a wireless data service. Subscriber understands and

agrees that Altice is not responsible for any data access charges that may be imposed by your underlying wireless data service provider when using the data service.

Information Practices.

We may collect and use information regarding your use of the App and your Device in accordance with Altice's **Customer Privacy Notice** and **Mobile Application Privacy Notice**. Subscriber understands and agrees that this information may include, but not be limited to, Device type and operating system information. Subscriber also understands and agrees that Speech Data may be transferred within the United States and/or to other countries for storage, processing and/or use by Altice's third party vendors.

WARRANTY DISCLAIMER.

ALTICE PROVIDES THE APP, THIRD PARTY SOFTWARE AND ANY THIRD PARTY MATERIALS ON AN "AS IS" AND "AS AVAILABLE" BASIS AND ALTICE HEREBY DISCLAIMS ANY AND ALL WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE EXTENT PERMITTED BY LAW. ALTICE MAKES NO WARRANTY OR GUARANTEE THAT THE APP OR THIRD PARTY SOFTWARE SHALL BE UNINTERRUPTED OR ERROR-FREE AND SHALL NOT BE LIABLE OR RESPONSIBLE FOR ANY ERRORS, LOSSES, OR INTERRUPTIONS IN CONNECTION WITH SUBSCRIBER'S USE THEREOF, INCLUDING BUT NOT LIMITED TO INTERMITTENT SERVICE, SUITABILITY, ACCURACY OR COMPLETENESS OF CONTENT, ERRONEOUS DELETIONS, FAILED RECORDINGS, AND INABILITY TO ACCESS PROGRAMS OR PROGRAM INFORMATION AND OR OTHERWISE CONTROL THE OPTIMUM TV SET TOP BOX.

Third Party Software.

You acknowledge that use of the App may require software that is licensed, sold and/or provided to you by third parties and is included on your Device ("Third Party Software"). Notwithstanding any other provision of these Terms to the contrary, these Terms shall not be deemed to apply to any Third Party Software and such Third Party Software is subject to the terms and conditions of the license agreement between you and the licensor of the Third Party Software. Subscriber acknowledges and agrees that you shall only use Third Party Software on your Device that is authorized by your Device manufacturer.

Third Party Beneficiary.

You understand and agree that Apple is a third-party beneficiary to this agreement. Upon your acceptance of this agreement, Apple will have the right (and will be deemed to have accepted the right) to enforce this agreement against you as a third-party beneficiary of this agreement.

Support.

Any questions or comments regarding the App should be directed to Altice at 1111 Stewart Avenue, Bethpage, NY 11714 or (866) 360-2758 or **OptimumApp@cablevision.com**.

Choice of Law.

These Terms and any action for its enforcement shall be exclusively governed by, and construed in accordance with, the laws of the State of New York, without giving effect to conflicts of laws principles thereof.

Changes to the App and these Terms.

Subscriber agrees that Altice may for any reason and without notice to Subscriber, modify or terminate the App without liability to Subscriber, any user or any third party. Altice may, in its sole discretion, change, modify, add or remove portions of these Terms at any time. Altice may notify Subscriber of any such changes to this agreement by posting notice of such changes on the **Optimum website**, by written or electronic correspondence, or through an update - required or otherwise - to the App. The Subscriber's continued use of the App following notice of such change, modification or amendment shall be deemed to be the Subscriber's acceptance of any such modification. If Subscriber does not agree to any modification of these Terms, Subscriber must immediately cease using the App.

Effective October 10, 2016

Website Privacy Policy

To find out more information on Website Privacy Policy, please go to <https://www.optimum.net/pages/PrivacyExisting.html>

Customer Privacy Notice

Effective October 10, 2016

Altice is committed to protecting the privacy of its customers. This notice is designed to give you a general understanding of how Altice 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, as well as Optimum.net (together “Covered Services”).

This notice does not generally cover other Altice websites, such as Optimum.com, interactive television channels, 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 only covers Altice’s Optimum services and does not cover Altice’s Lightpath and Suddenlink service.

