



# Knowledge Guide West

## Altice Sales





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## About Altice USA

Altice USA is a communications and media company that enables its customers through the power of connectivity. With a relentless focus on challenging today's norm while developing the telecommunication of the future, our products and services bring people closer together and connect them to the things that matter most to them, faster and more easily than ever before.

From high-speed broadband and ultra-HD video to digital advertising solutions, local news, and voice offerings, we are making connections possible around the country -- to businesses, to consumers, to communities, to schools, to hospitals, and everyone in between.

Central to how we operate is the idea of reinvention. Fearless reinvention at that. Our passion for challenging the way communication has always worked and believed in what's possible is rooted in our obsession for our customers, whose changing behaviors, expectations, and makeup are helping to shape the company we are today and the one we aspire to become.

And to meet the needs of our customers, we're building a company and a workforce that is equipped to deliver on the Altice USA promise. That means creating an environment that attracts and retains the best talent and reflects the ideas, perspectives, and backgrounds of the diverse communities and people that we serve across the country. Because we believe that great ideas and the chance to help deliver for our customers are opportunities that should come from every member of our team. And when our make-up and thinking reflects that of the world in which we live, we are a stronger company for it.

Altice USA has a rich DNA – a mindset – that helps bring our teams from across the company together and sets the tone for how we conduct ourselves. Our people are driven. They take chances, learn from their actions, and are accountable to themselves, their teams, the business, and, most importantly, our customers. Altice USA employees lean in and use their voices to challenge ideas and to celebrate one another. And they understand how they as individuals impact the greater team for the better.



<b>TV Services &amp; Packages</b>	<b>Per month</b>	
Local Broadcast	\$34.99	
Standard Cable	\$50.00	
Suddenlink Value	\$84.99	
Suddenlink Select	\$94.99	
Suddenlink Premier	\$124.99	
Connexion Unica	+\$10.00	
Family Package	+\$10.00	
HD Plus	+\$8.00	
Movie Package	+\$10.00	
Sports & Information Package	+\$10.00	
Sports Plus Package (NFL Redzone Included)	+\$3.00	+\$5.00 NC
<b>TV Surcharges</b>	<b>Per month</b>	
Broadcast Station Surcharge	\$15.00*	
Sports Programming Surcharge	\$6.65*	
<b>Premium Channels</b>	<b>Per month</b>	
Cinemax	\$17.00	
HBO	\$19.00	
Showtime & The Movie Channel	\$17.00	
Starz & Starz Encore	\$17.00	
<b>High-Speed Internet Services (Non-Gigabit Markets)</b>	<b>Per month</b>	
Suddenlink Internet 20 (New Customer Only)	\$59.99	
Suddenlink Internet	\$89.99	
Suddenlink Internet 50 (Tier 1)	\$0.00	
Suddenlink Internet 75 (Tier 2)	\$10.00	
Suddenlink Internet 100 (Tier 3)	\$30.00	
Suddenlink Internet 150 (Tier 4)	\$50.00	
<b>High-Speed Internet Services (Gigabit Markets)</b>	<b>Per month</b>	
Suddenlink Internet 20 (New Customer Only)	\$59.99	
Suddenlink Internet	\$89.99	
Suddenlink Internet 100 (Tier 1)	\$0.00	
Suddenlink Internet 300 (Tier 2)	\$10.00	
Suddenlink Internet 400 (Tier 3)	\$30.00	
Suddenlink Internet 1 Gig (Tier 4)	\$50.00	
<b>High-Speed Internet Surcharge / Extras</b>		
Network Enhancement Fee	\$3.50*	
WiFi @ Home	\$10.00	
<b>Phone Services</b>	<b>Per month</b>	
Telephone Service	\$50.95	
Additional Phone Line (Max 1)	\$19.95	
Non-Published Telephone Number	\$6.50	



