No. 16-1186

UNITED STATES COURT OF APPEALS
FOR THE SECOND CIRCUIT

JAMES G. PAULSEN, Regional Director of Region 29 of the National Labor Relations Board, for and on behalf of the NATIONAL LABOR RELATIONS BOARD,

Petitioner-Appellant,

v.

CSC HOLDINGS, LLC and CABLEVISION SYSTEMS CORP.

Respondent-Appellee.

ON APPEAL FROM AN ORDER OF THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF NEW YORK

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VOLUME IV of V
(Pages 800-1037)

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If Your Employment Ends

Any time an employee leaves the Company, we like to conduct an exit interview. The information you give us during your interview is a valuable management tool for us. If you leave Cablevision, there are different procedures that you will be required to follow depending upon your reason for leaving.

If you wish to resign from Cablevision, please notify your supervisor/manager and your Human Resources representative so that an exit interview can be scheduled and Cablevision property and equipment can be returned.

Employees who resign or employees whose employment is terminated from Cablevision will receive pay for vacation time that has been accrued but not used, up to their permitted annual accrual for that year except where otherwise required by law. Employees will not be paid for unused sick or personal days except where required by law.

Severance

In general, severance will not be awarded except where jobs are eliminated for economic or other business reasons. Economic job elimination occurs if and when Cablevision restructures its operations or eliminates a position for economic or other business reasons, and no other job within the Company for which you are qualified is available.

Cablevision has the right to determine whether and to what extent severance will be paid to an employee whose employment is involuntarily terminated. In any instance, the Company may grant severance, determine the amount thereof, and impose conditions for receiving any awards. The Company also may determine that no severance is appropriate in any given circumstance. No employee is entitled to severance benefits except as determined by the Company in its sole discretion.

Your Human Resources representative will advise you regarding the availability of severance in connection with the termination of your employment.

Returning Company Property

If you leave Cablevision for any reason, you must return all Company property. This includes, but is not limited to, office keys, pagers, handheld or PDA devices, Nextels, headsets, press passes, cell phones, identification cards, telephones, fax machines, computers and access codes, software, uniforms and other Company equipment, documents, materials and files.

Continuation of Benefits

Please refer to your Benefits Enrollment Guide for information about the continuation of medical and dental benefits under COBRA and the conversion of life insurance or disability benefits for you and your eligible dependents after your employment has ended.

Unemployment Insurance

In all states in which we do business, we pay into a fund that provides unemployment insurance for employees. This means that you may be eligible to receive unemployment payments if you become unemployed and meet the requirements of the applicable state law. Generally, we pay the cost of this program through state and federal taxes. You do not pay for anything except the taxes on benefits received for unemployment.

- Calling attention to pancreatic cancer through curePC television, online, radio and print public service announcements and the campaign's Web site (curePC.org).
- Using Cablevision's media and telecommunications assets to reach millions of people through our cable system, local networks, print publications, and more.

Lightpath® in the Community

Lightpath® is an industry leader in providing advanced Ethernet-based data, Internet, voice, video transport solutions, and managed services to businesses across the New York metropolitan area. We are also an active sponsor of organizations that have a positive impact on the future of our community, our customers, and their families. To help keep educational technology's momentum rolling, we have recently:

- Awarded $50,000 to Westchester County schools
- Awarded $75,000 to New Jersey schools
- Awarded $100,000 Long Island schools

Cablevisionaries Think Green

Being connected to our community also means being a good steward of the planet we share. That's why we have launched several initiatives to help shrink our carbon footprint by reducing waste and greenhouse gas emissions. Throughout our organization, you'll see us engaged in eco-friendly actions like these:

- Using environmentally sound lighting and heating.
- Recycling 126,000 pounds of used carpet.
- Partnering with vendors to recycle our used paper, plastic, and glass.
- Recycling used network gear, converters, modems, routers, as well as computers, IT equipment, and mobile phones.
- Providing customers with a convenient, paperless Online Bill option.
- Encouraging our employees to use direct deposit and paperless online pay statements.
- Assisting employees in finding car-pooling partners.

Additionally, we are proud to have:

- Created the New Jersey Education Technology's Grant Program
- Recognized customer innovations that serve the community

For more information about the Patent Development Initiative or the Inventor Recognition Program, contact the Legal Department.

Cablevision Community

Building a Better Tomorrow

Cablevision is committed to building a better tomorrow for our employees and the communities where we live and work. In 2014 the organization launched the Volunteer Day Program and the Chris Conklin Student Scholarship Program to continue its commitment to strengthening our communities and investing in the next generation of leaders.

Volunteer Day Program

Cablevision has always been deeply committed to the communities in which we live and work, and is proud of the many employees who involve themselves in charitable causes. Our Volunteer Day Program provides eligible employees with the opportunity to take one paid day off per year to volunteer at a charitable organization of their choice. This program supports our employees' ongoing efforts to make a difference in their communities and bring their spirit of hope to a charity they feel passionate about. Please visit Marquee for more information.

Chris Conklin Student Scholarship Program

Cablevision supports initiatives and programs that foster an environment of innovation, continuous learning and improvement. As part of this ongoing commitment, we are pleased to offer a scholarship program for the children of our employees. The Chris Conklin Student Scholarship Program awards up to one hundred scholarships of $1,500 each to help offset the costs of college. The program is administered by Scholarship America, a third-party organization, which objectively evaluates the applications and selects award recipients. Please visit Marquee for more information.

Power To Learn

Cablevision's "Power to Learn" program equips students, parents, and educators with cutting-edge tools and technologies that enhance and empower learning in today's digital world. We do this by:

- Providing schools with access to state-of-the-art voice, video, and high-speed Internet services.
- Working with teachers to help seamlessly integrate technology into the curriculum.
- Making alternative educational resources such as blogs, podcasts, and games available to students, parents, and educators.
- Creating unique content and programs that best utilize the power of technology for learning.
- Ensuring that children use digital media safely and appropriately, through our "Internet Smarts" program.

The Lustgarten Foundation for Pancreatic Cancer Research

Founded in 1998 and named for former Cablevision executive Marc Lustgarten, The Lustgarten Foundation today is the nation's largest private supporter of scientific and clinical research related to the diagnosis, treatment, and cure of pancreatic cancer.

Cablevision and The Lustgarten Foundation's award-winning curePC campaign raises awareness of pancreatic cancer, the most lethal of all cancers, and of the urgent need for more research to find a cure. Our multi-year commitment to this initiative includes:

- Underwriting the Foundation's administrative costs to ensure that 100 percent of every dollar donated goes directly to pancreatic cancer research.

steps to avoid conflicts of interest and preserve the confidentiality of Company and customer information.

In addition, if your spouse, domestic partner, fiancé, child or a family member works for the Company, he or she cannot be hired or retained in a supervisory or reporting relationship to you. If you have any questions about a situation that could present a potential conflict of interest, please speak to your supervisor/manager or Human Resources as soon as possible.

For further information on Conflicts of Interest, refer to the Code of Business Conduct and Ethics, or contact your Human Resources representative or the Compliance Support Group.

Gifts to Public Officials

The federal government, each state and many local jurisdictions have laws that restrict the ability of the Company and its employees to give gifts of any kind to elected officials, or any other official or employee of a governmental entity. These laws range from absolutely prohibiting such gifts to permitting them as long as there is no intent to influence a specific official decision with the gift. Therefore, employees may not make any gifts to public officials, including meals, entertainment, tickets to sporting events, golf, travel, lodging, and payment for services, without prior written approval from the Government Affairs Department.

For more information, contact the Government Affairs Department.

Intellectual Property

The Company's Intellectual Property (IP) is any asset developed or purchased with Company resources. It includes inventions, processes, brand names, programs, and software.

The Company owns all IP made or developed by an employee when:

- *The employee is working for the Company, and the IP is related to his or her employment or the Company's business; or*
- *The employee creates the IP after he or she leaves the Company, but the IP is based on information related to his or her employment with the Company.*

Employees who wish to declare ownership of any IP they created before being hired by Cablevision should complete a Prior Innovations Disclosure Form.

For a copy of Cablevision's Intellectual Property Policy, contact your Human Resources representative or click here. If you have questions, contact the Legal Department or Compliance Support Group.

Patent Development Initiative

The Company's Patent Development Initiative is designed to increase the number of worthwhile patent applications we file with the U.S. Patent and Trademark Office, and ultimately the number of patents issued to the Company. The Patent Development Initiative consists of three parts:

- *The Inventor Recognition Program, in which employees are rewarded for providing assistance with preparing patent applications related to their inventions, and for any patents that may ultimately be issued on their inventions;*
- *Required discussions with the Company's Patent Working Group in connection with all product development efforts, to assist in identifying patentable inventions; and*
- *Enhanced training on the patent process, provided by the Patent Working Group.*

Confidentiality/Competition

The Company's business documents and materials, intellectual property such as trademarks, service materials, copyrights, patents and trade secrets, as well as confidential and proprietary information are valuable resources. Company assets also include information about Company employees, customers, fans, subscribers, guests, entertainers, celebrities, suppliers, joint venture partners, the viewing public and other individuals and entities with whom we do business. This information should not be copied or shared except with Company permission in the course of your assigned duties.

Prior to hire, all employees sign a Confidential Information Agreement, agreeing to protect Cablevision's confidential information, including customer information, payment card information, social security numbers, financial or bank account numbers, system passwords, employee personnel files, and non-public proprietary information. This agreement requires that this confidential information be shared only with authorized individuals, and ensures the proper transmission, storage and disposal of such information when it is no longer needed for business or legal purposes. You must be sure to comply with the Agreement and the Policies both during your employment and after you leave the Company.

Ours is a competitive business and we strive to compete aggressively, fairly and in compliance with applicable laws. We do not seek competitive advantage through illegal or unethical business practices. When we gather information on behalf of the Company to better understand our marketplaces or for other business purposes, we do so only from public sources and in accordance with all applicable laws.

For further information on Confidentiality, refer to the Confidential Information Policy, the Protection of Customer Information Policy, and the Code of Business Conduct and Ethics, or contact your Human Resources representative or the Compliance Support Group.

Working for Another Company

If you are thinking of taking on a second job or already have one when you start work for the Company, please get prior approval from your supervisor/manager before accepting any position if you believe it may interfere with your job here or pose an actual or perceived conflict of interest.

We do not permit employees to take outside jobs, either for pay or as a donation of personal time, with our business customers, suppliers, contractors or competitors. This includes working in your own business if it competes in any way with the Company since doing so would potentially conflict with the sale of products and services that we provide to our customers.

Conflicts of Interest

A "conflict of interest" exists when an individual's personal interest improperly interferes with the interests of the Company. Conflicts of interest are prohibited as a matter of Company policy, unless they have been approved by the Company. Playing favorites or having conflicts of interest, in practice or appearance, runs counter to the fair treatment to which we are all entitled. Avoid any relationship, influence or activity that might impair, or even appear to impair, your ability to make objective and fair decisions when performing your job. For example, a conflict of interest can arise when you are involved in accepting, giving or soliciting gifts in a business or potential business relationship; when you recommend doing business with a company or business owned or controlled by you, a friend or a family member; when you own a substantial interest in a company that is a competitor or supplier; or when you serve as a consultant to a Company customer or supplier. If these situations arise, it is especially important that you take

The illegal duplication of computer software and copying of Company documents, confidential information and other materials is prohibited at Cablevision. It is also a federal crime. If you are interested in obtaining software that has not already been provided by the Company, please contact your supervisor/manager. He or she may be able to provide you with the software if the Company believes that it is necessary for your job. Loading unauthorized software onto a Company computer is prohibited.

4. A Loyal and Dedicated Commitment to Moving the Company Forward

At Cablevision, we pride ourselves on a tradition of excellence, integrity and values. Preserving this tradition is a responsibility that every employee shares, regardless of title or tenure. Honesty, mutual respect and responsibility are what help us maintain our tradition of excellence, from the business we conduct to the ways in which we live and function together as an organization.

This means that we should give our best efforts on the Company's behalf, avoiding any conflicts of interest or even the appearance of impropriety.

We have a duty to perform our job functions without misrepresentation, questionable practices, theft or fraud, and with the proper and timely completion of promised commitments. We should always conduct business in compliance with Company policies, the spirit and letter of all applicable laws and regulations and sound business practices. When making business decisions, we should all exercise good judgment, ensuring that our decisions are based on the best interests of the Company as well as ethical considerations.

Business Conduct and Ethics

We expect all employees to comply with the Company's Code of Business Conduct and Ethics (the Code). Any questions relating to the Code or ethical issues should be directed to a Company Ethics Officer, the Compliance Support Group, or your Human Resources representative. The Company will not tolerate retaliatory action against any employee who in good faith reports violations of the Code or other Company ethics-related policies. If you see unethical conduct or a violation of the Code, including but not limited to complaints related to accounting, internal accounting controls and auditing matters , speak to your supervisor, Compliance Support, an Ethics Officer, or your Human Resources representative, or contact the Integrity Hotline at 1-888-310-6742. The Integrity Hotline is available 24-hours a day, 7-days a week. All calls are confidential, and you are free to remain anonymous.

