

February 9, 2025

Via Email and U.S Mail

Mr. Chris Bresnan
Senior Director, Government Affairs
Altice USA
One Court Square West
Long Island City, NY 11101
chris.bresnan@Alticeusa.com

Dear Mr. Bresnan,

On January 1, 2025, Altice USA, Inc. (Optimum) informed the New York Public Service Commission that Optimum's contract with MSG Networks (MSG) to carry MSG and MSG SportsNet expired at 12:00AM ET. While it is my understanding that negotiations between Optimum and MSG are ongoing, to date no agreement has been reached. Unfortunately, this has directly impacted many of your New York cable subscribers, and has left them without access to networks affiliated with MSG. We are encouraged to see that Optimum is prepared to assist customers with alternative options. Nevertheless, there is no indication in your letter as to whether or not credits will be issued to those customers impacted by this ongoing dispute, or whether a cost-neutral alternative will be provided for their lack of MSG programming.

Accordingly, within five business days, please provide responses to the following:

- Describe in detail what cost-neutral option(s) Optimum intends to offer to those customers impacted by this programming dispute, when such option(s) will be available, and how customers can enroll.
- In the alternative, acknowledge if Optimum intends to provide those impacted customers a service credit for services they are no longer receiving.
- Finally, explain how Optimum intends to communicate its cost-neutral option(s) and/or customer credit information throughout its New York service territory.

Please respond to this inquiry to Brian Ossias, Acting Director of the Office of Telecommunications. In the event that your response does not demonstrate customers are being

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held harmless during this dispute, you are hereby notified that the Department will conduct hearings as part of its ongoing review of this matter. If you have any questions regarding this inquiry, you may contact Mr. Ossias at 518-474-1668.

I urge Optimum and MSG to work diligently and in good faith to resolve this dispute as soon as possible.

Sincerely,

A handwritten signature in black ink, appearing to read "Rory Christian". The signature is fluid and cursive, with a prominent initial "R" and a long horizontal stroke at the end.

Rory Christian
Chief Executive Officer