Voicemail	\$5.00
<b>Security Services</b>	<b>Per month</b>
Safeguard ( <a href="#">SafeGuard Overview</a> )	\$6.99
Home Entertainment & Support by Asurion	\$9.99
Premier Protection & Support by Asurion	\$19.99
<b>Television Equipment &amp; Extras</b>	<b>Per month</b>
Altice One	\$20.00
Altice Mini	\$10.00
Altice Digital Adapter (HD-DTA)	\$5.00
Apple TV 4K 5 <sup>th</sup> Generation (Max 1 can be leased/sold per customer)	\$180 + tax   \$10/18mo + tax
Cloud DVR Plus Service	\$17.99
TiVo (Q or MG1)	\$18.00
TiVo Mini	\$11.00
Standard Digital Receiver (SD Cable Box)	\$11.00
HD DCT (HD Cable Box)	\$11.00
HD DVR Receiver/Service	\$17.00
<b>High-Speed Internet Equipment &amp; Extras</b>	<b>Per month</b>
Docsis 3.0 Modem (Lease)	\$10.00
Docsis 3.0 Modem (Purchase)	\$80.00
Wireless Modem/Router Combo (Lease)	\$10.00
<b>Phone Services Extras</b>	
Whole House Wiring	\$40
<b>Installation, Service &amp; Other Charges</b>	
Standard Installation	\$99.00
Premium Installation	\$149.00
Each Additional Outlet	\$25.00 each
Each Additional Hardwired Device	\$15.00 each
Wall Fishing (Cable run inside hollow walls only)	Add outlet + \$65 = \$90
Altice Amplify by Devialet	One time fee
Altice Amplify by Devialet for Suddenlink customers	\$15 mo.   \$399
Altice Amplify by Devialet for noncustomers	\$499
<b>Altice Mobile</b>	<b>Per month</b>
Altice Mobile Residential Service (max of 5 lines)	\$30 per line
Altice Mobile Commercial Service (max of 10 lines)	\$30 per line

## Television Packages

### Suddenlink Value

The channels you can't live without.

AMC <small>HD</small>	INSP
Animal Planet <small>HD</small>	Investigation Discovery <small>HD</small>
Arts & Entertainment <small>HD</small>	Lifetime <small>HD</small>
AXS TV <small>HD</small>	Lifetime Movie Network <small>HD</small>
BBC America <small>HD</small>	Longhorn Network <small>HD</small>
BET <small>HD</small>	MSNBC <small>HD</small>
Bravo <small>HD</small>	MTV <small>HD</small>
Cartoon Network <small>HD</small>	National Geographic <small>HD</small>
CNBC <small>HD</small>	NBC Sports Network <small>HD</small>
CNN <small>HD</small>	NBC Universo <small>HD</small>
Comedy Central <small>HD</small>	Nick Jr. <small>HD</small>
Discovery Channel <small>HD</small>	Nickelodeon <small>HD</small>
Disney <small>HD</small>	Outdoor Channel <small>HD</small>
E! Entertainment <small>HD</small>	OWN <small>HD</small>
El Rey	Oxygen <small>HD</small>
ESPN 2 <small>HD</small>	Paramount Network <small>HD</small>
ESPN <small>HD</small>	SEC Network <small>HD</small>
Food Network <small>HD</small>	SEC Overflow <small>HD</small>
Fox Business Network <small>HD</small>	Syfy <small>HD</small>
Fox News Channel <small>HD</small>	TBS <small>HD</small>
Fox Sports 1 <small>HD</small>	The Golf Channel <small>HD</small>
Fox Sports Plus <small>HD</small>	The Learning Channel <small>HD</small>
Fox Sports Southwest <small>HD</small>	The Tennis Channel <small>HD</small>
Freeform <small>HD</small>	The Travel Channel <small>HD</small>
FX <small>HD</small>	TNT <small>HD</small>
FXX <small>HD</small>	tru TV <small>HD</small>
Galavision	Turner Classic Movies <small>HD</small>
Game Show Network <small>HD</small>	TV Land <small>HD</small>
Great American Country <small>HD</small>	Universal Kids <small>HD</small>
Hallmark Channel <small>HD</small>	UP <small>HD</small>
Hallmark Movies & Mysteries <small>HD</small>	USA <small>HD</small>
Headline News <small>HD</small>	Velocity <small>HD</small>
History Channel <small>HD</small>	VHi <small>HD</small>
Home & Garden Television <small>HD</small>	WE tv <small>HD</small>
i24 News <small>HD</small>	WGN <small>HD</small>

### Suddenlink Select

A selection of superior TV for everyone at home. Includes everything in Value, plus:

American Heroes Channel	Sony Movies HD
Aspire	STARZ Cinema East <small>HD</small>
BabyFirst	STARZ Comedy East <small>HD</small>
BET Her	STARZ East <small>HD</small>
Boomerang	STARZ Edge East
BYU <small>HD</small>	STARZ ENCORE Action East
CMT <small>HD</small>	STARZ ENCORE Black East
Crime and Investigation	STARZ ENCORE Classic East
C-SPAN 3	STARZ ENCORE East <small>HD</small>
Daystar	STARZ ENCORE Espanol
Destination America <small>HD</small>	STARZ ENCORE Family East
Discovery Family Channel <small>HD</small>	STARZ ENCORE Suspense East
Disney Junior	STARZ ENCORE Westerns East
Disney XD <small>HD</small>	STARZ in Black East
Do-it-Yourself	STARZ Kids & Family East <small>HD</small>
Fuse <small>HD</small>	SundanceTV HD
FX Movie Channel	TeenNick
FYI <small>HD</small>	The Cooking Channel
Hallmark Drama	The Cowboy Channel (Family Net)
HD Net Movies	The Science Channel <small>HD</small>
IFC <small>HD</small>	The WORD Network
Lifetime Real Women	Three Angels Broadcasting
MGM <small>HD</small>	TV One <small>HD</small>
Military History Channel	Viceland <small>HD</small>
MTV Classic	
MTV2	
National Geographic Wild	
NickToons	
Revolt	
RFD TV	
Smithsonian Channel <small>HD</small>	

### Suddenlink Premier

The ultimate standard for a true TV fanatic. Includes everything in Value and Select plus:

5StarMAX East	HBO Family East <small>HD</small>
Action Max East	HBO Latino East <small>HD</small>
BBC World News	HBO Signature East <small>HD</small>
Big Ten <small>HD</small>	HBO Zone East
Bloomberg	HBO2 East <small>HD</small>
CBS Sports Network <small>HD</small>	More Max East
Cinemax <small>HD</small>	MovieMAX
Cinemax East <small>HD</small>	NFL Network <small>HD</small>
Discovery Life Channel	OuterMAX East
ESPN Goal Line / Buzzer Beater <small>HD</small>	Pac-12 Arizona <small>HD</small>
ESPN U <small>HD</small>	Pac-12 Bay Area <small>HD</small>
ESPNNews <small>HD</small>	Pac-12 Los Angeles <small>HD</small>
Flix East	Pac-12 Mountain <small>HD</small>
Fox College Sports Atlantic	Pac-12 Network <small>HD</small>
Fox College Sports Central	Pac-12 Oregon <small>HD</small>
Fox College Sports Pacific	Pac-12 Washington <small>HD</small>
Fox Sports 2 <small>HD</small>	The Sportsman Channel <small>HD</small>
Gol TV <small>HD</small>	TVG
HBO Comedy East <small>HD</small>	Univision Deportes
HBO East <small>HD</small>	

**Kids:** Cartoon Network, Disney Channel, Nickelodeon, Nick Jr, Universal Kids (SPROUT)

**Sports:** ESPN, ESPN2, Fox Sports 1, Fox Sports Plus, Fox Sports SW, SEC Network, The Golf Channel, The Tennis Channel

**Premiums:** No Premium Channels

**Kids:** Boomerang, Disney JR, Disney XD, Nicktoons, Teen Nick

**Sports:** No Additional Channels

**Premiums:** Starz, Starz Encore

**Kids:** HBO Family (Sesame Street)

**Sports:** Big Ten, CBS Sports Network, ESPN U, ESPN News, Fox College Sports, Fox Sports 2, Gol TV, NFL Network, Pac-12

**Premiums:** Cinemax, HBO, Starz, Starz Encore

(Channel Lineups vary by area) **Suddenlink Master Channel Lineup**



## Suddenlink TV Features & A La Carte Subscriptions

TV Features	Overview of Service Included
<b>Free On Demand</b>	Access to free shows on-demand, like primetime shows from NBC popular kids shows on Disney, music videos from StingRay, and more.
<b>TV to GO</b>	Watch TV on the go with some of your favorite shows and networks available, anytime, anywhere there is an internet connection.
<b>Movies On Demand</b>	New releases straight from the theatre and a variety of other movies available to rent for 24-48 hours.
<b>Pay Per View</b>	The next best thing to being at the big fight is watching it on Pay-Per-View. Whether it's boxing, UFC or WWE, Suddenlink always gets our customers front and center in the action.
<b>Sting Ray Music (Free for Value &amp; above)</b>	<a href="#">Sting Ray Music Overview</a>

