

Buyflow Tips:

TV Boxes, DVR Options, & Install Choices

April 2022



TV Boxes

Altice One All-in-one TV-Box, modem & router

- Voice Remote Control
- 4K Ultra HD
- Access to 3rd party apps and built-in apps like Netflix & YouTube
- \$20/mo add mini-boxes \$10 each
- Choice to add DVR service (option of 3 tiers)

Note: Some areas only have Altice One as an available option



ALTICE ONE Premier TV
and Internet 400
Unlimited Data

\$115⁰⁰ mo./2 yrs

(Plus taxes, fees and other charges)

[View Channel Lineup](#)

[Description](#)

Select

Altice One Offer vs Non-Altice One Offer

Offer #1 **Altice One** All-in-one TV-Box, modem, router

- Voice Remote Control
- 4K Ultra HD
- Access to 3rd party Apps and built-in apps like Netflix & YouTube
- \$20/mo additional mini-boxes \$10 each
- Choice to add DVR service (option of 3 tiers)

Offer #2 **Legacy HD Box**

- Standard HD TV Set-top Box
- HD Box \$11 each
- DVR option with Tivo

Select Product

Customer Information **Select Product** Customize Product

☒ Internet ☒ Te

#1
ALTICE ONE Premier TV
and Internet 1 Gig
Unlimited Data

\$135⁰⁰ mo./FOR LIFE

(Plus taxes, fees and other charges)

[View Channel Lineup](#)

[Description](#)

Select

#2
Premier TV and Internet
1 Gig Unlimited Data

\$135⁰⁰ mo./FOR LIFE

(Plus taxes, fees and other charges)

[View Channel Lineup](#)

[Description](#)

Select

HD TV Box Selection

Choosing HD Box Option in buyflow

- Select “How many TVs...”
- Select “TV Boxes” which opens up a dropdown for each box
- Select HD Cable box or HD DVR

Additional Outlets & Outlet Activation

- One New Outlet is included with Installation
- Additional New Outlets = \$25
- Activation of non-active Outlet = \$15

The screenshot shows a 'Television' section in a buyflow. It includes a dropdown for the number of HD TVs (set to 3), a radio button for 'TV Boxes' (selected), and a dropdown menu for box types (showing 'HD Cable Box' and 'HD DVR'). Below these are checkboxes for 'Tivo Any Room DVR (Max. 10)' and 'Premium Installation'. There are also dropdowns for 'New TV Outlet Install', 'Activation of Existing TV Outlet', and 'HD DTA'. At the bottom are links for 'Choose from our premium channels' and 'View Channel Lineup'. Red arrows from the text on the left point to the 'How many HD TVs...' dropdown, the 'TV Boxes' radio button, the box type dropdown, the 'New TV Outlet Install' dropdown, and the 'Activation of Existing TV Outlet' dropdown.

Television

How many HD TVs would you like equipment on? 3

☒ TV Boxes

HD Cable Box

HD DVR

☐ Tivo Any Room DVR (Max. 10)

☐ Premium Installation

New TV Outlet Install

Activation of Existing TV Outlet

HD DTA

[Choose from our premium channels](#)

[View Channel Lineup](#)

Altice One DVR Service

There are 3 DVR Tiers for Altice One

1. Cloud DVR Max Reg \$21.99

- 150 HD Recording Hours
- Records 15 shows at once
- Supports All TVs with a cable box

2. Cloud DVR Plus Reg 17.99

- 75 HD Recording Hours
- Records 15 shows at once
- Supports All TVs with a cable box

3. Cloud DVR Reg \$9.99

- 25 HD Recording Hours
- Records 15 shows at once
- 1 TV

Note: DVR price is for the service or functionality, it does not include the cost of each box
(Altice One box = \$20 & Minibox = \$10 each)

How many HD TVs would you like equipment on?

Altice One

Altice One Mini

☐ Premium Installation

☒ Cloud DVR Plus

☐ Cloud DVR Max

☐ Cloud DVR

HD DTA

[Choose from our premium channels](#)

Buyflow Screenshot

Adding DVR Service to HD TV Box

Two (2) Choices for DVR Service (with non-Altice One boxes)

1. HD DVR Service (Whole Home Service)

- \$17 (price includes 1 box and DVR service)
- 75 HD Recording Hours
- Records 15 shows at once
- Supports all TVs with a cable box
- Additional boxes \$11

2. Tivo Any Room DVR

- \$17 (price includes 1 box and DVR service)
- 75 Hours of HD recording
- Records 6 shows at once
- Supports up to 4 TiVo Mini boxes
- Additional boxes \$11

Selecting Tivo DVR

Selecting Tivo DVR (2 box example)

- Select Tivo and TV boxes will appear at the bottom
- Tivo Boxes
 - Tivo = \$17 (includes 1 Box & DVR service)
 - Tivo Mini = \$11 each
 - Up to 4 Tivo Minis supported by 1 Tivo Box

Television

How many HD TVs would you like equipment on?

☒ Tivo Any Room DVR

☐ HD DVR

☐ Tivo Any Room DVR

☐ Tivo Mini

Two Installation Options

Both Options Include:

- Includes 1 New TV outlet activation
- Setup of all TV boxes and modem
- Show customer Welcome Page (optimum.net/welcome or home.suddenlink.net)
- Provide Customer with Collateral
- Fee for Activating non-active Outlet = \$15
- Fee for Additional New Outlets (running new lines) = \$25

Standard Installation \$59 (Retail \$99)

- includes 1 device set up on Wi-Fi.

Premium Installation \$99 (Retail \$149)

- includes Wi-Fi configuration of up to 6 devices plus 1 CAT 5 device
- additional customer education time

Note: bundles with Core TV & Tier 1 Internet = full retail install rate of \$99 Std & \$149 Premium