

Optimum Business Reference Guide



Turn your business into an Optimum hotspot.

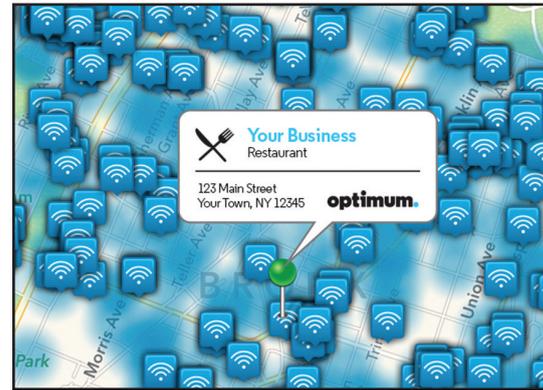
Here is another way to deliver the highest level of service and convenience to your customers. Make your business an Optimum hotspot. After all, people are more likely to frequent a business that offers WiFi over one that doesn't. With WiFi, you can offer your customers internet access at no extra charge.

Benefits of being an Optimum hotspot.

Professionally installed and maintained.

Optimum installs and maintains a state-of-the-art WiFi hotspot that is completely separate from your business network. This means that your online speeds are unaffected by offering WiFi to your customers and your data remains secure. If you want a private WiFi network for your business only, simply connect a WiFi router to your Optimum Business modem and password protect the network. That way, your customers can access the public WiFi network, and you and your employees can connect to your private network.

Drive traffic to your business. Optimum lets customers know you are a hotspot by providing in-store signage, as well as placement on the online hotspot coverage maps at optimum.net/WiFi/Find.



WiFi access for ALL your customers. Your customers who don't have an Optimum ID and password still have limited guest access to WiFi, because we know all your customers are important to you. Your customers who don't have an Optimum ID can simply click the "Not an Optimum Customer" link on the sign-in page, enter some information and start browsing the internet.

To submit a request for your business to become an Optimum hotspot follow the instructions on page 10.

Congratulations on your decision to put Optimum Business to work for your business. Our phone, internet and TV services provide an outstanding combination of communications services backed by technical and service support that will assist you and your business 24/7.

Phone. Crystal-clear digital phone service, with unlimited calling to the U.S., Puerto Rico, Canada and the U.S. Virgin Islands for one low, flat monthly rate, plus all the business calling features you need.

Internet. Optimum provides business-class internet at speeds up to 350 Mbps. You

will get all the features you need to run your business, like Static IP and Hosted Applications, such as email. Plus, WiFi access at over 1.5 million locations.

TV. More than 600* all-digital channels providing entertainment and real-time access to news and information. Plus, get HD at no extra charge with our TV service.

Keep this information on file for your Optimum Business services.

Log in to the Optimum Business Account Center at optimum.net/business to manage all of your services from one place.

Optimum ID: _____ Password: _____

Assigned Subnet: _____

Subnet Mask: 255.255.255. _____

Default Gateway: _____

You have been assigned **1 5 13 29** consecutive usable Static IP address(es).
(circle the one that applies)

Block Start: _____ End: _____

Primary DNS Server: 167.206.112.138 Secondary DNS Server: 167.206.7.4

Tel. #: _____ Tel. #: _____

Tel. #: _____ Tel. #: _____

DID Tel. #: _____ DID Tel. #: _____

Business Trunking/PRI Pilot telephone number: _____

Log in to optimum.net/business for a complete list of Direct Inward Dial (DID) numbers.

a. 2.4Ghz Private Network SSID name: _____ Password: _____

b. 5Ghz Private Network SSID name: _____ Password: _____

c. 2.4Ghz Guest Network SSID name: _____ Password: _____

d. 5Ghz Guest Network SSID name: _____ Password: _____

For customer support, please call **1.866.575.8000** or visit optimum.com/business/support.

To view the Optimum Business SIP Trunk Setup Guide, go to optimum.com/business/SIP.

*Not all channels available in all areas.



Getting started

- Creating your Optimum ID.....6
- Creating users and assigning manager roles7
- Creating a new user.....8
- Changing your Optimum IDs.....9
- Become an Optimum hotspot.....10
- WiFi coverage map11
- Register devices for Automatic Sign In12

Phone

- Optimum Voice Features13
- Additional Services16
- Important information.....18
- Business Hosted Voice20

Internet

- Internet features.....22
- Static IP service.....23
- WiFi and hotspots.....24

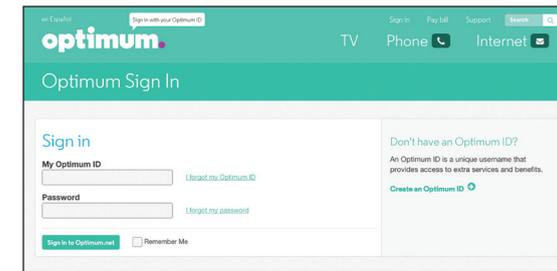
This Optimum Business Reference Guide provides all of the information you need to get the most from your Optimum Business services. If you ever have a question that you can't find an answer for, please call our Optimum Business Customer Support Team 24/7 at 1-866-575-8000 or go to optimum.com/business/support.

For details of Terms of Service and Terms and Conditions, visit optimum.net/terms.

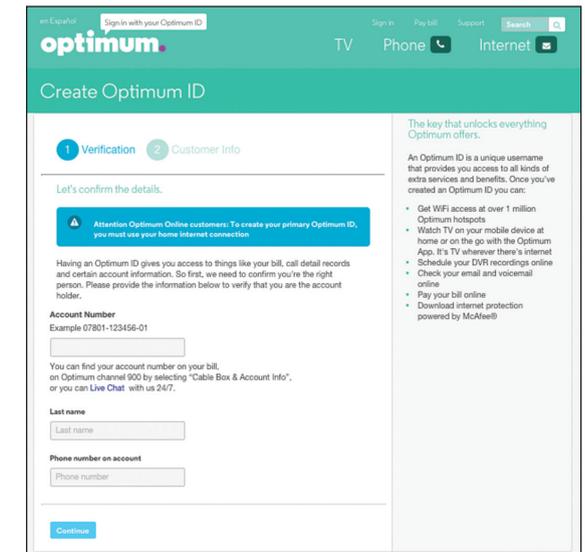
Getting started with the Optimum Business Account Center.

An Optimum ID is your key to our services. To take full advantage of your Optimum services, you and your employees will need an Optimum ID or unique username.