A La Carte Subscriptions	Overview of Service Included
<b>Connexion Unica</b> <i>Available in select areas</i>	29 Spanish channels, STARZ ENCORE En Espanol, CINE LATINO, CNN En Espanol, Discovery En Espanol, ESPN Deportes, FOX Deportes & more!
<b>Family Tier</b> <i>Included in Suddenlink Select and above</i>	American Heroes Channel, BBC America, Destination America, Discovery Family, Disney Channel, Disney Jr, Disney XD, Fox Business, FXX, HGTV, Nat Geo, Nicktoons, Science Channel & more!
<b>HD Plus</b> <i>Included in Suddenlink Select and above</i>	AXS TV, HDNet Movies, MGM HD, Motor Trend
<b>Movie Tier</b> <i>Included in Suddenlink Select and above</i>	Cowboy Channel, FLIX, FX Movie Channel, Hallmark Drama, Hallmark Movies & Mysteries, HD Net Movies, IFC, Lifetime Movie Network, MGM, Starz Encore, Sundance & more.
<b>Sports &amp; Information Tier</b> <i>Included in Suddenlink Premier</i>	ACC Network, Big Ten Network, Bloomberg Television, CBS Sports Network, ESPN, ESPN U, FS1, FS2, NFL Network, The Golf Channel, Longhorn Network, NBC Sports Network, Pac 12 Networks, SEC Network and more!
<b>Sports Plus Package</b> <i>*Customer must subscribe to Sports &amp; Info Tier First</i>	Eleven Sports HD, Fight Network HD, Game+ HD, MavTV HD, <b>NFL Red Zone HD</b> , Outside TV HD, World Fishing Network.

(Channel Lineups vary by area)

## Equipment & Fees

SERVICE	OVERVIEW OF SERVICES INCLUDED	MONTHLY COST	
<b>Equipment</b>			
Altice One	HD Only	\$20.00 mo.	
Altice Mini	HD Only	\$10 mo. / each	
Apple TV 4K 32GB 5 <sup>th</sup> Generation	HD Only (Altice One required)	\$180 + tax	\$10/18 months + tax
Digital Transport Adapter (HD-DTA)	HD/SD Works with Altice One.	\$5.00 mo. / each	
SD-DTA	SD Only (Non-Encrypted Markets)	\$0.00 mo. / each	
<b>When more than 9 minis are connected, the WIFI provided may have difficulties connecting with the Altice One box. If this occurs, there are 4 Ethernet/LAN ports on the Altice One box where up to 4 additional Altice One Minis may be connected via hardwire (ethernet) to the Altice One directly.</b>			
TiVo Receiver (MG1 or Q)	HD/SD	\$17 mo. / each	
TiVo Mini	HD/SD	\$11 mo. / each	
<b>Surcharges</b>			
Broadcast Surcharge	For Economy and above	\$15.00	
Sports Surcharge	For Core and above	\$6.65	
<b>One Time Charges</b>			
Premium Channel Cancellation Fee	Applies When Customer Drops A LA CARTE Premium Channel	\$4.99	



[Altice One Overview \(VIDEO Play 6:45 - 9:40\)](#)



[Apple TV 4K 32GB 5th Generation Overview](#)



[Altice Digital Adapter \(HD-DTA\) Overview](#)



[TiVo MG 1 Overview / TiVo Q Overview](#)



**Altice One OS 3.1** *Click for product overview*

**The Experience:** One interface that combines all the content customers care about. Plus, innovative features that make it all mobile, smart, and simple.



### 4K Ultra HD

Altice One delivers a brilliant 4K Ultra HD video experience, so you can watch select movies and shows in 4x the resolution of HD.<sup>1</sup> For a schedule of upcoming 4K UHD events available on Channel 200, visit [optimum.com/4K](http://optimum.com/4K).

