



Case Study

ALTICE USA OPTIMUM REFUNDS

Altice USA is one of the largest broadband communications and video services providers in the United States, serving more than 4.9 million residential and business customers across 21 states. They needed to streamline customer refunds for its Optimum-branded digital cable TV and internet service in the New York tristate area (New York, New Jersey, Connecticut) with a positive payment experience that could also reduce administrative costs and fraud risk.



ALTICE USA
REDUCED CUSTOMER
SERVICE CALLS
AND **SAVED 1,000
POUNDS OF PAPER**
in the first 12 months
of the program

THE OPPORTUNITY

Like many corporations, Altice USA issues millions of dollars in deposit refunds, statement credits, and customer incentives each year. A card refund solution would reduce the costs associated with issuing paper checks, mitigate exposure to check fraud, and eliminate the burden of reconciling returned or uncashed checks.

THE SOLUTION

Onbe and Altice USA developed a payment card solution that would address their Optimum objectives:

- Save time and resources
- Reinvest savings in the customer experience
- Provide fast, flexible, secure refund payments

THE RESULTS

Altice USA has seen dramatic results in its ability to balance Optimum payments administration with everyday business priorities. In the program's first year, the company achieved significant cost savings, reduced refund-related customer service calls by 12%, and saved more than 1,000 pounds of paper.

Big wins include the elimination of payment reconciliation and escheatment liability, as well as associated compliance risks. Altice USA also benefitted from:

- Fewer customer service calls
- Reduced need for payment reconciliation
- 24/7/365 customer support

“Through our partnership, we have been able to offload the cumbersome escheatment management process to a trusted partner, allowing us to fully focus on our top priority: delivering innovative, customer-centric products and solutions and superior service.”

—Bryan Pettigrew, Director of Collections, Altice USA