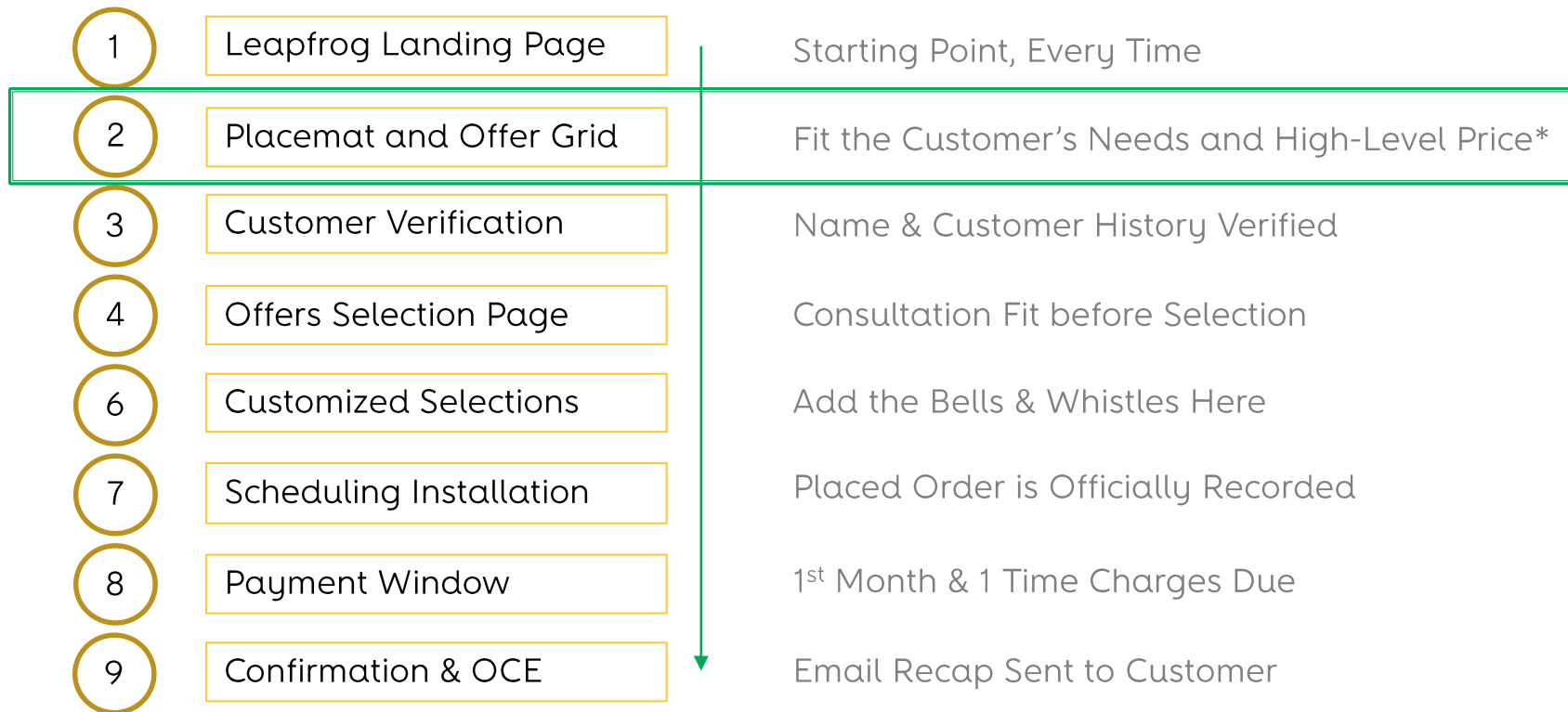


Order Entry Process

July Updates

- | | | |
|---|-----------------------------|--|
| 1 | Social Security Mandate | Verifying the Customer |
| 2 | Placemat and Offer Grid | Fit the Customer's Needs and High-Level Price* |
| 3 | Stream for Internet Only | Value Add for Cord Cutters |
| 4 | Scheduling Accuracy | Dates/Times are Localized to the Address |
| 5 | Competitive Contract Buyout | No Barrier to Switch to Optimum or Suddenlink |

