



A service of Cablevision

1111 STEWART AVENUE
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM
#PGHAGPAHDCEPC2#

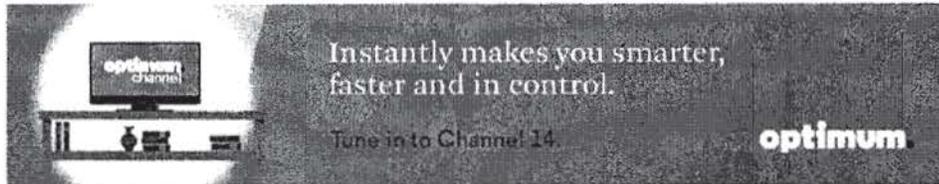
COOPER RD
MILLERTON NY 12546

Bill Payment

Service for
COOPER RD
MILLERTON NY 12546
Account Number

Due Date	Amount Due
10/30/14	

TURN OVER FOR PAYMENT



Account Summary

Account Number	Service for
	COOPER RD MILLERTON NY 12546
Billing Period	10/16/14-11/15/14
Includes Payments Received By	10/09/14
Last Bill Balance	
Payments - Thank You!	
Remaining Balance - Due Immediately	
Current Charges - Due By 10/30/14	
Total Amount Due	
TOTAL MONTHLY SAVINGS:	

Customer Service

- Online Products & Support**
Online bill pay, www.optimum.net/billpay
Channel line up, www.optimum.net/lineups
Live chat, www.optimum.net/livechat
For help, www.twitter.com/optimumhelp
Follow us, www.twitter.com/optimum
Like us, www.facebook.com/optimum
- Important Phone Numbers**
1-800-244-2328
Service Theft Hotline: 1-800-291-8564
- Written Correspondence**
Optimum
6 Corporate Center Drive, Melville, NY 11747
- Moving?**
Let us make it easy. Visit www.optimum.com/moving or call us for special offers for movers.

Account Detail

Payments	
09/27	Credit Card Pymt
	Total Payments
TV	
10/16 - 11/15	Optimum Preferred Includes Broadcast Basic **Special Optimum Promotion**
10/16 - 11/15	Sports & Ent Pak Multi-Room DVR **Special Optimum Promotion**
10/16 - 11/15	2 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)
10/16 - 11/15	Additional Outlet Premium Service Fee
10/16 - 11/15	Surcharge Sports Programming
	Total TV
Phone	
10/16 - 11/15	Optimum Voice (Includes over 20 features, certain taxes & fees) **Special Optimum Promotion**
	Total Phone
Internet	
10/16 - 11/15	Optimum Online (Incl FREE unlimited access to Optimum WiFi) **Special Optimum Promotion**
10/16 - 11/15	Ultra 50 **Special Optimum Promotion**
10/16 - 11/15	Smart Router
	Total Internet
Partial Month Activity	
09/28 - 10/15	Optimum Gold
09/28 - 10/15	Optimum Preferred
09/28 - 10/15	Sports & Ent Pak
	Total Partial Month Activity
Tax/Fees/Other Charges	
10/16 - 11/15	TV Taxes and Fees
10/16 - 11/15	NY Excise Taxes
10/16 - 11/15	Phone Sales Tax

Optimum News & Information

Just a reminder, we have not received your payment. If you have already paid your bill, kindly disregard this notice. If not, please remit full payment immediately to continue receiving cable service and to avoid unnecessary fees. Please note that all equipment received at installation is the property of Cablevision and must be returned if service is disconnected.

Hallmark Movie Channel is now Hallmark Movies & Mysteries and features a mix of programming devoted to the lighter side of the suspense and mystery genre. Watch it on channels 193 and 782. It's available to customers with Optimum Preferred or iO Package and above.

Shalom TV, channel 138, is now Jewish Broadcasting Service (JBS) and continues to feature an array of programming about Jewish life, tradition and Israel. It's available to customers with Optimum Economy, Optimum Value or Family Cable and above.

Nirvana has a new channel. Veria Living, the network dedicated to health and wellness, is now called Z Living. It's available to customers with Optimum Preferred or iO Package and above on channel 164.

MSG Varsity, where high school champions live. Catch over 400 live-streaming games or follow the best coverage with our extensive lineup of original shows. Watch MSG Varsity any time on channel 614, MSGVarsity.com or with the MSGVarsity App.

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. Just call ***OPTIMUM from your mobile phone to sign up. We will send no more than 3 messages per week, or as needed for outages to the number provided. For help text HELP, text STOP to cancel. Message and data rates may apply.

Continued on page 3...

optimum.net



Account Number [REDACTED]

(cont'd)

Tax/Fees/Other Charges

10/16 - 11/15	E-911 Fee	[REDACTED]
10/16 - 11/15	Federal Universal Service Fund	[REDACTED]

Total Tax/Fees/Other Charges [REDACTED]

Subtotal of Current Charges [REDACTED]

Remaining Balance

Subtotal of Current Charges [REDACTED]

Total Amount Due [REDACTED]

Optimum News & Information

Experience for yourself why so many Optimum customers choose Bill Payment at www.optimum.com/account. Receive email notifications when your bill is ready, set up electronic payments, print statements plus much more all with Online Bill Payment. Save a stamp and go green - sign up today!



