

Footprint

All Service Areas

Arizona
California
Idaho
Kentucky
Mississippi
Nevada
New Mexico
North Carolina
Oklahoma
Texas
West Virginia

Arkansas
Connecticut
Kansas
Louisiana
Missouri
New Jersey
New York
Ohio
Pennsylvania
Virginia

Altice Heat Map by Homes Passed per Zipcode



Why Partner with Optimum?



Value &
Transparency



FlexAbility



Speed &
Reliability



Risk-Free
Experience



24/7
Support

- Optimum has faster download speeds than AT&T nationwide
- No annual contracts
- 24/7 Support
- Equipment included and no hidden fees

- Self install and professional install available
- Customers can choose what works for them
- 60-day money back guarantee

Ideal Customers

- Residential customers looking for high speed internet to support their home bandwidth needs.
- Customers who do not qualify:
 - Someone with prior delinquencies
 - Living in a non-serviceable location
 - Living in locations that are blocked by the validation department (high risk due to history of non-pays or fraud)



Professional Install

- Truck roll orders cannot be modified to Direct Ship, orders must be canceled and re-submitted.
- Customers will receive a new order confirmation email without a payment link.
- Customers who have made payments to PIA orders will need to request a refund; the Order Entry team will waive the PIA requirement on the new Direct Ship order.
- Professional installation fees cannot be waived by SEO agents.

Free Professional Install

Effective immediately, Optimum has *free* professional installation available to all customers that **do not** have self-installation as an option. This free installation **will not** be shown in the online buy flow. **You will need to call Optimum's Sales Order Entry team to complete the order and log the order details in Chuzo afterwards.**

If you are talking to a pay in advance customer, you should call in that sale before completing the order to ensure that the customer's Order Confirmation Email reflects the Free installation. If you process the order and then call, they will not be able to change the email which reflects the \$100 Professional Installation Fee. This may result in additional calls for you and your agents as the customer will not see what was promised.

Internet & Mobility Promotions

Win Local			Offer							NEF	
Area	Offer	Speed	Price	Term	Internet Base	Speed Price	Internet Credit	Additional Internet Credit	AutoPay Credit	FEE	Gift with Internet
East Maintain A	300M HFC	300/20	\$40	12	\$0	\$70	(\$25)	\$0	(\$5)	\$0	-
East Maintain A	500M HFC	500/20	\$60	12	\$0	\$90	(\$25)	\$0	(\$5)	\$0	\$50 GC
East Maintain A	1G HFC	1G/35	\$80	12	\$0	\$110	(\$25)	\$0	(\$5)	\$0	\$200 GC
East Maintain A	300M Fiber	300/300	\$40	12	\$0	\$70	(\$25)	\$0	(\$5)	\$0	-
East Maintain A	500M Fiber	500/500	\$60	12	\$0	\$90	(\$25)	\$0	(\$5)	\$0	\$50 GC
East Maintain A	1G Fiber	1G/1G	\$80	12	\$0	\$110	(\$25)	\$0	(\$5)	\$0	\$200 GC
East Maintain A	2G Fiber	2G/2G	\$120	12	\$0	\$130	(\$5)	\$0	(\$5)	\$0	\$200 GC
East Maintain A	5G Fiber	5G/5G	\$180	12	\$0	\$200	(\$15)	\$0	(\$5)	\$0	\$200 GC
East Maintain A	8G Fiber	8G/8G	\$280	12	\$0	\$300	(\$15)	\$0	(\$5)	\$0	\$200 GC

*Lead with 1 Gig speed based on the customers' needs!

Win Local																
Area	Offer	Speed	Term	Optimum Complete 1G	Optimum Complete Unlimited	Optimum Complete Unlimited MAX	Mobile 1G	Mobile Unlimited	Mobile Unlimited MAX	Optimum Complete Discount	Internet Offer	Internet Base	Speed Price	Internet Credit		
East Maintain A	300M HFC + 1 Mobile Line	300/20	12	\$45	-	-	\$15	-	-	(\$10)	\$40	\$0	\$70	(\$25)		
East Maintain A	300M HFC + 1 Mobile Line	300/20	12	-	\$75	\$85	-	\$45	\$55	(\$10)	\$40	\$0	\$70	(\$25)		
East Maintain A	500M HFC + 1 Mobile Line	500/20	12	-	\$90	\$100	-	\$45	\$55	(\$15)	\$60	\$0	\$90	(\$25)		
East Maintain A	1G HFC + 1 Mobile Line	1G/35	12	-	\$100	\$110	-	\$45	\$55	(\$25)	\$80	\$0	\$110	(\$25)		
East Maintain A	300M Fiber + 1 Mobile Line	300/300	12	\$45	-	-	\$15	-	-	(\$10)	\$40	\$0	\$70	(\$25)		
East Maintain A	500M Fiber + 1 Mobile Line	500/500	12	-	\$75	\$85	-	\$45	\$55	(\$30)	\$60	\$0	\$90	(\$25)		
East Maintain A	1G Fiber + 1 Mobile Line	1G/1G	12	-	\$90	\$100	-	\$45	\$55	(\$35)	\$80	\$0	\$110	(\$25)		
East Maintain A	2G Fiber + 1 Mobile Line	2G/2G	12	-	\$100	\$110	-	\$45	\$55	(\$85)	\$120	\$0	\$130	(\$5)		
East Maintain A	5G Fiber + 1 Mobile Line	5G/5G	12	-	\$125	\$135	-	\$45	\$55	(\$100)	\$180	\$0	\$200	(\$15)		

FAQ

- Is there a credit check?
 - Yes, soft
 - Is the modem included?
 - Yes, free of charge
 - Can I bring my own modem?
 - Yes
 - Is the modem a wifi modem?
 - Yes, Wifi 6
- Is there an auto bill pay discount?
 - Yes \$5, but must be applied at POS
 - Can not be added after original order is placed
 - Will the Optimum Customer Support flip my sale?
 - No
 - Is this a prepaid service or post paid?
 - Prepaid

FAQ

- When will we pay our dealers?
 - Weekly
 - Chargeback
 - 120 days
 - Is there Spanish support?
 - Yes
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- Active customer email is a requirement to have this service
 - Are there store fronts where equipment can be picked up after order is placed?
 - No