Flow of Optimum and Suddenlink Orders



Leapfrog Order Landing Page

Enter a sales person ID to track orders in reporting, without spaces, for example, "SalesRep123"

Note: Dealer ID is required when entering an order. This should always be populated when accessing the site through your dealer's vanity link to ensure credit for all orders sold

The screenshot shows a login form for 'CABLE Authorized Dealer'. The form has a dark blue header with the CABLE logo and 'Authorized Dealer' text. Below the header, it says 'Please Login'. There are two input fields: 'Salesperson ID' and '*Dealer ID' (with '9125' entered). Below these is a section titled '*Required Information, only used to search available offers' containing three more input fields: '*Street Address', 'Apt #', and '*Zip'. At the bottom of the form are two buttons: 'Search Now' (orange) and 'Clear Form' (light blue). Arrows from external text boxes point to the 'Salesperson ID' field, the 'Apt #' field, and the 'Dealer ID' field.

All orders must start on this Leapfrog landing page in order to receive credit for your order.

Optional 64 character alpha-numeric field that helps track your sales reps or partners.

Info: Salesperson, Address and Customer Interaction ID appear in the Leapfrog portal Order Details reporting

Include Apt # to improve accuracy (where applicable)

Address Validation

Company IDs and Customer Interaction ID will be pulled through.

If you're address doesn't match perfectly, up to 10 options will appear to select from.

If address does not appear, it may not be serviceable.
Contact our SOE team to verify
833-870-2039 or
ResiDirSalesOE@AlticeUSA.com

Continue Order

altice Select Your Address Sales ID : AC1 | Leapfrog ID : 6497

We found multiple matches for your address. Please select the correct address from the options below.

- ☒ 41 MANCHESTER RD, HUNTINGTON, NY, 11743
- ☐ APT. 1, 61 MANCHESTER RD, HUNTINGTON, NY, 11743
- ☐ 10 MANCHESTER RD, HUNTINGTON, NY, 11743
- ☐ BSMT, 71 MANCHESTER RD, HUNTINGTON, NY, 11743
- ☐ MAIN, 71 MANCHESTER RD, HUNTINGTON, NY, 11743
- ☐ 51 MANCHESTER RD, HUNTINGTON, NY, 11743
- ☐ BSMT, BSMT, 61 MANCHESTER RD, HUNTINGTON, NY, 11743
- ☐ 71 MANCHESTER RD, HUNTINGTON, NY, 11743
- ☐ 12 MANCHESTER RD, HUNTINGTON, NY, 11743

Continue

1

2

Customer Verification Screen

Each time you attempt to place an order for the same customer, the CID will change.

Customer Interaction ID
Important for tracing sales, and is tied to all reporting, including commissions.

Any false customer name, email, phone number will trigger a fallout point or full price rates.

The social security number will need to match to customer's name, or full price offers will appear.

altice Enter Customer Information

Customer Interaction ID : 30189412 | Sale ID : AG2 | Leapfrog ID : le1233

Customer Information Select Product Customize Product Schedule Installation Payment Order Confirmation

Mandatory fields *

First Name * Enter First Name

Last Name * Enter Last Name

Email * someone@example.com

Phone * (xxx) xxx-xxxx

Social Security Number * xxx-xx-xxxx

Alternate Phone (xxx) xxx-xxxx

Address Line 1 2710 KINGSTON ST

Address Line 2

City PROSPER

State TX

Zip (5 digit) 75078

Continue

Order Fallout Point (1 of 2)

The screenshot shows a web form titled "Enter Customer Information" with a progress bar at the top indicating the current step is "Customer Information". The form contains several input fields: "First Name", "Last Name", "Email", "Phone", "Social Security Number", "Alternate Phone", "Address Line 1", and "Zip". A modal dialog box titled "Serviceability Check" is overlaid on the form, displaying the message: "Oops, something went wrong.... Call into Sales Order Entry at 833-870-2039 for assistance." and an "OK" button. A green arrow points from the "Serviceability Check" message to the list of reasons on the right.

The five reasons this error occurs are the following:

- Existing Customer shopping
- Placing orders into a location with AUSA Active Services
- Location is tagged as Non-Servicable due to the location has a non-pay past history
- No Match or Inaccurate SSN when verifying the First and Last Name on the order
- If the email or phone number provided has been frequently used on other recent orders

Call or email our S.O.E. support team (screenshot or description is helpful) 833-870-2039 or ResiDirSalesOE@AlticeUSA.com

Please avoid cold transfers to the SOE team and always providing your Company Name and AUSA Company Sales ID.

Offer Selection Screen

You can filter offers by checking boxes.

Select Product Customer Interaction ID: 13606516 | Sales ID: AG2 | Leapfrog ID: le1233

Christopher Burg Christopher.Burg@AlticeUSA.com 1901 TEXAS AVE, LUBBOCK, TX, 79411

Customer Information ☒ Select Product ☐ Customize Product ☐ Schedule Installation ☐ Payment ☐ Order Confirmation

☒ Internet ☒ Television ☒ Phone

Limited TV, Internet 1 Gig Unlimited Data and Phone

\$104⁹⁹ mo./1 yr

(Plus taxes, fees and other charges)

[View Channel Lineup](#)

[Description](#)

Select

Limited TV, Internet 400 Unlimited Data and Phone

\$74⁹⁹ mo./1 yr

(Plus taxes, fees and other charges)

[View Channel Lineup](#)

[Description](#)

Select

Limited TV, Internet 300 and Phone

\$64⁹⁹ mo./1 yr

(Plus taxes, fees and other charges)

[View Channel Lineup](#)

[Description](#)

Select

Limited TV, Internet 100 and Phone

\$54⁹⁹ mo./1 yr

(Plus taxes, fees and other charges)

[View Channel Lineup](#)

[Description](#)

Select

ALTICE ONE Premier TV, Internet 1 Gig Unlimited Data and Phone

Premier TV, Internet 400 Unlimited Data and Phone

ALTICE ONE Premier TV, Internet 300 Unlimited Data and Phone

Premier TV, Internet 100 Unlimited Data and Phone

Channels	Suddenlink Value	Suddenlink Select	Suddenlink Premier
5StarMAX East			
A&E On Demand	✓	✓	✓
ABC Primetime On Demand	✓	✓	✓
ACC Network			✓
ACC Network HD			✓
Action Max East			
Adult On Demand			
AMC HD	✓	✓	✓
AMC On Demand	✓	✓	✓
American Heroes Channel		✓	✓
American Movie Classics	✓	✓	✓

Note: Altice One in offer description.

In the Optimum footprint all equipment is Altice One related.

Order Customization Screen – Stream TV

altice Product Customization Customer Interaction ID : 13658155 Sales ID : PR1 Leapfrog ID : le1233

Acquisition (Internet or Internet/Phone)

- New Acquisitions should be offered Stream
 - 500 MB/Tier 3 or Less - \$5.00 for each leased unit
 - 1 GB/Tier 4 – get one unit at \$5.00 + **\$5.00 promotion credit***

**NOTE: \$5.00 Credit is contingent on having GB/Tier 4 and maintaining good standing. Offer pricing could change at any time
Stream devices will be made available to both new and existing residential Data only or Data/Voice customers in the Optimum and Suddenlink footprints excluding OPT Corp 07879 SECO.*

Internet

Ethernet Hard Wiring ☐

Stream Device ☐ 1

☐ CBS All Access

☐ HBO MAX

☐ Showtime OTT

☐ Premium Installation

☐ McAfee

Phone

Monthly Charges

Phone Promotion	\$10.00
Network Enhancement Fee	\$3.50
Gateway Fee	\$10.00
Extra Discount	-\$64.99
Optimum Online	\$89.99
500 Mbps	\$40.00
Bring Stream	\$0.00
Optimum Stream	\$5.00



Internet Only or
Internet and Phone

1 Gig Speed Internet,
without or without
Phone, 1st box is FREE

Up to 3 boxes per acct.