A service of Cablevision

1111 STEWART AVENUE
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM
#PGHAGPAIHBPA6#

PO BOX
MILLERTON NY 12546

Bill Payment

Service for

COOPER RD
MILLERTON NY 12546

Account Number

Due Date Amount Due

10/15/14

TURN OVER FOR PAYMENT

Optimum Virtual Receptionist answers your business calls 24/7. Try it, risk-free for one month.

Available to OptimumVoice customers.

optimum.net/business

Account Summary

Account Number	Service for
	COOPER RD MILLERTON NY 12546
Billing Period	10/01/14-10/31/14
Includes Payments Received By	09/23/14
Last Bill Balance	
Payments	
Remaining Balance - Due Immediately	
Current Charges - Due By 10/15/14	
Total Amount Due	

Account Detail

Phone	
10/01 - 10/31	Optimum Voice (At \$34.95 per line) (Includes over 20 features, applicable taxes & fees)
Total Phone	
Internet	
10/01 - 10/31	Optimum Online
Total Internet	
Subtotal of Current Charges	
Remaining Balance	
Current Charges	
Total Amount Due	

Customer Service

- Online Products & Support**
Online bill pay, www.optimum.net/paybill
Channel line up, www.optimum.net/lineups
Live chat, www.optimum.net/livechat
For help, www.twitter.com/optimumhelp
Follow us, www.twitter.com/optimum
Like us, www.facebook.com/optimum
- Important Phone Numbers**
For Technical Support, Sales and Customer Service
Please call: 1-866-575-8000
- Written Correspondence**
Attn: Commercial Sales
6 Corporate Center Drive, Melville, NY 11747
- Moving?**
Let us make it easy. Visit www.optimum.com/moving or call us for special offers for movers.

Optimum News & Information

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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 www.optimumbusiness.com/ac or to log in with your Optimum ID go to www.optimum.net/business.

With Optimum WiFi, keep your customers coming back time after time, with fast, free internet access. As an Optimum hotspot, your customers have the flexibility and convenience to check emails, get phone messages and stay connected on their mobile devices, all while saving on mobile data charges.

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CHANGE SERVICE REQUESTED

#BWNHGYM
#PGHAGPBAHEHPC0#

BOSTON CORNERS
MILLERTON NY 12546

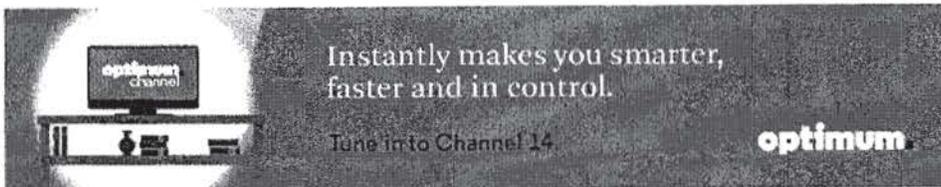
Bill Payment

Service for
BOSTON CORNERS
MILLERTON NY 12546
Account Number

Due Date Amount Due

10/15/14

TURN OVER FOR PAYMENT



Account Summary

Account Number Service for
BOSTON CORNERS
MILLERTON NY 12546

Billing Period 10/01/14-10/31/14
Includes Payments Received By 09/23/14

Last Bill Balance	
Payments - Thank You!	
Remaining Balance	
Current Charges - Due By 10/15/14	
Total Amount Due	
TOTAL MONTHLY SAVINGS:	

Account Detail

Payments	
09/05	Payment-Thank You
	Total Payments
TV	
10/01 - 10/31	Optimum Gold (Includes Basic at \$15.11)
10/01 - 10/31	DVR Service (At \$11.95 each)
10/01 - 10/31	3 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)
10/01 - 10/31	Additional Outlet Premium Service Fee
10/01 - 10/31	Surcharge Sports Programming
	Total TV
Phone	
10/01 - 10/31	Optimum Voice (Includes over 20 features, certain taxes & fees)
10/01 - 10/31	Multi-Product Discount Our thanks for being a multi-product customer
	Total Phone
Internet	
10/01 - 10/31	Optimum Online (Incl \$10 multi-prod discount Plus FREE unlimited access to Optimum WiFi)
	Total Internet
Tax/Fees/Other Charges	
10/01 - 10/31	TV Taxes and Fees
10/01 - 10/31	NY Excise Taxes
10/01 - 10/31	Phone Sales Tax
10/01 - 10/31	E-911 Fee
10/01 - 10/31	Federal Universal Service Fund
	Total Tax/Fees/Other Charges
Subtotal of Current Charges	
Remaining Balance	
Current Charges	
Total Amount Due	

You receive a total combined discount as a multi-product customer.

Customer Service

- Online Products & Support**
Online bill pay, www.optimum.net/paybill
Channel line up, www.optimum.net/lineups
Live chat, www.optimum.net/livechat
For help, www.twitter.com/optimumhelp
Follow us, www.twitter.com/optimum
Like us, www.facebook.com/optimum
- Important Phone Numbers**
1-800-244-2328
Service Theft Hotline: 1-800-291-8564
- Written Correspondence**
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- Moving?**
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Optimum News & Information

Watch hit movies and iconic television series like The Lone Ranger, Charlie's Angels, Magnum P.I., and more in HD on COZI TV. It's available to customers with Broadcast Basic and above on channels 109 and now also 688.

