

# optimum.

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Service for  
Account Number: 07837-549704-01-4  
CHRIST T HE KING 250MB  
1345 GRAND CONCOURSE  
BRONX NY 10452-7498

24302

School # 8201  
Region # 8602  
Total Invoices #  
Initials: SF  
Principal: [Signature]  
RAC: [Signature]  
RBM: [Signature]  
Date: 2/9/18  
Date: 2/12/18  
Date: 2/13/18  
CK # 215442  
Date: 1/22/18

Your Monthly Statement		
Billing Period 02/01 - 02/28	Due Date February 15, 2018	Amount \$200.83
Unpaid Balance Past Due - Please Pay Now		\$200.83
Statement Total Including Past Due		\$401.66

Please pay past due amount to avoid service disruption.

Your Account Summary	
Includes Payments Received By 01/26/18	
Any payments and other activities after this date will be on the next bill.	
<b>Previous Balance and Payments</b>	
Balance Last Statement	\$401.66
Payment(s) - Thank You	-\$200.83 cr
<b>Unpaid Balance - Please Pay Now</b>	<b>\$200.83</b>
<b>New Bill Activity</b>	
Current Monthly Charges	\$199.94
(Includes credits and adjustments since last statement)	
Total Taxes & Fees	\$0.89
<b>Amount Due by February 15, 2018</b>	<b>\$200.83</b>
<b>Total Amount Due</b>	<b>\$401.66</b>

7430.2045

RECEIVED  
2/9/18

Business Hosted Voice

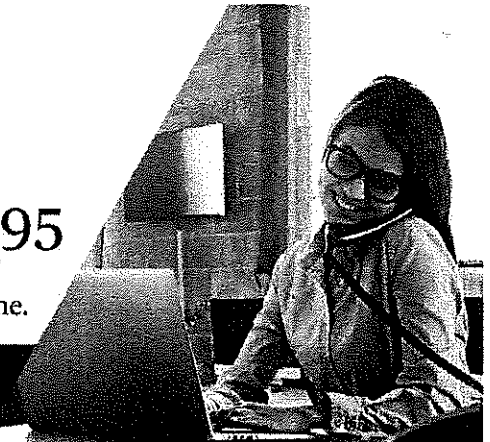
Technology to transform  
the way you work.

- + Secure & flexible cloud-based phone solution
- + Includes Advanced IP phones & unlimited calling
- + Connect anywhere, anytime with the Mobile App

Starting at  
**\$34<sup>95</sup>**  
mo. / per line.



Visit [optimum.com/business/bhv](http://optimum.com/business/bhv)



Please turn over for payment.

011936 1/2

4 8



**CHRIST THE KING 250MB**  
Account Number: 07837-549704-01-4  
Total Amount Due: \$401.66

### Optimum Updates

**Just a reminder, we have not received your payment.** If you have already paid your bill, kindly disregard this message. If not, please remit full payment immediately to continue receiving cable service and to avoid unnecessary fees. If the past due amount is not received by the pay by date on this bill, you will be charged a late fee. Please note that all equipment received at installation is the property of Optimum and must be returned if service is disconnected.

Please be advised that our email address has changed. Our new email is [ebill@optimum.net](mailto:ebill@optimum.net). Be sure to add [ebill@optimum.net](mailto:ebill@optimum.net) to your address book to ensure delivery. Please do not respond to this e-mail. This mailbox is not monitored and you will not receive a response.

Introducing, Business Hosted Voice - a complete & secure cloud-based phone solution. Business Hosted Voice enables you to minimize costs, reduce technical complexity & gain the flexibility you need to keep your business moving. You'll get advanced IP phones at no additional charge, unlimited calling plans & over 30 easy-to-use features to help you easily manage all your business calls from just about anywhere. Plus, one flat-rate bill makes every month easy & predictable. Starting at \$34.95/mo. per line. Call 866.218.1605 to learn more.

The Optimum Business Account Center: Now you can access and manage all your services in one place with an easy to use dashboard, including features like Time of Day Call forwarding and our new users feature to delegate management of your services to multiple people. For a quick tour, go to [optimumbusiness.com/ac](http://optimumbusiness.com/ac) or to log in with your Optimum ID go to [optimum.net/business](http://optimum.net/business).

### Optimum Information

Your FCC Community ID # is NY1414.

### Optimum Stores/Payment Locations

You may pay your bill at [optimum.net](http://optimum.net) or at any of our Optimum Stores. For store hours by location go to [optimum.net/stores](http://optimum.net/stores).

**Optimum Store Near You:**

Bronx Plaza 961 East 174th Street, Bronx, NY 10460

**Mail your payment to:** PO Box 371378, Pittsburgh, PA 15250-7378

To make changes to your account or pick up new equipment, you need to be an authorized user. This means that your name must be listed on the account, and to ensure account security, you will need to present a photo ID.

**To find other locations where you can make a payment, contact any of the following:**

Softgate Systems [payxchange.net](http://payxchange.net)

Western Union: 1-800-354-0005, option 5 or [westernunion.com](http://westernunion.com)

Checkfree Pay 1-855-678-6415 or [checkfreepay.com](http://checkfreepay.com)


CHRIST T HE KING 250MB  
 Account Number: 07837-549704-01-4  
 Total Amount Due: \$401.66


Your Account Details			
<b>BALANCE LAST STATEMENT</b>			<b>\$401.66</b>
<b>PAYMENTS</b>			
01/13	Payment-Thank You	-200.83	cr
<b>Total Payment(s) - Thank You</b>		<b>-200.83</b>	<b>cr</b>
<b>PREVIOUS BALANCE DUE (See Account Summary)</b>			<b>\$200.83</b>
<b>INTERNET</b>			
02/01 - 02/28	Optimum Online	59.95	
	Optimum 250	100.00	
	Modem Fee	9.99	
	Static IP	30.00	
	(5 usable IP addresses)		
<b>Total Internet</b>		<b>\$199.94</b>	
<b>TAXES &amp; FEES</b>			
<b>Internet</b>			
02/01 - 02/28	Modem Sales Tax	0.89	
<b>Total Taxes &amp; Fees</b>		<b>\$ 0.89</b>	
<b>Total Amount Due</b>			<b>\$401.66</b>


## Customer Service


Be sure to check out [optimum.net](http://optimum.net) first, for answers to all your questions.


### Need more help?

 **Online Products & Support**  
 Online bill pay, [optimum.net/paybill](http://optimum.net/paybill)  
 Channel line up, [optimum.net/lineups](http://optimum.net/lineups)  
 Live chat, [optimum.net/livechat](http://optimum.net/livechat)  
 Email, [optimum.net/emailus](mailto:optimum.net/emailus)  
 Help, [twitter.com/optimumhelp](http://twitter.com/optimumhelp)  
 Add services, [twitter.com/optimumoffers](http://twitter.com/optimumoffers)

 **Optimum Stores**  
 For a store nearest you visit,  
[optimum.net/stores](http://optimum.net/stores)

 **Important Phone Numbers**  
 1-866-251-4435

 **Written Correspondence**  
 Attn: Commercial Sales  
 6 Corporate Center Drive  
 Melville, NY 11747

 **Moving?**  
 Let us make it easy.  
 Visit [optimum.net/moving](http://optimum.net/moving)  
 or call us for special offers for movers.

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## Billing Information

Billing errors must be reported to us within 30 days, in writing, detailing the error and sent to the Customer Support address on your bill. We'll investigate and reply within 10 days. To avoid service interruption, you should pay the undisputed portion of the bill. If you're not satisfied with our reply, you may write to The Department of Information Technology & Telecommunications, Consumer Service Department-Cable TV, 2 MetroTech Center, 4th Floor, Brooklyn, NY 11201; or call 212-NEW-YORK or 311; or via the internet at [www.NYC.GOV/complaint](http://www.NYC.GOV/complaint), or write to The NY State Department of Public Service, Three Empire State Plaza, Albany, NY 12223-1350, or call 1-800-342-3377.

You're billed each month in advance for the next month's services. Service cancellations are effective on the last day of the then-current billing period. For more details, please visit [optimum.net/terms](http://optimum.net/terms).

If any changes are made to your account during the month, partial month charges may apply. Charges for On Demand/Pay Per View (PPV) will appear on the next billing statement following your order.

On Demand/PPV purchases aren't subject to refund or credit. Use parental control features to avoid unwanted purchases.

If your monthly account balance for On Demand/PPV selections exceeds \$55 (\$175 for customers in good standing after 90 days), we reserve the right to limit additional On Demand/PPV orders.

There is an additional monthly charge for equipment, including cable boxes and remote controls. There is also a monthly fee to access premium or digital programming on additional TV sets in your home.

Your monthly bill includes all government fees. These fees are a percentage of your total monthly cable bill paid to your state and local governments under the terms and agreements with them to provide cable service. In addition, the Federal Communications Commission (FCC) collects a small fee from every cable customer to cover the administrative costs related to cable regulation. TV Taxes and Fees includes payments required under Altice's franchise agreement to support public, educational or government channels.

## Payment Information

### Authorization to convert your Check to an electronic funds transfer:

By sending your check to us as payment, you authorize us either to use info from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.

Payment is due by the date indicated on the front of your bill. Payments not received within 15 days of the due date may be sent to collections and will be assessed a late fee if not paid within 30 days of that date. We will continue to charge a fee of \$10 on each subsequent past due bill if payment is not received by the due date indicated. You'll receive written notice of service interruption for non-payment.

Payments can be made at no charge through our automated phone system by calling Customer Support. Follow the phone prompts to set up an automated payment by check or credit card. Entering your Optimum account number and zip code authorizes an ACH debit entry to your bank account that can only be revoked by speaking with a Customer Support representative.

If your service is interrupted for non-payment, payment of the past due amount and applicable restoration charges are required before service is restored. Service interruption will affect TV, internet, and phone services. If your service is disconnected for non-payment, full outstanding balance, a re-installation fee up to \$79.95, and one month's service in advance will be required before a re-connection is scheduled.

You're responsible for lost, damaged or unreturned equipment and will be charged the full replacement fee (Digital Video Recorder - \$265, Cable Box - \$105, Tuning Adapter - \$140, Remote Control - \$2.50, Smart Card - \$75, CableCARD - \$40, Digital Antenna - \$25, Cable Modem - \$100, Wireless Router - \$80, Static IP Router - \$299, Voice Enabled Modem - 4 port \$100; 12 port \$750, SIP Trunk Interface Device - \$750).

If your bank returns your check unpaid, you'll incur a \$20 fee.

## Service Information

### If you're experiencing an issue with service:

1. Be sure all of your equipment is plugged in and powered on.
2. For TV Issues:
  - A) Check that your TV is on the correct input for your digital cable box by pressing the SOURCE, INPUT or TV/VIDEO button on the remote that came with your TV or the actual TV itself.
  - B) Reboot your cable box. Unplug the power cord from the back of the cable box, wait 5 seconds then plug it back in. When you see "turn" and "on" alternating on the front panel, turn it back on. When a channel or time is displayed on the front panel you are