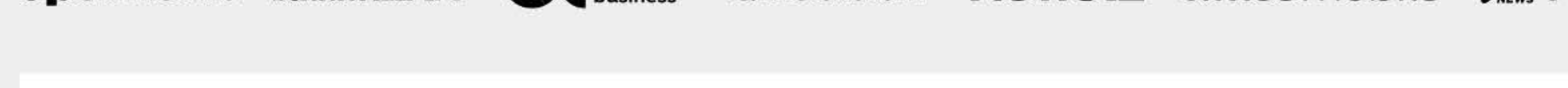


Helping our communities & businesses stay connected

A message from our CEO



At Altice USA - the operator of Optimum, Suddenlink, Altice Mobile, News 12, Cheddar and i24NEWS - we are focused on keeping you connected to everything you want and need.

Being designated an essential service provider during this crisis is a responsibility we take seriously, as we know our products – internet, video, mobile, and news - play a critical role in keeping you connected and informed.

Since the beginning of the coronavirus pandemic, we've been adapting our approach to ensure your safety and that of our employees, all while maintaining our advanced fiber broadband network to keep up with the increased demand we are seeing as millions stay home.

Connecting You

Whether it's staying in touch with loved ones, working from home, taking classes online, staying on top of the latest news, or navigating new ways of managing your small business, you can count on us and our network through it all.

- + **Connectivity:** Our advanced fiber broadband network can deliver the quality and reliability for your personal and professional connectivity needs, including the increasing demands the current environment is causing. We remain hyper-focused on network reliability and performance, with our engineers, operations centers and crews dedicated to making sure our services continue to perform as you've come to expect from us.
- + **News & Information:** From updates on what's going on in your neighborhood, to promoting local businesses that remain open, to delivering talk shows with health experts, our News teams at [News 12](#), [Cheddar](#) and [i24NEWS](#) are providing non-stop coverage of the latest news and information to our viewers.

Entertaining You

As more people remain home, we're making more entertainment available to you.

- + We've made select new release pictures available On Demand, so you can enjoy the box office hits from the comfort of your couch.
- + We've worked with our partners to offer free access to content from premium channels including **HBO®** and **Showtime®**, plus family favorites like the **Hallmark Channel**, the **Cooking Channel**, **Disney Jr.**, **Nick Jr.** and more.

Supporting You

Your safety and well-being are always our priority, and we encourage you to interact with us by accessing our support options online. You can find tips on how to optimize your WiFi experience, set up paperless billing, and see answers to common questions – 24/7 and right from home. Here are a few links to help you get to the right place quickly:

- Optimizing Your WiFi Experience [Optimum](#) | [Suddenlink](#)
- General Account Management [Optimum](#) | [Suddenlink](#)
- Online Support [Optimum](#) | [Suddenlink](#)
- Altice Mobile service and/or Support [Optimum](#) | [Suddenlink](#)
- Autopay, Paperless Billing, and Make a Payment [Optimum](#) | [Suddenlink](#)
- Upgrade Service [Optimum](#) | [Suddenlink](#)
- Equipment Returns [Optimum](#) | [Suddenlink](#)

Keeping You and Our Employees Safe

While the majority of our employees are working remotely, we still have many employees on the front-line providing you with the essential services you need. We thank these employees for their unwavering dedication. With this in mind, we continue to add safeguards in how we interact with you to keep everyone safe, and we appreciate your patience as we continue to implement these guidelines.

- + **Retail:** For retail stores that remain open, we have reduced hours of operation, are limiting the number of customers inside at one time and have increased our deep cleaning and disinfection services.
- + **Technician visits:** We have increased the safety measures for our front-line technicians, such as asking them to do daily temperature checks and providing them with sanitizers. We have also given our technicians new guidelines for customer interactions to help keep them and you safe. And, if a service visit is required, we will call in advance to ensure that any appointment is rescheduled if someone in the home isn't feeling well.
- + **Employee programs:** We've rolled out programs to ensure our employees' safety, including work from home for the majority of our teams, enhanced paid leave, and are providing premium pay to employees who directly interface with customers, contact center-based employees and News field teams.

Helping Our Communities and Businesses

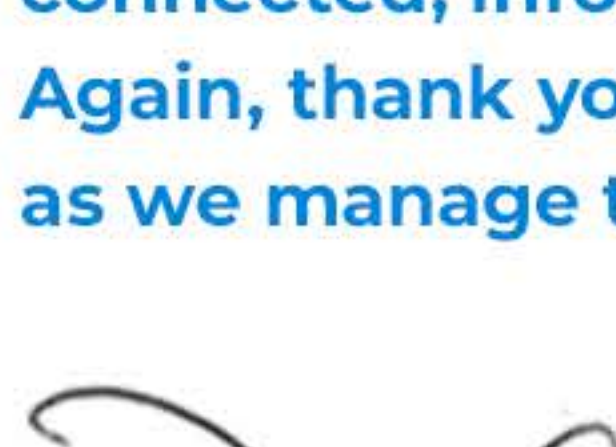
We're proud to have launched several programs to help our communities stay connected to the internet and news during this unprecedented time and provide relief to those who need it. We are:

- + **Offering Altice Advantage broadband free through the 2019-2020 school year** to new households in our service area with K-12 and/or college students who do not currently have home internet access.
- + **Committing to the "Keep Americans Connected Pledge" established by the Federal Communications Commission**, which will help alleviate some of the stress our residential and business customers might be facing during this time. Customers facing challenges due to COVID-19 and need assistance can contact us to discuss options.
- + **Partnering with school districts in our Optimum service area** to offer our Student WiFi product at no cost through the end of June.
- + **Making our Emergency Optimum WiFi outdoor hotspots** available for public use to non-subscribers who need to remain connected.
- + **Coordinating with large hospital systems, first responders, schools and government agencies** to ensure they have the connectivity services they need to assist the public during this time.
- + **Highlighting small businesses in our "We are Open" campaign** to help local establishments that remain open during the crisis.
- + **Providing free airtime for public service announcements** to a number of health and community organizations and government officials helping educate our customers about how to stay safe and healthy.

To learn more about these programs visit:

- alticeusa.com
- optimum.com/keepyouconnected
- suddenlink.com/keepyouconnected

We hope these updates help you and your loved ones remain connected, informed and safe during this unprecedented time. Again, thank you for being a customer and for your continued trust as we manage through this together.



Dexter Goei – CEO, Altice USA