

21:12, Jun 26

You: Speed slow

21:12, Jun 26

Allie: << Sent Rich Content >>

21:12, Jun 26

You: Check my expected WiFi speed

21:12, Jun 26

Allie: You can view the current internet speeds on your account by clicking the link below, and then selecting "Show account details". [Check internet speed](#)

21:13, Jun 26

Allie: << Sent Rich Content >>

21:14, Jun 26

You: No

21:14, Jun 26

Allie: << Sent Rich Content >>

21:14, Jun 26

You: Sounds good, thanks

21:14, Jun 26

Allie: I'll just need to grab some quick info from you, so I can get you to the right person.

21:14, Jun 26

Allie: Can you tell me your full name?

21:14, Jun 26

You: Vlorian Dervishi

21:15, Jun 26

Allie: And can you confirm the phone number associated with your account?

21:15, Jun 26

You: 6155257053

21:15, Jun 26

Allie: Great! I'll pass that along to our team.

21:15, Jun 26

Allie: Your expected wait time is currently longer than 10 minutes. Thank you for your patience while I connect you.

21:15, Jun 26

Arianna O: Thank you for contacting Optimum, I will be more than happy to assist you today! Please allow me a moment while I review your previous interaction.

21:17, Jun 26

Arianna O: Hello Vlorian! I understand that you are having issues with your internet speed, right?

21:18, Jun 26

You: Yes, I ordered a 1 gig internet speed and checked the internet speed its running 56 mb/s!

21:20, Jun 26

Arianna O: I'm really sorry to hear that Vlorian. Please, allow me a moment while I access your account to check what's going on.

21:21, Jun 26

You: ok thanks.

21:21, Jun 26

Arianna O: You're welcome!

21:24, Jun 26

Arianna O: Could you please confirm me your address?

21:25, Jun 26

You: I have the 1854 Paulding Ave Basement.

21:25, Jun 26

You: Not the second floor

21:26, Jun 26

Arianna O: Thank you Vlorian!

21:26, Jun 26

Arianna O: Please provide me with the MAC address on the bottom of your modem. You will see a white sticker with bar codes and several numbers. The one I need would be labeled as either CMAC, eCM MAC, Cable RF MAC Address, or Mac Address.

21:28, Jun 26

You: ok, ecm MAC:0CB937c823B4

21:28, Jun 26

You: eMTA MAC: 0CB937C823B6

21:29, Jun 26

You: eRouter Mac:0CB937C823B5

21:30, Jun 26

Arianna O: Thank you!

21:30, Jun 26

Arianna O: Please, allow me a moment while I run some tests on your equipment.

21:30, Jun 26

You: ok

21:31, Jun 26

Arianna O: Okay!

21:32, Jun 26

You: Test ran speed its 300 mb/s

21:34, Jun 26

Arianna O: Thank you for letting me know.

21:37, Jun 26

Arianna O: Was your router provided by us?

21:38, Jun 26

You: yes

21:38, Jun 26

Arianna O: Okay, thank you.

21:38, Jun 26

Arianna O: Please disconnect the power cable from the modem.

21:38, Jun 26

You: ok

21:40, Jun 26

Arianna O: Please disconnect the power cable from the router.

21:42, Jun 26

Arianna O: Let me know when it's done, please.

21:42, Jun 26

You: its done

21:43, Jun 26

Arianna O: Thank you!

21:43, Jun 26

Arianna O: Please reconnect the power to the modem.

21:43, Jun 26

You: its done

21:45, Jun 26

Arianna O: Thank you!

21:45, Jun 26

Arianna O: Please, run a speed test and let me know the results. To get the most accurate speed test results, we recommend that you connect your device directly to the modem. To conduct a speed test please visit

[https://www.optimum.net/pages/speedtest.html?v\\_cid=vanity-\\_-url-\\_-speedtest](https://www.optimum.net/pages/speedtest.html?v_cid=vanity-_-url-_-speedtest)

21:49, Jun 26

You: its running 100mb/s

21:50, Jun 26

Arianna O: Thank you!

21:51, Jun 26

Arianna O: We will need to perform a pinhole reset to the router. Behind the router, there is a little hole. Please introduce something small enough to get into the hole and hold it until there until the router restarts.

21:51, Jun 26

You: ok

21:52, Jun 26

Arianna O: Let me know when it's done, please.

21:56, Jun 26

You: Hard reset is done.

21:56, Jun 26

Arianna O: Thank you Vlorian!

21:56, Jun 26

Arianna O: Please, run another speed test.

21:58, Jun 26

You: <https://alticeusa.speedtestcustom.com/result/5ceff9c0-d6f3-11eb-9357-41b396781e8f>

21:58, Jun 26

Arianna O: I'm sorry but we are not able to view the results there, could you please type it?

21:59, Jun 26

You: ok sorry, download 84.29 and upload 29

21:59, Jun 26

You: plugged up to the ethernet

22:00, Jun 26

Arianna O: Thank you!

22:00, Jun 26

Arianna O: We have finished with the troubleshooting process and in this case, we will need to send a technician to check the connection and the equipment.

22:00, Jun 26

Arianna O: There is a charge of \$80 for service appointments unless the issue is related to Optimum's exterior wiring or equipment, in which case the charge will be waived. Please note if the issue is related to Optimum you won't be charged; you will only be charged if the issue is not with Optimum or Optimum equipment.

