

EFFECTIVE DATE: October 29, 2013

OVERVIEW:

Great News! JSI Single Line and JSI Multi Line are being enhanced to reflect our new branding along with content changes. These changes will provide a more consistent and customer friendly experience. JSI Single Line is the provisioning system used by Optimum customers to self-install and provision Optimum Online and Optimum Voice. JSI Multi line is used by our field technicians, contact centers, and VDO to provision Optimum Online and Optimum Voice.

PROVISIONING EXPERIENCE:

Residential Self Install

- Each page of JSI Single Line will be updated with our new Optimum branding
- The Netguide page will no longer be displayed (this service is no longer offered) and will be replaced with educational content regarding the features and benefits of Optimum Online
- Security Question creation will be removed from the JSI ID creation flow and can be created by the customer at a later date using Optimum.net

Professional Install

- Each page of JSI Multi Line will be updated with our new Optimum branding
- Any person present at the time of installation who is authorized to sign the work order, such as an adult family member or office manager, is authorized to create an ID and password on behalf of the account holder
 - The disclaimer screen, pictured below, must be reviewed with the person creating the ID
- Security Question creation will be removed from the ID creation flow and can be created by the customer at a later date using the Optimum Business Account Center or Optimum.net

optimum.

Optimum E-Mail Setup

1 2 **3** 4

Please setup your Optimum e-mail account(s).

Your Optimum e-mail account will provide you with more than just an Optimum ID, but will also give you access to many more features of the service such as personalizing your Optimum homepage, downloading free software programs to help improve your online experience, and if you have Optimum service, enable voicemail and international calling.

IMPORTANT: Please be advised that the Account Holder controls and manages both the primary and any additional Optimum ID(s) or e-mail account(s) s/he creates. Although additional Optimum ID or e-mail account users are granted access rights by the Account Holder to use an Optimum ID or e-mail account, the Account Holder fully controls and manages any and all additional Optimum ID(s) and/or e-mail account(s) including but not limited to: (1) changing passwords, (2) deleting additional Optimum ID(s) and/or e-mail account(s), and (3) consenting to the release of e-mail content within an additional e-mail account.

Would you like to setup your Optimum e-mail account now ?

Yes **No**