Each box is \$5/month.

- 50+ channels
- Live local news and free entertainment channels



Order Customization Screen – Altice One TV Related Offers

Product Customization

Customer Interaction ID : 28947573 Sales ID : AG2 Leapfrog ID : le1233

Customer Information Select Product **Customize Product** Schedule Installation Payment Order Confirmation

Internet

Ethernet Hard Wiring
Smart WiFi Extender
Amplify

Television

How many HD TVs would you like equipment on?

Altice One
Altice One Mini

☐ Premium Installation
☐ Cloud DVR Plus
☐ Cloud DVR Max
☐ Cloud DVR

New TV Outlet Install
Activation of Existing TV Outlet
HD DTA

[Choose from our premium channels](#)
[View Channel Lineup](#)

Selected Products

Based on your selections and associated business rules rate(s) may vary on next page

Your Package
Altice One Internet 400 Unlimited Data, Premier TV and Phone

Monthly Charges

Exclusive Offer	\$-5.00
Speed Discount	\$-10.00
VOD Tracking	\$0.00
Local Broadcast	\$0.00
Standard Cable	\$0.00
2020-2021 Discount Promotion	\$-5.00
Digital Gateway	\$0.00
Premier Promotion	\$35.00
Suddenlink Value	\$30.00
Network Enhancement Fee	\$3.50
Internet Promotion	\$30.00
Unlimited Internet Allowance	\$0.00
Internet 400	\$20.00
Home Phone Unlimited Promotion	\$10.00
Sports Program Surcharge	\$6.65
Altice One	\$20.00
Altice One Mini(s)	\$10.00
Rewind Live TV SD Card	\$0.00

Monthly Total **\$145.15**
(Plus taxes, fees and other charges)

On TV related offers, this step is required.

The MACD ID on the Altice One Minis can activate a WiFi Mesh without any extenders.

Standard and Premium Installation Rate details are on the next slide.

You can begin to review the full order details and monthly charges with your customer.

Two Installation Options

Both Options Include:

- Activation of existing outlets: up to the number of boxes ordered
- Includes 1 new outlet
- Setup of all TV boxes and modem
- Show customer welcome page (optimum.net/welcome or home.suddenlink.net)
- Provide Customer with Collateral

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

Order Customization Screen (cont'd)

The screenshot displays the 'Product Customization' interface for Altice. At the top, it shows the Altice logo, the title 'Product Customization', and customer identifiers: 'Customer Interaction ID : 28947573', 'Sales ID : AG2', and 'Leapfrog ID : le1233'. The main content area is divided into several sections:

- Cloud DVR:** Includes options for 'New TV Outlet Install' (dropdown), 'Activation of Existing TV Outlet' (dropdown), and 'HD DTA' (dropdown). There are links for 'Choose from our premium channels' and 'View Channel Lineup'.
- Phone:** Features two buttons: 'New Number' and 'Ported Number'. The 'Ported Number' button is circled in green.
- Protection Plan:** Lists three options with checkboxes: 'Home Entertainment Protection & Support', 'Premier Protection & Support', and 'Service Protection Plan'.
- Miscellaneous:** Includes a checkbox for 'Auto Pay and Paperless Billing (\$-5)' which is circled in green, and an option for 'Install Wall Fish (\$65)' with a dropdown menu.

