



## Reward Yourself!

This **FREE** membership card, available exclusively to customers with all three *Optimum*® services, provides:

- **\$20 combined monthly discount** off your cable bill
- **FREE** and discounted movie tickets
- **Exclusive deals** on shopping, dining, bowling, concerts, sporting events, museums, travel deals and more
- **Private members-only sales** and exclusive discounts to **OptimumStore.com**
- Opportunities to play to win once-in-a-lifetime **Unique Experiences!**

Join today at **OptimumRewards.com/savings**



## One Time Charges

### Connection Charges

Installation of Unwired or Prewired Home (one outlet including VCR, DVD, antenna A/B switch) - up to 150 feet from main cable line	\$ 34.95
Non-Standard Connection	priced individually
Additional outlet	
- at time of primary installation	per outlet \$ 9.95
- separate trip	\$ 34.95
Relocation of internal or external outlet	each \$ 34.95

### Change of Service Fees

Service Call	\$ 34.95
Installation of Equipment - change of service or connection of VCR, CableCARD, DVD, antenna A/B switch or Closed-Caption Device - home visit required	\$ 34.95
Hourly Service Charge	\$ 34.95
Restore Service Fee	\$ 1.99
Disconnect	no charge

### Equipment (lost/damaged/stolen/unreturned)

Replacement Digital Cable Box	each \$140.00
Replacement Remote Control	each \$ 3.60
Replacement Smart Card	each \$ 75.00
Replacement Digital Video Recorder	each \$265.00
Replacement CableCARD™	each \$ 50.00

### Additional Equipment

SA VCR Commander	each \$ 9.95
Antenna A/B Switch	each \$ 9.95
Closed-Caption Device	each \$ 70.00

### Other Charges

Payment Processing Fee (Customer Support assistance with phone payment)	\$ 5.00
Late Payment Fee	\$ 7.00
Returned Check Fee	\$ 20.00
Service Call Fee (for pick up at door)	\$ 34.95

(unless otherwise noted)

Manage your account online: [optimum.net/MyAccount](http://optimum.net/MyAccount)

## Additional Services

### Seasonal Sports on iO TV

ESPN Game Plan	NBA League Pass	call for pricing & availability
ESPN Full Court	MLS Direct Kick	
NHL Center Ice	MLB Extra Innings	

### Pay Per View

PPV Special Events	priced individually
Playboy TV (Adult)	priced individually
Spice Xcess (Adult)	priced individually

### On Demand

Free On Demand Movies	no charge
Shows and Specials	per movie \$ 2.95 - \$ 6.95
Adult Movies	priced individually
Adult Movies	priced individually

### TAG Games

	no charge
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### Other Packages - no longer offered to new customers

DVR for iO TV	\$ 10.95
iO Silver including HBO (includes everything in the Family Cable and iO Package plus Chiller, Sleuth, IFC, Sundance, all Starz/Encore and HBO channels)	\$ 82.95
Optimum (includes everything in the Family Cable package plus Encore and Starz)	\$ 65.00
TV Guide (weekly guide)	\$ 3.99
iO Indian/South Asian* (includes World Picks Hindi On Demand, TV Asia, iTV Gold, Zee TV)	\$ 14.95
TV Japan	\$ 14.95
11 channels of HBO plus 11 HBO HD channels	\$ 12.95

<b>Equipment/Other</b> (see Terms of Service)	
Cable Box (digital, HD digital or DVR)	each \$ 6.71
Remote Control (digital, HD digital or DVR)	each \$ 0.24
CableCARD	each \$ 2.00
Parental Control Device	no charge
Additional Outlet Premium Service Fee	per household \$ 5.00

A digital cable box or DVR is needed to receive TAG Games. Customers with Broadcast Basic only will not be charged for CableCARDs. Customers with a CableCARD must call Customer Support to order Pay Per View Services. See Terms of Service for additional CableCARD compatibility instructions and other equipment requirements.