Insider Information

In the course of your employment you may obtain insider information related to Cablevision or other companies that could be viewed as material in deciding whether to buy or sell stock before such information is released to the general public. For example, insider information may include marketing plans, new product releases, financial data, changes in dividends or earnings, mergers or acquisitions, stock splits or business strategies. It is illegal to buy or sell stock or other securities based on insider information or to pass such information on to anyone else so that they can trade in securities. As a general rule, you should assume that business information you hear at work is not publicly available. These restrictions on insider trading apply to you as well as your spouse, domestic partner, fiancé, children and other family members and friends.

For further information on Company securities and insider trading, refer to the Code of Business Conduct and Ethics and Cablevision's Insider Trading Policy, or contact your Human Resources representative or the Compliance Support Group.

the Company may inspect Company vehicles, desks, file cabinets, lockers and other Company property. You should have no expectation of privacy with regard to Company property.

Advertising/Solicitation

Because we believe that you should not be disturbed in the performance of your job, we prohibit the solicitation of an employee by another employee while either is on work time. Distribution or posting of advertising material, handbills or other materials in any work area or through the Company's information systems is also prohibited. Solicitation, trespass, or distribution of literature by non-employees is prohibited at all times on Company premises and in Company vehicles.

Selling on Company Premises

To prevent employees from being pressured to purchase merchandise sold by colleagues and to further prevent distractions during the workday, selling merchandise, either by an employee or by a visitor to the Company, is not permitted on Company premises.

Safety Procedures

Each employee is expected to use common sense, follow all established safety policies and maintain safety awareness at all times. Cablevision maintains evacuation plans for all of its businesses. For a copy of your building's current evacuation plan, please visit Marquee (http://marquee).

Smoke-Free Workplace

In order to maintain a healthy work environment for both our employees and our visitors, Cablevision is a 100% Smoke-Free Workplace. Smoking is not permitted anywhere on Company premises, indoors or outdoors, including Company vehicles.

The policy applies to all locations owned or leased by Cablevision.

The full Smoke-Free Workplace Policy is posted on Marquee within Business Resources/Company Policies and also within Wellness/Smoking Cessation.

Personal Telephone Calls

We ask that all employees keep incoming and outgoing personal phone calls to a minimum. If a personal emergency occurs during working hours, please bring it to the attention of your supervisor/manager immediately and he or she will try to accommodate you.

Theft

Property theft is not only theft by employees of Company property. It also includes the unauthorized use of Company resources or information for personal reasons. To help us avoid this, please be sure to obtain your immediate supervisor/manager's permission before using Cablevision information, equipment and resources for purposes other than your official job responsibilities.

While at work, please take care in safeguarding your own personal property, as we are not responsible for loss or damage to personal property on our premises. If a personal item of yours is missing, please notify a member of your management team immediately.

Theft, misappropriation or misuse of Company information or property, including the unauthorized resale or distribution of tickets, is a serious matter and will be met with corrective action, up to and including suspension or termination of employment.

Duplication of Computer Software

personal car including insurance, gasoline, oil, depreciation, etc. Business travel does not cover mileage from your home to your regular place of employment. Parking fees and tolls incurred during approved business travel, however, will be reimbursed.

For a copy of Cablevision's Gift, Meals & Entertainment or Travel Policy, please contact your Human Resources representative or click here. You may also obtain a copy from Marquee (http://marquee).

Information and Communications Systems

Cablevision's voicemail, telephone communications systems (including cellular telephones, handheld or PDA devices, pagers and Nextel devices) e-mail, Internet access, the Company's Intranet and other information and communications systems are intended primarily for business use only. Therefore, communication transmitted through these systems and information stored on them should have a business purpose. In addition, only licensed software should be used on our computers and we should actively take steps to protect our computers from unauthorized access.

Cablevision's information and communications systems are Company property and therefore may not be accessed by any unauthorized person. Since these systems are primarily for business use, communications through them and information stored on them may not contain offensive or inappropriate content or be used for any type of "for-profit" or "not-for-profit" business or charitable event or venture and also may not be used to engage in any illegal activity.

Our employees are prohibited from using the Company's information and communications systems in a manner that is offensive, embarrassing or harmful to others or in a way that reduces productivity or interferes with regular work duties. Writing or sending e-mails or accessing Internet sites that contain sexually explicit, racial, or other offensive or inappropriate content or information that may be construed as harassing or embarrassing are also prohibited in the workplace. In essence, any statement or material that would be offensive or inappropriate or that you ordinarily would not put into a Company letter or memorandum should not be sent or stored on the Company's information and communications systems. Downloading or forwarding inappropriate material is also prohibited.

The Company may take steps to ensure that its information and communications systems are used in a way that is consistent with the Company's policies and to facilitate business objectives. Such steps may include the random review of the use of such systems and the information transmitted on them by authorized representatives of the Company.

For a copy of Cablevision's Use of Information Systems Policy, please contact your Human Resources representative or click here. You may also obtain a copy from Marquee (http://marquee).

Remote Access to Company E-Mail

Depending on your business unit and job function, Cablevision may provide you with remote access to your business email account. Please contact your supervisor/manager to find out if you are eligible to receive remote access privileges.

Please refer to the Company's Use of Information Systems Policy for additional information regarding use of the Company's e-mail and other information and communications systems.

Company Property

The Company provides property to employees for their use (e.g., Company vehicles, desks, file cabinets, and lockers). To protect employees and the Company from theft, to locate missing items or contraband, or to enforce Company policy prohibiting other misconduct or any violation of law,

Employees should also check with their local management and/or HR manager for additional details with respect to their locations or their individual circumstances.

Media (Press) Contacts

As a leading entertainment and communications company, Cablevision frequently receives inquiries from the press. It is important that our Public Relations Department handles those inquiries, as there are many considerations that affect our relationship with the media. If a member of the press contacts you, please indicate that you will refer the inquiry to the proper person in the Public Relations Department immediately and await explicit instruction before discussing anything with any media organization.

Contact your Human Resources representative or click here for a copy of Cablevision's Media and Other External Communications Policy. You may also obtain a copy from Marquee (http://marquee).

Dress Guidelines

As a service company, we feel that it is important to maintain an appropriate business environment. Under most circumstances, proper attire is "business casual. In all cases, please consider safety as well as professional image, position and neatness when choosing what to wear (e.g. shorts, t-shirts, sneakers, extremely short or tight fitting clothing or sheer apparel is not acceptable). Should your supervisor/manager feel that your grooming or attire is unacceptable, you may be asked to make the appropriate changes or be subject to corrective action for not following Company guidelines.

Certain employees wear uniforms including, in some circumstances, shirts showing their first name and Company identification. If you wear a Company uniform, please keep it in good repair at all times. Depending on your job function, you may also be permitted to wear jeans as part of your Cablevision uniform. More specific restrictions may apply to you based on your job function. Your supervisor/manager will tell you what type of attire is appropriate for your position.

Business Travel and Other Business Expenses

Business travel and entertainment present opportunities to produce substantial revenue results for Cablevision. Conversely, excessive or unreasonable expenses are an unnecessary drain on Company funds.

Effective control of expenses is a vitally important part of our business. This is a primary responsibility for everyone. The Company's Gift, Meals & Entertainment, and Travel Policies address this business objective and to establish Company-wide standards to achieve consistent and fair treatment of all employees who incur such business expenses.

The Gift Policy outlines the circumstances under which you may give or receive gifts or entertainment to or from a third party, and also provides guidance on how you may exchange gifts with other employees. The Meals & Entertainment Policy defines the legitimate and necessary business expenses that may be reimbursed for meals and entertainment for employees and non-employees working on behalf of the Company.

The Travel Policy provides information to assist you in making travel plans, and also contains specific instructions and procedures concerning the process for booking through World Travel Inc. All business travel plans must be made through World Travel Inc. More information about World Travel Inc. can be found on *Marquee*. Only approved travel expenses will be reimbursed. The Company will also reimburse eligible employees for business travel in their own personal vehicles. The reimbursable amount is intended to cover all costs of normal operation of your

Business Continuity

As a critical service organization, our employees play a vital role in being nimble, responsive and able to provide a superior service experience at all times. We are expected to make every effort to carry out our core business responsibilities, even in extreme situations. We do realize however, that certain weather conditions and emergencies may present travel difficulties. Accordingly, the Business Continuity Roles Policy defines specific priority levels, known as Business Continuity (BC) Roles that are assigned to every employee in the event of a severe weather event or emergency. Your BC Role outlines your level of responsibility during these situations and provides protocol guidelines to follow during in the event of an emergency or severe weather. Your BC Role assignment appears within your employee profile in Marquee directory, and is based on the responsibilities of your position within the Company.

For more information and a copy of Cablevision's Business Continuity Roles Policy, please contact your Human Resources representative or click here. You may also obtain a copy from Marquee (http://marquee).

Employee Hotlines and Other Information Resources

The following sources for up-to-date information are available to our employees for multiple purposes (such as inclement weather or other unplanned events).

Employee Hotlines -- The following Employee Hotlines have been set up for employee use in emergency situations. In addition to the local numbers listed below, toll free numbers are available.

Cablevision Corporate/ Cablevision Media Sales	**516-803-2100**	**Toll free: 1-866-337-2100**
Cable & Communications - LI	**516-803-6361**	**Toll free: 1-800-315-3686**
Cable & Communications - NJ	**516-803-6362**	**Toll free: 1-800-315-6029**
Cable & Communications - CT/Westchester/NYC	**516-803-6367**	**Toll free: 1-800-315-9846**
Cable & Communications -- Rockland/Greenwood Lake/ Matamoras, PA	**516-803-6855**	**Toll free: 1-855-817-0111**
Optimum Lightpath	**516-803-6578**	**Toll free: 1-866-789-2176**

News 12 Networks employees should call their local Assignment Desk for further information.

Newsday employees should call 1-888-717-9817 for information updates.

Telemarketing Sales should call 1-877-515-5120 for information updates.

Long Island Field Operations should contact their supervisor or manager for specific instructions regarding where and when to report. All other employees should call their direct supervisor/manager.

Tristate Digital Group employees should call their direct supervisor/manager.

Other methods that will be used to communicate about events that may affect our business:

- **Marquee At Home** - in emergency situations, employees can access a special Internet site for information, as needed, at the following url: http://marqueeathome.cablevision.com. This information will be accessible through your web browser, from outside of the office.
- **Marquee** - for employees with access to Cablevision's internal data network, Cablevision's employee intranet will continue to be updated with news and information that is applicable to our employees.

In order to facilitate communication with our employees in emergency situations, managers are expected to maintain a current list of all employee contact numbers in their organization.

3. Adherence to Company Policies, Rules and Regulations

Attendance

The length of your workday and workweek will depend on your location, department and job function. When you are first employed, your supervisor/manager will describe your working hours, meal schedule and any other schedules applicable to your department and position. Of course, schedules are determined by business needs and are subject to change. Other than in emergency situations, management will provide you with advance notice of changes to your shift.

To help us maintain customer satisfaction and keep things running smoothly, we expect all employees to be at their work-sites ready, willing and able to work at the beginning of their regularly scheduled workday. Employees who are late or who otherwise do not adhere to work schedules may have their performance reviews affected or be subject to corrective action up to and including suspension or termination of employment.

If you are unable to report to work on time or at all on a given day, please contact your supervisor/manager, or his or her designee, prior to the beginning of the workday and no later than the start of your shift. He or she will make arrangements to cover for you in your absence. Failure to report to work without notifying your supervisor/manager may subject you to disciplinary action. In those cases, a letter may be sent to your home asking you to contact us by a specific date. If you do not report to work and do not provide an acceptable reason for your absence by that time and/or you fail to notify the Company of your absence, we will not continue your employment.

Note for Union Employees

Time and Attendance policies and related corrective action procedures are governed by the provisions of your collective bargaining agreement and the policies set by your business unit management.

Schedule Adherence

It is Cablevision policy that employees work only their regularly-scheduled hours and any approved overtime. Do not start work early, finish work late, work during a meal break or perform any other extra or overtime work outside of your scheduled hours unless you are authorized to do so and that time is reported accurately.

Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work you may perform but fail to report. Any employee who fails to report or inaccurately reports any hours worked will be subject to corrective action, up to and including suspension or termination of employment.

It is a violation of Cablevision procedure for any employee to falsify a time report. It also is a serious violation of Cablevision procedure for any employee or supervisor/manager to instruct another employee to incorrectly or falsely report hours worked or alter another employee's time report to under- or over-report hours worked.

If any supervisor/manager or employee suggests or instructs you to (1) incorrectly or falsely under- or over-report hours worked, or (2) alter another employee's time records to inaccurately or falsely report that employee's hours worked, you should report it immediately to a member of your management team or your Human Resources representative. If you do not wish to raise the issue with your management team or Human Resources representative, you may always utilize Cablevision's Open Door Policy and bring the issue to the attention of any manager in your business operation, Corporate Human Resources or Corporate senior management.

WHAT CABLEVISION EXPECTS FROM YOU

1. A Commitment to Provide Outstanding Service to Our Customers

Cablevision's success is largely due to our outstanding customer service. As the number of our loyal customers and guests continues to grow, it has become more important than ever that we put their needs *first* and we conduct ourselves professionally with every function that we perform. Our customers and guests expect professional, respectful and courteous service. It is important to Cablevision that we deliver outstanding service well beyond that offered by our competitors.

