

Were here to help.



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



1.866.251.4435

Effective October 2022

optimum.
business

Henderson & West Jefferson

Service & Equipment Rates

TV Services and Packages	per month
Business Basic TV ^a	\$25.95
Business Value TV ^a	\$84.99
Business Preferred TV ^a	\$94.99
Business Value TV for Bars/Restaurants ^b	\$84.99
Business Preferred TV for Bars/Restaurants ^b	\$94.99
Business Basic TV for Bars/Restaurants ^b	\$25.95

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

Sports	per month
Business Sports Pack ⁶	\$15.00

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

Optimum Business Voice Services¹⁰	per month
Optimum Business Phone 1-3 lines ¹⁷	\$34.95 each line
Optimum Business Phone 4-24 lines	\$29.95 each line
411 Directory Assistance and Directory listing ¹²	Included

Cable Internet Services	per month
Optimum Business Internet ¹³	\$79.95
Optimum Business Internet ¹⁴	\$89.95
300 Mbps Business Internet ¹³	\$179.95
500 Mbps Business Internet ¹³	\$219.95
1 Gig Business Internet ¹³	\$284.95

Optimum Internet Static IP^{**}	per month
1 IP	\$20.00
2-5 IP's	\$30.00

Phone 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
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

Service Plans

	Per Month
Business Premier Technical Support	\$29.99
Business Premier Protection & Support	\$36.99

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	\$115.00
Ubee 1319 Gateway	\$100.00

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
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.

** Only available with 60 Mbps Internet speed or above.

+ Includes smart card & remote.

^ 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 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 Restaurants and Bar Owners.

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

5 Customers with Business Basic TV packages only will not be charged for the cable cards.

6 Not available to customers with Business Basic TV or Business Basic TV for Bars/Restaurants packages.

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 Battery backup for phone lines is included in select models of Modem eMTA, to provide extended period of phone services in case of a local power outage. Without battery backup, if you lose power, if service is disconnected or if broadband services are 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 Phone is needed.

13 Rate for customers also subscribed to either Optimum TV services and packages and/or Optimum Business Phone.

14 Rate for customers who subscribe to Optimum Business Internet.

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 Optimum TV services and Business Internet.

18 Available to Optimum Business Phone 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.