On the right side, there is a summary table of services and their costs:

Service	Cost
Internet Promotion	\$30.00
Unlimited Internet Allowance	\$0.00
Internet 400	\$20.00
Home Phone Unlimited Promotion	\$10.00
Sports Program Surcharge	\$6.65
Altice One	\$20.00
Altice One Mini(s)	\$10.00
Rewind Live TV SD Card	\$4.00
Monthly Total (Plus taxes, fees and other charges)	\$145.15

Below this is a section for 'One Time Charges':

Service	Cost
\$200 Gift with Purchase Promotion	\$0.00
Free Phone Installation	\$0.00
Standard Internet Installation	\$0.00
Premium Internet Installation	\$0.00
Standard TV Installation	\$59.00
One Time Total (Plus taxes, fees and other charges)	\$59.00

At the bottom, there are three buttons: 'Discard', 'Back', and 'Continue'.

Summary of the offer and details, including Gift Card if included in offer.

If porting a phone number, select here. Steps are on the next slide

AutoPay/Paperless Billing
\$5 Credit per Month

Step 1 of 3 step process
Check this box in Miscellaneous section (Step 2 & 3 in payment screen)

Phone Porting Screen

The screenshot shows a web interface for phone porting. A modal dialog titled "Please provide porting information" is centered on the screen. The dialog contains three input fields: "Telephone Number(s) Transferred to Optimum:" with a "Line1:" label and a text box; "Billing Telephone Number:" with a text box; and "Current Local Provider:" with a dropdown menu showing "AT&T", "Verizon", and "Others", and a "+" button. At the bottom of the dialog are "Cancel" and "OK" buttons. In the background, the main form has sections for "One Time Charges" (with checkboxes for Cloud DVR Plus, Premium Installation, and Cable Card), "Phone" (with "New Number" and "Ported Number" buttons), and "Protection Plan" (with checkboxes for Premier Protection & Support and Service Protection Plan).

Only complete if customer wants to port or keep their existing home phone line number.

Next Steps:

1. Number of Phone Lines
2. Number being Ported
3. Current TFN Provider

Continue Order

Order Scheduling Screen

My Preferred Date and Time

Choose Date and Timeslot to install the service

● <= 2 Slots Available
 ● > 2 Slots Available

< Jun 2021 >							Available timeslots
Mon	Tue	Wed	Thu	Fri	Sat	Sun	
31	1	2	3	4	5	6	Jul 04, 2021 8AM-11AM
7	8	9	10	11	12	13	Jul 04, 2021 11AM-2PM
14	15	16	17	18	19	20	Jul 04, 2021 2PM-5PM
21	22	23	24	25	26	27	Jul 04, 2021 5PM-8PM
28	29	30	1	2	3	4	

Selected Products

Your Package

Altice One Internet 1 Gig Unlimited Data, Premier TV and Phone

Monthly Charges

Category	Item	Amount
Internet	Internet 1 Gig	\$40.00
	Internet Promotion	\$30.00
	Network Enhancement Fee	\$3.50
Television	2020-2021 Discount Promotion	\$-5.00
	Altice One Mini(s)	\$20.00
	Auto Pay and Paperless Billing Discount	\$-5.00
	Broadcast Station Surcharge	\$15.00
	Cloud DVR Plus	\$17.99
	Cloud DVR Promotion for 12 months	\$-7.99
	Digital Gateway	\$0.00
	Extra Discount	\$-10.00
	Gateway Fee	\$10.00
	Local Broadcast	\$0.00
Premier Promotion	\$35.00	
Rewind Live TV SD Card	\$0.00	
Standard TV Installation	\$59.00	
One Time Total	\$59.00	
(Plus taxes, fees and other charges)		

Early Termination Fee Reimbursement Eligibility

☐ [Competitor Contract Buyout](#)

Discard

Back

Continue

If the customer is in a contract with a competitor, opt in here, and click on the link for next steps details.

It is a good time to review your full order with the customer. Beyond this screen is the payment screen.

Once you select continue, this address is locked and no adjustments can be made on this account.