Communicating With Our Customers

Cablevision's success can be greatly influenced by the way we communicate. All of our offices are equipped with telephone systems capable of multiple functions. Please don't be intimidated by them. Learning to use all of the features will allow you to work more efficiently. Your supervisor/manager can give you a list of all of the features of your telephone system and can provide training if necessary.

Cablevision encourages all employees to practice good telephone manners. This includes answering ringing telephones (even if it is not part of your job), speaking courteously and trying your best to assist the internal or external caller with his or her needs.

Cablevision has a rich history of personalized service. It is important that our customers and fellow employees be able to reach us when we are needed. Therefore, employees must make every effort to answer their phones or provide personal phone support during work hours.

2. Cooperative and Respectful Working Relationships

Cablevision expects all employees to extend a high level of cooperation and respect to colleagues, visitors, customers and guests. Cablevision's commitment to cooperative and respectful working relationships is critical to our business success. These relationships will foster the kind of place where each employee wants to work, each customer wants to buy services and each shareholder wants to invest.

A cooperative and respectful environment is one that is free from harassment, discrimination, intimidation, threats, violence and abuse. We expect all employees to assist us in creating a fair and respectful workplace and to comply with this Policy by cooperating with investigations. Please help support this environment for yourself, your colleagues, as well as our visitors, customers and guests.

Employees are strongly encouraged to speak with their supervisors/managers about the opportunities that are of interest to them. However, we recognize that some employees may not be comfortable having discussions with their supervisors/managers about other jobs within the Company until they know more about a particular job and the chances of being offered the position. Accordingly, an employee applying for an internal job opening is not required to notify his or her supervisor/manager of his or her interest in a new position prior to meeting with Talent Acquisition and the hiring manager. After meeting with the hiring manager, if there is a mutual interest in proceeding, the employee is required to inform his or her current supervisor/manager of his or her interest in the position before any further action can be taken.

If you are transferring to a new department, your current supervisor/manager and future manager must mutually commit to the timing of your transfer. The transfer must take place within a reasonable period of time. If necessary, senior management and Human Resources will help supervisors/managers reconcile timing conflicts.

10. Career Growth and Opportunities in a Growth Environment

Cablevision is committed to providing a work environment that promotes employee growth and satisfaction. For example, Cablevision continuously strives to provide pleasant surroundings, fair and equitable performance standards, competitive rewards, and recognition for a job well done.

Cablevision is also committed to helping employees develop for opportunities in the future. As the Company expands into new businesses or implements new technologies, we believe that opportunities for growth and advancement will be available for those with the needed skills and talents. This is why Cablevision encourages all employees to become continuous learners and to take advantage of the development opportunities available to them.

Cablevision's goal is to provide opportunities for employee growth and advancement by being a dynamic and leading edge company, and a company that provides the resources for the ongoing development of its people. To promote career success and foster the achievement of career goals, Cablevision encourages all employees to engage in career planning and to take advantage of the wide variety of development resources available.

corrective action up to and including termination of employment without prior corrective action where, for example, there are serious infractions of Company policies or if the Company believes that additional corrective action is unlikely to resolve the problem.

Before any form of corrective action is issued to an employee, the supervisor/manager will consult with the employee's Human Resources representative. If a supervisor/manager reaches a decision to recommend, demotion, or termination of employment, the supervisor/manager must consult with and gain the approval of the business unit head and Human Resources before communicating any decision to the employee.

You should contact your Human Resources representative or use our Open Door Policy if you have questions or feel you have been treated unfairly.

Employee in Good Standing

Employee in Good Standing is an eligibility requirement for many of Cablevision's benefits, initiatives and community programs. To be in good standing, an employee should not have received formal corrective action in the prior six months to one year as defined by the corrective action process, and must meet specified performance rating standards for his or her position for the prior year. For more information on the specific policies and programs for which this definition applies, please contact your Human Resources representative or click here to find more information on Marquee.

Promotions and Job Transfers

At Cablevision, good performance may mean more than a salary increase. It may also lead to a promotion. A promotion is the advancement from one position to another position with greater responsibility and/or duties in a higher salary grade.

Generally, you may request, or the Company may initiate, a transfer to another job within the Company after working six months in your most recent position. Your ability to transfer is based on the availability of a position for which you are qualified, your successful completion of the interview process, and relevant assessment (if required), and your selection for the position. A satisfactory performance record without corrective action within the last six months is generally a prerequisite for promotions and transfers.

Generally, employees on any Company leave of absence are not eligible to apply for a new position within the Company unless otherwise directed by Human Resources.

Applying for an Internal Job

To ensure that employees have an opportunity to pursue new or different positions within the Company, the following processes are used to fill internal positions:

Posting Process - All open positions are posted on Marquee's Career Center for at least ten business days unless otherwise specified by senior executive management based on business necessity. Candidates must formally apply for these positions through the Human Resources Department, which will assess, interview and screen all qualified applicants. The recruiter in the Human Resources Department will then forward the most appropriate applicants to the hiring manager for further consideration. The hiring manager and his or her department will complete the final round of interviews and make the final selection.

Interview Process - Internal applicants who meet the minimum qualifications of the job will be interviewed by Human Resources for open positions and will be advised personally if they have or have not been offered the position. If you have applied for an internal position that you believe you are qualified for and have not been interviewed or you have not personally been informed that a position you have applied for has been filled, please contact your Human Resources Talent Acquisition group immediately.

9. Fair Procedures for Promotional Opportunities

Cablevision recognizes the efforts, contributions and accomplishments of our employees.

Performance Reviews

Our review of your performance does not stop after your introductory period. Ongoing reviews of your performance contribute to your continued success by enabling you to work with your supervisor/manager to set performance expectations and goals.

In addition to informal ongoing reviews, your supervisor/manager will conduct a formal review with you at least once each year. The purpose of your performance review is to look back on your last year's work and help you continue to improve and grow in your job. In turn, merit increases are based on performance.

Employees typically receive salary reviews at the time of their annual performance appraisal. Company guidelines for salary increases are determined annually and correspond to the Company's overall compensation structures. The primary factors considered in determining an individual's percentage of salary increase, if any, are the employee's performance and where the employee's current salary falls within the current corresponding salary range for his or her grade. Other factors may include the time since the last adjustment and economic conditions.

Employees are entitled to timely performance reviews. If your annual review does not occur, please notify your Human Resources representative.

Performance Appraisal Process

At your annual review, your supervisor/manager will share his or her appraisal of your work performance and ask you to review and sign it before forwarding it to Human Resources for retention in the file concerning you. The performance appraisal process has been designed to document performance expectations for employees. The Goals section of the Performance Appraisal form is designed to help clarify these expectations and to help employees focus on areas of development.

If you disagree with your appraisal, you may add comments to the evaluation or appeal it to your supervisor/manager, department head and/or Human Resources representative.

Corrective Action Process

The Company expects all employees to perform their responsibilities and conduct themselves in accordance with established policies and procedures, honesty and the highest standard of personal integrity.

Open communication provides a means for employees to receive feedback by both formal and informal means. When a problem concerning performance or conduct is identified, your supervisor/manager is expected to address it. Depending upon the particular issues involved and your performance record taken as a whole, corrective action may be taken. Since the Company deals with each case individually, nothing in this Employee Handbook should be construed as a promise of specific treatment in a given situation.

Where a performance issue has been identified, coaching or counseling, a verbal warning documented to file, or a formal written warning may be issued to make you aware of the severity of the situation and provide you with an opportunity to improve your performance or conduct. Where appropriate for performance related issues, an action plan may be issued or developed to assist you in achieving short- and long-term results by focusing on specific areas that need improvement within a given timeframe. Under some circumstances, the Company may take

7. The Tools and Equipment For The Proper Performance of Your Job

As an employee of Cablevision, you are a member of a team dedicated to providing excellent service to our customers and guests. To accomplish our service and business goals, Cablevision will provide all of the tools and equipment necessary for you to perform your job. It is important that these items are protected from damage or theft and used carefully to ensure your safety and so that we may efficiently render the services we have been asked to provide.

It is everyone's obligation to protect Company property and exercise care to prevent damage to, loss or unauthorized use of any Company property, including tools, uniforms, vehicles, computers, documents or information. Theft, misappropriation or misuse of Company property is a serious matter and will be met with corrective action, up to and including suspension or termination of employment. Loss, abuse or destruction of property adversely affects Cablevision and our ability to render high quality and timely service to our customers and guests. Corrective action may be taken if the Company concludes that you did not make the proper effort to avoid loss, misuse or destruction of property.

If you feel that you have not been given the adequate tools to perform your job, please contact your supervisor/manager or your Human Resources representative immediately.

8. The Freedom to Express Your Views Without Fear of Reprisal

Cablevision encourages individual expression and is committed to fostering an environment of honest and open communication at every level. We enthusiastically stand by our Open Door Policy and do not tolerate retaliation against employees for having views different from ours. We encourage all employees to raise concerns, problems or questions with their supervisor/manager or Human Resources representative. Please report any conduct that you believe to be retaliatory to your Human Resources representative, Corporate Human Resources, or any member of our Corporate Senior Management team, including our President & CEO, immediately. All concerns and problems will be handled confidentially to the greatest extent possible.

From time to time, Cablevision sponsors employee surveys and focus groups to gather employee feedback and suggestions. We encourage all employees to take advantage of every opportunity to express their views.

If You Have a Suggestion or Complaint
We are interested in your thoughts and ideas about making Cablevision an even better place to work. If you have any specific suggestions, please feel free to discuss them with your supervisor/manager, department head or Human Resources representative.

- 20 consecutive years with Company – 10-year benefit upon retirement
- 25 consecutive years with Company – 15-year benefit upon retirement
- 30+ consecutive years with Company – Lifetime Cable Benefit

You may be eligible to receive the retiree product benefit so long as Cablevision continues to provide such services to its then current employees. This complimentary service will begin on the date of separation and extend for the eligible years noted above (from that separation date) provided eligibility is maintained.

This complimentary service will mirror the benefit classification you received prior to your separation with Cablevision, unless otherwise noted. The retiree product benefit cannot be transferred to another person and must be used in the home within our service area where you personally reside. There is no retiree cable allowance benefit applicable to employees who reside off system.

On an annual basis, eligible recipients who are receiving the benefit will be asked to confirm that they reside at the address that Cablevision is providing service to, and to verify assigned equipment in a manner similar to the current employee equipment verification process.

Please note that Cablevision may eliminate or modify these services in its sole discretion at any time.

- Commuter Program - The IRS allows employees to pay for eligible commuting expenses on a pre-tax basis up to certain monthly limits. By paying for these expenses on a pre-tax basis, you can save up to 40% on your commuting expenses. The Commuter Program permits employees to pay a portion of their monthly commutation costs on a pre-tax basis through payroll deductions.

  You go online, choose your transit pass, parking provider, or both and your transit pass will be delivered to your home every month in which you are enrolled or the Program will set up automatic monthly parking payments to your provider.

  If you are interested in enrolling, visit www.wageworks.com or call 877-WageWorks (877-924-3967), Monday through Friday, from 8am to 8pm EST There is no annual enrollment period for the Commuter Program so you may enroll at any time.

- NY State 529 College Savings Program - Cablevision offers a flexible, tax-advantaged 529 College Savings Program, which is an effective way for you to save for your child or grandchild's college education through convenient payroll deductions. You can start with as little as a $15 payroll deduction. You may choose from a wide range of investment options and your account will grow tax deferred. Your earnings are exempt from federal income tax as long as money is used for higher education related expenses at an accredited institution. There are additional tax advantages for New York State taxpayers. The Program is managed by Upromise Investments, Inc., with investment management and services provided by Vanguard.

- Savings Bond Program – Cablevision employees are able to purchase U.S. Savings Bonds through convenient payroll deductions.

- Bethpage Federal Credit Union & TD Bank – Enrollment with Bethpage Federal Credit Union and TD Bank is available to employees. Membership offers you an array of financial features that include mortgage services and personal and auto loans. Direct deposit is also available, which saves you time and trips to the bank to deposit your paycheck.

hours of service in this first period, then succeeding 12-month periods are measured from the January 1st that next follows an employee's date of hire.

Cablevision will contribute 100% of the first 4% of eligible pay saved into the 401(k) Savings Plan each pay period in pre-tax and/or Roth after-tax contributions. Effective January 1, 2014, the Company may make an annual discretionary contribution that will be determined at year end based on the Company's performance. The discretionary contribution, if applicable in a particular plan year, will be made to all eligible employees, regardless of whether the employee actively contributes to the 401(k) Savings Plan.

Vesting refers to the portion of your 401(k) Savings Plan account balance to which you are entitled under the plan rules. You are always immediately 100% vested in your own contributions and will become 100% vested in all company matching and discretionary year-end contributions, if applicable, as well as any related earnings after you complete three years of service. Service is measured from your date of hire. You also become 100% vested in your plan account if while employed you reach age 65, die or become totally and permanently disabled.

To enroll in the Plan, visit www.netbenefits.com or call the Cablevision Service Center at Fidelity at 1-877-973-2345.

Cablevision Cash Balance Pension Plan

Effective December 31, 2013, participants in the Cablevision Cash Balance Pension Plan ("Pension Plan") ceased accruing pay credits. No future pay credits will be made under the Pension Plan after 2013. Monthly interest credits will continue to be made to participant accounts until the accounts are distributed following termination of employment. Vesting, or ownership of a Pension Plan participant's account balance, occurs at three years of service. Service is measured from date of hire.

Other Benefits

In addition to comprehensive health, welfare and retirement benefits, Cablevision offers a variety of other perks and benefits to its employees. These include:

- Employee Product Benefit – Eligible employees who reside within Cablevision's service area may enjoy our wide selection of channel options, as well as discounts on programs such as Pay Per View and Video on Demand - just to name a few. Services may also include phone and/or internet. The standard equipment charge will apply, along with certain service and/or channel rates, based on the business unit for which you work. For more information, please visit the Employee Product Benefit section of Marquee or click here.

- Off-System Cable Allowance – Cablevision has discontinued the Off-System Cable Allowance for new hires, as of October 22, 2014. However, employees who were already receiving the Off-System Cable Allowance prior to that will continue to do so, now at the rate of $50 each month. The allowance is covered for service(s) provided only by a cable company; therefore, it does not include an allowance for satellite service(s) or video services provided by a telephone company. For more information, please visit Marquee or contact your local HR/ER representative. The IRS views these allowances as taxable income; therefore applicable payroll taxes will be withheld for this benefit.

- Retiree Product Benefit – If you retire from Cablevision or one of its subsidiaries and reside within Cablevision's service area (footprint), you may be eligible to receive the Retiree Product Benefit as follows:

There are other support services offered through the WorkingSolutions Program including:

- Child/Parent Support
- Adult/Elder Support
- Chronic Condition Support
- Legal Assistance
- Financial Services
- Life Learning Educational Support
- Convenience Services

The WorkingSolutions Program is completely confidential and is available at no cost to you. Simply call 1-800-985-6901 or log onto www.liveandworkwell.com - access code: 228594. Call anytime for help with the demands of everyday life.

Independent contractors and consultants are not employees and are therefore not eligible to participate in the Benefits Program.

Please refer to the Benefits Enrollment Guide for a detailed description of these benefits and the conditions that apply.

Bright Horizons Care Advantage Program

Cablevision understands that family is important. The Bright Horizons Care Advantage Program provides benefits eligible employees with access to emergency back-up care for children and adults/elders, as well as other ongoing care support programs for children, pets and family members of all ages.

The Bright Horizons Back-Up Care Advantage Program is designed to help employees balance personal and professional priorities by providing a total of up to ten calendar days per year of back up care for children, adults or elders for a minimal cost copay. Bright Horizons also offers additional family support programs to help you balance the needs of family members of all ages. These programs offer added resources, discounts and access to care across a broad range of situations to meet multiple needs.

For more information visit, www.careadvantage.com/cablevision.

Adoption Assistance Program

At Cablevision, we care about what is important to our employees, and we know that expanding your family through adoption can be a lengthy and costly process. The Adoption Assistance Program provides reimbursement of up to $10,000 to eligible employees to help cover qualified expenses associated with the adoption of a child under the age of 18.

For more information regarding employee eligibility and qualified expenses, please visit the Adoption Assistance Program section of Marquee.

Cablevision 401(k) Savings Plan

Eligible Full-Time employees hired or rehired on or after January 1, 2010 will be automatically enrolled in the 401(k) Savings Plan at a 6% pre-tax contribution rate beginning with the first pay period 45 days after hire. Such employees may enroll sooner or opt out of automatic enrollment. Employees who are not classified as Full-Time become eligible to participate in the 401(k) Savings Plan after completion of one year of service. A year of service means a 12-month period in which at least 1,000 hours of service is earned. This 12-month period is measured initially from an employee's date of hire. If an employee does not complete 1,000

Cablevision Benefits Program

The Cablevision Benefits program (the "Benefits Program") has been developed to offer an array of benefit choices so you can design the benefits package that meets your needs now and throughout your career with Cablevision.

Eligibility

You are eligible to participate in the Benefits Program if you are a Full-Time (exempt or non-exempt) employee who is regularly scheduled to work at least 35 hours each week.

Full-Time employees are eligible to participate in the following plans:

- Medical Plan
- Dental Plan
- Vision Plan
- Flexible Spending Accounts
- Short-Term and Long-Term Disability coverage
- Life and AD&D Plans
- Group Legal Plan

Part-Time employees who are regularly scheduled to work at least 20 hours per week are eligible to participate in the same plans as Full-Time employees, except for Long-Term Disability coverage.

Coverage begins on your date of hire, provided you and your dependents, if applicable, enroll within 31 days from your date of hire. Short-Term disability coverage begins after a 90-day eligibility waiting period for employees hired on or after April 1, 2010.

Part-Time employees who are not regularly scheduled to work at least 20 hours each week, or are freelance, seasonal or temporary employees are not eligible to participate in the Benefits Program.

The Company's Short-Term Disability Program is designed to provide a level of income protection, in whole or in part, to employees who are unable to work due to a disabling illness or injury (including pregnancy related conditions).

For more detailed information about short-term disability benefits please contact your Human Resources representative or the Corporate Benefits Department.

Employee Assistance Program (EAP)

Employees and their family members also have access to the WorkingSolutions Program through UnitedBehavioralHealth. The WorkingSolutions Program provides resources and expertise that you may need to deal with everything from the demands of everyday life to major life events.

One important program that UnitedBehavioralHealth offers is our Employee Assistance Program (EAP). An employee or family member can speak with an Employee Assistance Specialist who will help identify the best resource to assist with your personal situation. If you want to see a licensed clinician, the Specialist will match you with an EAP network clinician who is experienced in helping people with similar problems.

Jury Duty

If you are called for jury duty, you must provide your department head with a copy of the summons or other documentation requiring jury service as soon as possible, but no later than two hours before your regular starting time. That way, proper arrangements can be made to cover for you in your absence.

If you are a Full-Time or Part-Time employee and act as a juror, you will continue to receive your regular base rate of pay for the period of your jury duty as it coincides with your regularly scheduled shift. While on jury duty, employees are expected to report for work on regularly scheduled workdays when they are not required to report for jury duty. If you ordinarily work Part-Time, your pay will be based on your regularly scheduled workweek, reduced by any pay (excluding travel allowances) you receive for jury duty. Exempt employees, however, will be paid their full salary for any workweek interrupted by jury duty (less any payment received from the court for jury service). In New York State only, any employee who is not otherwise eligible for salary payments under this Policy will receive a payment of $40.00 for the first three days of jury service.

Leaves of Absence

Leaves of Absence are available to you for a variety of reasons, including medical, family and personal situations. During an authorized leave of absence, you will continue to earn service credit, and you are eligible to participate in the Cablevision Benefit Program. You will, however, continue to be responsible for any deductions that are made from your paycheck in order to maintain benefit coverage. You will also be responsible for the repayment of any loans that may be outstanding from the Cablevision 401(k) Savings Plan.

All Full-Time and Part-Time employees may be eligible for the following types of leaves:

- Family/Medical Leave *
- Personal Leave of Absence
- Bonding Leave
- Bereavement Leave
- Military Leave

** Family/Medical leave provides time away from work to care for an employee's child after birth (or placement for adoption or foster care); an employee's own serious health condition; a serious health condition of the employee's spouse, child or parent, or in certain circumstances where an employee has a family member on or called to active duty in the military. In the states of New Jersey and Connecticut, Family/Medical leave can also be taken to care for a parent in-law with a serious health condition.*

For more detailed information about the Leaves of Absences listed above or other leaves available under applicable state and federal laws, please contact your Human Resources representative or the Corporate Benefits Department.

Note for Union Employees

The paid time off practices applicable to you, where not governed by applicable law, are governed by the provisions of your collective bargaining agreement and the policies set by your business unit management.

before the Company's income protection benefits commence. These benefits will not begin until the eighth consecutive calendar day regardless of the relevant state-mandated waiting period for workers' compensation benefits.

Please contact your Human Resources representative or the Benefits Department for specifics regarding workers' compensation coverage.

Personal Time

In addition to holidays, vacation and sick time, Full-Time employees receive personal time each year (the equivalent of three working days, based on your individual standard work schedule, generally not to exceed 24 hours per year).

To be eligible to receive an allocation of paid time off for personal time, you must be a Full-Time employee who is regularly scheduled to work at least 35 hours per week. In your first year of employment, you may be eligible for less personal time depending on your date of hire. Your Human Resources representative can advise you of the personal time you are eligible to receive for that year. Part-Time employees are not eligible for paid time off for personal time.

Personal time may be used to observe religious or ethnic holidays, personal emergencies or any other days of personal significance. If you are eligible, you may take personal time whenever you choose - provided that you have obtained the prior approval of your supervisor/manager, unless it is an emergency situation where advance notice cannot be given.

You must use your personal time in the year that you receive it. Personal time does not usually carry over from one year to the next. Employees may not take a personal day without pay if they have accrued personal or vacation time available. Non-exempt Full-Time employees will be paid in December for any personal time they did not use in the previous twelve-month period. This allocation of your personal time is made in December for use during the upcoming personal time year. This allocation is an advance of your annual personal time allotment. The personal time year generally runs from December 5 to December 4 of the following year. Exempt employees will not be paid for unused personal time. All Full-Time exempt employees who are hired after June 1st of a given year will carry over any unused personal time for one year only.

Holidays

Cablevision generally observes ten holidays each year. The official holiday schedule is generally announced in October for the following year. This information can also be found on *Marquee*. Holiday schedules may be adjusted as a result of specific business unit needs. Under certain circumstances, you may be entitled to additional pay if you work on a Company-recognized holiday. If you are a non-exempt Full-Time or Part-Time employee and you work on a Company-recognized holiday, your pay may be calculated as follows:

- All Full-Time non-exempt employees may receive holiday pay plus two times their regular hourly rate for any hours worked on that assigned holiday.

- All Part-Time non-exempt employees may receive holiday pay plus 1½ times their regular rate for any hours worked on that assigned holiday. Part-Time non-exempt employees who are normally scheduled to work on a holiday will receive holiday pay. If you are not normally scheduled to work, you will not receive holiday pay for that holiday.

For a copy of Cablevision's holiday schedule, click here. The holiday schedule may not apply to employees who work a non-traditional workweek, in which case the department head will designate the holiday based on schedules and business needs. You may also obtain a copy from Marquee (http://marquee).

paid sick leave per 30 hours worked. Your Human Resources representative can advise you of how much sick time you are eligible to receive during those years.

Part-Time Employees

Length of Service	Total Sick Time Allocation Per Year
All lengths of service	20 hours per year

Part-Time Employees in CT, Newark and NYC

Length of Service	Total Sick Time Allocation Per Year
All lengths of employment	20 hours per year plus accrual of 1 hour paid sick time for every 30 hours worked up to a maximum of an additional 20 hours paid sick time, beginning after 600 hours worked in the sick leave year.

Sick Time Notification

If unable to attend work on a given day for any of the reasons covered by this policy, you must call out in accordance with our standard call out procedures outlined in the Attendance Policy for the absence to be considered "excused." The paid sick time provided by this policy must be used whenever you are absent for reasons covered by this policy. Time off without pay is not permissible if accrued sick time is available. Accrued personal and vacation time should only be used if sick time has already been exhausted. Employees whose need for sick time is foreseeable are expected to provide as much notice as possible in advance of the expected absence, but will not be required to provide any more than seven (7) days' notice of the foreseeable leave. The paid sick time provided by this policy must be used whenever an employee is absent for reasons covered by this policy.

It is the responsibility of the supervisor/manager to keep complete and accurate records of all absences by his or her employees, and to make these records available to the Payroll and Human Resources Departments upon request.

Employees who use paid sick time may also be eligible for unpaid leave pursuant to the Family and Medical Leave Act or other applicable law. Employees who believe they need time off for reasons protected by the FMLA (see the Family and Medical Leave Policy), or who believe they will need additional time off beyond their paid sick time to accommodate their own medical condition, should contact the Accommodation and Leave Management team.

If your sick time extends beyond seven consecutive days, you may be eligible for short-term disability benefits under the Company's CHOICE Plus Income Protection Benefits Program. Please contact your Human Resources representative or the Benefits Department for specifics regarding eligibility for disability pay.

If you are absent from work as a result of <u>your own</u> non-work related injury or illness and your absence extends beyond seven consecutive calendar days, you may be eligible for short-term disability under the Company's Income Protection Benefits Program. In this case, you must use your allotted paid sick, personal and vacation time, in this order, during the unpaid portion of the disability waiting period before the Company's income protection benefits commence. Please contact your Human Resources representative or the Benefits Department for specifics regarding eligibility for short-term disability pay and unpaid leaves of absence.

If you are absent from work as a result of an injury or illness sustained in the course and scope of your employment at Cablevision, you must first use your allotted paid sick, personal and vacation time, in this order, during any unpaid portion of the workers' compensation "waiting period"

Sick Time

Cablevision provides paid sick time to both Full and Part-time employees. This time may be used if you are unable to work due to your own illness, to care for a family member who is ill, or to attend doctor's visits for diagnostic and preventive care of a child (including an adult child incapable of self-care). A family member includes: a spouse, domestic or civil union partner; a biological, foster, adopted or stepchild; the child of a domestic or civil union partner; a sibling; a parent, foster, adoptive or step-parent; a person with whom you have an *in loco parentis* relationship; the parent of a spouse, domestic or civil union partner; a grandchild; grandparent and the spouse, domestic or civil union partner of a grandparent. In the first three years of employment, employees are eligible for up to 40 hours of paid sick time per year. After 36 months of service to the Company, full-time employees are eligible for up to 80 hours of paid sick time per year.

All employees will be allotted paid sick time in accordance with the allotment schedule below. Paid sick time shall be allocated each year on December 5 ("the annual allotment date") and the paid sick time year will run from December 5 to December 4 of the following calendar year, except in Connecticut where the annual allotment date will be January 1 and the paid sick time year shall run from January 1 to December 31.

Employees hired in the middle of the paid sick time year will receive a pro rata allocation based upon a presumed 40-hour for schedule for full-time or 20-hour schedule for part-time employees between their start date and the next December 5th, at which point they will be allotted a full forty (40) or twenty (20) hours of paid sick time. Part-time employees will also begin to accrue additional paid sick time at a rate of 1 hour for every 30 hours worked up to an additional 20 hours (up to a maximum of 40 hours total), after they have worked 600 hours. Newly hired employees may not use any accrued/allotted paid sick time until after the 90th calendar day of employment, unless they were previously employed by Cablevision within the six months before their start date, in which case the employee may immediately begin to use it.

Paid Sick time does not carry over from one year to the next. However, non-exempt full-time employees and all part-time employees (whether exempt or non-exempt) will be paid at the end of their location's paid sick time year for any paid sick time that was allotted but unused during the previous paid sick time year. Full-Time exempt employees will not be paid for allotted but unused sick time because they will receive the full allotment of paid sick time at the start of each paid sick time year.

Paid sick time is allocated according to the following schedule:

Full-Time Employees

Length of Service	Total Sick Time Allocation Per Year
0 months – 36 months	Up to 40 hours per paid sick time year
More than 36 months	80 hours per paid sick time year

In the first year of employment and third year of employment (Full-Time employees only), your allocation may be different depending on your date of hire, but will never fall below one hour of

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[1] Employees in New York City, Newark, NJ and Connecticut may use paid sick time if they are unable to work due to: their own illness, injury, or health condition (including diagnostic and preventive care); the need to care for a family member with an illness, injury, or health condition (including diagnostic and preventive care); their need to obtain medical care or other services or participate in legal proceedings if the employee is a victim of family violence or sexual assault; the closure of Cablevision's workplace by order of a public health official due to a public health emergency; or to care for a child whose school or childcare provider has been closed by order of a public official due to a public health emergency. Additionally, employees employed in Newark, NJ may use paid sick time to care for a family member determined by health authorities to jeopardize others because of exposure to a communicable disease.

Part-Time Employees - If you are a Part-Time employee regularly scheduled to work 20 hours or more per week you are eligible for paid vacation time, after 12 months of continuous employment.
You may use available vacation time, provided that you have obtained your supervisor/manager's prior approval for the dates you have selected. Part-Time employees will accrue vacation time on a monthly basis in accordance with the following schedule:

Length of Service	Total Vacation Accrual Per Year**
12 months - 24 months	1 week per year (based on the number of hours you are regularly scheduled to work per week)
25 months or more	2 weeks per year (based on the number of hours you are regularly scheduled to work per week)

Part-Time employees will begin to accrue paid time off for vacation beginning the date of hire. You will receive an allocation of 1 week of paid vacation time in the first pay period following one full year of service (your 12 month anniversary) with the Company. At this time, your vacation time will be available for your use.

Use of Vacation Time and Vacation Carryover

Cablevision believes that it is important for all employees to take their vacation time in the year in which it was accrued. Everyone, regardless of title and position, needs time away from work to relax and rejuvenate.

Please keep the following in mind when you use your accrued vacation time:

- Your vacation time should be used during the year in which it was accrued. When necessary, you may carry over to the next year a maximum of 75% of the amount of vacation time you are eligible to accrue during that year (unless applicable state law provides otherwise). Vacation accruals that exceed the maximum carry-over balance will be forfeited (unless applicable state law provides otherwise).
- You must obtain approval from your supervisor/manager at least 30 days in advance of your desired vacation time. During peak periods, you may be required to request your vacation time no more than 60 days in advance. Management will notify you at the beginning of the calendar year as to which peak periods will require 60 day notice. Management is also responsible for approving vacation time and resolving schedule conflicts if more than one employee requests the same vacation dates. Management within certain functional organizations may institute different vacation notice and scheduling requirements. This will depend on the specific needs of that organization, provided that such requirements are approved in advance by the President & CEO or his designee.
- Sick time cannot be used to extend a vacation period.
- If you leave Cablevision for any reason, you will be paid for unused, accrued vacation time up to the maximum amount of accrued vacation time you were eligible to accrue during the calendar year (regardless of how much time was carried over) unless another amount is required under applicable state law.
- Employees may not take time off without pay if they have accrued vacation time available.

Certain state laws may require that accrued time be handled differently. Please contact your Human Resources representative for additional information.

It is important that your time worked is accurately reported, and if you identify any discrepancy or issue with the recording of your time, notify your supervisor/manager immediately.

Falsification of a time record, timing in or out for another employee, or having another employee time in or out for you, is against Cablevision policy and may result in corrective action, up to and including suspension or termination of employment.

Direct Deposit

Most non-union employees may have their paychecks deposited directly into a maximum of three different bank accounts. Because Cablevision does not allow for partial depositing (depositing a portion of your check and getting the rest in cash), the full amount of each paycheck must be deposited into one or more of your accounts.
If you wish to take advantage of direct deposit, simply complete a direct deposit form (for each separate account, if applicable) and forward it to Payroll or Human Resources for processing. It may take several pay periods for this change to take place. Once the direct deposit transaction is complete, you will continue to receive a pay stub each pay period reflecting the amount that was deposited in your account(s).

Additional checks, such as certain bonus checks, cannot be deposited directly into your account(s) through direct deposit.

Paid Time Off

Vacation Time

Full-Time Exempt Employees - If you are a Full-Time exempt employee regularly scheduled to work at least 35 hours each week, you are eligible for paid time off for vacation after four months of continuous employment. On your four-month anniversary, you will receive an allocation of one week of paid vacation time, which is available for your use, provided that you have obtained your supervisor/manager's prior approval for the dates you have selected. Full-Time exempt employees accrue vacation time on a monthly basis during an "anniversary year" in accordance with the following schedule:

Length of Service	Total Accrued Vacation Per Year*
4 months - 72 months	3 weeks per year
73 months or more	4 weeks per year

Full-Time Non-Exempt Employees - If you are a Full-Time non-exempt employee regularly scheduled to work at least 35 hours each week, you are eligible for paid time off for vacation after six months of continuous employment. On your six-month anniversary, you will receive an allocation of one week of paid vacation time, which is available for your use, provided that you have obtained your supervisor/manager's prior approval for the dates you have selected. Full-Time non-exempt employees accrue vacation time on a monthly basis during an "anniversary year" in accordance with the following schedule:

Length of Service	Total Accrued Vacation Per Year*
6 months - 36 months	2 weeks per year
37 months - 72 months	3 weeks per year
73 months or more	4 weeks per year

** Hours vary based on weekly standard hours. You will continue to accrue vacation time on a monthly basis. Vacation time is accrued on the first of each month for the previous month. Your actual accrued time is reflected on your pay stub.*

If at any time you believe that you have not been paid, or have not been paid the proper amount of overtime that you have worked, please contact your supervisor/manager or Human Resources representative. There are two different categories of overtime for non-exempt employees:

Scheduled Overtime – This type of overtime is announced in advance. If you are unable to work overtime on a specific date, please inform your supervisor/ manager so that he or she can plan an alternative. As always, our flexibility is driven by our desire to balance employee needs with the needs of our customers and guests. If you have a personal conflict that cannot be resolved, please discuss the situation promptly with your supervisor/manager.

Incidental Overtime – This is extra time needed to ensure a high degree of service to our customers and guests, to address business needs, breaking news or other unplanned events. It is not scheduled in advance. Management is required to balance service to our customers and guests with the needs of our employees when incidental overtime conflicts with an employee's availability.

For a copy of the Overtime Pay Policy, click here.

Standby Pay

"Standby pay" is pay for time in which certain eligible employees are scheduled to be available to perform work outside the regular work schedule, as required by their supervisor/manager to meet the Company's business needs. Your supervisor/manager will advise you if standby pay is available for your position.

Exempt Employees

If you are classified as an "exempt" employee, you are generally paid on a salary basis and are not entitled to overtime pay. Exempt employees must be paid their full salary for each week they work; however, deductions may be made from their pay in only limited circumstances. Improper deductions are prohibited. If you are an exempt employee and you believe an improper deduction has been made from your paycheck, please contact your Human Resources representative.

Time Sheets

Cablevision requires all exempt and non-exempt employees to keep accurate records of the time they work. The method of recordkeeping will be by automated time tracking systems, time sheets, or other mechanisms specified by Cablevision. Your supervisor/manager will advise you on how and when to complete your time records. Every employee must complete and submit time records to his or her supervisor/manager as directed and in a timely manner.

Accurate time records will help ensure that your paycheck reflects the hours you spend working. Unless your supervisor/manager approves, you should not work any hours beyond your scheduled hours, any unauthorized overtime or any other hours off the clock. If you are in a customer facing position (for example, a customer relations coordinator, installer, ticket seller or taker, etc.) and are assisting a customer at the end of your scheduled shift, you should generally finish the transaction with the customer and record the actual time that you finished work.

When you review your pay statement, please verify immediately that you were paid correctly for all regular and overtime hours worked each workweek.

Employment Classifications, Types of Pay and Pay Practices

Employment Classifications

The following are some of the employment classifications used by the Company in connection with pay and benefits practices:

"Regular Full-Time" Employees - Employees who are regularly scheduled to work for the Company, in the aggregate, at least 35 hours in a standard workweek.

"Regular Part-Time" Employees - Employees who are regularly scheduled to work for the Company less than 35 hours in a standard workweek.

Other Classifications:
"*Temporary Full Time*" Employees – Employees who may be scheduled to work for the Company at least 35 hours in a standard workweek.

"*Temporary Part-Time*" Employees – Employees who may be scheduled to work for the Company less than 35 hours in a standard workweek.

Temporary employees are generally not eligible for Company benefits except where required by law. Employees will be told what their classification is when they are hired, or when any change in their employment classification takes place. **Cablevision establishes your Employment Classification by reviewing your current work schedule and the type of work you perform for the Company. Additional work assignments or previous work history could alter your employment classification.**

Employees retain their employment classifications until they are notified in writing of a change by Company management. Regular work schedules and overtime requirements may vary depending on your business and work location.

Pay Practices

Cablevision conducts periodic surveys of similar industries and related marketplaces to ensure that our pay rates and structures for all job categories are fair and competitive. Generally, individual performance reviews are conducted annually for all Full- and Part-Time employees and pay increases may be awarded based on your performance. Your supervisor/manager can advise you of your scheduled annual performance review date.

Pay increases are administered according to approved ranges and guidelines. Generally, increases are not granted outside of these ranges and guidelines

Differential Pay

Certain non-exempt (hourly) employees may be eligible for differential pay depending on their job functions. When an employee has earned differential pay, the Payroll Department will process it accordingly. Your supervisor/manager will advise you of the types of differential pay, if any, that are available to you.

Overtime Pay

If you are classified as a "non-exempt" employee, you are generally paid on an hourly basis and are eligible for overtime pay. Your supervisor/manager generally must approve your overtime in advance and failure to obtain advance approval may result in corrective action, up to and including suspension or termination of employment. It is Cablevision's policy that employees be paid for all overtime worked and you must report all overtime hours worked, even if you did not receive advance approval.

5. An Opportunity for Training and Development

New Employee Orientation

All new employees are required to attend employee orientation training. The orientation serves as a new employee's first in-depth look at our businesses, guiding principles and our individual and collective assets that uniquely position us to compete effectively. The orientation provides background information about Cablevision and its businesses to help you adjust to your new work environment by fostering an understanding of their culture, Values, mission, objectives, policies and organizational structure. The orientation also highlights standards for treatment and appropriate behavior in the workplace. You will also complete new hire paperwork during the orientation, which activates payroll and security access.

Employee Training and Development

Employee training and development is an ongoing process at Cablevision, which starts the day you begin employment with us. Cablevision believes in giving every employee a chance to expand his or her knowledge and skills throughout the course of his or her career. Therefore, we continuously offer our employees a variety of internal and external job-related learning opportunities. You will be paid for the time you spend attending these programs.

Educational Assistance

Employees who have completed at least six months of continuous Full-Time service with Cablevision are eligible to apply for reimbursement under the Educational Assistance Program. Once qualified, you will be reimbursed upon receipt by the Company of required documentation showing a grade of C or better in a pre-approved, Company-related degree program at a state-accredited educational institution. Eligible employees may be reimbursed for pre-approved coursework up to $5,250 per calendar year, which includes tuition and lab fees. Taxability is subject to IRS regulations.

If you are interested in continuing your education, please visit *Marquee* for the eligibility guidelines and approval request form. Discuss your plans with your supervisor/manager. The Educational Assistance Program will only reimburse tuition expenses not paid for by other sources. Therefore, if you are entitled to educational aid under any veteran's benefits or other financial grants, the other sources must first be exhausted before you can apply for reimbursement through Cablevision.

For more information about the Educational Assistance or Tuition Reimbursement Programs click here. You may also obtain a copy from Marquee (http://marquee).

