

Were here to help.

 business.optimum.net/support: FAQs, chat, and more.

 1.866.251.4435

Effective February 2022



Henderson & West Jefferson

Service & Equipment Rates

TV Services and Packages	per month
Optimum Broadcast Basic	\$25.95
Optimum Business Value*	\$84.99
Optimum Business Preferred	\$94.99
Optimum Entertainment Value	\$84.99
Optimum Entertainment Preferred ⁵	\$94.99
Optimum Entertainment Broadcast Basic	\$25.95

DVR Services	per month
DVR Service (per outlet) ^{1,2,3,8}	\$12.95

Sports	per month
Optimum Sports Pack (Value) ^{4,6}	\$15.00
Optimum Sports Pack (Preferred) ^{4,6}	\$10.00

Stingray Music[^]	per month
50 commercial-free digital music channels	\$34.95

Phone Services	per month
Optimum Voice 1-3 lines ¹⁷	\$34.95 each line
Optimum Voice 4-24 lines	\$29.95 each line
411 Directory Assistance and Directory listing ¹²	Included

Internet Services	per month
Optimum Online ¹³	\$79.95
Optimum Online ¹⁴	\$89.95
Business Optimum 300 (with Optimum Online) ¹³	\$179.95
Business Optimum 500 (with Optimum Online) ¹³	\$219.95
Business Optimum 1G (with Optimum Online) ¹³	\$284.95

Optimum Voice Equipment/Installation¹²	one time charge
Battery Backup ¹⁰	Included
Transfer Current Phone Number	Included
Professional Installation (1-4 lines)	\$99.99
Professional Installation (5-8 lines)	\$149.99
Professional Installation (9-12 lines)	\$219.99

Rates shown do not include taxes, franchise fees and other charges paid to federal, state and local governments. A subscription to Broadcast Basic is needed for all TV services, unless otherwise noted. A cable box or CableCARD is needed to receive TV service, unless otherwise noted. A QAM tuner may access certain channels in Broadcast Basic. HD programming requires HD compatible equipment. The listed programs, packages, services, content, format, rates and other aspects of Optimum's service are its current offerings and are subject to change or discontinuance at any time in accordance with applicable law. Products and services offered where available. Optimum reserves the right to institute different rates and/or terms and conditions of service for promotional purposes. Optimum, the Optimum family of marks and Optimum logos are registered trademarks of CSC Holdings, LLC, a subsidiary of Altice USA, Inc. © 2022 CSC Holdings, LLC.

Equipment & Extras

	per month
Cable Box	\$11.00
CableCARD ^{5,7}	\$2.50 each
Digital Adapter (DTA) ^{7, 21}	\$5.00
DOCSIS Modem	\$10.00
Smart Router**	no charge
Modem Rental Fee ¹¹	\$11.99
Additional Outlet Fee (2-10 outlets)	\$9.95
Additional Outlet Fee (11-20 outlets)	\$9.95 additional
Additional Outlet Fee (21+ outlets)	call for details
Sports TV Surcharge	\$10.47
Broadcast TV Surcharge	\$9.99
Network Access Surcharge	\$3.50

Unreturned/Lost/Damaged Equipment

	per month
Digital Video Recorder (DVR)+	\$345.00
Cable Box+	\$185.00
Digital Adapter (DTA) ^{7, 21}	\$51.00
Remote	\$5.00
CableCARD	\$40.00
DOCSIS Modem	\$100.00
Wireless Router	\$80.00
Voice Enabled 4 Port Modem	\$100.00
MTA - Phone Modem	\$100.00
Voice-enabled 12 Port Modem	\$750.00
SIP Trunk Adapter	\$750.00
Ubee 1326 Gateway	\$130.00
Ubee 1322 Gateway	\$110.00
Ubee 1319 Gateway	\$80.00

Installation

Installation, Upgrade, Relocate, Collection Charge (depending on bundled services)	\$99.99, \$149.99, or \$219.99
Additional Outlet (at time of install)	\$29.95 per outlet
Additional Outlet (separate trip charge)	\$59.95
Cost of outlets (on separate trip)	\$29.95 each
Relocation of internal or external outlet	\$59.95
Additional Phone Jack (at time of install)	\$75.00 each
Phone Jack Truck Roll (separate trip charge, jack charge add'l)	\$125.00
Cost of jacks (on separate trip)	\$75.00 each

Other Service Charges

Restore Service Fee (up to 2 products) ¹⁹	\$10.00
Restore Service Fee (for 3 products) ¹⁹	\$15.00
Phone Payment Processing Fee	\$10.00
Late Payment Fee	\$10.00
Returned Check Fee	\$20.00
Non-Standard Connection	varies

Other Service Charges

Hourly Service Charge	\$80.00
Service Call/Missed Appointment	\$60.00
Change of Service Fees	varies
Disconnect ¹⁵	no charges

* Up to 23 for PRI.

+ Includes smart card & remote.

** Smart Router only available to Optimum Online customers who lease a modem from Optimum.

^ Stingray Music® can be purchased separately. Requires a digital cable box, HD digital cable box or a CableCARD for each TV. Subscribers may be responsible for obtaining and payment of additional music licensing or copyright fees for any music contained in the Stingray Music® channels and other programming channels.

Package available only to Small Offices and Businesses

§ Package available only to Restaurants and Bar Owners.

1 A DVR digital cable box or an HD DVR digital cable box is required.

2 Not available to Optimum Entertainment Value or Optimum Entertainment Preferred customers.

3 Not available for all business customers. Call for details.

4 A Samsung digital cable box, Samsung HD digital cable box or a CableCARD is required for each TV.

5 Customers with Broadcast Basic only will not be charged for CableCARDS.

6 Not available to Broadcast Basic customers.

7 Not all channels/TV services available to customer using a CableCARD or a Digital Adapter (DTA).

8 Not available to customers using a CableCARD.

10 Without battery backup, if you lose power, if service is disconnected or if broadband services are disrupted or disconnected, E-911 service will disconnect and not function or operate. If moving, new address must be provided before E-911 can function properly.

11 Modem lease fee applies for all new modems provided by Optimum.

12 A subscription to Optimum Voice is needed.

13 Rate for customers also subscribed to either Broadcast Basic TV and/or Optimum Voice.

14 Rate for customers who subscribe to only Optimum Online.

15 Disconnect is free of charge except if equipment pickup is requested. Downgrades of cable service are offered at no extra charge within 30 days of a change in rates or re-tiering of services.

17 Rate for customers also subscribed to either Broadcast Basic TV and/or Optimum Online. Customer with only Optimum Voice rate is \$49.95.

18 Available to Optimum Voice customers.

19 Applies when turning on service or restoring levels of service that were previously disconnected or downgraded.

20 For full details on speed offerings, visit optimum.net/pricing-packages-business.

21 Not available with all services.