In this notice, “we” and “Altice” 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. Information We Collect and Receive, and How We Collect It

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 (“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, or certain other unique numbers or codes. 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 reception of cable communications, as well as for other purposes described in this notice.

When You Interact With Us: 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, driver’s 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, modems, telephones, IP enabled devices) connected to our facilities. For customer services 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.

When You Use Our Services: We may also collect service-specific Subscriber Information depending on the Covered Services to which you subscribe. For example:

- **Optimum Voice.** If you are a subscriber of a covered Altice 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. CPNI does not include the “subscriber list information” we collect, which includes your name, address, and telephone number that has been published or accepted for publication in any directory format, as well as (for business listings) your primary advertising classifications. The disclosure and use of CPNI is subject to specialized restrictions as described in Section F below.

- **Internet Service, including Optimum Online and Optimum WiFi Hotspots.** If you subscribe to a covered Altice high-speed Internet service such as Optimum Online, we may collect broadband data, including information regarding geolocation and/or service usage, including bandwidth used (including for specific third party website traffic and app usage), system and connection performance, browsers used, device type, device identifiers, dates and times of access, and internet resource requests/browsing history (such as a log of visited URLs). 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. Certain broadband data is also considered CPNI. Additional information about our privacy practices specific to our high-speed Internet service, including more detail regarding data collection, can be found in the **[Additional Privacy Information for High Speed Internet Service.](#)**
- **Optimum TV.** If you are a digital cable television subscriber, we may also automatically collect information about your use of 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 (such as audio files when using voice-based search) or other similar IP enabled device applications. We collect this information for purposes and uses including billing, service optimization, troubleshooting and customer service, operations, programming, including VOD, pay-per-view, program and content recommendation features and functions, advertising targeting and optimization, data analytics, e-Bill, operation of certain Optimum Select services, and as otherwise described in the following section.

Information Provided to Us by Third Parties: Sometimes, we also obtain additional information from publicly available sources such as research consultants, data service providers, and marketing firms to supplement the information we collect from you. From time to time, we may combine this publicly available information with information that we collect from you. In addition, we may also obtain information from our business partners and/or their service providers or clients, to assist with data collection, reporting and ad response measurement, as well as to assist with delivering and analyzing the performance of relevant marketing messages and advertisements. The types of information that we may receive from third parties includes, but is not limited to demographic data (including, but not limited to gender or age range) and interest data (including, but not limited to demonstrated interest in or interaction with a particular product/website).

Information Collected on Our Websites: We collect data about visitors to our subscriber website, Optimum.net, using automated means such as cookies, clear GIFs, and passive automatic electronic collection, which are described in more detail in our **Website Privacy Notice**. We may work with third-party companies to engage in such collection.

B. How We Use Subscriber Information

We use Subscriber Information, including Personally Identifiable Information, to conduct business activities such as account administration, service provisioning, operations, billings and collections, marketing, analytics, customer service, technical support, manage network performance, and for fraud prevention. These purposes may specifically include the use 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 (including any reporting to credit bureaus or collection agencies to obtain payment for our billed products and services);
- 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 in a personal way, 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. For example, we may use de-identified or aggregated information for purposes such as measurement of viewership of programming and advertising, creation of tuning and viewing cohorts or segmentations, providing targeted content for our services or facilitating delivery of relevant third party advertising/promotional messages through our Covered Services.

We may use certain Subscriber Information, including viewing activity and other use of the cable system (as described in Section A above), broadband data (also as described in Section A) and Personally Identifiable Information, for marketing or analytics purposes. Such use may include facilitating 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 to receive these types of ads, you may opt out of most such advertising by going to the following websites, operated by industry trade and self-regulatory organizations: <http://networkadvertising.org/choices> (operated by the Network Advertising Initiative) or <http://www.aboutads.info> (operated by the Digital Advertising Alliance).