22:00, Jun 26

Arianna O: If you sign up for Service Protection, which costs \$7.99 per month, the service appointment fee will be covered for this appointment as well as any future eligible service appointments. Can I tell you more about this program?

22:01, Jun 26

You: The technician was late several hours.

22:01, Jun 26

You: today

22:01, Jun 26

You: The owner of the house and me are using the optimum

22:02, Jun 26

You: and wanted to know if there is a conflict of interest

22:02, Jun 26

You: it could we are sharing the same line

22:02, Jun 26

You: but different routers

22:03, Jun 26

Arianna O: That could be interfering with the signal, did the technician know about it?

22:04, Jun 26

You: Yes, I believe so but I dont think he can do anything about it but if it doesnt get resolve I might have to ask for a refund and change to verizon.

22:05, Jun 26

Arianna O: We truly apologize for the inconveniences with the service. In this case, since we have finished the remotely troubleshooting process the last step is to send a technician to check.

22:06, Jun 26

You: When are sending a technician?

22:06, Jun 26

Arianna O: Let me check the availability.

22:07, Jun 26

Arianna O: Our closest date available is on Thursday 07/01. We have availability: Between the time frame from 11 am to 2 pm. Between the time frame from 2 pm to 5 pm. Between the time frame from 5 pm to 8 pm.

22:08, Jun 26

You: How about I get a refund for the 1 gig and downgrade my plan to the speed im getting?

22:09, Jun 26

Arianna O: We can downgrade your plan but we are not able to provide you with a refund because your service was installed today.

22:09, Jun 26

Arianna O: When you downgrade there is a prorated credit applied.

22:09, Jun 26

You: Ok, what about the 85 dollars in advance ?

22:10, Jun 26

You: Subtract 85 to 40.

22:11, Jun 26

Arianna O: To what speed do you want to downgrade? To see what would be the prorated credit.

22:11, Jun 26

You: what ever speed the owner is getting?

22:12, Jun 26

Arianna O: I'm not able to know that Vlorian, we can only see the speed in your account.

22:12, Jun 26

You: aha 300 mb/s

22:13, Jun 26

Arianna O: Okay, please let me check it.

22:15, Jun 26

Arianna O: Vlorian it seems you have some promotions applied to your service, in this case, you will have to contact our Sales Department by calling at 718-975-1179 and they will be able to let you know how much it would be, because we don't handle the promotions you currently have applied.

22:16, Jun 26

Arianna O: In this case, we could only proceed with the service appointment, if you want schedule it.

22:16, Jun 26

You: Another thing did this plan come with phone service as well?

22:16, Jun 26

Arianna O: Yes, the phone service is included.

22:17, Jun 26

You: Nothing extra per month?

22:17, Jun 26

Arianna O: \$10 extra per month.

22:18, Jun 26

You: Yes I talked to customer service while i was ordering it and I told them I didnt want the phone service.

22:19, Jun 26

Arianna O: To remove it you will have to contact our Customer Care Department at 1-877-936-4778 and they will be able to remove it because in this chat platform we don't have the tools to do it.

22:20, Jun 26

Arianna O: Would you like to schedule the service appointment at this time?

22:20, Jun 26

You: and do i have to pay any other fees to schedule this appointment?

22:21, Jun 26

You: Because it wasnt installed properly.

22:21, Jun 26

Arianna O: There is a charge of \$80 for service appointments unless the issue is related to Optimum's exterior wiring or equipment, in which case the charge will be waived. Please note if the issue is related to Optimum you won't be charged; you will only be charged if the issue is not with Optimum or Optimum equipment.

22:21, Jun 26

You: Ok

22:21, Jun 26

Arianna O: Would you like to proceed?

22:22, Jun 26

You: Yes sure

22:22, Jun 26

Arianna O: Perfect!

22:22, Jun 26

Arianna O: Our closest date available is on Thursday 07/01. We have availability: Between the time frame from 11 am to 2 pm. Between the time frame from 2 pm to 5 pm. Between the time frame from 5 pm to 8 pm.

22:22, Jun 26

You: 11 to 2 pm on thursday

22:22, Jun 26

Arianna O: Do you have any special requests for the technician? Call, ring bell, knock hard?

22:23, Jun 26

You: Who ever it is they need to come to the back of the building thats where I am located.

22:23, Jun 26

Arianna O: Perfect! I will note it.

22:23, Jun 26

Arianna O: We are almost done.

22:23, Jun 26

You: I dont know if they need special access ]

22:24, Jun 26

You: To the owners house or not

22:24, Jun 26

Arianna O: No, it's okay.

22:25, Jun 26

Arianna O: As a reminder, someone over the age of 18 needs to be home for the visit. If for some reason you need to reschedule or cancel the appointment, you can do so at any time by logging into [Optimum.net/Customer Portal](https://Optimum.net/CustomerPortal), or downloading our Support App. You will also have the chance to cancel or reschedule the appointment during several courtesy pre-calls. If the technician arrives and no one is home, or you cancel at the door, please be aware that you will be subject to the regular trouble call fee of \$80.

22:25, Jun 26

Arianna O: Your appointment is scheduled for Thursday 07/01 between the time frame from 11 am to 2 pm.

22:25, Jun 26

Arianna O: Is there anything else that I can assist you with?