

Introducing Big Apple Connect.

A partnership between
The City of New York and Optimum.



Get FREE high-speed Internet and Basic TV service.

The New York City Office of Technology and Innovation (OTI) and Optimum are proud to announce a partnership to bring you New York City's Big Apple Connect program, to provide high-speed Internet and TV to residents of participating NYCHA properties at no charge.

By joining the program, Big Apple Connect will provide your home with 300 Mbps Internet, Basic TV service, including equipment and installation.

Whether you're a current Optimum customer, switching providers, or getting Internet in your home for the first time, signing up is easy, and there are no forms to complete or income requirements to be met.

1. Call an Optimum representative to enroll:
Number to call: 866.580.1410
When to call: Monday through Saturday from 10:00 am – 7:00 pm
2. Provide your address in a participating NYCHA property
3. Schedule installation

Do you already have Internet and/or cable services with a different provider? It's up to you, the subscriber, to cancel those services after your Big Apple Connect services are installed in your home.

If you are applying the federal ACP program benefit to your current Internet services, you may be eligible to apply for and transfer those benefits to a cellular phone plan.

To learn more contact us:



By phone:
866.580.1410



Online:
optimum.com/bigappleconnect



In-person at your local Optimum store.
Visit optimum.com/stores to find yours.



Big Apple Connect by Optimum Terms of Service apply, visit optimum.com/terms. Big Apple Connect by Optimum is available only to residents of participating New York City Housing Authority (NYCHA) developments serviced by Optimum. This offer is not transferrable, may not be combined w/other offers, is limited to the advertised level of service, and is not available in all areas. Other terms, restrictions & conditions apply. FIBER INTERNET: Not available in all areas. Up to 300 Mbps download/up to 300 Mbps upload. Where 300 Mbps Internet provided over cable network, up to 300 Mbps download/up to 20 Mbps upload. Advertised speed for wired connection. Actual speeds may vary & are not guaranteed, see optimum.com/speedfactors for more info. BASIC TV: Requires all TVs have an HDMI input. Not all content delivered through Altice One is in 4K Ultra HD. # of TV channels, HD channels & features depend on pkg type & location. Some On Demand titles available at additional charge. All services & channels may not be available in all areas. EQUIP, TAXES & FEES: Free standard installation. 1 free Gateway included. Limit 1 per household. 1 free WiFi extender available if recommended by your Optimum technician or home sizing guidelines. Additional WiFi extender(s) may be needed to connect wirelessly throughout Subscriber's residence. Min system req's & equip configs apply. First set top box is included, additional equipment will be charged at regular monthly rates. Additional services, including higher Internet tiers, TV packages, and home phone available at an additional cost and customer must be in good standing with no unpaid bills. All trademarks and service marks are the property of their respective owner. © 2022 CSC Holdings, LLC, a subsidiary of Altice USA, Inc.