

**BEFORE THE
NEW YORK PUBLIC SERVICE COMMISSION**

Joint Petition of)	
)	
ALTICE, N.V.)	
)	
and)	Case 15-M-0647
)	
CABLEVISION SYSTEMS AND AFFILIATES)	
)	
For Approval of a Holding Company Level)	
Transfer of Control of Cablevision Lightpath, Inc.)	
and Cablevision Cable Entities, and for)	
Certain Financing Arrangements)	

**ALTICE USA
SERVICE QUALITY METRICS
QUARTERLY REPORT - 3Q16**

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**ALTICE USA
SERVICE QUALITY METRICS
QUARTERLY REPORT - 3Q16**

Altice USA (“Altice” or the “Company”) respectfully submits this Quarterly Report regarding the Company’s Service Quality Metrics for the period ending the third quarter of 2016 (“3Q16”) (the “Quarterly Report”). This Quarterly Report is being submitted in accordance with Ordering Clause III.A, contained in Appendix A of the New York Public Service Commission’s (“Commission’s”) Order approving the merger of Altice, NV, and Cablevision Systems Corporation (“Merger Order”).¹ Altice is pleased to report that it has met the service quality metrics specified in the Merger Order for the 3Q16 reporting period, as presented below.

¹ CASE 15-M-0647 - *Joint Petition of Altice N.V. and Cablevision Systems Corporation and subsidiaries for Approval of a Holding Company Level Transfer of Control of Cablevision Lightpath, Inc. and Cablevision Cable Entities, and for Certain Financing Arrangements*, Order Granting Joint Petition Subject to Conditions, (Issued and Effective: June 15, 2016) (“Merger Order”).

SERVICE QUALITY METRICS

The Merger Order requires that Altice report its service performance information for all services (voice, video, and broadband)² to the Secretary to the Commission on a quarterly basis.³ It should be noted that the Merger Order does not specify a deadline for submission of the quarterly reports, only that the information is required to be filed quarterly on a 12-month rolling average, starting with the first quarter post-close of the transaction.⁴ While no deadline is specified other than “quarterly,” Altice is filing this Quarterly Report within 30 days following the close of the reporting period as a good-faith basis, considering a 30 day deadline following close of a reporting period is implemented for other non-related, regulatory reporting. In addition, adequate time is needed for Altice to compile the required data and calculate the rate for the reporting period.

Under the Merger Order, the Company is required to meet the following Service Quality Metrics: (a) maintain a rate of service and repair calls per customer that is within ten percent (10%) of the average rate Cablevision met in 2015; and (b) resolve ninety percent (90%) of trouble calls within two days.⁵ As presented below, Altice has met these Service Quality Metrics for the report period ending 3Q2016.

² Merger Order, at 76.

³ Merger Order, at 78.

⁴ Note that the transaction between Altice and Cablevision was consummated on June 21, 2016, therefore the first quarter post-transaction is 3Q16.

⁵ Merger Order, Appendix A, Condition III.A.1(a) and (b).

In 2015, Cablevision's average rate of repair and service calls ("R&S Calls") per customer was [REDACTED],⁶ which is the benchmark rate against which the Company's performance is measured to show compliance with the Conditions in the Merger Order. For the period ending 3Q16, based on a 12-month rolling average, the Company's R&S Call rate per customer was [REDACTED], with [REDACTED]% of trouble calls resolved within two (2) days.⁷ Both these rates are well within the service quality metrics specified in the Merger Order.⁸

⁶ As reported in response to Department of Public Service Staff Interrogatory / Document Request No. DPS-42, the average number of system-wide repair and service calls per customer for 2015 was [REDACTED].

⁷ The service quality metrics reported here are for all Altice services including voice, video, and broadband, calculated by taking the total system-wide number of repair and service calls over the relevant measurement period and dividing by the average number of customers over the relevant period.

⁸ The Merger Order contains ambiguity on when the reporting period was to start. (*See, e.g.*, Condition III.A.5, referencing 2Q 2017 as the starting reporting period, and subsection III.A.5(a), referencing the first quarter post close). In the interest of completeness, Altice is providing metrics for 3Q set forth above and for 2Q 2016, which encompasses the period commencing the third quarter of 2015 (3Q15) and ending second quarter 2016 (2Q16). The service quality metrics for 2Q16, based on a rolling 12 month average, were as follows: R&S Call rate of [REDACTED], and [REDACTED]% of trouble calls were resolved within two days.