



**Notice of Dispute**

One of Optimum’s core principles is to search for ways to exceed our customer’s expectations. Optimum is thus committed to resolving its customers’ disputes fairly and efficiently. If you are dissatisfied with any solution that a customer service representative offers for a problem that you are experiencing, you may notify us of your dispute by sending this form to Optimum’s Customer Care department.

**To notify us of your dispute, complete this form in its entirety (printing legibly). Retain a copy for your records and send the completed form by certified U.S. mail to: Optimum Shared Services, 1111 Stewart Ave., Bethpage, NY 11714.**

An Optimum representative will respond within 10 days of receiving this form. If the dispute is not resolved to your satisfaction within sixty (60) days of Optimum’s receipt of the dispute, you may begin arbitration by submitting a Demand for Arbitration to the American Arbitration Association (“AAA”). You will find a Demand for Arbitration form on the AAA website at <https://www.adr.org/rulesformsfees>.

\_\_\_\_\_  
Name of account holder Account number

Service address: \_\_\_\_\_

Telephone number where you may be reached during business hours: \_\_\_\_\_

Your email address: \_\_\_\_\_

If you are an authorized representative of the account holder, please print your name, your relationship to the account holder, your address, and a phone number at which you may best be reached during business hours: \_\_\_\_\_

**Please briefly describe the nature of your dispute and attach any supporting documents. If necessary, please add a second page.  
Please briefly describe the relief that you would like from Optimum.**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature