

Service Protection Plan Terms and Conditions

Effective June 22, 2015

CSC Holdings, LLC on behalf of itself and its affiliates and subsidiaries authorized to provide the services set forth herein (collectively, "Cablevision") is pleased to provide its Service Protection Plan ("Plan") to you in accordance with these terms and conditions, which incorporate and include the [General Terms and Conditions of Service](#), Agreement for Optimum TV, Agreement for Optimum Online and Agreement for Optimum Voice, the Cablevision Customer [Privacy Notice](#), as applicable, and as such may be updated from time to time (collectively, the "Terms of Service"). In the event of any conflict between these Terms and Conditions below and the Terms of Service, the Terms of Service shall control.

1. **Description:** The Service Protection Plan ("Plan") is an optional monthly plan available to current Optimum residential customers which covers certain customer support calls and service visits related to Optimum TV, Optimum Online, and/or Optimum Voice services as follows:
 - a. The Plan covers service visits to repair certain inside wiring in connection with the delivery of the applicable Optimum TV, Optimum Online, and/or Optimum side of the Demarcation Point. Under this Plan, inside wiring shall be defined as cables, connectors, jacks, and other components necessary to receive the applicable Optimum service, except as limited in Section 2 of this Terms of Service. Under this Plan, the Demarcation Point begins 12 inches outside of your home and extends inside to the individual outlets and extensions. For apartments, condominiums, and/or other group facilities, the demarcation point is the outlet or jack inside the unit.
 - b. The Plan offers priority positioning in the queue to speak with a live representative for certain customer support calls after Subscriber has exhausted self-service options.
 - c. The Plan also covers service visits in which a subscriber calls customer support with an issue relating to the use of Optimum products or services and Cablevision subsequently determines that an in-home service visit is necessary to resolve issues related to inside wiring, connectors and other customer equipment (e.g., laptops, tablets, smartphones, smart TVs, etc.) necessary for the operation of Optimum products and services. For example, the Plan would cover service visits to connect mobile WiFi devices, address incorrect equipment settings or connections or program remote controls. The cost of the visit is covered even if it is determined that the issue is isolated to customer-owned or provided (as opposed to Cablevision-provided) equipment.

Cablevision will perform all services under the Plan in accordance with industry standards.

2. **Restrictions and Exclusions:** The Plan does not cover:
 - a. repair of wire concealed within a wall or other inaccessible structure, i.e., wire that is wall fished;
 - b. repair of non-Optimum equipment;

- c. installation or configuration of non-Optimum equipment, with the exception of a customer-owned router;
 - d. repair of complex or custom wiring such as smart panels and long-distance HDMI;
 - e. installation, removal, relocation of or change of Optimum services;
 - f. service visits made at Subscriber request during a known outage;
 - g. service visits made at Subscriber request without first allowing a customer service representative to troubleshoot the service issue over the phone;
 - h. repair or replacement of Ethernet/Cat5 cable or fittings, except as required to connect the Optimum Router to the cable modem and/or Subscriber computer; or
 - i. any damage or destruction caused by fire, flood, earthquake, Acts of God, vandalism, gross negligence or willful damage.
3. **Fees and Cancellation Policy:** The optional Plan is \$4.99 per month and will be billed monthly in advance for as long as the subscriber remains in the plan. Subscribers may cancel the Plan at any time by calling (888) 705-7171 or contacting Cablevision at: 1111 Stewart Avenue, Bethpage, NY 11714, Attn: Service Protection Plan. If a subscriber has an eligible service visit within the first 90 days of signing up for the Plan and subsequently cancels during that 90 day period, the subscriber may be responsible for a minimum payment of \$14.97 (with any monthly payments previously made applied towards such minimum). Additional fees may apply for work performed that is not covered by the Plan.
 4. **Taxes and Fees:** Subscriber agrees to pay any applicable local, state or federal taxes and/or fees imposed or levied on or with respect to the Plan.
 5. **Access to Subscriber Premises:** Subscriber authorizes Cablevision and its employees, agents, contractors and representatives to access and otherwise enter the Subscriber's premises to install, inspect, maintain and/or make eligible, covered repair(s) and, upon the termination of Service, to remove the same from the premises. If Subscriber is not the owner of the property where Cablevision will perform service visits, Subscriber hereby warrants and represents that Subscriber has obtained all necessary permissions from the owner of the property and Subscriber will indemnify Cablevision from any liability arising from a breach of the representation and warranty.
 6. **Limitation of Liability:** Cablevision shall not be liable for any damages (including indirect, incidental, punitive, or consequential damages of any kind) arising from services performed under the Plan.
 7. **Amendment:** Cablevision may, in its sole discretion, change, modify, add or remove portions of this Plan at any time. Cablevision may notify Subscriber of any such changes to this Plan by posting notice of such changes on the Optimum website or sending notice via e-mail or postal mail. The Subscriber's continued participation in the Plan following notice of such change, modification or amendment shall be deemed to be the Subscriber's acceptance of any such modification. If Subscriber does not agree to any modification of this Plan, Subscriber must cancel the Plan in accordance to Paragraph 3.