### Altice One Interface

A centralized command center with a sleek and intuitive interface that guides you quickly to live TV shows, your recorded DVR shows, Apps and On Demand.

### Voice Activated Remote

Bluetooth-enabled remote allows you to use voice commands to tune to a channel and find shows, plus get search results on actors, movies, your favorite sports and more.



### Whole Home WiFi

Get powerful, built-in WiFi that delivers a 40% better WiFi experience, so you can stream, game and download from any room at superfast speeds.<sup>2</sup>

### Home

Home makes it easier to discover all your favorites in one place. Find top live shows available to restart, live Sports content, Altice One quick tips, recently started and recorded programs, popular On Demand entertainment, and more.

### A whole new world of sports

Personalize your sports menu with your favorite teams and leagues and quickly find what games are on now, later, and tomorrow. Plus, use the voice activated remote to find your sports.

## Altice One 3.1 Applications

APPLICATION	DESCRIPTION
<b>Netflix</b>	<b>A</b> streaming service that allows our customers to watch a wide variety of award-winning TV shows, movies, documentaries, and more.
<b>YouTube</b>	The most popular video sharing site on the web today, with billions of videos. Videos range from Hollywood movie trailers, music videos, amateur vlogs, and more.
<b>Pandora</b>	A free streaming music service that creates personalized radio stations based on artist or song customers like.
<b>YouTube Kids</b>	A safer and simpler version of YouTube for kids to explore the world through online video – from their favorite shows and music to learning how to build a model volcano and everything in between. There’s also a whole suite of parental controls, so parents can tailor the experience to their family’s needs.
<b>I24 News</b>	24/7 international <b>news</b> and current affairs.
<b>AKC</b>	AKC, powered by the American Kennel Club, brings over 135 years of dog expertise to dog lovers the world over.
<b>Stingray Music</b>	Enjoy 2,000 additional ad-free music channels.
<b>Stingray Music Video’s</b>	Enjoy a library of 25,000 free music videos some available in 4K!

## Altice One FAQs

1. **Is Altice One wireless?** The main Altice One box has the cable box, modem & router all built-in. This eliminates “extra” wires but not all. For example, Coax, HDMI & Power Cables will still be used.
2. **Can I download additional applications through an app store?** Altice One does not have an app store and additional apps cannot be downloaded by the customer directly. As new applications become available they will be downloaded by the company remotely and will appear automatically.
3. **Does a customer need all HD Tv’s to have Altice One?** Yes. If a customer has a TV that is not HD, the customer should be subscribing to a TiVo Setup.
4. **Are all applications available on Altice One free to use?** Some are 100% free to use such as News12 while other applications like Pandora will have a free option with in-app purchases. Others like Netflix must be paid for to use.
5. **Do all boxes display the time?** Only the main Altice Box will have the time displayed. The mini boxes will not show the time.
6. **How strong is the router built into the Altice One?** There is an AC Router built-in that on average is 4x stronger than any other router we offer or have offered in the past.
7. **Will the Altice Mini’s act as WIFI extenders?** No. With Altice SMART WiFi this feature is no longer needed or available.
8. **Do customers need to subscribe to all 3 services to get Altice One?** Customers must subscribe to at least Video & Internet service to be eligible for Altice One.
9. **How do existing customers upgrade to Altice One?** Existing customers can contact customer service and set up an appointment to have a technician come out and switch them over to Altice One for a one-time charge of \$79 plus tax.
10. **Is the Altice One a DVR?** The Altice One is not a DVR automatically. Customers must subscribe to Cloud DVR Plus to utilize those features.

## The Altice One App



All your shows in one place. Watch Live TV or catch up on the latest movies and shows with On Demand from anywhere within your home. If you're a Cloud DVR customer, you can also watch and manage your Recordings directly from the Altice One App.