Creating Optimum IDs to access the Optimum Business Account Center is easy. The first ID created is the Account Manager ID (Primary ID). It provides administrative access to all the services and features in the Optimum Business Account Center, such as setting up email, managing phone features including Rollover Hunting and Time-of-Day Forwarding, delegating management roles to employees, and even paying the bill.



The Account Manager ID may have been created by our technician at the time of installation. If so, you can sign in now at optimum.net/business.



If the Account Manager ID was not created for you, you can create one online at optimum.net/newid and simply follow the easy online instructions. To get started, you will need to be connected to the internet from your Optimum service location. You can find your Optimum account number on your bill, on the Optimum work order that was left by the technician at the time of installation, or on your Sales Order Confirmation.

Getting Started

Creating your Optimum ID.

- + Go to optimum.net/newid.
- + Once your ID is created, log in at optimum.net/business.

When you log in, you will be on the Dashboard of the Optimum Business Account Center.

Creating users and assigning manager roles.

Optimum provides options to help your business run efficiently. The Account Manager can create Optimum IDs that are users, delegate management roles so those users can manage different areas of your business, and control the way your business is displayed on the WiFi coverage map if your business is an Optimum hotspot. The Account Manager can assign one or more management roles to one user or many users.

- + Phone Managers can manage all features for all lines on the account. They can create individual User IDs and assign one or more phone line(s) to those IDs.
- + Network Managers can manage network settings, like port 80 and 25, dynamic DNS and Static IP, assign an email address to a user ID and register devices for Automatic Sign In on the WiFi network.
- + Hosting Managers can manage the domain and website.
- + Users can be assigned one or more phone line(s) and an email address. Each user will only be able to see and manage their assigned phone line and access the email address assigned to them.

You can activate up to 25 email accounts for your Optimum IDs, depending on your level of service.

User Name	User ID	Roles	E-Mail	Phone Number
		Phone Manager	✓	
		Account Manager	✓	

Getting Started

Creating a new user.

- + Click on the "USERS" tab on the top navigation bar to enter the User Management section of the account center.
- + Click on "Add a User".
- + Enter the Optimum ID you would like and click on "Check Availability".
- + Enter the password and confirm password fields.
- + Enter the first and last name of the employee.
- + Click on "Finish". This will save the Optimum ID and take you to the User Details page.

optimum. Google SEARCH Hello sign out

DASHBOARD USERS PHONE INTERNET TV EXPLORE OPTIMUM MY ACCOUNT SUPPORT

Thanks, you may now begin setting up a new account.
Please fill out all the required information, indicated by the *.

Step 1 — Step 2 — Step 3
Select Optimum ID & Password

*Optimum ID [Check Availability](#)
Max limit of IDs reached, creating a non-email enabled ID instead.

*Password: Password Strength
●●●●●
TOO SHORT
Passwords must be 6-32 characters. Use a combination of upper and lower case letters and numbers to create a secure password. [Password Tips](#)

*Confirm Password:
(user you are adding will be asked to change this password upon the first login)

- + On the User Details page, you can assign a phone line to the user to manage.
- + To assign Phone, Network or Hosting Manager roles to the user, click on the "Administrator Privileges" tab.

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DASHBOARD USERS PHONE INTERNET TV EXPLORE OPTIMUM MY ACCOUNT SUPPORT

Manage User: SUPPORT

DELETED USER SAVE CANCEL

User Details Administrator Privileges

User ID: First Name: Last Name:

Password: Confirm Password: Force Password Reset Next Login
Please enter a new password, leave blank if you prefer to keep the existing one.

Alternate E-mail: Mobile Phone Number: - -

Features

Features assigned to this user:

Optimum E-Mail Address:

Phone Number: Assign Multiple Numbers

Spam Filter:

Security Questions

Reset All Security Questions

DELETED USER SAVE CANCEL

Changing your Optimum IDs.

You can easily manage your Optimum IDs in the Optimum Business Account Center.

- + Click on the "USERS" tab on the top navigation bar.
- + Click on the User ID that you want to manage. The Account Manager can modify all Optimum IDs on the account. Individual users will only have access to manage their own User ID.
- + On the User Details page, you can modify the first and last names, change the password, edit the security questions, update the profile information and modify the spam settings.

Getting Started

Submit a request for your business to become an Optimum hotspot.

If your business is not an Optimum hotspot it's easy to become one. Simply submit a request form in the Optimum Business Account Center.

- + Click on the "INTERNET" tab on the top navigation bar.
- + Click on "Manage WiFi".
- + Click on "Become an Optimum hotspot".
- + Fill out the request form and click submit.

Choose the way your business is displayed on the WiFi coverage map.

If your business is an Optimum hotspot, the Account Manger can update the way it appears on the WiFi coverage map at any time in the Business Account Center.

- + Click on the "INTERNET" tab on the top navigation bar.
- + Click on "Manage WiFi".
- + Click on "Hotspot Management".
- + Click "Edit" to modify your business information.

The screenshot shows the Optimum Business Account Center interface. At the top, there is a search bar and a navigation menu with tabs for DASHBOARD, USERS, PHONE, INTERNET, TV, EXPLORE OPTIMUM, MY ACCOUNT, and SUPPORT. Below the navigation, there are sub-tabs for E-mail Management, Router Management, Network Configuration, Optimum WiFi, and Web Hosting. The main content area is titled "WiFi" and has two sub-tabs: Device Management and Hotspot Management. A large map of the New York City area is displayed, with a blue callout box that says "Control the way your business is displayed on the Optimum hotspot map." Below the map, there is a green button that says "BECOME AN OPTIMUM HOTSPOT".

The screenshot shows the Optimum Business Account Center interface, specifically the "Hotspot Management" section. At the top, there is a search bar and a navigation menu with tabs for DASHBOARD, USERS, PHONE, INTERNET, TV, EXPLORE OPTIMUM, MY ACCOUNT, and SUPPORT. Below the navigation, there are sub-tabs for E-mail Management, Router Management, Network Configuration, Optimum WiFi, and Web Hosting. The main content area is titled "WiFi" and has two sub-tabs: Device Management and Hotspot Management. The "Hotspot Management" sub-tab is active. Below the sub-tabs, there is a text box that says "Control the way your business is displayed on the Optimum hotspot map. Contact your Account Manager to make changes." Below this text, there is a table with the following data:

Hotspot Location Name	Category	Actions
Strictly Gluten Free Corporation	Restaurant, Bar	Edit

To the right of the table, there is a section titled "Your Current Listing:" which displays the following information:

Strictly Gluten Free Corporation
Eating • Restaurant • Bar

396 LARKFIELD RD
E Northport, NY 11731

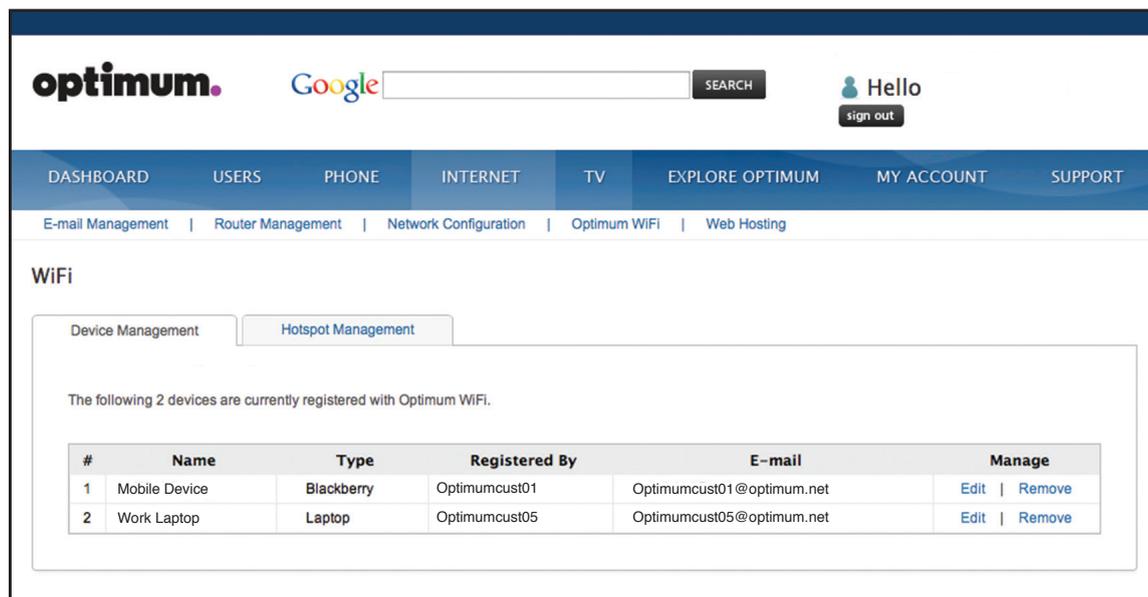
View it on the Optimum hotspot map ▶
(Map may take up to 10 minutes to reflect updates)

At the bottom of the page, there is a footer with the following text: © Copyright 2015 CSC Holdings, LLC. Terms of Service (updated: 12/11/14) | Copyright Policy | Privacy Policy | Storm Preparedness

Register devices for Automatic Sign In on the WiFi network.

Register WiFi-enabled devices to automatically connect to the Optimum Network. Up to 25 devices can be registered, depending on your level of service.

- + Click on the "INTERNET" tab on the top navigation bar.
- + Click on "Manage WiFi".
- + Click on "Device Management".
- + Follow the instructions to register your device.
- + Once a device is registered it will appear on the Device Management page.
- + To edit or remove devices from your device list click on "Edit" or "Remove".



Your phone service provides unlimited calling to the U.S., Puerto Rico, Canada and the U.S. Virgin Islands. To take full advantage of your phone service, log in to the Optimum Business Account Center. The Optimum Business Account Center is simple, easy to use, and puts you in control of more than 20 calling features like Rollover Hunting, Time-of-Day Forwarding, Find Me and more. It's all included at no extra charge.

Rollover Hunting

Rollover Hunting is a feature that is managed by the Account Manager or Phone Manager. It allows incoming calls to your primary phone line to roll over to the next available line and, if all lines are busy or not answered, the call can roll over to voicemail. It will hunt through all lines in the group once to find an idle line. You can configure multiple hunt groups and the number of rings before the call is routed to the next line. Each hunt group must have a minimum of two lines and a unique primary number.

There are three hunt sequence options:

- + **Linear Hunting:** routes calls to the first idle line in sequential order, starting with the first line in the group to the last line in the group. You specify the order (sequence) of the lines within the group.
- + **Circular Hunting:** varies the starting point for the hunt group and allows for an even distribution of calls within the group. Calls will be routed to the first idle line starting with the line directly after the line on which the last call was completed. The hunt will then follow the order (sequence) of the lines in the group.
- + **Uniform Distribution:** routes calls to the first available line in the group that has been idle the longest.

Call Queue with Music On Hold: Customers who purchase Virtual Receptionist can

enhance their rollover hunt group with this feature. You can select from 12 music choices, specify the maximum time you want a caller to stay in queue and the number of callers that can be put in queue.

Note: A line that is dedicated to an alarm, credit card, ATM or fax machine should not be included in a Rollover Hunt Group.

To learn more about Call Queue with Music On Hold or the Rollover Hunting feature, visit business.optimum.net/tutorials.

Enhanced Voicemail

Enhanced Voicemail lets you listen to messages, create personal or corporate greetings and access your voicemail box from anywhere there's phone or internet access.

In the Optimum Business Account Center, you can manage many advanced voicemail features, including listening to messages online, setting voicemail alerts and sending your messages to your email account.

To activate your voicemail box you can simply dial *86 from your Optimum Voice line and follow the voice prompts or log in to the Optimum Business Account Center, click the "Phone" tab and select "Voicemail" from the drop-down menu. Here you will find the complete instruction guide to activate and manage your voicemail online or via telephone.

Phone: Optimum Voice Features

Time-of-Day Forwarding

Provides a scheduling capability to forward calls to another number, voicemail or a do-not-disturb announcement during specified time intervals. Multiple schedules can be configured to suit your business needs.

Call Forwarding

Automatically redirects your incoming calls to another number, voicemail or do-not-disturb announcement. Call Forwarding is only available for telephone numbers within the continental United States.

Call Forwarding on Busy or No Answer

When the phone line is busy or the line is not answered, the call will be redirected to the number you specify, voicemail or a do-not-disturb announcement.

Selective Call Forwarding

You can create a list of up to 32 phone numbers and have them forwarded to another phone number, voicemail or do-not-disturb announcement.

Find Me†

Calls to your phone line can simultaneously ring up to three additional phone numbers. The incoming call will be connected to whichever phone answers first.

Caller ID

Displays the name and telephone number of the incoming caller, provided they are not blocking that information. This feature requires a Caller ID compatible telephone or display device.

Call Waiting†

Alerts you with a special tone when someone else is calling you while you are already on the phone.

Caller ID with Call Waiting†

Displays the name and telephone number of the incoming Call Waiting caller, provided they are not blocking that information. This feature requires a Caller ID compatible telephone or display device.