Rate & package information can also be found at [optimum.com](http://optimum.com)

Visit one of our Optimum Stores: Bronx Plaza, 961 E. 174th Street, Bronx, NY

Write: Cablevision, 6 Corporate Center Drive, Melville, NY 11747

Call: Customer Support 718-617-3500 Hearing Impaired 1-866-374-0081

## Terms of Service

- A digital cable box or CableCARD and Broadcast Basic is needed to receive video service. A subscription to Family Cable is needed for iO Sports & Entertainment Pak and Disney Channel On Demand. A subscription to the primary premium service is needed for Cinemax On Demand, Starz/Encore On Demand, HBO On Demand, Playboy TV On Demand and Showtime On Demand. A subscription to iO Silver and iO Gold is needed to receive iO Quick View Channels (Ch. 670-672), Free On Demand (Ch. 502) availability based on level of service. All games, Pay Per View, interactive & Enhanced TV services (Ch. 600-660 and 900-903), and On Demand are not available to CableCARD customers. For specific equipment requirements by package see package listings.
- The listed programs, packages, services, number of channels, content, format, rates and other aspects of Cablevision'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.
- Depending on where you live, some or all of your service and equipment rates, plus certain additional charges, may be subject to state and local fees of 0-5.25% and an FCC user fee of 7¢ which will be added to your monthly bill. Other state and local fees and taxes may apply.
- All outside wiring must be performed by Cablevision and with Cablevision equipment. Inside wiring, including the connection of antenna A/B switches, VCRs, DVDs, DVRs and home theater equipment not performed by Cablevision and equipment purchased from sources other than Cablevision must meet our technical standards.
- An adult (18 years of age or older) member of the household must be present at time of initial connection and any subsequent service appointments. Proper identification in the form of a driver's license is required at time of service.
- Initial service and programming charges are billed from the date of connection. You may see a partial month charge on your billing statement. This charge is for service from the date a promotion ended or from the date of service connection through the beginning of your next billing cycle. The start and end dates of your billing cycle are listed in the Account Summary section of your bill.
- Parental Control: All cable boxes are equipped with a feature that enables a temporary "lock out" of programming or Pay Per View/On Demand purchases at your option. Please refer to the Optimum Reference Guide or visit [optimum.net/parentalcontrol](http://optimum.net/parentalcontrol).
- Medicaid eligible customers may qualify to receive a discount on some of their cable services. For customers with physical disability that restricts mobility, a remote control device will be provided free of charge. Please call Customer Support for more details. Some restrictions may apply.
- Downgrades of cable service are offered at no extra charge within 30 days of a change in rates or retiering of services.
- Cablevision reserves the right to institute different rates and/or terms and conditions of service for promotional purposes.
- Equipment provided by Cablevision for service is the property of Cablevision and must be returned when service is changed or disconnected. In the event that any equipment is lost, stolen, damaged, destroyed or not returned, Cablevision will charge customer's account in accordance with fee structure outlined within.
- If a technician fails to arrive within the scheduled appointment or installation time period and the appointment or installation was not appropriately canceled by the customer or Cablevision, Cablevision will credit the customer's account for their inconvenience.
- All Cablevision employees are required to wear company branded photo identification when visiting a residence. In addition, all service technicians are required to wear Cablevision uniforms.

View terms of service online at [optimum.net/terms](http://optimum.net/terms)  
Rates effective for Bronx customers: March 2011



# Rates & Packages

Bronx



It's Optimum, or it's not.®



## The best television entertainment!

Award-winning iO TV gives you over 490 channels. Plus, HD is FREE with iO TV! Access over 120 HD channels. Enjoy On Demand programming and get exclusive News 12 and MSG Varsity.

See inside for complete listing of packages and options.

[optimum.com/iO](http://optimum.com/iO)



## Speed. Security. Support.

<b>Optimum Online</b>	per month
With Broadcast Basic (or non-cable TV customers)	\$ 49.95
With Family Cable and Above	\$ 44.95
Additional Modem(s)	each \$ 44.95

Add **Optimum Online® Boost** to your Optimum Online subscription:

With Optimum Voice	\$ 9.95
Without Optimum Voice	\$ 14.95

**Optimum Online® Ultra—the fastest Internet access available to all Optimum customers.**

Add <b>Optimum Online Ultra</b> to your Optimum Online subscription	per month \$ 55.00
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**Optimum® WiFi**  
Get out and get on the Internet