### Watch:

- Watch Live TV, On Demand and Cloud DVR Recordings from anywhere inside your home
- With the TV to GO feature, watch programs from top networks anytime, anywhere
- Start watching a show on your device and resume watching the same show on your TV
- Watch an On-Demand or Cloud DVR program on your device and resume watching the same program on your TV
- Restart allows you to start select shows from the very beginning, even if you tune in late

### Record:

- Schedule Cloud DVR Recordings
- View Scheduled and Recorded Lists
- Manage Scheduled and Recorded programs

### Control:

- Use your device as a virtual remote control for your Altice One and Altice One Mini boxes
- Search using your voice or by keyword for things like Title, Actors or Genre
- Set up parental controls to restrict what your child can watch through the Altice One App
- Turn on features like Closed Captioning and SAP

### Requirements:

- Available content and features are based on your current programming package and premium service. Not all content is available to stream at this time.
- An Optimum ID and Password or a Suddenlink ID and Password
- A WiFi connection

Visit [Suddenlink.net/AlticeOneApp](https://Suddenlink.net/AlticeOneApp) for more information.

## Cloud DVR Plus



# Welcome to Cloud DVR

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Take total control of your TV-viewing experience and watch your recorded shows whenever you want.

- + Record up to 15 shows simultaneously while watching any live or pre-recorded show, from any cable box in the house.
- + Store up to 300 hours of SD or 75 hours of HD programs in your program library.
- + Start watching a recorded show in one room and finish it in another.
- + Rewind live TV for up to 30 minutes on the channel you're currently watching and the previous channel watched.
- + Watch DVR recordings anywhere in your home on a mobile device with the Altice One App.
- + Set preferences to make recording your favorite show, or an entire series, simple.
- + Adjust record settings during a show if your program runs longer than expected.
- + Use an unlimited number of TVs for whole-home viewing.
- + Control your viewing choices and more with parental controls.
- + Manage your DVR, schedule recordings and more, either with the Altice One App or online.

## High-Speed Internet

Fast	Faster	Fastest
<p><b>100</b> Mbps</p>	<p><b>400</b> Mbps</p>	<p><b>1</b> Gig</p>
Suddenlink 100 Mbps/ 10 Mbps	Suddenlink 400 Mbps / 40 Mbps	Suddenlink 1 Gig / 50 Mbps
The Perfect speed for busy households with multiple devices in use at the same time. Good for streaming and downloading shows and large files quickly.	Primed for multi-device streaming of 4K UHD content and all of your customer's favorite music. Plus, excellent for multi-player gaming and the ability to download very large files simultaneously on multiple devices.	Our fastest speed is available. Customers get unlimited data and download speeds up to 940 Mbps. This speed is primed for handling today's latest technologies and the heaviest network usage activities.

Wired connection. WiFi speeds may vary. Details at [suddenlink.com/speedfactors](http://suddenlink.com/speedfactors).



**Panda Antivirus:** an award-winning virus software that is easy, secure, and available at no additional cost to our Internet customers.

**Features:**

- Device protection on up to 3 devices
- Real-time Antivirus & Antispyware
- Process Monitor
- URL & web filtering



According to PCMag, Suddenlink ranks as the fastest Residential-Direct Internet Service Provider where available.



Suddenlink delivers smooth playback when watching your favorite high-definition and 4K YouTube videos.

## Telephone Service

**Suddenlink Telephone Service:** Suddenlink home phone service includes unlimited free long-distance calls to all 50 states as well as Guam, Puerto Rico, and the US Virgin Islands. [Suddenlink Telephone Service Overview](#). Please click here to [view current international rates](#), [International Calling Rates](#).