6. Salary and Benefits That Are Fair and Competitive

Cablevision is committed to providing its employees with fair and competitive salaries and benefits. We seek to recognize individual contributions and base rewards on employee performance. As a result, employees have direct input in their future.

4. A Clear Statement of Company Rules, Regulations and Expectations

Cablevision believes in clearly and openly communicating Company policies and practices so that all employees are aware of what is expected of them. All employees must comply with the Company policies and procedures. Failure to do so may result in corrective action, up to and including separation from the Company. This Employee Handbook and Marquee will serve as your best resources for general policy information. Changes to this Employee Handbook or the policies and practices it contains may not be made by any employee or member of management without the written approval of the President & CEO or his authorized designee. Updates to this Employee Handbook will be made when there is a business need to do so. We will attempt to keep you informed of any changes that affect you.

If you feel that you do not have a clear understanding of your job requirements, Company policies or management expectations, or if you find that our policies are not being applied as stated in this Employee Handbook, please contact your Human Resources representative immediately.

For a complete list of the Company policies, click here. You may also obtain a copy from Marquee (http://marquee).

Abuse Program. In addition, the Company maintains an Employee Assistance Program which is available to employees who have substance abuse problems and wish to seek assistance.

Employee Assistance Program

Your participation in our Employee Assistance Program ("EAP") is strictly voluntary and confidential and may enable you to address your problem without being subject to discipline. In the alternative, an employee may elect to obtain assistance from an outside substance abuse professional. The Company's EAP provides confidential professional assistance to employees and is available 24 hours a day, 7 days a week. To reach the EAP, call the toll-free number 1-800-200-4819, or log on to www.liveandworkwell.com - access code 228594.

Drug and Alcohol Testing

As part of the Company's Substance Abuse Program, the Company will conduct drug and alcohol tests under certain conditions and in accordance with applicable laws. All applicants will be subject to a post-offer, pre-employment drug test. Employees will be required to submit to a drug and/or alcohol test, whenever a member of the Company's Corporate Committee On Substance Abuse has reasonable suspicion to believe an employee has engaged in prohibited drug or alcohol-related conduct. In addition, employees will be required to submit to a drug and alcohol test if they cause or contribute to the following types of work-related accidents: Rear-ended another vehicle; struck a parked vehicle; side-swiped another vehicle; struck another vehicle while backing up; struck a pedestrian; struck an object (*e.g.* a tree, telephone pole, or guard rail); any accident where the employee receives a moving violation; or, any other accident that is deemed to be avoidable by local management.

Use of Prescription and Over-the-Counter Medications

Employees in safety-sensitive positions may use prescription or over-the-counter medications which:

a. have been lawfully prescribed to, or obtained by, the employee;
b. are being used by the employee in accordance with the prescription's guidelines (if applicable); and
c. before reporting to work under the influence of such medication, the employee has inquired whether the drug manufacturer or the employee's physician warns against driving, operating machinery or performing other work-related safety-sensitive tasks. If such warnings exist, the employee taking the medication must inform his or her supervisor of such restrictions before reporting to work under the influence of such substances. When informing his or her supervisor(s) or his or her Human Resources Representative of such restrictions, the employee should not identify the medication(s) being used or the reason for its use. The Company will evaluate and respond to this information on a case-by-case basis. Responses may include, among other things, temporary job reassignment or modifications, a request for additional medical documentation and consultation, and/or an instruction that the employee not work until the restriction is removed. Any employee reporting to work in a safety-sensitive position without first advising the Company about warnings accompanying lawfully prescribed or obtained medications will be subject to corrective action. An employee's lack of knowledge concerning such warnings will not excuse a violation of this rule where an employee has failed to make the inquiries required by this rule.

If you have questions regarding the Substance Abuse Program and how it operates, including our "Fresh Start" Program and EAP and how they work in conjunction with our Company policies and benefits, please contact your Human Resources Representative. For a complete copy of the Substance Abuse Program, click here. You may also obtain a copy from Marquee (http://marquee).

If You Are Injured On the Job/Workers' Compensation

Your health and well-being are of the utmost importance to us. If an accident or injury should happen on the job, you must notify your supervisor/manager as soon as the incident occurs (and no later than the end of the shift/day the incident occurred). Management must be notified promptly regardless of how minor the incident may seem.

Prompt medical attention will be arranged where necessary. Coverage of all medical bills incurred for a job-related injury or illness is provided under the state's workers' compensation benefit. In addition to medical benefits, workers' compensation also provides certain wage reimbursement benefits as required by state law. You may also be eligible for authorized time off in accordance with the Company's leaves of absence policies.

Cablevision's Income Protection benefits programs coordinate with workers' compensation as they do with state disability benefits. Cablevision's Income Protection benefits programs are not available to union employees unless specifically provided for in the applicable collective bargaining agreement.

Drug & Alcohol Policy

Cablevision cares about its employees and the customers it serves. The use of drugs or alcohol can lead to actions that may jeopardize the safety of the user, other employees, customers, visitors and the general public, and can also adversely affect employee productivity. To address these issues, we have established a comprehensive Company-wide Substance Abuse Program. The Substance Abuse Program applies to all employees. (Certain employees may be covered by an additional substance abuse policy and will receive a copy of the additional policy which is not summarized in the following paragraphs).

A detailed description of the protocol we use to implement our comprehensive Substance Abuse Program for employees is available for review by all employees who request it. That detailed description is contained in two documents, entitled "Substance Abuse Program Protocols for Employees" and the "Summary of Procedures for Testing Employees and Applicants." Those documents include a list of specific drug and alcohol-related conduct which employees are not permitted to engage in and a detailed description of the procedures and programs which the Company will use to identify and resolve substance abuse problems within our workplace, including the Company's "Fresh Start" Program and drug and alcohol testing.

Although the Company has a zero tolerance to workplace drug and alcohol use, our Substance Abuse Program offers employees with drug or alcohol-related problems a remedial program to address their problem before it results in employment termination -- the "Fresh Start" Program.

<u>"Fresh Start" Program</u>

Employees who test positive for drugs or alcohol or engage in certain other conduct in violation of the Substance Abuse Program will be given the opportunity to enter into our "Fresh Start" Program, if it is the first time in ten years or more that the employee has violated the Substance Abuse Program. In addition, those employees who voluntarily self-identify as having a drug or alcohol problem and who voluntarily request assistance for such problem (prior to any violation of the Company's Substance Abuse Program) will be given the opportunity to enter into our "Fresh Start" Program. To participate, an employee must agree to be evaluated for a drug or alcohol problem by a substance abuse professional selected by the Company's independent administrator of the "Fresh Start" Program, and, if determined to be necessary, to enroll in and successfully complete a treatment program. Employees who refuse to be evaluated or enroll in a treatment program, if recommended, or who fail to successfully complete the treatment program, will be immediately terminated from employment. Employees who have not completed the first 90 days of employment are not eligible to participate in the "Fresh Start" Program but are otherwise subject to the Company's Substance

A Workplace Free From Violence

Cablevision has a zero tolerance for fighting and for harassing or intimidating behavior in the workplace, whatever the provocation. Such behavior will be met with appropriate corrective action, up to and including suspension or termination of employment. It is important to us that we act in a responsible and careful manner at all times and exercise reasonable judgment in identifying potentially dangerous situations on and off Company premises.

If you are aware of anyone who has been threatening or intimidating, engaging in fighting or otherwise acting in an unsafe or menacing manner towards co-workers, customers or guests, please contact your Human Resources representative, Security office or a member of your management team immediately. Your swift action can help us prevent that person from hurting himself/herself or others.

Each of us is responsible for observing safety rules, policies, laws and regulations. You may not possess any licensed or unlicensed firearm or other weapon on Company premises, in Company vehicles or on Company time.

Reports of threats will be treated confidentially to the greatest extent possible. There will be no retaliation for raising or pursuing such complaints. All claims will be investigated thoroughly and the appropriate corrective action or other steps will be taken. Any report may be made anonymously, but it is obviously easier for us to adequately address allegations that are not anonymous.

Safety on the Job

Safety is every employee's responsibility. Employees are expected to use common sense and are encouraged to develop and maintain safety awareness at all times, both on and off the job. Should you become aware of an unsafe condition or emergency situation, please react immediately and notify your supervisor/manager or Human Resources representative. Cablevision's Corporate Risk Management/Safety Department is also available to assist you with safety questions.

Some business units within the Company must abide by formal safety policies. These safety policies are designed to assist and protect you while performing your job. Additionally, if you drive a Cablevision vehicle or operate a vehicle on Cablevision's behalf, you are required to read, become familiar with and sign off on the procedures outlined in the Vehicle Policy.

For a copy of Cablevision's Motor Vehicle Policy and/or Safety Training Manual, please contact your supervisor/manager, Human Resources representative, or local Safety Manager or click here for the Motor Vehicle Policy and click here for the Safety Training Manual. For a copy of Cablevision's complete Safety Accountability Policy, please contact your Human Resources representative or click here. You may also obtain a copy from Marquee (http://marquee).

conduct, you should contact your Human Resources representative immediately so that we may promptly investigate and take appropriate action. If you believe it is more appropriate given the particular circumstances, you may contact Corporate Human Resources to report your complaint. If you have not received a satisfactory final or interim response within five (5) business days after reporting any conduct or incident that you perceive to be harassment, discrimination or abusive conduct, please immediately contact any member of Corporate senior management, including the President & CEO.

Please note, all complaints will be fully and promptly investigated and, where necessary, appropriate corrective action or other steps will be taken. All actions taken to investigate and resolve such complaints will be conducted in confidence to the greatest extent possible. There will be no retaliation for raising or pursuing such complaints. When we have completed our investigation, we will inform the person filing the complaint of the completion of the matter.

For a copy of Cablevision's complete Harassment Prevention Policy, please contact your Human Resources representative or click here. You may also obtain a copy from Marquee (http://marquee).

2. Ready Access to Management Regarding Your Concerns

Open Door Policy

Differences of opinion are likely to occur in any company. To address them, Cablevision believes in open and honest discussion at every level. Positive suggestions and insights come from the meeting of creative minds. As a Cablevision employee, you have a right to raise concerns, suggestions or questions and receive a quick and accurate answer. We believe that most complaints and differences of opinion can be resolved amicably, satisfactorily and quickly through Cablevision's Open Door Policy.

While we cannot guarantee that we will always give you the answer that you want, Cablevision's Open Door Policy assures that you will receive ready access to management and a fair consideration of any problem or question that you raise. If you have an issue or suggestion that you would like to discuss, you should initially speak with your supervisor/manager. This initial discussion between you and your supervisor/manager will give you the opportunity to directly impact your situation at the local level. You may request a private meeting, or if you prefer, your Human Resources representative may also be present. If for any reason you'd rather not take your issue or suggestion to your immediate supervisor/manager, you may speak directly to your department manager, his or her department head or your Human Resources representative.

Your supervisor/manager or the individual to whom you have brought your issue or suggestion, after learning of and investigating the problem, will provide you with an answer in a timely fashion. If this discussion does not provide you with a satisfactory answer, you may discuss your issue or suggestion with your department manager or his or her department head. If at any time you do not wish to discuss the matter with your Human Resources representative or your management team, you may bring it to the attention of a senior manager in your business operation. If you believe it is appropriate, you may also contact Corporate Human Resources or any member of Corporate senior management to voice your concerns, including the President & CEO.

If something is troubling you within the workplace, please report it as soon as possible so that we can provide you with a quick response. Retaliation by anyone toward any employee who makes use of Cablevision's Open Door Policy will not be tolerated.

3. A Safe and Clean Working Environment

Cablevision is committed to providing its employees with a safe and clean workplace.

WHAT YOU CAN EXPECT FROM CABLEVISION

1. Fair and Respectful Treatment

Equal Employment Opportunity

Cablevision is an equal opportunity employer. This means we offer the same opportunities to every person regardless of that person's sex, race, color, age, national origin, citizenship, marital or domestic partner status, veteran status, sexual orientation or preference, religion or religious creed, ancestry, genetic information, physical or mental disability or handicap, or any other characteristic protected by law.

We also make reasonable accommodations available to enable otherwise qualified individuals with disabilities (as recognized by applicable law) to do their jobs. Reasonable accommodations will be made for such individuals unless the accommodation would impose an undue hardship on the operation of the business or, despite the accommodation, there would be a significant risk to the safety of the employee or to others. If you believe that you need an accommodation, please notify your Human Resources representative.

Our management team is dedicated to ensuring the fulfillment of equal employment opportunity with respect to recruitment, hiring, training, promotion, transfer and other personnel activities, salary and other forms of compensation, benefits and general treatment during employment. Candidates are hired and promoted based solely on business needs and the candidate's qualifications and abilities related to the job. If you believe that you have been subjected to employment discrimination or harassment, please report the matter immediately to your supervisor/manager or your Human Resources representative.

Harassment Prevention Policy

Cablevision has a zero tolerance policy against harassment, discrimination or other improper conduct on the basis of sex, race, color, age, national origin, citizenship, marital or domestic partner status, veteran status, sexual orientation or preference, religion or religious creed, ancestry, genetic information, physical or mental disability or handicap, or any other characteristic protected by law. This conduct is prohibited in the workplace. Cablevision requires that all managerial and supervisory employees be diligent in addressing and preventing such conduct.