**Equipment/Installation** One Time Charge

Modem Included with Service*	No Additional Cost
PCI-NIC	\$ 9.95
ISA-NIC	\$ 9.95
PCMCIA Card	\$ 29.95
Professional Installation	\$ 34.95
Optimum Online Ultra Activation	\$300.00

\* For as long as customer maintains Optimum Online service. Upon cancellation or termination, customer must return all Cablevision equipment or be subject to a non-return fee of \$100 for the Optimum Online free-to-use modem. Minimum system requirements and equipment configurations apply. Cable modem and hook-up required. Other restrictions may apply. Optimum Online Ultra at 101 Mbps and phone company High Speed Internet at 3 Mbps. Many factors affect speed. Actual speeds may vary and are not guaranteed. Optimum Online customers can enjoy WiFi access in select areas at no additional charge. A WiFi-enabled device, Web browser and valid Optimum ID and password are required. Visit [optimumwifi.com](http://optimumwifi.com) to learn more.

[optimum.com/online](http://optimum.com/online)



## Unlimited Calling to the U.S., Puerto Rico & Canada!

<b>Optimum Voice</b>	per month
Unlimited local and long-distance calling to the U.S., Puerto Rico & Canada	\$ 34.95
Additional Optimum Voice line(s) (up to 3 additional phone numbers)	each \$ 14.95
Premium Calling Features:	No Additional Cost

- Enhanced Voicemail
- Busy Redial (\*66)
- Call Return (\*69)
- VIP Ringing
- Call Forwarding
- Call Waiting with Caller ID
- Call Waiting
- Anonymous Call Blocker
- Three-Way Calling
- Caller ID Blocking (\*67)
- Caller ID
- Backup Phone
- Find Me
- Do Not Disturb
- Anonymous Calling
- Block Unwanted Callers
- Call Forward Time of Day
- Call Forward on Busy or No Answer

**Also includes Unlimited Directory Assistance**  
Optimum Voice Homepage No Additional Cost

Add **Optimum Voice® World Call** to your Optimum Voice subscription and get worldwide calling anytime, anywhere.

**Equipment/Installation** One Time Charge

Voice Enabled Modem Included with Service*	No Additional Cost
Battery Backup	\$ 44.95
Maintain Current Phone Number	\$ 40.00
Professional Installation	\$ 34.95

† For as long as customer maintains Optimum Voice service. Upon cancellation or termination, customer must return all Cablevision equipment or be subject to a non-return fee of \$100 for the Optimum Voice free-to-use modem.

OPTIMUM VOICE is a cable-modem service available exclusively to Optimum Online customers. If keeping phone number, transfer charge may apply. Without battery backup, E911 service will not operate if you lose power (backup battery available at [optimum.com/battery](http://optimum.com/battery)). If Optimum Voice service is disconnected, E911 will be disconnected at same time. If broadband service is disrupted or disconnected E911 will not function. Customer must notify Cablevision before cable modem is moved to different address in order for E911 to function properly. Call Forwarding, Call Forward Time of Day, Call Forward on Busy or No Answer & Find Me not available outside continental U.S. MULTIPLE LINES require a multiple-line modem. OPTIMUM VOICE WORLD CALL available to Optimum Voice customers. Residential accounts in good standing only. Monthly rate includes 250 International calling minutes and up to 30 minutes to Cuba per monthly billing cycle. Customers exceeding allotted minutes will automatically be charged an additional \$19.95 for 250 minutes, including up to 30 minutes to Cuba for use that billing cycle. Customers exceeding 500 minutes in given billing cycle will have International calling blocked and must wait until start of next billing cycle to resume International calling. Direct dial from customer's Optimum Voice phone only. Calls to satellite phones and audiotext lines/destinations not available.

[optimum.com/voice](http://optimum.com/voice)



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Optimum Rewards program members must maintain the required levels of iO TV, Optimum Online, and Optimum Voice in order to receive the \$15 Optimum Rewards monthly discount. Program members will also receive a \$5 monthly savings on Optimum Online for subscribing to the Family Cable package or above. Available to residential accounts in good standing only. Discount cannot be combined with any other promotional offer. Certain restrictions apply to ticket offers. See [optimumrewards.com/savings](http://optimumrewards.com/savings) for details.

