



## 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 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, 200 Jericho Quadrangle, Jericho, NY 11753, Attn: Customer Disputes.**

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, or within sixty (60) days of the individualized discussion described in Paragraph 24(c)(ii) of the General Terms and Conditions of Service, whichever is later, 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 [www.adr.org/rulesformsfees](http://www.adr.org/rulesformsfees).

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Your name

Account number

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Service address

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Telephone number where you may be reached during business hours

Your email address

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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 and basis of your claims or dispute (including where applicable specific dates) and attach any supporting documents.**

**Please briefly describe the relief that you would like from Optimum. If necessary, please add a second page.**

If you have retained an attorney, please fill out the following authorization: I \_\_\_\_\_ hereby authorize Optimum to release to my attorney \_\_\_\_\_, Esq., any information regarding my Optimum account that is related to, or necessary to facilitate the resolution of, this Notice of Dispute. I agree to hold Optimum harmless from all claims, lawsuits, or actions of any type, alleging harm or damages to me, arising from or related to Optimum's release of information under this authorization, and I agree that this provision is for the benefit of, and may be enforced by, Optimum and its subsidiaries and affiliates.

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Date

Signature