Be sure to add Optimum Channel to your must watch list and stay in the know on information and entertainment highlights right from the convenience of your couch. Whether you want to be an expert at using your Multi-Room DVR, finding WiFi hotspots, or hearing about the newest movies On Demand keep tuning to channel 14 for more.

MSG Varsity, where high school champions live. Catch over 400 live-streaming games or follow the best coverage with our extensive lineup of original shows. Watch MSG Varsity any time on channel 614, MSGVarsity.com or with the MSGVarsity App.

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. Just call ***OPTIMUM from your mobile phone to sign up. We will send no more than 3 messages per week, or as needed for outages to the number provided. For help text HELP, text STOP to cancel. Message and data rates may apply.

It's a busy sports season. Some days, there's more than one game scheduled to air on a network at the same time. When that happens, the extra games are shown on alternate channels. Find game schedules and alternate channel information at www.optimum.net/thegame.

Deals on dining, shopping, travel and entertainment are yours when you get the Optimum Rewards membership card. To get one, simply tune to channel 909 or visit www.optimumrewards.com/movies and learn more. It's one of the many ways we like to thank our customers with all three services. The website www.optimumrewards.com is available in Spanish.

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CHANGE SERVICE REQUESTED

#BWNHGYM
#PGHAGPBDABBPA2#

BOSTON CORNERS
MILLERTON NY 12546-

Bill Payment

Service for
BOSTON CORNERS
MILLERTON NY 12546-
Account Number

Due Date Amount Due

10/15/14*

TURN OVER FOR PAYMENT



Have questions about your services?

Live chat with us 24/7 at optimum.net/chat
or email us at optimum@optimum.net

Account Summary

Account Number Service for
BOSTON CORNERS
MILLERTON NY 12546-

Billing Period 10/01/14-10/31/14
Includes Payments Received By 09/23/14

Last Bill Balance	
Payments - Thank You!	
Remaining Balance	
Current Charges - Due By 10/15/14*	
Total Amount Due	

Account Detail

Payments
09/14 Payment-Thank You
Total Payments

Internet
10/01 - 10/31 Optimum Online
(Incl FREE unlimited access to
Optimum WiFi)
Total Internet

Subtotal of Current Charges
Remaining Balance
Current Charges
Total Amount Due

Customer Service

Online Products & Support
Online bill pay, www.optimum.net/paybill
Channel line up, www.optimum.net/lineups
Live chat, www.optimum.net/livechat
For help, www.twitter.com/optimumhelp
Follow us, www.twitter.com/optimum
Like us, www.facebook.com/optimum

Important Phone Numbers
1-800-244-2328
Service Theft Hotline: 1-800-291-8564

Written Correspondence
Optimum
6 Corporate Center Drive, Melville, NY 11747

Moving?
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or call us for special offers for movers.

Optimum News & Information

* Your account is set up to transfer funds electronically, and your monthly charges are paid automatically. The amount withdrawn may vary from the amount on your billing statement if you have made recent changes to your account.

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. Just call

***OPTIMUM from your mobile phone to sign up. We will send no more than 3 messages per week, or as needed for outages to the number provided. For help text HELP, text STOP to cancel. Message and data rates may apply.

Reward yourself today: You can become eligible for the Optimum Rewards program simply by having all three services – it's our way of saying thank you to our loyal customers. Receive exclusive member-only discounts on shopping, dining, bowling, dancing, parks, travel deals and more. Learn more, tune to channel 909 or visit www.optimumrewards.com/freecard. The website is available in Spanish.

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 twitter.com/optimum

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CHANGE SERVICE REQUESTED

#BWNHGYM
#PGHAGPAEHPPA4#

KAYE RD
MILLERTON NY 12546

Bill Payment

Service for

KAYE RD
MILLERTON NY 12546

Account Number

Due Date Amount Due

10/30/14

TURN OVER FOR PAYMENT

Page 1 of 2



Instantly makes you smarter,
faster and in control.

Turn it to Channel 14.



Account Summary

Account Number	Service for
	KAYE RD MILLERTON NY 12546
Billing Period	10/16/14-11/15/14
Includes Payments Received By	10/09/14
Last Bill Balance	
Payments - Thank You	
Remaining Balance	
Current Charges - Due By 10/30/14	
Total Amount Due	
TOTAL MONTHLY SAVINGS:	

Customer Service

Online Products & Support
Online bill pay, www.optimum.net/paybill
Channel line up, www.optimum.net/lineups
Live chat, www.optimum.net/livachat
For help, www.twitter.com/optimumhelp
Follow us, www.twitter.com/optimum
Like us, www.facebook.com/optimum

Important Phone Numbers
1-800-244-2328
Service Theft Hotline: 1-800-291-8564

Written Correspondence
Optimum
6 Corporate Center Drive, Melville, NY 11747

Moving?
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or call us for special offers for movers.