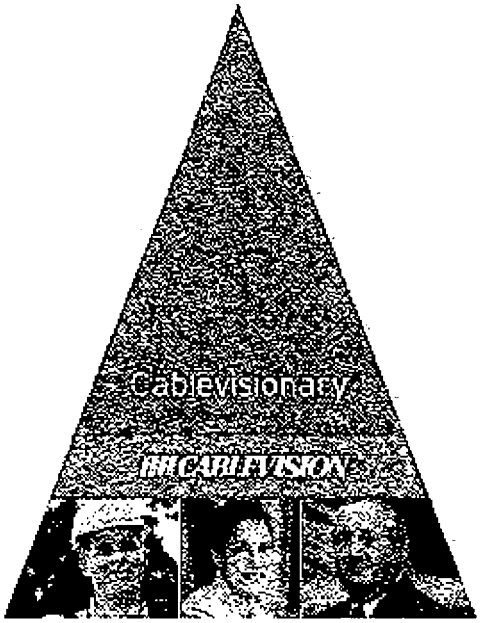
We require that everyone refrain from conduct that is, or could be considered harassing, discriminating or abusive. Consequently, this Policy against sexual and other harassment, discrimination and other abusive conduct applies to conduct by our employees toward their co-workers as well as conduct by or toward customers, guests, consultants, suppliers or visitors.

We want all employees to know they can work in a secure environment and with dignity, and need not endure unwelcome, degrading, unprofessional, abusive or exploitative treatment or conduct. Submission to any unwelcome conduct or any form of harassment and/or discrimination is not and never will be a term or condition of employment with Cablevision.

Cablevision considers harassment, discrimination and abusive conduct to be serious misconduct. They are unacceptable in the workplace. Any employee found to have harassed, discriminated against, or been abusive or insulting toward another employee or to a customer, guest, consultant, supplier, visitor or other person covered by this Policy will be subject to corrective action, up to and including suspension or termination of employment.

If you believe you have been or are being discriminated against, harassed or otherwise treated improperly, or believe some other employee is engaging in or receiving such treatment or

The Cablevisionary behaviors are:



A Cablevisionary demonstrates:

Customer Focus – Cablevisionaries know the customer is at the heart of everything we do.

Leadership – Cablevisionaries have a vision and motivate others.

Accountability – Cablevisionaries take ownership and deliver results.

Purpose – Cablevisionaries know their work is shaping our industry's future.

Excellence – Cablevisionaries are driven by success and take pride in their work.

Creativity & Innovation – Cablevisionaries don't see obstacles, only possibilities.

Passion – Cablevisionaries radiate energy that creates excitement and inspires others.

Collaboration – Cablevisionaries thrive on teamwork and bring out the best in others.

Integrity – Cablevisionaries live the values that make our company a great place to work.

Transformation – Cablevisionaries welcome opportunities to evolve and chart new courses.

CABLEVISION

ABOUT US

Cablevision holds true to the mission and values that have grown our business and support our vision to become the premier connectivity provider. We are passionate about our work and strive to give our best in everything we do. We are Cablevisionaries.

Cablevision's Values
Cablevision is a business founded upon basic principles of honesty, integrity, and a sincere commitment to our employees, our customers and guests. We are proud of our Values, which continue to be nurtured by our environment of direct and honest communication, creativity and growth. Cablevision's Values are basic principles that every employee should emulate and expect every day.

As a Cablevision employee, you have the right to expect:

1. Fair and Respectful Treatment
2. Ready Access to Management Regarding Your Concerns
3. A Safe and Clean Working Environment
4. A Clear Statement of Company Rules, Regulations and Expectations
5. An Opportunity for Training and Development
6. Salary and Benefits That are Fair and Competitive
7. The Tools and Equipment for the Proper Performance of Your Job
8. The Freedom to Express Your Views Without Fear of Reprisal
9. Fair Procedures for Promotional Opportunities
10. Career Growth and Opportunities in a Growth Environment

In exchange for your:

1. Commitment to Provide Outstanding Service to Our Customers
2. Cooperative and Respectful Working Relationships
3. Adherence to Company Rules and Regulations
4. Loyal and Dedicated Commitment to Moving the Company Forward

Culture

The customer is at the center of all that we do. As we continue to transform and position ourselves for future success and industry leadership, we complement our company values with Cablevisionary behaviors that demonstrate how employees support our customers every day. The Cablevisionary behaviors help guide how we conduct ourselves and align us all around the actions and mindset needed to achieve our company goals and future success.

Statement About Unions

Throughout Cablevision's rich history, our Values have remained the cornerstone of the way business is conducted. Employees have always been encouraged to communicate their concerns, ideas and questions directly with management as we believe that direct, open and honest communication is best for each individual and for the Company.

For more than a quarter of a century, actions, not promises, have demonstrated the Company's sincere desire to be fair to each employee. By working together, without outside intervention, Cablevision employees and management have developed a company with fair and competitive compensation and benefit programs and a commitment to individual growth and development.

Through the acquisition of certain companies, employees who historically have been represented by unions have joined us. While we believe that outside organizations may alter the individual focus, harmonious relations and values we strive to create here, we will abide by the decision of our employees who have voluntarily chosen that employment relationship. Accordingly, the policies and practices set forth in this Employee Handbook will be applied, interpreted and, if necessary, modified consistently with applicable collective bargaining agreements and the principles of federal labor law.

Employee Communication

The Internal Communications Department supports the strategies and business objectives of the Company by developing, implementing and managing official Company communications, policies, procedures, and activities; developing internal marketing campaigns in support of new initiatives and/or business goals; fostering dialogue and serving as the department of record for official Company communications.

Because an open, communicative environment is important to Cablevision, senior management utilizes a number of methods to communicate with our employees.

W.I.R.E.

The Internal Communications Department sends communications via email to deliver pertinent and timely Company information from the corporate office to employees in every Company location – based on its subject matter and intended audience. In addition to email communications, there may be times where designated employee volunteers are used to distribute various internal promotions or communications that support corporate initiatives and programs as determined by internal Communications.

Marquee

Cablevision's Employee Intranet, *Marquee*, is the primary source for internal employee and Company information. *Marquee* houses information related to key Company initiatives, policies, internal memos, press releases, employee recognition, benefits information, perks, the Company's employee directory, the Marquee Career Center, and other department-specific and event-driven content. Useful links to pertinent online business resources and Company forms are also included on the site.

The Employee Intranet is located at http://marquee. It can be accessed through mobile devices using the AnyConnect app or with your laptop if you have access to our Virtual Private Network (VPN). If you do not have regular access to a desktop computer and would like to use *Marquee*, your supervisor can direct you to a kiosk (where available).

Digital Signage

Cablevision utilizes digital signage as another means of sharing internal employee and Company information. Television monitors located at facilities throughout the Company broadcast an array of content, featuring slide presentations and other programming, which highlight Company-wide initiatives – along with news relevant to employees to their specific group or location.

Other Communication

Cablevision may also use other means to communicate information to you, such as employee meetings, teleconferences, e-mail, memoranda and employee manuals like this Employee Handbook. Your area or business unit may also utilize other communications tools, such as the distribution of local newsletters, to share key messages targeted specifically for your group.

We always welcome employee questions or suggestions and encourage you to contact your Human Resources representative or a member of your management team if you are unclear about something that has been communicated to you.

performance review(s) and corrective action(s) signed by you), as the materials are Company property.

If you disagree with any information in the file, please discuss the matter with your Human Resources representative. If you and an authorized representative of the Company mutually agree upon correction of certain information, the file will be modified accordingly. If the Company does not agree with your requested change, you may submit a written statement that will be added to the file.

Outside Requests for Employee Information

As an employee of Cablevision, you may handle a variety of confidential matters regarding other employees, clients, and other information. When doing so, it is your responsibility to respect the highest level of privacy for your fellow employees. Should you be contacted regarding a subpoena or other legal documents on behalf of the Company or other employees, you must immediately refer to your supervisor/manager, who will notify the appropriate Company representative.

Please note: Certain requests by third parties for employee information or references should be referred to your local Human Resources representative. Human Resources will work with others within the Company to determine the appropriate response in a given situation, if necessary. *For further information regarding the handling of Confidential Information, visit Marquee at http://marquee*

Employees are prohibited from releasing any employment or income information. Organizations who wish to verify the employment of an employee must use Cablevision's designated external employment verification service, **THE WORK NUMBER®**. This service provides information such as dates of employment, title, salary and other earnings. Requests of this nature will be provided to third parties only upon an employee's authorization or where required by law. For employment verification, please *visit Marquee at http://marquee*

You can reach the EAP directly by calling the following toll-free number: 1-800-985-6901 or log onto www.liveandworkwell.com - access code: 228594.

Parking Accommodations

The Company, when possible, will make reasonable parking accommodations available for employees who are pregnant, disabled, or have temporary medical conditions that require parking closer to a Company facility.

Should you require such a parking accommodation, please submit a written request to Human Resources. Your request should include the reason for the accommodation and the duration of time it is needed. Once received, Human Resources will assess your situation and then coordinate with your local Security department to determine how, if possible, to best reasonably accommodate your needs.

Identification Cards/Building Access

It is important to us that our employees work in a secure and protected environment. Toward this end, all employees are given an identification (ID) card when they begin working for the Company. This ID card must be displayed at all times while performing services on the Company's behalf. This enables Company Security and management to quickly identify non-employees and unauthorized persons in our facilities. Our ID cards also help our customers identify Cablevision employees outside of our Company buildings.

Your ID card is Company property and cannot be used by any other person. Be sure to promptly notify your Human Resources representative if your ID card is lost, stolen or destroyed, or if you see someone in your facility without the proper identification.

Misuse of your ID card and/or unauthorized entry into any Company facility or event is not permitted. Your ID card should not be used for any unauthorized non-business purpose.

To provide greater security to our employees, building access is restricted in all facilities. Depending on your role and assigned work location, you may be given an access device or a keypad entry password that will allow you access to your workplace. Please notify Security (if applicable) or a member of your management team if someone unknown to you attempts to gain entry into a building, area or Company-sponsored event without the appropriate access device.

Photos taken for your ID card may be used for other internal business purposes, such as for display on the Employee Intranet, *Marquee*, to foster internal communications or to assist with security measures.

Personnel Records

Cablevision collects and maintains personal job-related information about each employee to satisfy government-reporting requirements and for payroll, performance reviews and benefit processing. Therefore, it is important to notify Human Resources immediately if you have had a change in personal information - such as your name, family status, address, telephone number or emergency contact information.

If requested, you may review the contents of the Company's personnel file pertaining to you in the presence of a designated member of the Human Resources Department. This can be done by submitting a written request to your Human Resources representative. You are permitted to receive a copy of your performance review(s) or any corrective action(s) signed by you and to take notes if you wish. Except where required by law, copies cannot be made (except for your

When You Begin Employment

Introductory Period

Everyone needs time to adjust to a new job. Therefore, the first 90 days of your employment with Cablevision is classified as an introductory period.

During this period, your supervisor/manager will do his or her best to orient you to your new surroundings and make you as comfortable with your job as possible. Your supervisor/manager will advise you of the particular requirements of your job and will use this period to assess your job knowledge, your approach toward work, your work habits and initiative and your interaction with co-workers, customers and guests.

If your performance during the introductory period is not satisfactory, your supervisor/manager will discuss the issues with you and suggest ways to improve your performance. In some cases, we may extend the introductory period to give you more time to improve your performance and adjust to the requirements of the job. If your performance continues to be unsatisfactory, we will look at all of the facts and circumstances surrounding your employment and make a final decision regarding continued employment with us. If at any time, serious infractions or performance deficiencies are involved, dismissal prior to the end of the introductory period is a possibility.

Your Human Resources Representative

Upon joining Cablevision, each employee will be assigned a Human Resources representative. A Human Resources representative serves as an employee's main point of contact for all Human Resources issues. Acting with the highest level of confidentiality permitted by the circumstances, your Human Resources representative will assist you by:

- providing you with a timely response to questions or problems
- serving as an employee advocate, especially in sensitive situations
- ensuring prompt and accurate processing of personnel actions or status changes, performance reviews, transfers, benefits and changes in employment or family status

Every Human Resources representative is kept up-to-date on current Company policies and practices and can provide you with a clear explanation of them at any time. We encourage each employee to develop an ongoing relationship with his or her Human Resources representative.

Your Management Team

Management is responsible for day-to-day operations and for ensuring that we provide outstanding service to our customers and guests. At the same time, management has the following additional responsibilities:

- handling sensitive issues or concerns in a supportive and confidential manner
- respecting your outside interests, including educational, social, political, family and religious activities
- ensuring that you receive timely responses to questions and follow-up regarding concerns
- ensuring that you are notified of and adhere to Company policies
- consistently encouraging and supporting your professional growth and development
- offering access to appropriate referral services, such as the Employee Assistance Program (EAP), which can provide outside confidential assistance for personal or professional issues

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CABLEVISION

Dear Colleague:

As a result of the tremendous contributions made by our employees over the past 30 years, Cablevision is a leading telecommunications, media and entertainment company with a portfolio of operations that includes a full suite of advanced digital television, voice and high-speed Internet services, valuable local media and programming properties, and some of the country's most-watched national television networks. With your help, we will continue to shape the industry and provide cutting-edge services that extend the boundaries of communications as well as entertain and excite our consumers.

