optimum.

Notice of Dispute

One of Optimum's core principles is to search for ways to exceed our customers' expectations. Optimum is thus committed to resolving its customers' disputes fairly and efficiently. If you are dissatisfied with any solution that a Customer Service Representative offers for a problem you are experiencing, you may notify us of your dispute by sending this form to Optimum's Customer Care department.

To notify us of your dispute, complete this form in its entirety (printing legibly). Retain a copy for your records and send the completed form by certified U.S. mail to: Optimum Shared Services, 1111 Stewart Ave, Bethpage, NY 11714, Attn: Customer Disputes.

An Optimum representative will respond within 10 days of receiving this form. If the dispute is not resolved to your satisfaction within sixty (60) days of Optimum's receipt of the dispute, or within sixty (60) days of the individualized discussion described in the Binding Arbitration paragraph included in the applicable Terms and Conditions of Service, whichever is later, you may begin arbitration by submitting a written Demand for Arbitration to JAMS. Instructions for submitting the Demand are found on the JAMS website, https://www.jamsadr.com/submit.

Your name | Account number

Service address

Telephone number where you may be reached during business hours | Your email address

If you are an authorized representative of the account holder, please print your name, your relationship to the account holder, your address, and a phone number at which you may best be reached during business hours

Please briefly describe the nature and basis of your claims or dispute (including, where applicable, specific dates) and attach any supporting documents.

Please briefly describe the relief that you would like from Optimum. If necessary, please add a second page.

If you have retained an attorney, please fill out the following authorization: I_____hereby authorize Optimum to release to my attorney_____, Esq., any information regarding my Optimum account that is related to, or necessary to facilitate the resolution of, this Notice of Dispute. I agree to hold Optimum harmless from all claims, lawsuits, or actions of any type, alleging harm or damages to me, arising from or related to Optimum's release of information under this authorization, and I agree that this provision is for the benefit of, and may be enforced by, Optimum and its subsidiaries and affiliates.

Date | Signature