Account Detail

Payments	
09/29	Payment-Thank You
	Total Payments
TV	
10/16 - 11/15	Optimum Value (Includes Basic at \$15.11)
10/16 - 11/15	1 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)
10/16 - 11/15	Surcharge Sports Programming
	Total TV
Phone	
10/16 - 11/15	Optimum Voice (Includes over 20 features, certain taxes & fees)
10/16 - 11/15	Multi-Product Discount Our thanks for being a multi-product customer
	Total Phone
Internet	
10/16 - 11/15	Optimum Online (incl \$10 multi-prod discount Plus FREE unlimited access to Optimum WiFi)
	Total Internet
Tax/Fees/Other Charges	
10/16 - 11/15	TV Taxes and Fees
10/16 - 11/15	NY Excise Taxes
10/16 - 11/15	Phone Sales Tax
10/16 - 11/15	E-911 Fee
10/16 - 11/15	Federal Universal Service Fund
	Total Tax/Fees/Other Charges
Subtotal of Current Charges	
Remaining Balance	
Current Charges	
Total Amount Due	

You receive a total combined
discount as a multi-product
customer.

Optimum News & Information

Hallmark Movie Channel is now Hallmark Movies & Mysteries and features a mix of programming devoted to the lighter side of the suspense and mystery genre. Watch it on channels 193 and 782. It's available to customers with Optimum Preferred or iO Package and above.

Shalom TV, channel 138, is now Jewish Broadcasting Service (JBS) and continues to feature an array of programming about Jewish life, tradition and Israel. It's available to customers with Optimum Economy, Optimum Value or Family Cable and above.

Nirvana has a new channel, Veria Living, the network dedicated to health and wellness, is now called Z Living. It's available to customers with Optimum Preferred or iO Package and above on channel 164.

MSG Varsity, where high school champions live. Catch over 400 live-streaming games or follow the best coverage with our extensive lineup of original shows. Watch MSG Varsity any time on channel 614, MSGVarsity.com or with the MSGVarsity App.

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It's a busy sports season. Some days, there's more than one game scheduled to air on a network at the same time. When that happens, the extra games are shown on alternate channels. Find game schedules and alternate channel information at www.optimum.net/thegame.

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1111 STEWART AVENUE
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM
#PGHAGPAEHACPB5#

BOSTON CORNERS
MILLERTON NY 12546

Bill Payment

Service for

BOSTON CORNERS
MILLERTON NY 12546

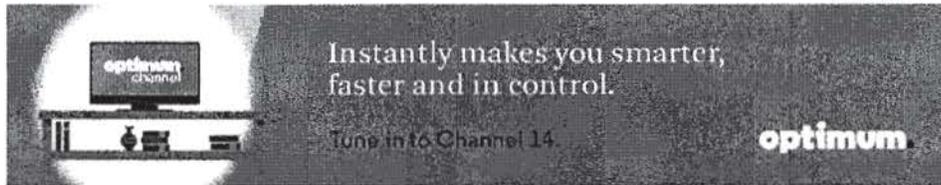
Account Number

Due Date Amount Due

10/30/14

TURN OVER FOR PAYMENT

Page 1 of 2



Account Summary

Account Number	Service for
	BOSTON CORNERS MILLERTON NY 12546
Billing Period	10/16/14-11/15/14
Includes Payments Received By	10/09/14
Last Bill Balance	
Payments - Thank You!	
Remaining Balance	
Current Charges - Due By 10/30/14	
Total Amount Due	
TOTAL MONTHLY SAVINGS:	

Customer Service

- Online Products & Support**
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- Moving?**
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Account Detail

Payments	
10/07	Payment-Thank You
	Total Payments
TV	
10/16 - 11/15	Optimum Preferred (Includes Basic at \$15.11)
10/16 - 11/15	1 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)
10/16 - 11/15	Surcharge Sports Programming
	Total TV
Phone	
10/16 - 11/15	Optimum Voice (Includes over 20 features, certain taxes & fees)
10/16 - 11/15	Multi-Product Discount Our thanks for being a multi-product customer
	Total Phone
Internet	
10/16 - 11/15	Optimum Online (Incl \$10 multi-prod discount Plus FREE unlimited access to Optimum WiFi)
	Total Internet
Tax/Fees/Other Charges	
10/16 - 11/15	TV Taxes and Fees
10/16 - 11/15	NY Excise Taxes
10/16 - 11/15	Phone Sales Tax
10/16 - 11/15	E-911 Fee
10/16 - 11/15	Federal Universal Service Fund
	Total Tax/Fees/Other Charges
Subtotal of Current Charges	
Remaining Balance	
Current Charges	
Total Amount Due	

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Optimum News & Information

Hallmark Movie Channel is now Hallmark Movies & Mysteries and features a mix of programming devoted to the lighter side of the suspense and mystery genre. Watch it on channels 193 and 782. It's available to customers with Optimum Preferred or iO Package and above.

Shalom TV, channel 138, is now Jewish Broadcasting Service (JBS) and continues to feature an array of programming about Jewish life, tradition and Israel. It's available to customers with Optimum Economy, Optimum Value or Family Cable and above.

Nirvana has a new channel. Veria Living, the network dedicated to health and wellness, is now called Z Living. It's available to customers with Optimum Preferred or iO Package and above on channel 164.

MSG Varsity, where high school champions live. Catch over 400 live-streaming games or follow the best coverage with our extensive lineup of original shows. Watch MSG Varsity any time on channel 614, MSGVarsity.com or with the MSGVarsity App.