Feature	Description
<b>Caller ID</b>	Displays the name and telephone number of the incoming caller, provided they are not blocking that information.
<b>Call Waiting</b>	Alerts you of incoming calls when you are on the phone and allows you to switch back and forth between calls. When you are on the phone, a tone will alert you of an incoming call. To pick up an incoming Call Waiting call, or to return to your first call, press the hook switch or flash key of your phone.
<b>Call Waiting with Caller ID</b>	Provides caller ID information for all waiting calls.
<b>Caller ID Blocking (*67)</b>	Let's you hide your name and number when making a call and is available on a per---call basis. First, dial *67. You should hear a stutter tone indicating that Caller ID Blocking is active. After you hear the stutter tone, proceed to dial the number of the party you are calling.
<b>Three-Way Calling</b>	It allows you to add a third party to your conversation.
<b>Call Return (*69)</b>	Identifies the last incoming caller to your line. Call Return (*69) will also automatically redial the last incoming telephone number for calls received from other Optimum Voice lines and from certain calls within your calling area.
<b>Anonymous Call Rejections (*77)</b>	Dial *77 to block all calls to you where the calling party does not display their caller ID information. To turn off this feature, dial *87. This does not apply to calls that appear as unknown or private.
<b>Selective Call Rejections (*60)</b>	Dial *60 to block up to 10 phone numbers from which you do not want to accept calls.
<b>Call Forwarding (*72)</b>	Call Forwarding automatically redirects your incoming calls to a forwarding number. Dial *72 and with Call Forwarding, the incoming call will ring on whatever phone number you choose, like a cell phone or a work number, instead of your Optimum Voice line.
<b>Call Trace (*57)</b>	Dial *57 after receiving a threatening or harassing call to trace the phone number. When traced, information pertaining to that call is captured by Suddenlink and can be provided to local authorities, upon request.
<b>Caller ID on TV</b>	See caller ID information on your TV for all incoming calls to your Suddenlink home phone when you have Suddenlink digital TV service.
<b>Whole House Wiring</b>	For a one-time fee of \$40, customers can have all of their phone jacks connected in their homes.

## Installation Options

<b>Standard Installation</b>	<b>\$99</b>
<ul style="list-style-type: none"> <li>• Unlimited pre-wired TV's (if the customer has working cable lines in place or existing STB with a competitor).</li> <li>• One device connected to WiFi.</li> <li>• One new cable line to a room inside the home.</li> </ul>	
<b>Premium Installation</b>	<b>\$149</b>
<ul style="list-style-type: none"> <li>• Unlimited pre-wired TV's (if the customer has working cable lines in place or existing STB with a competitor).</li> <li>• Six devices connected to WiFi.</li> <li>• Will connect one Hardwired device within 6ft of the modem.</li> <li>• One new cable line to a room inside the home.</li> <li>• <b>Altice White Glove Service</b> <ul style="list-style-type: none"> <li>○ Download the Altice One &amp; Support App</li> <li>○ Give a tutorial demo on VOD, DVR, 4k content &amp; the Voice Remote.</li> <li>○ Customers will be assisted with signing into News 12, Netflix, and other popular apps.</li> </ul> </li> </ul>	
<b>Additional Outlet (Cable run in room where one did not exist before)</b>	<b>+\$25</b>
<b>Additional Hard-Wired Device (Connected via Ethernet cable within 6 feet of the modem) *Premium</b>	<b>+\$15</b>
<b>Wall Fishing (Cable run inside hollow walls only)</b>	<b>\$25</b>
<ul style="list-style-type: none"> <li>• Customers will incur both an additional outlet fee and a wall fish fee.</li> <li>• Customers will not be charged for additional trips required to complete the installation due to temperature, safety concerns, or time constraints.</li> <li>• Wall fishing will only be performed on hollow inside walls only void of fire breaks. <ul style="list-style-type: none"> <li>○ No outside walls</li> <li>○ No concrete, tile or masonry walls</li> </ul> </li> </ul>	<b>+</b> <b>\$65</b> <hr/> <b>+\$90</b> <b>Total</b>
<b>Self-Installation for Internet &amp; Phone (No Technician Required)</b>	<b>FREE</b>
<ul style="list-style-type: none"> <li>• Install and Restart orders for internet and phone only</li> <li>• Customers can complete the install using a Phone App or by clicking the link in their Order Confirmation email.</li> <li>• Equipment will be shipped.</li> </ul>	



## Installation FAQs

- 1. What does a NEW outlet mean?** A NEW outlet means that there is currently no cable run into the room a customer is requesting equipment to be available.
  
- 2. What does the EXISTING outlet mean?** EXISTING means that the room already has an outlet in place.
  
- 3. What if a customer wants an EXISTING outlet moved 10 ft in the same room?** If you want an outlet moved in the same room, then that is included and is business as usual.
  
- 4. What if they place a splitter on an outlet and drill a hole into another room off an existing outlet; is that a news outlet?** If you want a cable/outlet run from one room to another, then this is considered a NEW outlet.
  
- 5. What if the customer has an alarm system, how is this handled?** If a customer has an alarm system, then they must upgrade to PREMIUM or pay the "Whole Home Wiring" fee of \$80. If a premium is chosen, then this is considered the "Hardwired Device" that is included as part of the premium.
  
