

Beginning April 29th and running through May 2nd Optimum will begin to transition Multi-Room DVR customers over to the new MPEG4 format. The new MPEG4 format will allow Optimum to reduce recording storage space and bandwidth utilization on our network allowing us to more efficiently deliver Multi-Room DVR (MR DVR) to our customers. Customers who have Multi-Room DVR and only have Samsung cable boxes will now record all their content in this new format going forward.

Overview:

- The Samsung set top box is capable of playing back recordings in MPEG2 & MPEG4 format.
- Scientific Atlanta (SA) box is only capable of playing back recording in MPEG2 format.
- Multi-Room DVR homes that include any SA box type, including 8300s, will continue to record and stream in the MPEG2 format.
- For MPEG 4 to successfully deploy, Samsung Boxes are required on ALL outlets in the home for any customer that subscribes to Multi-Room DVR.

User Experience:

- There is no change to the user experience when viewing recordings in the MPEG4 format.
- The Multi-Room DVR recording storage across all platforms will maintain the same regardless of whether content is recorded in MPEG2 or MPEG4.
- If an SA box is introduced into a household that has all Samsung boxes and Multi-Room DVR, the customer will not be able to playback previously recorded shows on the SA box. The customer will receive a black screen, no customer facing error message will be displayed. Recordings made the next day (24 hrs) will have the ability to play back recordings on all boxes.
- At this time, Field Technician will not know what format the customer is setup to record. Therefore failure to follow the business rules below will result in limited Multi-Room DVR playback to the customer, generate unnecessary calls into the contact center and repeat trouble calls.

Business Rules:

- New installs:
 - New installations with Multi-Room DVR will have Samsung boxes only installed for all SD and HD outlets.
 - Technicians installing Multi-Room DVR & SA8300 DVR service will follow the same business rules as today and install the appropriate box.
 - Installations that do not include Multi-Room DVR will be installed with an SA box when possible or as technician inventory permits.
- COS (adding additional equipment):
 - Technicians adding additional boxes to a household with Multi-Room DVR and all Samsung equipment will install the Samsung box for all SD and HD outlets.
 - Technicians adding additional boxes to a household with Multi-Room DVR and SA8300 DVR service will install an SA box when possible, or as technician inventory permits.
- Trouble Calls:
 - Technicians replacing a box in a household with Multi-Room DVR and all Samsung equipment will install the Samsung box.
 - Technicians replacing a box in a household with Multi-Room DVR and SA8300 DVR service will install an SA box when possible or as technician inventory permits.

MPEG4 Launch Schedule:

- 4/29 – Activate in CT and Westchester Corps
- 4/30 – Activate in Bronx & Brooklyn Corps
- 5/01 – Activate NJ
- 5/02 – Activate LI