Terms and Conditions

The screenshot shows a 'Terms & Conditions' dialog box overlaid on a software interface. The dialog box has a title bar 'Terms & Conditions' and contains the following text:

Any unpaid balance with Optimum or Suddenlink needs to be paid in full, including first month service and installation charges, at the time of order placement. The price quoted to you does not include taxes, fees or surcharges. In the event of a power outage, our phone service will not work, and we do not support Medical Alert.

☒ I agree that my use of the Optimum or Suddenlink services is governed by the Term of Services available up on request.

(Add signature below)

☒ Sale made on recorded phone line. Signature not required.

At the bottom are three buttons: 'Cancel', 'Clear', and 'Continue'.

Green annotations include a circle around the first two paragraphs and the 'I agree' checkbox, and an arrow pointing to the 'Sale made on recorded phone line' checkbox.

You must read the terms and conditions and check the two boxes to verify you completed this step.

Past due balance from previous accounts are due before install.

If you are a call based sale, please check this box that the customer is not physically present.

Order Fallout Point (2 of 2)

Confirmation Customer Interaction ID: 28947573

Christopher Burg Christopher.burg@alticeusa.com

Customer Information ✓ Select Product ✓ Customize Product ✓ Schedule Installation ✓ Payment ○ Order Confirmation ✓

Order could not be placed automatically and will be handled manually.
Order submission details will be emailed to Christopher.burg@alticeusa.com soon.
Please warm transfer the customer to our Sales Order Entry Team to complete the order, #833-870-2039

Order Summary

Customer Details

Customer Name	Christopher Burg
Address	

Schedule Details

Installation Date	2021-04-07
Installation Time	2PM-5PM

Selected Products

Your Package
Altice One Internet 400 Unlimited Data, Premier TV and Phone

Monthly Charges

Internet	
Internet 400	\$20.00
Internet Promotion	\$30.00
Network Enhancement Fee	\$3.50
Unlimited Internet Allowance	\$0.00
Television	
2020-2021 Discount Promotion	\$-5.00
Altice One	\$20.00

Primary reasons for this Fallout message after scheduling your install:

1. Existing Order on the Account or Location
2. History of Non-Pay Past Debt Balance Due

Please warm transfer the customer to our SOE Team to #833-870-2039, stating company name and Sales ID.

or Email the SOE team referencing payment failure

ResiDirSalesOE@AlticeUSA.com

What to do at a Fallout Point

With the most common fall out orders, you will need to either warm transfer the customer to our OE Support team. You may also or call or email.

- (833) 870-2039
- ResiDirSalesOE@AlticeUSA.com

SOE Support Team Hours: Mon-Fri 11AM-10PM EST, Saturday 10AM-7PM EST, Sunday Closed

When emailing be prepared with the following information:

- Your company name and company sales ID
- The issue, or how you need help. Please include the print screen with the email if possible.
- Customer Interaction ID, if applicable.
- Customer Name, (2) Address, (3) Phone Number (4) Recommended Offer/Details,
- Please do not include customer SSN.
- Our team will reach out to you or the customer as requested.

Payment Window

altice Payment

Customer Interaction ID: 13606516 Sales ID: AG2 Leapfrog ID: le1233

Christopher Burg Christopher.Burg@AlticeUSA.com 1901 TEXAS AVE, LUBBOCK, TX, 79411

Customer Information Select Product Customize Product Schedule Installation **Payment** Order Confirmation

Amount Payable \$175.14

Select Payment Method

Credit / Debit Card

Electronic / Paper Check

Initiate Payment

Selected Products

Your Package

ALTICE ONE Premier TV and Internet 1 Gig Unlimited Data

Monthly Charges

Charge	Amount
Internet	
Internet	\$19.99
Internet 1 Gig	\$50
Network Enhancement Fee	\$3.5
Unlimited Internet Allowance	\$0
Television	
Altice One	\$20
Altice One Mini(s)	\$10
Broadcast Station Surcharge	\$15
Cloud DVR Plus	\$17.99
Cloud DVR Promotion for 12 mos.	-\$17.99
Digital Gateway	\$0

All First Month Charges & One Time Fees are due here.

Click on the '+' sign to add the value of amount to be paid. Simply add Monthly Charges & One Time Fees, and Enter Amount

Then click to Initiate Payment.

Payment is a required step in order to install the customer.

Payment Window (cont'd)

The screenshot shows the 'optimum.' logo at the top left. The form is divided into three main sections: 'Payment Method', 'Payment Information', and 'Automatic Payments'. The 'Payment Method' section includes a link for 'Credit/Debit Card' and a note that fields marked with an asterisk are required. It contains dropdowns for 'Card Type' and 'Credit/Debit', a text field for 'Name on Card' (containing 'John Q Public'), a text field for 'Card Number' (with an example '2222222222222222'), and a date selector for 'Expiration Date'. The 'Payment Information' section shows 'Account Number' (07710-105289-03), 'Payment Amount' (\$175.14), and 'Due Date' (03/10/2020). The 'Automatic Payments' section has checkboxes for 'Enroll in AutoPay' and 'Enroll in Paperless Billing', each with a corresponding agreement statement. At the bottom, there are text fields for 'First Name' and 'Last Name'. A green circle highlights the 'Card Type', 'Credit/Debit', 'Name on Card', 'Card Number', and 'Expiration Date' fields. A green oval highlights the 'Payment Amount' field. Green arrows point from text boxes on the right to these highlighted areas. 'Cancel' and 'Continue' buttons are at the bottom left of the form.

Payment Method

Please select your method of payment:
[Credit/Debit Card](#) | [Checking/Savings Account](#)

Fields marked * are required.

Card Type: *

Credit/Debit: *

Name on Card:

Card Number: *

Expiration Date: *

Payment Information

Account Number: 07710-105289-03
Payment Amount: \$175.14
Due Date: 03/10/2020

Automatic Payments

☐ Enroll in AutoPay
By Checking this box you are agreeing to the Pay Bill Terms of Service

☐ Enroll in Paperless Billing
By Checking this box you are agreeing to the Paperless Billing Terms and conditions

First Name: *

Last Name: *

Amount entered on the previous screen will appear here.

Please enter the remaining Credit/Debit Card information, including Customer Information as it appears on the card.

Payment Window (cont'd)

The screenshot displays the Optimum payment interface. The 'Billing Address' section on the left contains fields for Address, City, State, and Zip. The 'Address' field is highlighted with a red border and a red 'X' icon, with a message 'Please enter a valid address' below it. A green circle is drawn around the 'Address' field and the 'Continue' button. The 'Payment Information' section on the right shows 'Account Number: 07710-105289-03', 'Payment Amount: \$0.00', and 'Due Date: 03/10/2020'. The 'Automatic Payments' section includes checkboxes for 'Enroll in AutoPay' and 'Enroll in Paperless Billing', both of which are unchecked. Below these are checkboxes for 'Enroll in AutoPay' and 'Enroll in Paperless Billing', both of which are unchecked. At the bottom, there are fields for 'First Name' (Christopher) and 'Last Name' (Burg), both with green checkmarks.

optimum.

Billing Address

Please enter the billing address for your payment:
Fields marked * are required.

Address : * ✗
Please enter a valid address

City: *

State: *

Zip: *

Payment Information

Account Number: 07710-105289-03
Payment Amount: \$0.00
Due Date: 03/10/2020

Automatic Payments

☐ Enroll in AutoPay
By Checking this box you are agreeing to the Pay Bill Terms of Service

☐ Enroll in Paperless Billing
By Checking this box you are agreeing to the Paperless Billing Terms and conditions

First Name: * ✓

Last Name: * ✓

Please enter the Credit Card billing address here

Auto Pay & Paperless Billing Step 2 & 3 -Must check both boxes to enroll for the (\$5) credit per Month

Order Confirmation

Screenshot from DSA App

altice

Order Confirmation

Logged in as DSR/D1 | LOG OUT

Nikki [REDACTED]
(New Connect)

[REDACTED]@gmail.com

94 Baker Street,
New York, NY 34562

Customer Information Select Product Customize Product Schedule Installation Payment Order Confirmation

Product 123 with **Order no. 302** has been successfully placed!

