



August 29, 2016

Jeffrey R. Gaudiosi, Esq.
Executive Secretary
Public Utilities Regulatory Authority
10 Franklin Square
New Britain, CT 06051

Re: Rate Notification

Dear Mr. Gaudiosi:

In accordance with the provisions of C.G.S. 16-331k, we are hereby informing you of an upcoming rate notification affecting Altice customers in Connecticut. This is to inform you that as of September 27th, 2016 there will be adjustments to the pricing for a small number of services, as specified below. The pricing changes reflect an effort to recover a portion of costs incurred by the Company for these services, are comparable to rates/practices of competitors, and primarily affect customers either who choose to have a technician visit or who have been delinquent on their bill. Pricing will remain unchanged for Optimum TV packages, standalone Optimum Online, the "Cord Cutter" packages and Optimum Voice.

The specific changes are:

- Installation Rate: Currently, existing customers can accomplish most service requests using self-service options, free of charge, through our Optimum Support App and online; for those existing customers making a change to Optimum TV, Online or Voice that requires installation by a field technician, a \$60 fee will apply. New residential customers will also be charged a one-time \$60.00 fee for installation.
- Service Call and Additional Outlet Rates: Customers may avoid service call charges by choosing to enroll in a monthly service protection plan (\$4.99/month for existing customers, \$6.99/per month). Residential customers electing a service call to address an issue not caused by Optimum will be charged \$80.00. With regard to outlets, customers may have three outlets installed for no additional charge at installation; customers electing an additional outlet, beyond the three, during the installation process will be charged \$25 per additional outlet, and customers requesting a service call for an additional outlet will be charged \$25 for each outlet beyond three, plus the service call fee referenced above.
- Restore Service Fee: Customers are afforded multiple opportunities to satisfy past due accounts. Customers with accounts that have been de-authorized or interrupted for non-payment will be charged a \$4.99 per product fee to restore service.
- Service Project Plan Fee: New customers choosing to enrolling in the optional Service Protection Plan, which gives customers comprehensive in-home support and education for inside wiring and connecting non-Optimum portable devices, will be charged a \$6.99 monthly fee.



Customers are being notified at least 30 days in advance of these changes through bill messages or inserts. In addition, rate information will be available on our website at www.optimum.net. As always, if you have any questions please feel free to call me at 203-750-5614.

Sincerely,

A handwritten signature in cursive script that reads "Jennifer Young".

Jennifer Young
Director, Government Affairs

CC: Sen. Paul Doyle, Co-Chairperson, Energy & Technology Committee
Rep. Lonnie Reed, Co-Chairperson, Energy & Technology Committee
Merja Lehtinen, Chairperson, Statewide Video Advisory Council
Hal Levy, Chairperson, Area 9 Cable Council
Ron Davis, Chairperson, Area 2 Cable Advisory Council
Stephen Simonin, Chairperson, Litchfield Cable Advisory Council