

# Hendersonville & West Jefferson

## Service & Equipment Rates



Effective February 2024

- \* Up to 23 for PRI.
- + Includes smart card & remote.
- \*\* Smart Router only available to Optimum Business Internet customers who lease a modem from Optimum.
- ^ Stingray Music<sup>®</sup> 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<sup>®</sup> 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 Business Phone is needed.
- 13 Rate for customers also subscribed to either Broadcast Basic TV and/or Optimum Business Phone.
- 14 Rate for customers who subscribe to only 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 either Broadcast Basic TV and/or Optimum Business Internet. Customer with only Optimum Business Phone rate is \$60.00.
- 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](http://optimum.net/pricing-packages-business)
- 21 Not available with all services.
- 25 Advertised max speed for wired connection. Actual speeds, including over WiFi, may vary and are not guaranteed.

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. © 2024 CSC Holdings, LLC. INS-0323 Y-45190

### TV Services and Packages (per month)

Optimum Business Basic <sup>*</sup>	\$50.00
Optimum Business Value <sup>*</sup>	\$125.00
Optimum Business Preferred <sup>*</sup>	\$140.00
Optimum Entertainment Value <sup>§</sup>	\$125.00
Optimum Entertainment Preferred <sup>§</sup>	\$140.00
Optimum Entertainment Basic <sup>§</sup>	\$50.00

### DVR Services (per month)

DVR Service (per outlet) <sup>1,2,3,8</sup>	\$12.95
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### Sports (per month)

Optimum Sports Pack (Value) <sup>4,6</sup>	\$15.00
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### Stingray Music<sup>^</sup> (per month)

50 commercial-free digital music channels	\$34.95
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### Phone Services (per month)

Optimum Business Phone 1-3 lines <sup>17</sup>	\$35.00 per line
Optimum Business Phone 4-24 lines	\$32.00 per line
411 Directory Assistance and Directory listing <sup>12</sup>	Included

### Internet Services (per month)<sup>25</sup>

Optimum Business Internet <sup>13</sup>	\$79.95
Optimum Business Internet <sup>14</sup>	\$89.95
300 Mbps Optimum Business Secure Internet <sup>13</sup>	\$179.95
500 Mbps Optimum Business Secure Internet <sup>13</sup>	\$219.95
1 Gig Optimum Business Secure Internet <sup>13</sup>	\$284.95

### Optimum Business Phone Equipment/Installation<sup>12</sup> (per month)

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

### Equipment/Other (per month)

Cable Box	\$13.00
CableCARD <sup>5,7</sup>	\$2.50 each
Digital Adapter (DTA) <sup>7,21</sup>	\$7.00
Smart Router**	no charge
Modem Rental Fee <sup>11</sup>	\$15.00
Network Access Fee	\$6.00
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

### Unreturned/Lost/Damaged Equipment (per month)

Digital Video Recorder (DVR)+	\$345.00
Cable Box+	\$185.00
Digital Adapter (DTA) <sup>7,21</sup>	\$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
SIP Trunk Adapter	\$750.00
Optimum Gateway 6	\$130.00
Optimum Gateway 5	\$115.00
Optimum Gateway 4	\$100.00
ICX Switch	\$450.00

### 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
Cost of jacks (on separate trip)	\$75.00 each

### Service Plans <sup>(21)</sup> (per month)

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

### Other Service Charges

Restore Service Fee (up to 2 products) <sup>19</sup>	\$10.00
Restore Service Fee (for 3 products) <sup>19</sup>	\$15.00
Phone Payment Processing Fee	\$10.00
Late Payment Fee	\$10.00
Returned Check Fee	\$20.00
Non-Standard Connection varies	varies
Hourly Service Charge	\$80.00
Service Call/Missed Appointment	\$60.00
Change of Service Fees	varies
Disconnect <sup>15</sup>	no charges