Outbound Caller ID Name

Allows you to specify the name that will appear for your number when you make an outbound call. The person you are calling must have a Caller ID compatible telephone or display device.

VIP Ringing†

Designate up to 32 telephone numbers to ring with a second, distinct ring tone.

Business Continuity Forwarding†

Forward calls to a pre-determined number during a power outage or when the connection to the cable modem is lost so you will never miss a call.

Three-Way Calling

Add a third party to your conversation.

Block Unwanted Callers

Block incoming calls from up to 32 selected phone numbers as well as all callers who do not show their Caller ID information. Those callers can dial *82 to allow the Caller ID information to show when calling your number while this feature is active.

Private Outbound Calling

Turn this feature on via the account center to hide your name and number on all calls you make. You can also hide your number on a per-call basis by dialing *67 before making a call.

Directory Listing and Directory Assistance

Your phone service includes a 411 and White Pages directory listing (simple, straight-line listing) for new phone number(s). A 411 and White Pages directory listing for your toll-free numbers is optional and provided at an additional charge.

Call Detail Records

Call Detail Records are provided in the Optimum Business Account Center for all incoming and outgoing calls made to and from your phone line. You can view and download Call Detail Records for the current bill period and up to three prior bill periods.

Enhanced 911

Allows emergency operators to automatically know the telephone number and address of the dialing party.

Busy Redial (*66)

When you get a busy signal, dial *66 to use Busy Redial and you will get a call back when the line you are calling is available. Busy Redial is available only for telephone numbers within the continental United States.

Call Return (*69)

Lets you identify and dial the last incoming caller to your line.

Optimum Business is always adding new features. To access the complete list of features, including a list of telephone access codes to manage features via the telephone, log in to the Optimum Business Account Center at optimum.net/business.

†This feature is not available for the primary number of a hunt group.

Phone: Additional Services

Virtual Receptionist.

Whether you're in or out of the office, Virtual Receptionist directs callers to the destination of your choice—even to a cell phone. Record a professional greeting and enhance your company's image. It's easy to use and there's no expensive hardware to buy because it's a cloud-based solution.

Have two or more Optimum Voice business lines? With Virtual Receptionist, you can add a call queue to your rollover hunt group.

Included with Virtual Receptionist are the below features, which are available to Optimum Voice business customers:

Route Calls to a specific person, location, recorded message or dial by name directory.

Time-of-Day Scheduling lets you decide when the Virtual Receptionist should answer your calls, even after hours. Available 24/7.

Calling Area includes U.S., Canada, Puerto Rico or the U.S. Virgin Islands. You can even send callers to your cell phone.

Customized Greetings answer your calls in a professional manner.

Toll-free or Local Number establishes a local or national presence.

Simple Setup allows you to order online and activate without any set-up fees or expensive hardware.

To efficiently manage inbound calls while projecting a more professional image, sign up for the Virtual Receptionist for a modest monthly fee by logging in to the Optimum Business Account Center at optimum.net/business.

Toll-Free Service.

Toll-Free Service is exclusively offered to phone subscribers. You can receive toll-free calls from anywhere within the U.S., Puerto Rico, Canada and the U.S. Virgin Islands. You can even keep your existing number and port it over at no additional cost. 411 directory assistance and a local White Pages directory listing are available at an additional charge.

The Account Manager or Phone Manager can manage your Toll-Free Service in the Optimum Business Account Center. Log in at optimum.net/business.

- + Point-to-number management is easy. You can have your toll-free calls directed to any phone line on your account. Updates submitted by 11:30 p.m. will be processed by 7:30 a.m. the following day.
- + View and download your call detail records for the current billing cycle plus three previous cycles.
- + The call detail record always shows who is calling your toll-free number. No call is anonymous.

International.

Optimum Business offers competitive per-minute international calling rates to landline and mobile destinations that help you stay within budget. To make international calls, you must first activate international calling through the Optimum Business Account Center. As the Account Manager or Phone Manager, just log in to the Optimum Business Account Center at optimum.net/business and activate the service.

You have the flexibility to enable access to international calling on all, or just selected, lines on your account from your office. For

added convenience you can also take your international calling plan with you on any phone (e.g. cellphone) when away from your office. It's easy!

For more information and a complete list of current international rates per country, log in to the Optimum Business Account Center at optimum.net/business and click on the "International" tab.

Business Trunking.

Business Trunking allows you to get 4 to 24 simultaneous call sessions and up to 100 Direct Inward Dial (DID) telephone numbers. Primary Rate Interface (PRI) is also available to Optimum Business customers with existing PRI PBX phone systems, and it offers 4 to 23 simultaneous call sessions. You can port existing numbers at no additional charge.

Use the ethernet cable provided by the Optimum technician at the time of installation to connect to your IP PBX. You must have an IP PBX that was certified to operate with the Optimum network and it must be configured according to the configuration guide located at optimum.com/business/SIP. You must also download the SIP Trunk Configuration Guide and follow the simple instructions to log in to the Optimum Business SIP Trunk Adaptor and configure the LAN side settings. The complete list of certified IP PBXs and configuration guides can be found at optimum.com/business/SIP.

If you have a PRI PBX, use the cross-over cable provided by the Optimum technician to connect your PRI PBX. The Optimum technician will configure the Optimum Business SIP Trunk Adaptor with the PRI settings that were provided at the time of order. They must match the PRI settings on your PBX in order to operate correctly.

If you are porting numbers, you will be provisioned with temporary numbers on the day of installation. You, or your phone system vendor, need to make inbound and outbound test calls using the temporary Pilot number (main number), as well as DID numbers to confirm the IP PBX or PRI settings are correctly configured. Testing should be done prior to your port date.

Business Trunking and PRI include all the phone features listed below. Feature descriptions can be found on pages 14 and 15.

- + Unlimited calling to the U.S., Puerto Rico, Canada and the U.S. Virgin Islands
- + Call Forwarding (up to 10 DID numbers)
- + Call Forwarding on Busy or No Answer
- + Time-of-Day Forwarding (up to 10 DID numbers)
- + Business Continuity Forwarding
- + Block Unwanted Callers
- + Private Outbound Calling
- + Caller ID
- + 411 and White Pages Directory Listing for Pilot Number (simple, straight-line listing)
- + Call Detail Records
- + International Calling Plans
- + E-911
- + Outbound Caller ID Name
- + Call Admission Control

Call Admission Control allows you to specify the number of sessions on your PRI or Business Trunk that you want dedicated to inbound and outbound calling.

To manage your calling features and view your DID numbers, log into the Optimum Business Account Center at optimum.net/business.