If you are a digital cable television subscriber, we may use the viewing activity or usage data that we have collected, in combination with data we receive from third parties (such as data collected when you visit or log in to third party websites or engage in offline transactions), to deliver ads to audiences based on demographic information (e.g., gender or household size) and/or interest information (e.g., travel or sports). We may work with third party data and service providers who de-identify data we hold to facilitate this advertising and link it to the above data. You can opt out of many of these providers through the links provided in the preceding paragraph, or you can opt out directly through us, as described in the below paragraph.

Although not required to do so, we offer you a choice as to whether you wish to have targeted third party advertising/promotional messages delivered to your set-top box or certain other IP-enabled device applications. To exercise this choice, PLEASE CALL US AT 1-888-425-2591 or visit <http://optimum.net/privacy-preferences>. Additionally, Altice provides Subscribers with the opportunity to restrict the use of program and content recommendations in association with certain Altice services, including our recommendations features and functions, by visiting <http://optimum.net/privacy-preferences>. Please note, your preferences may not take effect immediately and do not retroactively apply to existing advertising/promotional messages or campaigns.

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 though we seek to limit access to individuals on a need to know basis. Sometimes, we may provide access to certain Personally Identifiable 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 services, opportunities and initiatives. We will provide access to CPNI (a term described in Section A above) for use in sales and marketing only to our agents and affiliates. The frequency of such access depends on our business needs.

Geolocation Data: We use service address, device and/or access point location data for a variety of purposes, including to facilitate emergency services, provide our services, our and third-party location-based applications and services including, but not limited to, navigation, promotional offers, weather services and the like and deliver location-based advertising that may be of interest to you and/or for reporting and ad response measurement. Where we offer our own location-based applications, we provide you with notice and choice about whether specific location-tracking features available on your device are turned on.

Many types of wireless applications and services use device location data, including applications provided by other companies and wireless device operating systems. When you are considering new applications or services, you should carefully review the location-based services' or application providers' privacy policies to learn how they collect and use your information.

C. When We Disclose Subscriber Information

Except as set forth below, Altice 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 non-voice Covered Service, we may rely on a special provision of law that allows us to disclose mailing-list information about you 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). IF YOU DO NOT WANT US TO DISCLOSE MAILING-LIST INFORMATION ABOUT YOU ON THE BASIS OF THAT PROVISION OF LAW, PLEASE CALL US AT 1-888-425-2089. Please note, your opt-out preferences may not take effect immediately and cannot be applied retroactively. After your opt-out takes effect, we will limit our disclosures of your mailing-list information to the other disclosures described in this notice, which are permitted by other provisions of law.

If you subscribe to a covered Altice voice service such as Optimum Voice, applicable regulations allow us to disclose subscriber list information. 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 interact or make purchases from third party vendors who utilize Optimum 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, (which may include information about viewing habits, geolocation 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. Likewise, if you are a digital cable subscriber, we may work with third party data and service providers who de-identify data about you so that we may facilitate advertising based on demographic or interest-based data collected from different platforms, whether offline or online (such as information collected when you visit or log in to a website).

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 Altice, 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 Altice 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, Altice 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 telephone 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 Altice's "Do Not Call" list or by contacting us at 1-888-425-2090 for placement on Altice'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 confidentiality of a category of telephone-related information known as “customer proprietary network information” or “CPNI.” Altice restricts access to your telephone 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 telephone 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 telephone CPNI. You must send the written request to Optimum Voice at 6 Corporate Center Drive, Melville New York 11747, Attn. Shared Services - CDR. All requests will be verified.

Altice also restricts the use of your telephone CPNI. Unless we have your appropriate consent, Altice does not share your telephone CPNI with non-affiliates for marketing purposes. We may, however, use telephone CPNI or share de-identified information to tailor your service and to market related 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, such as by accepting this Privacy Notice as part of the sign-up process for our Covered Services. 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 e-mail 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 Altice’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 and policies, please write to us at:

CSC Holdings Inc.
Attn. Shared Services Dept.
6 Corporate Center Drive
Melville NY 11747

J. Updates To The Policy

We will review this privacy policy 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 policy on our Optimum website or by written or electronic correspondence. Your use of the Covered Service(s) following the notice of a revised policy constitutes your acceptance of the revised privacy policy.

Effective October 10, 2016