



ALTICE USA UNVEILS FULL SUITE OF WHOLE-HOME PREMIUM SERVICE OFFERINGS TO MEET GROWING CONNECTIVITY AND SUPPORT NEEDS OF CONSUMERS

Company Introduces In-Home Installation and Setup Beyond Traditional Services As Well as Wide-Range of Remote Technical Support Plans

(New York, June 15, 2017) – Altice USA today announces that it is expanding its customer service offerings by introducing a full suite of whole-home premium service products to provide customers with advanced levels of support and added value beyond the company’s traditional 24/7 service for its TV, phone and internet products. The new connectivity offerings include in-home installation of devices, remote technical support for mobile devices and computers, and device protection beyond the company’s standard equipment coverage. Altice USA is one of the largest broadband communications and video services providers in the United States, and offers Optimum and Suddenlink-branded video, internet and voice products across 21 states. It is a subsidiary of Altice N.V. (Euronext: ATC, ATCB), a leading global telecommunications, media and entertainment company.

“As a service-driven company, Altice USA is focused on providing customers with superior support and value to meet all of their connectivity needs 24/7,” said Hakim Boubazine, Co-President and COO of Altice USA. “We recognize that the proliferation of new devices and equipment has made the connected home a more complex environment for our customers, and we are pleased to help simplify their lives by being their go-to partner for whole-home service and providing a comprehensive end-to-end support experience.”

To provide this differentiated service experience, Altice USA now offers four options:

Three Premier Remote Technical Support and Device Protection Plans that provide various levels of around-the-clock setup and support for connected devices within the home:

- *Premier Protection & Support plan*: the most comprehensive of the plans, provides remote technical support for all connected devices – that’s any device that can connect to a wireless network, from phones and tablets to home automation and security products – plus device protection, including repair or replacement of eligible entertainment and computing devices like PCs, printers, and TVs
- *Premier Technical Support plan*: provides remote technical support for all connected devices (no device protection)
- *Premier Home Entertainment Protection & Support plan*: provides remote technical support and device protection for home entertainment devices, such as TVs and DVD players

Premier Installation and Support Service

- Provides specialized, on-demand installation, setup and technical support, including services like television mounting, home theater setup, computer virus removal and more

Altice USA has partnered with two leading service companies - tech support company [HelloTech](#) for *Premier Installation and Support Service* and global connected life services company [Asurion](#) for *Premier Remote Technical Support and Device Protection Plans*. These partnerships enable Altice USA to provide customers with access to advanced expert and specialized care that complement the company’s high-quality, 24/7 customer service for its video, internet and phone services.

Altice USA's support offerings are available across the Optimum service area and throughout most of the Suddenlink service area as they continue to be rolled out footprint wide. Pricing for the service plans range between \$9.99 and \$19.99 per month for residential customers and between \$29.99 and \$36.99 per month for business customers; additional plans and features may be available for an additional charge. Pricing for premier installation and support vary by service requested. Customers interested in learning more can call 866-218-0626 for Optimum and 888-822-5151 for Suddenlink.

Altice USA continues to enhance its products and services to provide customers with more choice and value. The company has introduced faster broadband speeds – expanding its gigabit internet service in the Suddenlink regions and more than tripling its fastest internet speed for Optimum customers – and has commenced its five-year plan to deploy a fiber-optic network capable of delivering speeds of up to 10 Gbps. In addition, the company expects to soon launch an all-in-one home entertainment and communications center that will provide customers with a new, improved video experience.

About Altice USA

Altice USA, the U.S. business of Altice N.V. (Euronext: ATC, ATCB), is one of the largest broadband communications and video services providers in the United States, delivering broadband, pay television, telephony services, Wi-Fi hotspot access, proprietary content and advertising services to approximately 4.9 million residential and business customers across 21 states through its Optimum, Lightpath and Suddenlink brands. To learn more, visit alticeusa.com.

About Asurion

Asurion creates technology solutions that keep consumers connected. From comprehensive, premier protection to smart tech help that redefines expertise, Asurion covers more smart devices than any other provider. We help over 300 million customers around the globe unlock their technology's untapped potential, keeping all of their devices working. Partnering with leading wireless carriers, retailers and pay-tv providers, Asurion's 16,000 employees deliver a seamless, award-winning customer experience, anticipating their needs and providing tailored services reachable within one touch.

About HelloTech

HelloTech is the leading on-demand, in-home technology support service, offering affordable and convenient tech support to your door. Available 24/7 online, in-home and remote, HelloTech utilizes a network of over 7,000 agents nationwide that are hand-selected, vetted and background-checked to provide a top-notch customer experience. HelloTech offers diagnostic solutions, support and hands-on training for just about any technology need from consolidating smart home devices to enhancing IoT connectivity to boosting wifi and cable networks, installing and mounting TV's and much more. HelloTech is based in Los Angeles and was founded in 2014. For more details, visit www.hellotech.com.

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