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A service of Cablevision

1111 STEWART AVENUE
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM
#PGHAGPAPEIPIC2#

HUNNS LAKE RD
PINE PLAINS CT 12567-

Bill Payment

Service for

HUNNS LAKE RD
PINE PLAINS NY 12567-

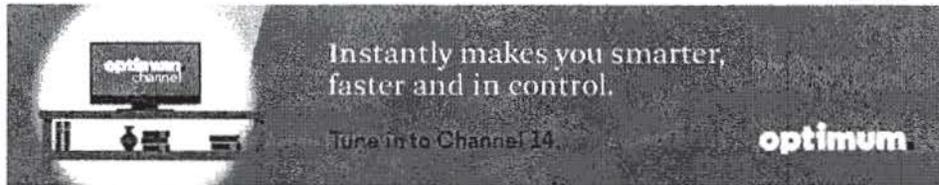
Account Number

Due Date Amount Due

10/30/14

TURN OVER FOR PAYMENT

Page 1 of 2



Account Summary

Account Number	Service for
[REDACTED]	HUNNS LAKE RD PINE PLAINS NY 12567-
Billing Period	10/16/14-11/15/14
Includes Payments Received By	10/09/14
Last Bill Balance	[REDACTED]
Payments - Thank You!	[REDACTED]
Remaining Balance	[REDACTED]
Current Charges - Due By 10/30/14	[REDACTED]
Total Amount Due	[REDACTED]
TOTAL MONTHLY SAVINGS:	[REDACTED]

Customer Service

- Online Products & Support**
Online bill pay: www.optimum.net/baybill
Channel line up: www.optimum.net/lineups
Live chat: www.optimum.net/liveschat
For help: www.twitter.com/optimumhelp
Follow us: www.twitter.com/optimum
Like us: www.facebook.com/optimum
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Service Theft Hotline: 1-800-291-8564
- Written Correspondence**
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- Moving?**
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Account Detail

Payments	
10/02	Payment-Thank You
	Total Payments
TV	
10/16 - 11/15	Optimum Preferred (Includes Basic at \$15.11)
10/16 - 11/15	HBO
10/16 - 11/15	HBO On Demand
10/16 - 11/15	1 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)
10/16 - 11/15	Surcharge Sports Programming
	Total TV
Internet	
10/16 - 11/15	Optimum Online (Incl \$10 multi-prod discount Plus FREE unlimited access to Optimum WiFi)
	Total Internet
On Demand	
09/18	Fault In Stars
	Total On Demand
Tax/Fees/Other Charges	
10/16 - 11/15	TV Taxes and Fees
	Total Tax/Fees/Other Charges
Subtotal of Current Charges	
Remaining Balance	[REDACTED]
Current Charges	[REDACTED]
Total Amount Due	[REDACTED]

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optimum.net



EXHIBIT D

Service Decsriptions

en Español

How can we help you?

Go to Optimum.net
My Account

Optimum Online® Faster Internet

Home > Optimum Online > Why Optimum Online?

Life moves fast and so should your internet. That's why Optimum has internet speeds for every digital lifestyle. Available only in Optimum service areas

Why Optimum Online

Want the downloading, streaming and browsing without the waiting?

With Optimum Online, keep up with life in both directions. Get up to 15 Mbps downstream and up to 5 Mbps upstream. Want faster internet? We've got you covered with Optimum Online Ultra 50, Optimum Online Ultra 75 and Optimum Online Ultra 101 for an additional cost. With our speeds you can enjoy the best stuff on the internet - video, music, photos and all your favorite websites faster.



Optimum Online
as low as
\$39.95 mo/lyr.
Includes a Free Smart Router.

[Order Now](#)

Pick the speed that's right for you

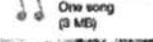
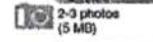
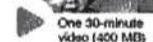
	Optimum Online	Optimum Online Ultra 50	Optimum Online Ultra 75	Optimum Online Ultra 101
Ideal Users	Everyday web users who rely on the internet for email, Facebook and browsing	Netflix and Hulu subscribers, serious gamers, Optimum app and WiFi users and Smart TV owners	Data-consuming, streaming fanatics and serious gamers using multiple devices simultaneously	Heavy WiFi users, 4G mobile phone owners, and high-volume streamers who have Netflix, Amazon and Hulu accounts all going at once
Auto Sign-In	Auto Sign-In to Optimum WiFi with up to 5 devices	Auto Sign-In to Optimum WiFi with up to 10 devices	Automatic Sign-In to Optimum WiFi with up to 12 devices	Auto Sign-In to Optimum WiFi with up to 15 devices
Netflix	Top-notch Netflix viewing experiences	Super-fast Netflix speeds and optimal Super HD viewing on your Smart TV	Super-streaming Netflix viewing experience	Instant Netflix loads and prime 3D Netflix viewing



- Keep up with life in both directions. Up to 15 Mbps downstream and up to 5 Mbps upstream.
- Want faster? We've got you covered with Optimum Online Ultra 50 (download speeds up to 50 Mbps and upload speeds up to 25 Mbps), Optimum Online Ultra 75 (download speeds up to 75 Mbps and uploads up to 35 Mbps) and OptimumOnlineUltra101(download speeds up to 101 Mbps and upload speeds up to 35 Mbps),for an additional cost.

Check out average download and upload times at the different speed levels.