Phone: Important Information

Enhanced 911 Service.

Enhanced 911 (E-911) is a feature of our phone service that allows emergency operators to automatically know the telephone number and address of the dialing party. This E-911 feature has certain requirements in order to operate, as well as certain limitations:

- + The emergency service provider handling the E-911 call, and the address the emergency service provider will see, are linked to the address Optimum has on file when the Subscriber originally signed up for service.
If the Subscriber does not correctly identify where the Subscriber's voice-enabled cable modem is actually located, or if the voice-enabled cable modem is moved away from the original address, the Subscriber's 911 calls may be misdirected to the wrong address or to the wrong emergency service provider.
- + **IMPORTANT INFORMATION Regarding Keeping Your Phone Number When You Move:** Please be aware that during the first 72 hours of arriving at a new service address, if the Subscriber dials 911 from their phone, the Subscriber must relay to the emergency service operator the Subscriber's new (current) service address. This is necessary to ensure emergency services are dispatched to the Subscriber's new service address and not the old service address, in the event the emergency service operator may not have the new Registered Location in their records. Therefore, in order to have 911 calls routed correctly, the Subscriber acknowledges responsibility to promptly notify Optimum of any change in service address.

Modem power and battery backup.

A voice-enabled modem with its own power supply will be provided at an additional charge when installed at the Subscriber's premises. If there is a local power outage at the Subscriber's premises, the service will continue to work for as long as the battery is functional. However, if there is a disruption to the cable network or facilities, the service will not work even if the battery is still functional. The Subscriber understands that in such cases it will not be possible to place or receive calls, including calls to access emergency 911 services. It is the Subscriber's responsibility to notify Optimum if the battery is not working and/or needs replacement. Additionally, some Optimum Business Subscribers may receive notifications regarding the status of their battery backup unit. It is the Subscriber's sole responsibility to promptly act upon the notification. Optimum will provide the replacement battery at no additional charge. The Optimum smart router does not have battery backup capability; however the router can be plugged into a UPS to maintain operation in case of failure.

Medical alert systems.

Optimum prohibits the use of its phone service as the connection between medical alert systems and central station monitoring and will neither connect to such services nor provide technical support for the connection.

Business security alarm systems.

If the Subscriber has a centrally monitored system that is not (i) a high-security monitoring system (UL 681 or similar) or (ii) an emergency medical alert system, the phone will be wired so that it may be available for use with such systems. This request must be made at the time of sale. Although Optimum Business will supply a connection that will allow the operation of the Subscriber's existing business security system, Optimum Business does not guarantee that any such system will be in complete operational order following the installation of the phone service. As such, it is the Subscriber's obligation to contact their security system provider to inform them of their Optimum Business installation and any change in phone number, and to request a complete operational test of such system immediately following installation of the phone service. In addition, it is the Subscriber's responsibility to test the system on a regular basis. Optimum Business installation will ensure proper wiring from the cable modem to the Optimum demarc (NID/wiring block), however, any inside wiring from the NID/wiring block to the alarm panel is the Subscriber's responsibility. In the event of a large-scale power outage or network outage (whether unplanned or maintenance related), the phone service, including any security system that uses the phone service to connect to central station monitoring, will not function.

Optimum does not support the use of the phone service as a connection between (i) medical alert systems or, (ii) any high-security monitoring systems (UL 681 or similar), and central station monitoring; the Subscriber must maintain an alternate connection. Optimum does not support the use of its phone service as a connection between fire alarm systems (UL 864 or similar) and the central station monitoring for service locations in Pennsylvania. If the phone service is used as a connection between fire alarm systems (UL 864 or similar) and the central station monitoring for a Subscriber service location as permitted hereunder, the Subscriber agrees that it will be solely responsible for contacting its authorized central station monitored fire alarm system provider to test and verify that the central station monitored fire alarm system is in good working order following Optimum's service installation, including the testing of proper line seizure functionality and the successful transmission of signals at the supervising station.

Phone: Business Hosted Voice



Stay connected with one complete cloud-based phone solution.

Optimum offers you one complete turnkey voice package, enabling you to minimize costs, reduce technical complexity and gain the flexibility you need to keep your business moving. When you sign up for Business Hosted Voice, you'll get advanced IP phones at no additional charge, unlimited calling plans and important features to help you easily manage all your business calls.

Big benefits for your business:

Work smarter with advanced features

Easy-to-use features such as Single Number Reach and Remote Office let your employees stay connected with customers and colleagues no matter where they are. Plus, you'll be able to make calls from your laptop from just about anywhere with a softphone feature that's included with your service.

Easily manage your budget

Our flat-rate billing makes every month easy and predictable. No surprises. Plus, your services will be automatically added to your monthly Optimum bill.

Simplify your voice solution

All the equipment you need is furnished, installed and maintained by Optimum. That means you can reduce business costs. Let Optimum manage the complexities of the voice platform so you can reduce costs and focus more on your business.

Put Unified Communications for Desktop and Mobile to work for your business.

Optimum's Business Hosted Voice.

Optimum's Business Hosted Voice includes a powerful platform that gives you the flexibility to communicate and collaborate as if you're in the office, even when you're not, by seamlessly integrating the advanced features of your desktop phone onto your laptop and mobile devices.

With single number convenience, your callers need only one number, but you choose where and when to be reached. And the choices you make on one device can apply to all your connected devices. You'll have more control over your working time to maximize productivity.

Maximize Productivity with over 30 Easy-To-Use Features

These are just some of the advanced features your business can benefit from:

- + Receive and make calls from any mobile device
- + Seamlessly transfer calls between devices
- + Remote access to set up call forwarding
- + Softphone for your PC to make and receive calls on your laptop
- + Access voicemail remotely from any device

Simple Set-Up

It's easy to download and install our app from the Apple App Store or Google Play.



- + The BHV Mobile App is supported on Android and iOS
- + The BHV Desktop Client (for Windows & Mac OS) is implemented as a WebRTC endpoint running as a standalone application, or running on a WebRTC compliant browser
- + Chrome and FireFox browsers are supported

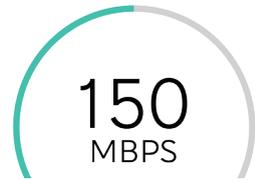
Business Hosted Voice is a cloud-based phone solution exclusively available for business customers with Optimum internet services. Wiring fees may apply. Sales tax, an E-911 fee and the Federal Universal Service Fund fee (USF) may apply. In NY, certain excise taxes may also apply. All fees and taxes will be added to bill. Battery backup included. E-911 will not operate if you lose power or if your Hosted Voice service or broadband connection is interrupted or disconnected. Customer must notify operator of exact physical address/location when dialing E-911 outside of service location. If moving, new address must be provided before E-911 can function properly. Customer is solely responsible to notify system provider and to test and verify that systems are in good working order following Hosted Voice installation. Installation fees apply. Other restrictions may apply.

