

Service for

Account Number: **07840-087709-16-5**SUNIL REDDY BOKKA  
45 ADAMS RD APT 2H  
CENTRAL ISLIP NY 11722-2218**Your Monthly Statement**

Billing Period	Due Date	Amount
<b>04/08 - 05/07</b>	<b>April 22, 2022</b>	<b>\$14.99</b>

Your account is enrolled for Auto Pay.

**Your Account Summary****Includes Payments Received By 04/04/22**

Any payments and other activities after this date will be on the next bill.

**Previous Balance and Payments**

Balance Last Statement	\$24.31
Payment(s) - Thank You	-\$24.31 cr

**Previous Balance****\$0.00****New Bill Activity**

Current Monthly Charges	\$14.99
(Includes credits and adjustments since last statement)	
Total Taxes & Fees	\$0.00

**Total Amount Due by April 22, 2022** **\$14.99**

Total Savings this month = \$80.00. Please see page 3 for details.

**On-the-go Internet access.**

With over 2 million WIFI hotspots around the Tri-State area, you'll always be able to connect to everything that you love.

Learn more at [optimum.net/wifi](http://optimum.net/wifi)

↙ Please turn over for payment. ↘

**optimum.**1111 STEWART AVENUE  
BETHPAGE NY 11714-3581**CHANGE SERVICE REQUESTED**#BWNHGGM  
#PGHDPPHGGPIAF0#SUNIL REDDY BOKKA  
45 ADAMS RD APT 2H  
CENTRAL ISLIP NY 11722-2218To message us,  
scan with your  
phone's camera.

SUNIL REDDY BOKKA

Account Number: **07840-087709-16-5**

Total Amount Due: **\$14.99**

## Optimum Updates

The Federal Government's Affordable Connectivity Program (ACP) operated by the FCC reduces Internet charges for qualifying low-income households with a one per household benefit up to \$30/mo or up to \$75/mo for residents of Tribal Lands. The benefit is portable from one participating provider to another but cannot be transferred to another individual or household even if they qualify. ACP eligibility requirements, how to enroll and plans that may be free with the benefit can be found at [optimum.com/acp](http://optimum.com/acp). Qualifying households will be subject to Optimum's undiscounted rates and general terms and conditions if they disqualify, de-enroll, transfer their benefit to another provider without cancelling service, or if the program ends.

We've made enhancements to your bill presentation. Visit [optimum.net/understandingmybill](http://optimum.net/understandingmybill) for more details on what to expect on your monthly bill.

Get answers to common questions with helpful articles, user guides, and more at [optimum.net/support](http://optimum.net/support).

## Optimum Information

Your FCC Community ID# is NY 0239.

## 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.net/stores.

### Optimum Store Near You:

1600 Motor Parkway, Hauppauge, NY 11788

### 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.

# optimum.



0 7 8 4 0 0 8 7 7 0 9 1 6

## Mailing Your Payment

Account Number: **07840-087709-16-5**  
Payment Due Date: **April 22, 2022**  
Total Amount Due: **\$14.99**

**Amount Enclosed \$**

**000-04-22-B-C**

Make checks payable to Optimum.

OPTIMUM  
PO BOX 70340  
PHILADELPHIA PA 19176-0340

07840 087709 16 5      4 001499

**SUNIL REDDY BOKKA**Account Number: **07840-087709-16-5**Total Amount Due: **\$14.99****Your Account Details**

<b>BALANCE LAST STATEMENT</b>		<b>\$ 24.31</b>
<b>PAYMENTS</b>		
03/23	Credit Card Pymt	-24.31 cr
	<b>Total Payment(s) - Thank You</b>	<b>-\$24.31 cr</b>

**Your Monthly Savings = \$80.00**

Review "Your Account Details" for more information on your discounted rates and credits and how long you will receive these monthly savings.

**Your Single-Product Promotion Is Effective Until 12/07/2022****ONE TIME ACTIVITY**

03/22	Loyalty Credit	-15.00 cr
	<b>Total One Time Activity</b>	<b>-\$15.00 cr</b>

**INTERNET**

04/08 - 05/07	Optimum Online (Incl. FREE unlimited access to Optimum WiFi)	89.99
	Optimum 300 Add-On	20.00
	Internet Credit	-75.00 cr
	<b>Total Internet</b>	<b>\$ 34.99</b>

**OTHER SERVICES**

04/08 - 05/07	Auto Pay Discount (Incl. Paperless Billing)	-5.00 cr
	<b>Incl. \$5.00 Promotional Savings</b>	
	<b>Total Other Services</b>	<b>-\$ 5.00 cr</b>
	<b>Total Amount Due</b>	<b>\$ 14.99</b>

**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](http://optimum.net/paybill)  
Channel line up, [optimum.net/lineups](http://optimum.net/lineups)  
Message Us, [optimum.net/chatnow](http://optimum.net/chatnow)  
Help, [twitter.com/optimumhelp](http://twitter.com/optimumhelp)  
Add services, [optimum.net/upgrades](http://optimum.net/upgrades)

**Optimum Stores**

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

**Customer Support Numbers**

1-631-348-6700

**Written Correspondence**

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

**Moving?**

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

**SUNIL REDDY BOKKA**Account Number: **07840-087709-16-5**Total Amount Due: **\$14.99**

## 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 New York 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 [www.optimum.com/terms](http://www.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 [www.optimum.net/pricing](http://www.optimum.net/pricing) for current residential non-promo rates and [optimum.net/pricing-packages-business](http://optimum.net/pricing-packages-business) 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.

## 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 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 representative.

If your service is interrupted or downgraded for non-payment, payment of the past due amount and applicable restoration charges are required before service is restored to prior level. Service interruption or downgrade 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 months 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 [www.optimum.net/pricing](http://www.optimum.net/pricing) Other Services & Charges.

If you are a NY customer and unable to pay your bill due to circumstances related to COVID-19, you must contact us to discuss options available (including payment plans) to maintain minimum service levels through June 30, 2022. You must certify/attest to the fact you have been financially impacted by the COVID-19 pandemic and may be required to submit documentation/proof of financial hardship.

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 [www.optimum.net/support](http://www.optimum.net/support) and business customers can visit [business.optimum.net/support](http://business.optimum.net/support) for information.

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

Programming subject to change, see [www.optimum.net/contractrenewals](http://www.optimum.net/contractrenewals) for details.

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

**Closed Captioning:** For immediate closed captioning issues, contact us: 888-420-0777 (phone), 516-803-1682 (fax) or [CCQuestions@alticeusa.com](mailto:CCQuestions@alticeusa.com). Written closed captioning complaints should be sent to the address on the front of your bill, attn Ahmed Fayed, Director of Customer Care, Shared Services, 516-803-5131 (phone), 516-803-1682 (fax) or [CCQuestions@alticeusa.com](mailto:CCQuestions@alticeusa.com).