Order Summary

Customer Details

Customer Name: Nikki [REDACTED]

Address: 94 Baker Street, New York, NY 34562

Account Number: xxxx-xxxx-xxxx-4096

Schedule Details

Installation Date: July 2, 2018

Installation Time: 10 AM to 1 PM

Payment Details

Amount paid: \$ 188

Payment mode: Credit Card

Selected Products

Your Package

Optimum Core TV, Internet 100 and Phone

Plan Protection \$10 HBO \$11

Internet Options \$17

Television Options \$10

Phone Options \$13

Monthly total \$ 188

Example of confirmation screen

Customer Interaction ID
This helps track your sales, is tied to reporting, and is tied to all commissions.

On all completed orders, a confirmation email will be sent to customer's email address provided at the Customer Verification step.

Including Product and Price Summary, Electronic Receipt of Funds and Install Date/Time.

Tips and Key Notables

- 1 If SSN doesn't match Experian or customer has a Past History, will result in Full Price offers.
- 2 Before entering personal info into the CVT screen, utilize the placemat and offer grid.
- 3 Any false name, email, phone number, etc. will trigger a fallout point or not qualify for offers.
- 4 Customer Email is required for the customer to receive a Sales Recap, Fees due upfront, Gift Card Redemption, and Offer Terms and Conditions.
- 5 Before scheduling the order, and advancing to the payment screen, the sales order is official and recorded, assure tracking of the Customer Interaction ID.
- 6 When reaching the Payment Screen, the account is locked, no adjustments can be made.
- 7 1st Month Charges & any One Time Fees are required and due prior to installation.

Porting a Phone Number

The order will trigger an eLOA email/process, using the customer email from the order that was just submitted. The customer must complete the eLOA step within 24 hours, in order to keep their phone number as well as time/date scheduled for installation.

Social Security Number

There will be 'soft' check on the customer's information using Experian, and the SSN is required in our sales process in order to qualify for discounted offers. The SSN helps us verify the customer as well as eliminate the need for contracts in order to qualify for offers.

If Cancelling an Order after Submitting Payment

Refunds are process after the order is hard cancelled from the Altice USA billing system, only by speaking with our customer service team. The order will remain in that status for up to 11 days before beginning the process to refund the money to it's original source.

Gift Card Process for Qualifying Offers

Eligibility: Must be a new customer in good standing. Have not participated in an Optimum or Suddenlink reward or promotion within the last 12 months. Customer must maintain continuous services and cannot have entered collections at any point during the first 90 days. Customer can be disqualified from returned checks, and last payment must be cleared successfully from any form of payment.

Fulfillment of Gift Card

Once the eligibility above has been met, the customer can receive the item within 4-6 weeks. The Gift Card will be shipped to the account services address. All reward cards are earned with purchase of Optimum/Suddenlink services, and can not be used as a form of payment for past/current Optimum/Suddenlink account charges or fees.

Support and Escalation

Customers calling in to report lost/stolen reward cards or inquiries on gift balance/etc, shall be instructed to call the reward call support line at #877-425-8423.

Key Program Contacts

For any questions or training requests, please contact us for support.

Senior Director of Channel Partners, Christopher Burg, Christopher.Burg@AlticeUSA.com

Manager of Channel Partners, Zach Buckner, Zachary.Buckner@AlticeUSA.com

Manager of Channel Partners, John Kaufmann, John.Kaufmann@AlticeUSA.com

Thank you.