- 6. Can additional charges for outlets & hardwired devices be waived by the management team?** These fees can NOT be waived.
  
- 7. Are customers charged Activation Fees in addition to the cost of installation?** No, we do not charge activation fees.
  
- 8. Is there a separate fee for whole house wiring?** Yes, only when a customer has a phone connected to a jack attached to the wall, Whole House Wiring is charged.
  
- 9. If a customer has more outlets in the home than what's to be installed do all the outlets get activated so a customer can choose to pick up an additional box later?** Only outlets with boxes will be activated. If they would like an outlet activated that does not have a box, then it will be \$15.
  
- 10. What is the charge for the relocation of an outlet?** If a customer wants an outlet moved in the same room, then that is included and is business as usual.

## Suddenlink Service Plans



## Premier Protection & Support

Enjoy device protection and remote premium technical support for just \$19.99 per month. With device protection, the eligible devices in your home – including computers, LCD/LED and Plasma TVs, tablets, sound bars and more – will be repaired or replaced in the event of an electrical or mechanical failure. All brands are eligible, regardless of age. There's no need to register your devices, and future purchases are automatically covered too. Plus, you also get virtually unlimited technical and set-up support with U.S.-based tech advisors – it's like having your own virtual help desk.

\$19.99

## Home Entertainment Protection & Support

Protect your eligible home entertainment devices in the event of an electrical or mechanical failure for just \$9.99 per month. With this service, we'll repair or replace LCD/LED and Plasma TVs, tablets, gaming systems and home theater systems, regardless of the make or model. There's no need to register your devices and both your current and future home entertainment purchases are eligible, so you won't need to purchase individual warranty protection when you buy something new. Plus, get virtually unlimited technical and set-up support with U.S.-based tech advisors for your home entertainment devices.



\$9.99



## Safeguard

Although it doesn't happen often, there may be times when unexpected issues occur. If the issue is related to personally-owned equipment, inside wiring, jacks, connectors, or anything else outside of our complimentary customer care and service coverage, Safeguard, our in-home service plan for \$6.99 a month, has got you covered. Safeguard is peace of mind.

\$6.99

[Altice Amplify](#) *Click for product overview*

# altice amplify™

*Feel the connection*



Works with popular Apps including:



Spotify

amazon music

pandora

Apple Music



TIDAL





## Evolving Our Network

We work hard investing in our Fiber network, WiFi hotspots and in-home WiFi so you're always connected, wherever you are.

- + 99% nationwide coverage with Altice Mobile
- + Seamless connection with WiFi hotspots
- + A better and faster way to stay connected with the launch of 5G

## Competition Cancellation Fees

Cancellation Fee After # of Months of Service...	Dish Network	DirecTV	Frontier
	<b>x = \$20.00</b>	<b>x = \$20.00</b>	<b>x = \$15.00</b>
1 Month	\$480.00	\$480.00	\$180.00
2 Months	\$460.00	\$460.00	\$165.00
3 Months	\$440.00	\$440.00	\$150.00
4 Months	\$420.00	\$420.00	\$135.00
5 Months	\$400.00	\$400.00	\$120.00
6 Months	\$380.00	\$380.00	\$105.00
7 Months	\$360.00	\$360.00	\$90.00
8 Months	\$340.00	\$340.00	\$75.00
9 Months	\$320.00	\$320.00	\$60.00
10 Months	\$300.00	\$300.00	\$45.00
11 Months	\$280.00	\$280.00	\$30.00
12 Months	\$260.00	\$260.00	\$15.00
13 Months	\$240.00	\$240.00	<b>Frontier may charge an ETF of either \$200 [represented above] or \$100, depending on products and promo.</b>
14 Months	\$220.00	\$220.00	
15 Months	\$200.00	\$200.00	
16 Months	\$180.00	\$180.00	
17 Months	\$160.00	\$160.00	
18 Months	\$140.00	\$140.00	
19 Months	\$120.00	\$120.00	
20 Months	\$100.00	\$100.00	
21 Months	\$80.00	\$80.00	
22 Months	\$60.00	\$60.00	
23 Months	\$40.00	\$40.00	
24 Months	\$20.00	\$20.00	