We have the speed you need

	Optimum Online	Optimum Online Ultra 50	Optimum Online Ultra 75	Optimum Online Ultra 101
Download / Upload Speed	15 / 5 Mbps	50 / 25 Mbps	75 / 35 Mbps	101 / 35 Mbps
 One song (3 MB)	Download 1.6 sec.	0.5 sec.	0.3 sec.	0.2 sec.
 2-3 photos (5 MB)	Upload 4.8 sec.	1 sec.	0.7 sec.	0.7 sec.
 One 30-minute video (400 MB)	Download 3 sec.	1 sec.	0.5 sec.	0.3 sec.
 One 30-minute video (400 MB)	Upload 8 sec.	1.6 sec.	1.1 sec.	1.1 sec.
 One 30-minute video (400 MB)	Download 3.5 min.	64 sec.	43 sec.	31 sec.
 One 30-minute video (400 MB)	Upload 10.7 min.	2.1 min.	91 sec.	91 sec.

Based on average file size actual download and upload times may vary.

*See speed claim details

**See Optimum Online details

See Optimum Online Ultra 50 details

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Optimum Voice Smarter Phone

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Optimum Voice. Say hello to a better phone service.

Introducing a voice of reason in the world of complicated phone bills. Optimum Voice gives you unlimited local and long distance calling anytime, to anywhere in the United States, Canada, Puerto Rico and the U.S. Virgin Islands for one low, flat monthly rate.

You also get over 20 calling features at no extra charge and other advanced features like *Optimum Voice homepage*, where you can listen to voicemail, search call details, set up calling features, and more, right on your computer. If you are an Optimum TV customer with Optimum Voice, Caller ID will display incoming calls on your television screen**.

With the average monthly phone bill over \$39***, Optimum Voice can save you over \$100 your first year alone.

So why wait? Join thousands disconnecting the phone company and switching to Optimum Voice.



Order Now

Optimum Voice World Call



Save even more! Worldwide calling anytime, anywhere for just \$19.95 more a month.

Read more about World Call

Order Now

*See Optimum Voice pricing details

**See Caller ID on Optimum TV details

***See savings details

Details: See Optimum Voice details.

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Optimum Online® Faster Internet

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Cablevision's Open Internet Disclosure Statement

The Federal Communications Commission ("FCC") requires that we provide you with the following information regarding Cablevision's mass market retail broadband Internet access services, including information regarding network management practices that Cablevision employs, the performance characteristics of our services, and the commercial terms of our service offerings.

The information provided below is intended for current and prospective subscribers to our services as well as providers of "edge" products (i.e., providers of applications, devices, services, and content accessed over or connected to Cablevision's broadband Internet access service). Cablevision may enter into arrangements to provide Internet service to third party establishments (such as coffee shops, bookstores, hotels, libraries, etc.) who then may offer such service to their customers, guests, or others. Nothing herein is intended to address the network management practices, performance characteristics, or commercial terms that may be adopted by such third party premises operators in connection with their provision of Internet service to others.

The information provided below may be revised from time to time as Cablevision deems appropriate and should be read in conjunction with [Cablevision's Acceptable Use Policy \("AUP"\)](#), [Agreement for Optimum Online](#), [Optimum Online Boost](#), [Optimum Online Ultra 50](#), and [Optimum Online Ultra 101](#), [Agreement for Optimum Online](#), [Optimum Online Boost](#), [Optimum Online Ultra 50](#), and [Optimum Online Ultra 101 for Business](#), and [Optimum WiFi Terms of Use](#).

Note: Beginning July 15, 2013, Cablevision is introducing new Optimum Online service tiers. Performance Characteristic information below reflects the previous service tiers and will be updated to reflect the new service tiers as data becomes available.

Network Management

Cablevision's Network and the Management of Our Network

Cablevision manages its network to ensure that all of its Subscribers have a high quality online experience. Cablevision's online network is a bidirectional, shared network, the proper management of which is essential to promote the use and enjoyment of the Internet by all of our Subscribers. The potential for congestion which could adversely affect our network exists when a small number of users in a given neighborhood place an unusually heavy demand on the available network bandwidth. To this end, the FCC permits us to employ "reasonable network management" practices to protect Subscribers from activities that can unreasonably burden our network or cause service degradation, including network congestion and security attacks. Cablevision currently uses a changing variety of reasonable network management techniques including but not limited to (i) utilizing industry-standard Subscriber Traffic Management (STM) technology to temporarily manage upstream and downstream traffic during times of peak congestion in a protocol-agnostic manner; (ii) implementing filtering and spam detection techniques to manage reliable email sources and mitigate spam; and (iii) allocating a fixed maximum amount of bandwidth to non-subscribers for the peer-to-peer upload of Subscriber files (during peak periods only). Cablevision also employs certain automated processes to more evenly distribute the available bandwidth to users. Most Subscribers do not notice any change in their Internet experience as a result of these techniques and practices. Cablevision reserves the right to modify these network management practices in its discretion and in accordance with law.

Usage Limits

In addition to managing network usage to ensure that the activity of a small number of Subscribers does not degrade, inhibit, or interfere with the use of the network by others, Cablevision maintains an excessive use policy to address data consumption by Subscribers that is wholly uncharacteristic of a typical user of the Service as determined by the company in its sole discretion. Common activities include numerous or continuous bulk transfers of files and other high capacity traffic using file transfer protocol ("FTP"), peer-to-peer applications, and newsgroups which result in excessive data consumption. More information regarding Cablevision's excessive use policy can be found in Cablevision's [AUP](#).

