

Service for
Account Number:

Your Monthly Statement		
Billing Period	Due Date	Amount
		\$83.52

Your Account Summary	
Includes Payments Received By	
Any payments and other activities after this date will be on the next bill.	
Previous Balance and Payments	
Balance Last Statement	\$254.46
Payment(s) - Thank You	-\$230.12 cr
Previous Balance	\$24.34
New Bill Activity	
Current Monthly Charges	\$58.65
(Includes credits and adjustments since last statement)	
Total Taxes & Fees	\$0.53
Total Amount Due by	\$83.52

Stay connected and informed

Get important text messages about your
account, appointments, and service.



Sign up at optimum.com/preferences



Please turn over for payment.

optimum.

1111 STEWART AVENUE
BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM
#PGHDDPFBHABPF4#

To message us,
scan with your
phone’s camera



Account Number:
Total Amount Due: **\$83.52**

Optimum Updates

In accordance with state regulation, you may request in writing that a third party be designated to receive any disconnection notice issued on your Optimum account. Contact Customer Support for more information.

Payment of your bill confirms your acceptance of the Residential General Terms and Conditions of Service, viewable at optimum.com/terms-of-service.

Get answers to common questions with helpful articles, user guides, and more at optimum.net/support.

Optimum Information

Your FCC Community ID# is NJ0476
For Optimum Customer Service inquiries, please see the Customer Service box on pg. 3 for important contact information.

Optimum Stores/Payment Locations

You may pay your bill at optimum.net or at any of our Optimum Stores. For store hours by location go to optimum.com/stores.

Optimum Store Near You:
186 West Market Street, Newark, NJ 07103
26 Goldsborough Drive, Bayonne, NJ 07002

Mail your payment to: PO Box 70340, Philadelphia, PA 19176-0340

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 in person, contact any of the following:
Checkfree Pay 1-855-578-6415 or checkfreepay.com Western Union 1-800-354-0005, option 5 or westernunion.com

Please return this section with your payment. Be sure the address below is in the return envelope window.



0 7 8 4 4 0 6 2 8 1 2 0 6

Mailing Your Payment

Account Number:
Payment Due Date:
Total Amount Due: **\$83.52**

Amount Enclosed \$

Make checks payable to Optimum.

000-03-24-C-C

OPTIMUM
PO BOX 70340
PHILADELPHIA PA 19176-0340


Account Number:
Total Amount Due: **\$83.52**

Your Account Details	
BALANCE LAST STATEMENT	\$ 254.46
PAYMENTS	
Credit Card Pymt	-230.12 cr
Total Payment(s) - Thank You	-\$230.12 cr
PREVIOUS BALANCE DUE (See Account Summary)	\$ 24.34
Your Credit Promotion Is Effective Until 01/15/2025	
ONE TIME ACTIVITY	
Restore Svc Fee	10.00
Disconnect Credit	-34.34 cr
Total One Time Activity	-\$ 24.34 cr
INTERNET	
Optimum Fiber	110.00
1 Gig Internet	
Internet Equip.	0.00
Internet Credit	-35.00 cr
Total Internet	\$ 75.00
OTHER SERVICES	
Service Protection	7.99
Total Other Services	\$ 7.99
TAXES & FEES	
State and Local Sales Tax	0.53
Total Taxes & Fees	\$ 0.53
Total Amount Due	\$ 83.52


Customer Service

Be sure to first check optimum.net for answers to all your questions.


Need more help?




Online Products & Support
Online bill pay, optimum.net/paybill
Channel lineup, optimum.com/tvlineup
Chat with us, optimum.net/chatnow
Help, twitter.com/optimumhelp
Add services, optimum.net/upgrades




Optimum Stores
For a store nearest you visit, optimum.com/stores



Customer Support Numbers
973-622-6150



Written Correspondence
Altice USA
Attn: Shared Services
1111 Stewart Avenue
Bethpage, NY 11714



Moving?
Let us make it easy.
Visit optimum.com/moving
or call us for special offers for movers.

optimum. Complete

Want to save up to
\$15/mo. on Internet?

Unlock Optimum Complete
savings by adding Mobile.



Visit optimum.com/mobile

Account Number:
Total Amount Due: **\$83.52**

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 your Franchising Authority which is the New Jersey Board of Public Utilities (BPU), Office of Cable Television, 44 South Clinton Avenue, 2nd Floor, P.O. Box 350, Trenton, NJ 08625, or contact the Complaint Officer directly at 1-800-624-0331 or via the internet at nj.gov/bpu/assistance/complaints/inquiry.html. You may also contact the Office of Cable Television for non-billing related issues. If you live in these areas, contact these complaint officers: Millstone Twp Clerk - (908) 281-6893; Newark City Clerk - (973) 733-4430.

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.com/terms. Rates subject to change or discontinuance at any time. At the end of your promotion, you will be billed rate card pricing for all services and fees. Promotional credits subject to change or discontinuance w/o notice; if expiration date shown, credit remains thru date if current service levels maintained. Visit optimum.com/pricing-packages for current residential non-promo rates and optimum.com/business/pricing-packages for current business non-promo rates.

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. TV Taxes and Fees includes an FCC fee and payments required under Altice's franchise agreement to support public, educational or government channels. Taxes and Fees are subject to change.

The Senior Discount Program is available in certain NJ areas and requires proof of age and income or proof of PAAD (Pharmaceutical Assistance to the Aged & Disabled). Qualified seniors may be eligible for a discount on Broadcast Basic or Optimum Value service. For more information and availability, please speak with a Customer Support representative.

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. If you're a TV customer, 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. Additionally, you'll receive written notice of service interruption for non-payment. If you're not a TV customer, payments not received within 2 days of the due date will be assessed a late fee and sent to collections within 13 days of that date. You'll continue to be charged a fee of \$10 on each subsequent past due bill if payment is not received by the due date indicated.

Payments can be made at no charge through our automated phone system by calling Customer Support. Follow the phone prompts to make a one-time 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 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 for each. For list of current replacement fees, visit optimum.com/pricing-packages for residential customers and optimum.com/business/pricing-packages for business customers. Other Services & Charges.

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 ready to watch TV.
3. For phone/internet issues:
 - A) Reboot your modem and router (if you have one). To do this, unplug the power from your modem and battery backup if you have one. Then unplug the power from your router. Wait 5 seconds, then plug the modem back in. It may take a minute to fully restart. If you're using a battery backup, reconnect it to the modem now. Plug the router back in, wait 30 seconds, then check your connection by opening a web browser.
4. If you are still having a problem, residential customers can visit optimum.net/support and business customers can visit business.optimum.net/support for information.

If you have a cable-related outage that lasts for more than six consecutive hours, you'll receive full credit on your bill for the time lost provided you contact us within 30 days of the outage.

Parental Control: Your cable box allows you to block one or more channels and On Demand/Pay Per View purchases. For information, visit optimum.net/parentalcontrol or optimum.net.

Closed Captioning: For immediate closed captioning issues, contact us: 1-888-420-0777 (phone), 516-803-1682 (fax) or CCQuestions@alticeusa.com. Mail written closed captioning complaints to: Vinny Guerrero, Director Executive Customer Relations / 1111 Stewart Avenue, Bethpage, NY 11714.