Pick the perfect internet speed for your business.

No matter what your business is, Optimum Business has an internet speed that's just right for your needs. And because we offer a full range of speed tiers, when you're ready to grow, we can be right there with you.

Business Optimum 150

Increase productivity by giving your internet connection a boost.

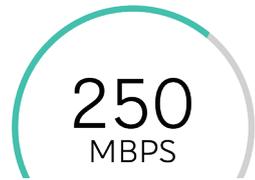


BEST FOR 6 - 8 USERS

- + Unlimited Optimum WiFi access and Automatic Sign-in for up to 15 devices
- + Free Smart Router for fast, secure connections on your devices
- + 15 email accounts each with 5GB of storage

Business Optimum 250

Take your business to the next level with more speed, more access and more connecting.

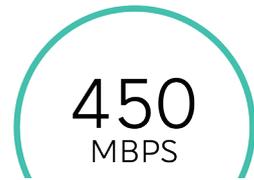


BEST FOR 10 - 12 USERS

- + Unlimited Optimum WiFi access and Automatic Sign-in for up to 20 devices
- + Free Smart Router for fast, secure connections on your devices
- + 20 email accounts each with 5GB of storage

Business Optimum 450

Give your business the ultimate edge with the fastest Optimum internet available.



BEST FOR 12+ USERS

- + Unlimited Optimum WiFi access and Automatic Sign-in for up to 25 devices
- + Free Smart Router for fast, secure connections on your devices
- + 25 email accounts each with 5GB of storage

Static IP (Internet Protocol) service.

Business Optimum 60, 100, 250 and 350 customers have the option of adding Static IP service to their account to meet their business needs. A Static IP address represents the permanent address on the internet assigned to a computer or other device. IP addresses are assigned at the time of installation and cannot be distributed in advance. Using Static IP is the best way for you to host your own web server, mail server, or set up a Virtual Private Network (VPN). As a Business Optimum 60 customer you can get 1, 5 or 13 usable static IP addresses, and as a Business Optimum 100, 250 and 350 customer, you can get up to 29 usable static IP addresses, for an additional cost.

The Static IP modem is limited to the delivery of our Static IP service. You may connect your own router behind the static modem, but cannot replace it. Your Static IP service will not work if you replace or remove the Optimum Static IP modem or try to use other equipment.

For Network Information, please refer to page 3 of this Guide. For information on how to use Static IP with your smart router, see our FAQ at optimumbusiness.custhelp.com.

Business smart router

The Business smart router can be self-installed or professionally installed, and broadcasts your Optimum Online signal throughout your business. The smart router has four Gigabit Ethernet ports (10/100/1000) for wired network connections and is also a WiFi (802.11ac) access point, working across two bands at 2.4 GHz and 5.0 GHz. This allows all WiFi-enabled devices within your business to connect to the internet.

To start using your smart router go to optimum.net/business. Here you'll find the Dashboard of the Optimum Business Account Center. From the top menu, select Internet > Router Management.

Basic Settings allows you to manage your business's private WiFi network including:

- + Viewing devices connected to your business's network
- + Managing router settings such as your private WiFi network name (SSID)
- + Creating a Guest WiFi Network
- + Managing File and Media Sharing

To access additional features, select Internet>Router Management>Router Settings.

For information on how to use Static IP with your smart router, see our FAQ at optimumbusiness.custhelp.com.

Setting up your smart router is quick and easy. With advanced security settings, some problems can actually fix themselves. But just in case you experience any hiccups, we're always here to help, however you want to reach us.

WiFi and hotspots.

Stay accessible with the nation's largest and most advanced WiFi network, exclusively for internet customers.

When running a business has you running around town, you can still check email, place orders and research prospective customers from virtually anywhere. With WiFi, you will be able to access the internet at more than 1.5 million free Optimum hotspots, including hundreds of commuter rail stations, restaurants and more. Plus, it's included with your internet service at no additional charge.

With WiFi, anytime you or your employees are connected to the internet, you won't have to worry about going over your cellular data plan limits.

Staying connected on-the-go is easy with WiFi. All Business internet customers and their employees can access WiFi all over the Tri-State area, as well as other select cities when traveling.

Set-up is easy. Sign in once and register up to 25 devices to automatically connect (depending on your level of service) using your Optimum ID and password. Here's how:

- + Start the WiFi feature on your device.
- + Select "optimumwifi" as your network and open your browser.
- + Enter your Optimum ID and Password and choose "Automatic Sign In".
- + You can also register and manage your devices in the Business Account Center; see page 12 for more details.

For more information, or to see the ever-expanding list of our hotspots, visit [optimum.com/business/wifi](https://www.optimum.com/business/wifi) or go to Channel 910.

If you would like your business to become an Optimum hotspot, see page 2 for more details.

Business TV.

Business TV provides quality entertainment and real-time access to news and information. With News 12, News 12 Traffic & Weather and News 12 Interactive, business owners know before they go by getting access to the latest financial news, headlines, weather, traffic and more. Plus, get our TV HD service at no additional charge.

Entertainment TV.

Entertainment TV offers restaurants and bars news and all of the local sports channels, such as MSG, MSG Plus, SportsNet New York, ESPN, YES and more. Many are available in HD, and with our TV service, HD is available at no additional charge.

Additional packages.

We have several packages that can be added to your service, including en español, International, Music Choice and more. For more information on additional packages, visit [optimum.com/business](https://www.optimum.com/business) and click on "TV."

Sports packages.

You can add a Seasonal Sports package that delivers both college and professional games from across the country, or add the Sports and Entertainment Pak to catch all of the local and out-of-town sports action.

Getting the most from TV.

The remote control is a key piece of equipment, providing access to all of the features that our TV service has to offer your business. If your remote looks different, visit [optimum.com/business/remote](https://www.optimum.com/business/remote) for more information.

Remote with optional DVR* function.

-  Turns TV on/off
-  Switches to other devices connected to your TV, like digital cable box, DVD player and game console
-  Tunes to previous channel/menu or resizes Optimum Guide
-  Displays cable box settings
-  Displays info for currently selected program
-  Returns to the last channel viewed
-  Displays program guide
-  Searches for programming
-  Turns volume up or down
-  Turns volume off
-  Controls playback of live and recorded TV
-  Allows for direct access to specific channels and menu options



-  Turns cable box on/off
-  Controls options in DVR* services and interactive features
-  Accesses shortcuts
-  Navigates page and day in the Program Guide
-  Navigates through on-screen menus
-  Selects menu option highlighted
-  Exits menu and returns to current program
-  Displays main menu
-  Tunes channel up or down
-  Accesses On Demand menu
-  Returns to live TV
-  Accesses DVR* menu
-  Resizes picture on HD cable boxes

*DVR for TV service requires a Scientific Atlanta digital cable box with DVR capabilities at an additional charge.

One-Digit Code Programming Method—For Popular Brands.

If you are using one of the brands in the list below, please use this method to program your remote. If your brand is not in the list, please go to the Auto-Search Programming Method below and follow those instructions instead.

- 1 Turn on your TV.
- 2 Press and hold the **TV POWER** and **SEL** buttons simultaneously until the **O.** button blinks twice.
- 3 Press the **TV POWER** button.
- 4 Point the remote at the TV.
- 5 Press and hold down the digit key for the TV brand:
 - 1 = Insignia
 - 2 = LG
 - 3 = Panasonic
 - 4 = Philips / Magnavox
 - 5 = Samsung
 - 6 = Sanyo
 - 7 = Sharp
 - 8 = Sony
 - 9 = Toshiba
 - 0 = Vizio
- 6 Let go of the digit key when the TV turns off.
- 7 Verify by pressing the **TV POWER** button. This should turn the TV on and off.
- 8 Confirm that the remote is working for the **TV**, **Volume**, and **MUTE** functions. If any functions are not working, try using the Auto-Search Programming Method below.

Auto-Search Programming Method.

Use this method if the one-digit code method does not successfully program the remote:

- 1 Turn on the TV.
- 2 Press and hold the **TV POWER** and **SEL** buttons simultaneously until the **O.** button blinks twice.
- 3 Press and hold down the **SEL** key while pointing the remote at the TV.
- 4 Let go of the **SEL** key when the TV turns off.
- 5 Verify by pressing the **TV POWER** button. This should turn the TV on and off.
- 6 Confirm that the remote is working for the **TV** (Power), **Volume**, and **MUTE** functions.

If any functions are not working, try using the Four-Digit Programming Method on the next page.

Four-Digit Code Programming Method.

- 1 Turn on your TV.
- 2 Find the four-digit codes for your TV brand using the **Code Table** for your remote by visiting optimum.com/business/remote.
- 3 Press the **TV POWER** button.
- 4 Press and hold the **TV POWER** and **SEL** buttons simultaneously until the **O.** button blinks twice.
- 5 Point the remote at the TV and enter the first code from the **Code Table**.
- 6 Press the **TV POWER** button. If the TV turns off, proceed to the next step. If the TV does not turn off, go back to step 4 and try the next code in the list.
- 7 Confirm that the remote is working for the **TV**, **Volume**, and **MUTE** functions.

Changing the 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 cable box instead:

- 1 Press and hold the **TV POWER** and **SEL** buttons until the **O.** button blinks twice.
- 2 Point the remote at the cable box and press the **VOL-** (volume down) button.

You may also need to set the cable box's volume control to variable, by following the steps below.

- 1 Press **Settings** twice to access the **Full Settings** menu.
- 2 Scroll to **Audio** and press **SEL**.
- 3 Scroll to **Volume Control** and press **SEL**.
- 4 Scroll to **Variable** and press **SEL**.

Experiencing HD on Optimum TV.

First, use this checklist to ensure you're set up to experience HD on Optimum TV:

- + Using an HDTV set.
- + Using an HD digital cable box.
- + The HDTV and cable box are connected correctly.
- + The HDTV and cable box are configured correctly.
- + You're watching an HD channel and the program is being broadcast in HD.

To set up HD picture format on your Samsung model cable box:

- 1 Make sure both your HDTV and cable box are turned on.
- 2 Press **SETTINGS** twice on your TV remote.
- 3 Use the **ARROW** keys to scroll to HD Settings and press **SEL**.
- 4 Scroll to Display Resolution and press **SEL.**, and then to 1080i(best HD) and press **SEL**. The cable box will ask you to confirm your new setting.

Note: 640 x 480p is best for Standard Definition Televisions.

Cloud Backup, powered by Mozy.

A key to any business is the instant, secure access to data used every day. Cloud-based backup services powered by Mozy, an industry leader of data and computer backup solutions, offers your business affordable, hassle-free cloud backup services so you can work confidently knowing your business-critical data is securely stored and easily accessible from anywhere, at any time.

- + Instantly keep critical business documents backed up in a safe place.
- + Enable automatic backup, or schedule your backups at specific times of day- such as off-hours- to eliminate resource strain.
- + Easily and securely backup your entire office, multiple computers, and server.
- + Roll out a secure backup system in a fraction of the time it takes to deploy legacy backup solutions, and avoid the time required to maintain physical, on-site systems.

Data Capacity.

Select the data storage capacity that's right for your business:

- + **Cloud backup 10 GB**
- + **Cloud backup 50 GB**
- + **Cloud backup 100 GB**

Access your backup from anywhere.

Use a mobile device to easily access and back up your critical data with Mozy's FREE downloadable app for iOS and Android.

To add this service, visit business.optimum.net/cloud.

Cloud Backup Services available to new Business customers and current Business Optimum TV, Optimum Voice and/or Optimum Online customers. Must have a valid email address. A monthly charge will be added to your bill based on the chosen level of service. Each customer can register up to 20 devices in total for all users based on their level of Optimum Online service. Optimum Business Cloud Backup services are powered by Mozy. For more information on Mozy, visit www.Mozy.com. Copyright © 2017 Mozy, Inc. All rights reserved.

Service Plans

Business Premier Protection and Support

No dedicated IT resource on staff? No problem. Premium Tech Support takes care of all your connections for you—from laptops to wireless printers. With Premium Tech Support, your business will receive all of the below benefits:

- + **Device Support.** Get unlimited support for any connectivity issues for your business' devices.
- + **Data Backup Assistance and Network File Sharing.** We'll help ensure that every employee's work devices are synced properly and that all content is safely backed up to your storage location.
- + **Performance & Virus/Malware Support.** Protect your business' devices and help optimize performance. Our team of dedicated professionals is ready for any task.
- + **Device Protection.** If any of your business devices malfunction, we'll repair or replace it as long as it's not associated with accidental damage. All eligible computing devices are covered, even future purchases. Ask about mobile protection.
- + **Service Protection.** For unexpected service related issues, Service Protection has you covered. It's included with Premium Tech Support service but can also be purchased separately as a standalone service plan.
- + **The Premium Tech Support App.** Our convenient mobile app gives your business instant contact to a live virtual help desk expert via chat or click to call - whenever you need to troubleshoot an issue.

Service Protection.

Although it doesn't happen often, there may be times when unexpected service-related issues occur. That's where Service Protection comes in. With Service Protection, your business will receive all of the below benefits:

- + **Waived Service Fees.** If our Optimum Business Service Representatives cannot resolve the issue over the phone, we'll send a technician to your business free of charge if the issue is identified as being part of our service coverage. With Service Protection, if the technician finds the issue is related to items that fall outside of Optimum's scope of work, such as inside wiring or phone jack issues, our customary service fee will be automatically waived for your business.
- + **Priority Access to Customer Support.** In addition, your business will be given a higher priority in the queue when you call an Optimum Business Service Representative, which means less waiting for you and more productivity for your business.

To add these services, visit business.optimum.net/support/serviceplans.

Business Premier Protection and Support available only to current Optimum business customers with accounts in good standing. One month minimum subscription required. Technical support provided for customer's devices that connect to a wireless network, with the exception of Optimum provided and supported. Mobile App and device protection provided by Asurion. Additional service fee payable to Asurion may apply for product repair under device protection plan. A list of products covered by device protection plan is available at optimum.net/pages/terms/PTSSMB.html. Mobile device coverage requires additional fee. Service Protection available only to current Optimum business customers with accounts in good standing. Service Protection covers visits to repair certain inside wiring in connection with the delivery of an Optimum service. Service Protection may be purchased separately, six month minimum subscription required. Subject to terms and conditions and certain exclusions. See optimum.net/terms for more details.

Customer Support

Help directory.

Thank you again for choosing Optimum Business. We hope that this Optimum Business Reference Guide has been useful and provided you with all of the information you need to get the most from your Optimum services. If you have a question that you could not find within this Guide, please log on to the Optimum Business Account Center at optimum.net/business or call our Optimum Business Customer Support Team, 24/7 at 1-866-575-8000.

If you would like to add any of these Optimum Business services, simply visit optimum.com/business, or call 1-800-725-9626 for more information.

Phone

Phone updates.

Our phone service updates its premium features from time to time. To get the most up-to-date information on what's available, log on to optimum.net/business regularly.

International calling rates.

View international calling rates at optimum.net/business/irates.

Customer support.

Having problems? Log on to the Optimum Business Account Center at optimum.net/business and select "Customer Support", or call 1-866-575-8000 to speak to an Optimum Business Customer Support Representative.

Internet

Webmail.

For fast access to Webmail, go to webmail.optimum.net.

Customer support.

Visit the Customer Support area of our website to search the answer center for quick solutions to questions you have regarding our Internet services: optimum.com/business/support.

TV

HDTV.

Visit optimum.com/business and click on "TV" to find out more about HDTV.

24/7 Customer Support.

Customer support.

Optimum Business representatives are here to help you 24/7. Call 1-866-575-8000 or go to optimum.com/business/support to request that an Optimum Business Customer Support representative contact you directly. If you are calling from your Optimum Business phone, dial 611.

Battery unit.

If your business needs a new battery unit, Optimum Business will replace it at no additional charge. Please contact Optimum Business Customer Support at 1-866-575-8000.

Moving?

You must contact Optimum Business Customer Support before moving your modem to a different address.

Troubleshooting Phone & Internet

If you experience internet connectivity and/or no dial tone problems, please use the following troubleshooting steps to help restore your service:

No dial tone.

Please note that if your internet service is not affected, it will be temporarily interrupted during this process.

- + Unplug the power cord directly from the back of your cable modem. If your modem has an internal battery, remove it from the modem (all lights should be off on the modem).
- + After one minute, place the battery pack in the cable modem and plug in the cable modem power cord.
- + Allow the cable modem to fully restart. This may take up to five minutes.
- + Check your phone for a dial tone. You should now be able to make/receive calls.
- + If you still cannot make a phone call, please contact Optimum Business Customer Support from a mobile device at 1-866-575-8000 for further assistance.

No internet connection.

Please note that if your phone service is not affected, it will be temporarily interrupted during this process.

- + Unplug the power cord directly from the back of your cable modem. If your modem has an internal battery, remove it from the modem (all lights should be off on the modem). If you have a router, please unplug it now.
- + After one minute, re-connect power to the router, place the battery pack in the cable modem and plug in the cable modem power cord.
- + Allow the cable modem to fully restart. This may take up to five minutes.
- + Check your internet connection by opening a web browser. Type the following address: **optimum.com/business**. You should now be able to access the internet.
- + If you still cannot access the internet, please contact Optimum Business Customer Support at 1-866-575-8000 for further assistance.

Troubleshooting TV

Here are some simple troubleshooting instructions so that anyone using your equipment can solve common problems without calling for service.

Problem: No picture.

- + Check that both your TV and cable box are plugged in and powered on, and ensure all your connections are secure.
- + Make sure your TV is configured properly by pressing **TV INPUT** on the Optimum remote or **TV/VIDEO, INPUT** or **SOURCE** on your TV's remote until you see a picture on your screen.
- + If you're still having issues, reset your cable box by unplugging the power cord from either the wall outlet or from the cable box itself. Wait about 5 seconds then plug the cable box back in and allow it time to reboot, which takes about 3 minutes.

Problem: Picture freezes or box will not respond.

- + Wait 30 seconds without pushing any buttons if the cable box will not respond to the remote. If the cable box still does not respond, it may need to be rebooted.
- + To reboot, simultaneously press **VOL+**, **VOL-** and **INFO** on the front of the cable box and hold until it shuts down. Release the buttons. The cable box will automatically reset. During the reboot process, the digital cable box will display "HOLD" followed by "TURN ON". This may take three to five minutes.

- + Press **CBL** on the remote to turn the cable box on. There may be a slight delay while the menu screen loads.
- + When the front panel on the cable box displays the time, the reboot is complete.

Problem: No sound.

- + Verify that the **MUTE** button is not pressed on your TV remote or your cable box remote control.
- + Verify that the volume is turned up. Volume may be adjusted directly from the cable box, the TV or TV remote.
- + Verify that any additional equipment (i.e. DVD or stereo) is properly connected to the cable box.

Problem: Remote does not work.

- + Make sure you have fresh AA batteries in your Optimum remote. To test your batteries, press any button on your remote and the large circle button will light up.
- + Verify that the remote has been programmed to work with your TV. See topics on how to program your TV remote on page 24 for details.