Application Specific Behavior

Cablevision does not block or degrade its Subscribers' ability to access lawful content or services. Moreover, except in the very limited circumstances described in the network management techniques above, Cablevision does not engage in any non-application agnostic techniques even with respect to non-Subscribers. Cablevision reserves the right to employ network management practices to prevent certain harmful or illegal activity such as the distribution of viruses or other malicious code or the transfer of child pornography or other unlawful content.

Device Attachment

Information concerning the devices approved for use on the network, and the tiers of our service that they are appropriate for is available by [clicking here](#). In order for a cable modem device to be approved for use on the network, it must pass CableLabs certification, UL certification, FCC certification, and Cablevision device testing covering things like DOCSIS performance, versions, and integration with Cablevision's network and systems. Get more information on [these standards](#) and the [device approval process](#).

Managing Traffic on Cablevision's WiFi Network

Cablevision's Optimum WiFi service enables Subscribers to access our Optimum Online Internet access

service using WiFi-equipped wireless devices. Cablevision manages its WiFi network to minimize congestion on that network using certain of the same techniques described above. Cablevision employs STM technology to temporarily manage traffic during times of congestion in a protocol agnostic manner. Cablevision does not use protocol or application based methods to manage its WiFi network.

Network and End-User Security

Cablevision reserves the right to protect the integrity of its network and resources by any lawful means it deems appropriate. Cablevision takes steps to protect the security of its network and its Subscribers which include e-mail virus scanning, denying e-mail from certain domains, spam detection techniques, and putting limits on e-mail based on the relevant service. In order to further protect our Subscribers, Cablevision blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a user's information. In addition, in order to protect against Denial of Service (DoS) attacks, Cablevision enforces limits on the number of login, SMTP, DNS, and DHCP transactions per second that Subscribers can send to Cablevision's servers. Cablevision also makes available certain security tools for use by our Subscribers. Additional information about these tools is available at http://Optimum.custhelp.com/AppAnswers/Detail_A_id_2557.

Performance Characteristics

Service Description

Optimum Online offers residential and commercial customers their choice of a variety of broadband Internet access service tiers, each of which offers varying speeds and features that may affect the suitability of such service for real-time applications. The features, pricing and other commercial terms of our service offerings are modified from time to time and not all packages are available in all areas. Each package is priced to reflect the particular speed and features of that package. Full descriptions of currently available packaging and pricing can be found at http://Optimum.com/pdf/ool_ov_pricing.pdf.

The FCC requires that we disclose information regarding the expected and actual speed and latency of our Internet access service offerings. Optimum provisions its customers' modems and engineers its network to maximize our customers' ability to receive the maximum speed levels for each tier of service. However, Optimum does not guarantee that a customer will achieve those speeds at all times. Like all other ISPs, Optimum advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes. The "actual" speed a subscriber experiences may vary based on a number of factors and conditions, many of which are beyond the control of an ISP such as Optimum. These conditions include:

1. **The performance of a customer's computer.** including its age, memory, processing capability, its operating system, the number of applications running simultaneously, and the presence of any adware or viruses has an effect on your computer's ability to communicate with the Internet. Often, increasing the amount of RAM in your computer can have a positive effect on how quickly your computer can communicate with the Internet. You should make sure you are running the most up-to-date operating system your computer can handle (with all available patches installed) to maximize your connection speeds. In addition, Optimum Online offers an Internet security suite at no additional charge to help protect your computer from viruses and adware.
2. **Type of connection between a customer's computer and modem.** If there is a router between your modem and your computer, the connection speed you experience can often depend on the model and configuration of the router. Certain routers are able to pass data to your computer more quickly than others. For example, wireless routers using the 802.11b protocol are limited to 11 Mbps and, depending on your signal strength, may give you significantly slower connection speeds. Wireless connections also may be subject to greater fluctuations, interference and congestion.
3. **The distance packets travel (round trip time of packets)** between a customer's computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. The Internet is a "network of networks." A customer's connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks will most likely affect the overall speed of that Internet connection.
4. **Congestion or high usage levels at the website or destination.** If a large number of visitors are accessing a site or particular destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently.
5. **Gating of speeds or access by the website or destination.** In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site. Those limitations will carry through to a customer's connection.
6. **The suitability of the cable for the level of service.** Some older modems may not be capable of handling higher speeds, based on your level of service. If you believe you may have the incorrect modem for your level of service, please contact Customer Service for a replacement.

The table below shows Optimum Online's advertised maximum downstream and upstream speeds as compared to the average actual downstream and upstream speeds as of September 2012 for the Optimum Online and Optimum Online Boost Plus levels of service, as reported by the FCC in its "MEASURING BROADBAND AMERICA" report released February 25, 2013 (the "FCC Report"), and as of May 2013 for the Optimum Online Boost level of service (the last month for which statistically significant data is available for public disclosure), using testing consistent with that conducted under the supervision of the FCC:

Optimum Online

24 Hour Mon-Sun:

Downstream: Advertised Maximum: 15 Mbps

Average Actual: 126.09% (Percent of Advertised Maximum)
Upstream: Advertised Maximum: 2 Mbps
Average Actual: 105.63% (Percent of Advertised Maximum)
7pm-11pm Mon-Fri:
Downstream: Advertised Maximum: 15 Mbps
Average Actual: 119.18% (Percent of Advertised Maximum)
Upstream: Advertised Maximum: 2 Mbps
Average Actual: 104.45% (Percent of Advertised Maximum)

