

Dear Public Official,

We are actively tracking Tropical Storm Henri that is predicted to bring severe weather to Northeast United States. The National Weather Service is predicting tropical storm force winds for eastern Long Island and southeast Connecticut. Tropical Storm Henri may cause power outages and network damage impacting internet, TV and phone service.

This week we have alerted our customers through email, social media, and text messages of the approaching storm and the potential for outages to their services. We have encouraged our customers who do not currently receive these alerts to sign up for service alerts via text or voice message by going to [My Account](#). Once confirmed, these customers will be notified when outages affect their service and will receive timely updates until their service is restored. Customers may also utilize the options below to contact Optimum:

- Message Optimum at [optimum.net/chat](https://optimum.net/chat)
- Send Tweet to @Optimumhelp
- Call us at (866) 950-3278

Please note that many of these resources, as well as storm preparation recommendations and frequently asked questions, are also available at <https://www.optimum.net/pages/storm-preparedness.html>.

We have initiated the protocols outlined in our Severe Weather Preparedness Plan and the executive leadership of the company has been engaged. Our fully staffed teams are rapidly preparing across the area and have executed measures to ensure readiness of both internal and external resources that may be necessary to respond to the storm impact and to execute appropriate restoration efforts. Additionally, our regional operations center continually monitors the network to spot outages and enable our teams to diagnose and resolve any issues. While some outages cannot be prevented, please know that our crews will be working around the clock to restore service as safely and quickly as possible. The safety of our customers and employees is our number one concern, so please stay safe.

**Sr. Director Government Affairs**  
**Altice USA**