Optimum Online Boost

24 Hour Mon-Sun:
Downstream: Advertised Maximum: 30 Mbps
Average Actual: 112.00% (Percent of Advertised Maximum)
Upstream: Advertised Maximum: 5 Mbps
Average Actual: 107% (Percent of Advertised Maximum)
7pm-11pm Mon-Fri:
Downstream: Advertised Maximum: 30 Mbps
Average Actual: 107% (Percent of Advertised Maximum)
Upstream: Advertised Maximum: 5 Mbps
Average Actual: 107% (Percent of Advertised Maximum)

Optimum Online Boost Plus

24 Hour Mon-Sun:
Downstream: Advertised Maximum: 50 Mbps
Average Actual: 113.21% (Percent of Advertised Maximum)
Upstream: Advertised Maximum: 8 Mbps
Average Actual: 101.47% (Percent of Advertised Maximum)
7pm-11pm Mon-Fri:
Downstream: Advertised Maximum: 50 Mbps
Average Actual: 105.10% (Percent of Advertised Maximum)
Upstream: Advertised Maximum: 8 Mbps
Average Actual: 100.62% (Percent of Advertised Maximum)

The FCC Report and a description of the study methodology is located at <http://www.fcc.gov/measuring-broadband-america.2012.july>.

Optimum Online customers can check the speed of their current Internet connection using the **Optimum Online Speed Test** on Optimum.net (login required), which tests the speeds that they are receiving on Optimum's network. That site also provides tips to aid in optimizing your Internet service. These tests are dependent on a variety of factors, including the customer's home network configuration, modem, and computers, and the time of day, and therefore do not reflect the performance of the Optimum network only.

There are other speed tests that measure Internet performance. Please note, however, that all speed tests have biases and flaws. Each of these tests measures limited aspects of an ISP's speed and therefore must be seen as a guide rather than definitive measurements of performance. To obtain appropriate results, we recommend that you connect to a speed test server located in your geographic area. One such free speed test site is Speedtest.net, which will automatically connect you to the closest speedtest.net servers located within the Optimum Online network. Because the speedtest.net server is located within the Optimum Online network, the speeds it reports are expected to be more accurate than other online speed tests.

Latency is another measurement of Internet performance that refers to the time it takes for a packet of data to travel from one designated point to another on a network. Since many communication protocols depend upon an acknowledgement that packets were received successfully, or otherwise involve transmission of data packets back and forth along a path in the network, latency is often measured by round-trip time. Some applications are particularly sensitive to latency, such as some high-definition multiplayer online games. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a

customer's computer and the ultimate Internet destination (as well as the number, variety, and quality of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

The table below shows Optimum Online's average latency during the peak period of 7pm to 11pm Monday through Friday as of September 2012, for the Optimum Online and Optimum Online Boost Plus levels of service as reported by the FCC in its "MEASURING BROADBAND AMERICA" report released February 15, 2013 (the "FCC Report"), and as of May 2013 for the Optimum Online Boost level of service (the last months for which statistically significant data is available for public disclosure), using testing consistent with that conducted under the supervision of the FCC:

- **Optimum Online:** 12.60 milliseconds
- **Optimum Online Boost:** 12.52 milliseconds
- **Optimum Online Boost Plus:** 12.24 milliseconds

The FCC Report and a description of the study methodology is located at <http://www.fcc.gov/measuring-broadband-america-2012-july>.

Optimum Online customers can check the latency of their current Internet connection using the **Optimum Online Speed Test** on Optimum.net (login required), which tests the latency that they are receiving on Optimum's network. That site also provides tips to aid in optimizing your Internet service. These tests are dependent on a variety of factors, including the customer's home network configuration, modem, and computers, and the time of day, and therefore do not reflect the performance of the Optimum network only.

Impact of Specialized Services

The FCC's "Open Internet" rules distinguish between our mass market retail broadband Internet access services and "specialized services" that share capacity with our broadband Internet access services over our last-mile facilities. Examples of services that share capacity with our broadband Internet access services (but which may also have separate additional bandwidth available to them) include our facilities-based Optimum Voice services and Internet Protocol video offerings. The use of these services, which are not subject to the same rules as our broadband Internet access services, may during times of unusually heavy aggregate usage temporarily affect the last mile capacity and/or slow the performance of your Optimum Online services.

Commercial Terms

Pricing

Optimum Online offers multiple tiers of broadband Internet access service each at a flat monthly rate, without long-term contracts or early termination fees. The current pricing and other terms and conditions of these tiers can be found at http://Optimum.com/pdf/ool_ov_pricing.pdf or by calling 1-866-218-3259. An Internet security suite is offered at no additional charge. In addition, all Optimum Online subscribers receive access to Optimum WiFi at no additional charge.

Privacy Policy

Cablevision values our Subscribers' privacy and will collect, use and otherwise handle your information in accordance with [Cablevision's Customer Privacy Policy](#).

Redress Options

If you have any questions or concerns regarding your Optimum Online service, you may contact customer service in a variety of ways. [Click here](#) for more information. If you are an edge device provider and have questions or issues, you can find additional information <http://www.cv.net/peering/4s6128/>

The FCC has established procedures for addressing informal and formal complaints regarding broadband service. For information, please refer to the FCC's website at <http://www.fcc.gov/guides/getting-broadband>.

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