I am proud of our many accomplishments over the years and remain mindful that the most important investment that the Company can make is an investment in its employees. With that, our employees can expect development and training opportunities, fair treatment, competitive compensation and benefits, and a workplace that encourages honest and direct communication.

This Employee Handbook outlines the treatment that you can expect as a member of the Cablevision team. It has been designed to help you adapt to your work environment. We encourage you to take the time to review it and to contact your Human Resources representative with any questions you may have.

I hope that your employment with Cablevision is a successful, creative and rewarding experience.

Sincerely,

James L. Dolan
Chief Executive Officer
Cablevision Systems Corporation

ABOUT THIS EMPLOYEE HANDBOOK

At Cablevision we strive to be the employer of choice in our area by creating an atmosphere of cooperation and mutual respect. Ours is a growth company and we invite you to grow along with us by taking advantage of the many opportunities open to you.

As you read through these pages, please remember that this Employee Handbook contains guidelines only and supersedes any prior version. It is designed to answer questions you may have about your employment with Cablevision. Flexibility is essential to the Company's ability to respond to the changing needs of our customers, guests, organization and employees. We, therefore, reserve the right to revise, eliminate or otherwise reconsider any or all of these guidelines and the benefits we offer at any time. The only recognized deviations from the stated policies are those authorized and signed by the President & CEO or his authorized designee.

CABLEVISION HAS OPERATIONS IN MANY STATES. THE LAWS OF THESE STATES CHARACTERIZE THE RELATIONSHIP BETWEEN A COMPANY AND ITS EMPLOYEES AS "AT-WILL." THIS MEANS THAT THE EMPLOYMENT RELATIONSHIP IS NOT GUARANTEED FOR ANY PERIOD OF TIME. EITHER YOU OR THE COMPANY CAN END THIS RELATIONSHIP AT ANY TIME WITHOUT LIABILITY, NOTICE OR CAUSE.

THIS EMPLOYEE HANDBOOK AND THE GUIDELINES IT CONTAINS DO NOT CREATE A CONTRACT BETWEEN THE COMPANY AND ANY OF ITS EMPLOYEES. THIS COMPANY IS FREE TO ADD, MODIFY OR REMOVE ANY OF THE GUIDELINES CONTAINED IN THIS HANDBOOK AT ITS SOLE DISCRETION, WITH OR WITHOUT NOTICE.* THIS NOTICE APPLIES TO ALL EMPLOYEES REGARDLESS OF DATE OF HIRE.

*** We will attempt to keep you informed regarding any changes that affect you. Changes and/or updates to this Employee Handbook, when available, will be posted on Cablevision's intranet, Marquee (http://marquee). Should significant policy/guideline changes and/or updates be made, employees will be advised via an internal communication.**

Exhibit 219 Received ✓ Rejected ____
Case No.: ____
Case Name: CSC Holdings
No. 50 Date: 9/11/15 Rep.: [illegible]

employee HANDBOOK

CABLEVISION

January 2015

Exhibit A11

R-19

Please see attached documentation for 500 code accomodation

Dorothea Perry
Veritas et Aequitas
Alt. Email msdorothea.perry@gmail.com<mailto:msdorothea.perry@gmail.com>

The information transmitted in this email and any of its attachments is intended only for the person or entity to which it is addressed and may contain information concerning Cablevision and/or its affiliates and subsidiaries that is proprietary, privileged, confidential and/or subject to copyright. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient(s) is prohibited and may be unlawful. If you received this in error, please contact the sender immediately and delete and destroy the communication and all of the attachments you have received and all copies thereof.

From: Scott Rosinger
To: Dorothea Perry
CC: Francesca Prochazka
Sent: 4/30/2015 3:45:10 PM
Subject: RE: Request for 500 Code accommodation

Dorothea,

You need to call the number as below and make your request. The packet can be emailed to an address that you provide when you call the number and speak with the Cablevision intake specialist. I cannot provide this to you.

Thank you,

Scott Rosinger
Accommodation & Leave Management Specialist
Cablevision Systems Corporation
Ph: 866-356-3315 (at prompts choose 2, then 3, then 4, then 1)
Fax: 516- 803-3004
srosinge@cablevision.com<mailto:srosinge@cablevision.com>

Should you require immediate assistance, please contact Teanne McDonald (at prompts choose 2, then 3, then 5, then 1)

From: Dorothea Perry [mailto:dorothea.perry@verizon.net]
Sent: Thursday, April 30, 2015 3:43 PM
To: Scott Rosinger
Cc: Francesca Prochazka
Subject: Re: Request for 500 Code accommodation

Ext. 818 Received ✓ Rejected ____
Case No.: ____
Case Name: CSC Holdings
No. Pgs: 2 Date: 9/30/15 Rep.: [illegible]

Please send me the packet.

Dorothea Perry
Veritas et Aequitas
Alt. Email msdorothea.perry@gmail.com<mailto:msdorothea.perry@gmail.com>

On Thursday, April 30, 2015 3:42 PM, Scott Rosinger
<SROSINGE@cablevision.com<mailto:SROSINGE@cablevision.com>> wrote:

Hi Dorothea,

Please call the leave intake group at Cablevision to make a request for a work place accommodation to use code 500. Call them at 1-866-356-3315, press option 2 and then option 1, Monday - Friday, 9 AM to 5 PM. You will need to bring the ada accommodation forms to your doctor to be filled out in addition to the letter you provided. Please make sure the doctor includes duration and frequency of accommodation request.

Thank you,

Scott Rosinger
Accommodation & Leave Management Specialist
Cablevision Systems Corporation
Ph: 866-356-3315 (at prompts choose 2, then 3, then 4, then 1)
Fax: 516- 803-3004
srosinge@cablevision.com<mailto:srosinge@cablevision.com>

Should you require immediate assistance, please contact Teanne McDonald (at prompts choose 2, then 3, then 5, then 1)

From: Dorothea Perry [mailto:dorothea.perry@verizon.net]
Sent: Thursday, April 30, 2015 3:38 PM
To: Scott Rosinger; Claudia Rose
Subject: Request for 500 Code accomodation

Exhibit A11

R-18

SECTION F – Employee Comments: As an employee, you may use this section to comment on the Performance Appraisal and/or record any differences of opinion.

SECTION G – Career Interest Discussion Summary: To be completed by employee.
Areas you would like to pursue:
Steps you would like to take:
1.
2.
3.

SECTION D – Overall Performance Rating: Provide a narrative of any exceptional performance factors (strengths and/or development areas) that have significantly influenced the employee's overall performance. Provide an Overall Performance Rating by placing an "X" in the appropriate Overall Performance Rating box below.

Additional comments:

Over the course of this past year, Dorothea has exceeded expected performance results in Cablevision.

Dorothea is a Representative who is versed on all products. Her performance consistently meets department goals month over month. Dorothea has met or exceed goal for SER Scores, Availability, Knowledge Check and QoSD monitors for this review period.

Dorothea has to remain consistent with his QOSD performance this year. She needs to incorporate feedback given by her supervisor to exceed goal in order to Career Progress to Grade 15.

Dorothea must continuously take advantage of her streaming tools. This will increase awareness of self-help options for all customers and increase her streaming average.

Dorothea understands the needs of Cablevision subscribers and is expected to remain focused, providing our customers with optimum support which will assist in further enhancing the customer's experience.

Overall Performance Rating:				X	
	1 Did Not Achieve Expected Performance	2 Partially Achieved Expected Performance	3 Achieved Expected Performance	4 Exceeded Expected Performance	5 Far Exceeded Expected Performance

SECTION E – Define performance improvement needs and/or areas of development. If applicable, include a specific target completion date.

Goals	Completion Date
1. QoSD: Continuous world class support and treating the customer with value will aid in giving an amazing customer experience. Dorothea work on treating the customer with value by being conversational and creating rapport,	Ongoing.
2.	
3.	

8. Helps Others • Helps others learn • Offers feedback to improve others' performance • Provides assistance to colleagues as needed • Willingly shares job knowledge with others **Comments: Dorothea is always willing to assist her coworkers whenever possible.**	3
9. Supports Company Values and Policies • Practices the company's values • Consistently follows the company's policies • Practices the code of business conduct and ethics • Acts honestly and ethically on the job • Treats others in a fair and respectful manner **Comments: Dorothea adheres to all Cablevision policies and procedures.**	3
Average Rating of Effectiveness Areas 6- 9	3.0

Overall Key Effectiveness Areas and Behaviors Rating – 20% of Performance Rating				
	(A) Rating	(B) Target Weight	(C) Category Weight	A x B x C = Score
Individual Effectiveness Behaviors Average Rating of Areas 1-5	3.2	50%	20%	.32
Contribution toward achieving team goal Average Rating of Areas 6-9	3.0	50%	20%	.30
Total Effectiveness Rating Sum Individual Effectiveness and Contribution Toward Achieving Team Goal Scores				.62

SECTION C – Performance Summary: Copy the numerical Scores from Sections A and B to the appropriate boxes below. Sum these scores to determine the Total Score. Provide a Performance Rating by placing an "X" in the appropriate Performance Rating box below.

Total Optimum Service Score	1.46
Total Operational Compliance Score	1.62
Total Effectiveness Score	+ .62
Total Score	3.70

Performance Summary:				X	
	1.0 – 1.9	2.0 – 2.7	2.8 – 3.6	3.7 – 4.5	4.6 – 5.0
	1 Did Not Achieve Expected Performance	2 Partially Achieved Expected Performance	3 Achieved Expected Performance	4 Exceeded Expected Performance	5 Far Exceeded Expected Performance

3. **Plans Effectively** • Prioritizes work in support of department goals • Anticipates problems and takes corrective action where possible • Manages time effectively, daily and long term • Is reliable and dependable with regard to schedule adherence **Comments: Dorothea worked diligently to meet her daily and monthly goals.**	3
4. **Makes Results Happen** • Works efficiently while promoting customer (internal and external) satisfaction • Understands own responsibilities and takes action to produce results • Makes sound, timely decisions that lead to results • Takes personal responsibility for achieving results **Comments: Dorothea works diligently to promote customer satisfaction. She handled all calls in an efficient manner and treated customers with value.**	3
5. **Develops Self** • Knows own strengths and weaknesses • Learns from experience • Actively seeks feedback for improvement **Comments: Dorothea is receptive to feedback to enhance her performance. She understands that she needs to be more consistent with her QoSD monitors to be able to progress to Grade 15.**	3
Average Rating of Effectiveness Areas 1- 5	3.2

SECTION B – Continued

Contribution Toward Achieving Team Goals –	Rating
6. **Develops Relationships** • Builds positive relationships with customers and peers • Maintains productive work relationships • Acknowledges the contributions of others • Is an effective team member **Comments: Dorothea understands the importance of establishing strong relationships with both her internal and external customers by providing quality service.**	3
7. **Demonstrates Resilience and Flexibility** • Deals effectively with multiple demands and shifting priorities • Has a positive can-do attitude when faced with setbacks or criticism • Is receptive to new ideas • Adapts effectively to organization / department changes **Comments: Dorothea will continue working on multitasking and resolve customer issues efficiently. She is always receptive to the changes in the department and implements them accordingly.**	3

Contribution Toward Achieving Team Goals (Continued)	Rating

Total Optimum Service Score - Sum Optimum Service Scores – Keeping Promises, Efficiency, Consistency & Reliable Service	Full-Year Score 1.46

Operational Compliance – 40% of Performance Rating				
Target / Responsibility	(A) Rating	(B) Target Weight	(C) Category Weight	A x B x C =
Availability % of Availability	4.9	40%	40%	.78
Transactional Integrity Quality of Service Delivery Summary Score	3.6	50%	40%	.72
Other Call Center defined items of importance i.e., adjustments, remedy compliance& 1x charges	3.0	10%	40%	.12
Total Operational Compliance Score Sum Availability, Transactional Integrity and Other Scores				1.62

SECTION B – Key Effectiveness Areas and Behaviors

Using the scale below, rate performance in each key effectiveness area by placing the appropriate number in the rating box. Use the comment section available in area to provide additional information. If the rating is below achieved expected performance, examples must be provided in the comments section.

1	2	3	4	5
Did Not Achieve Expected Performance	Partially Achieved Expected Performance	Achieved Expected Performance	Exceeded Expected Performance	Far Exceeded Expected Performance

Individual Effectiveness Behaviors	Rating
1. Job Knowledge • Possess and applies job knowledge and technical skills required to perform job functions • Takes necessary steps to increase job knowledge and keeps abreast of new developments **Comments: Dorothea displays a good knowledge of Optimum Online, Optimum Voice and Business Class products. She exceeded goal for this Knowledge Check exam scores this past year.**	4
2. Communicates Effectively • Listens well and understands the needs of customers and others • Expresses ideas clearly and directly • Communicates information in an understandable way • Responds effectively to questions **Comments: Dorothea is patient and understands the needs of the customer. She is effective with turning customers around during difficult situations.**	3

SECTION A – Evaluate Optimum Service and Operational Compliance using the scale below:

1	2	3	4	5
Did Not Achieve Expected Performance	Partially Achieved Expected Performance	Achieved Expected Performance	Exceeded Expected Performance	Far Exceeded Expected Performance

Calculate score: In Target/Responsibility Results area below multiply each rating by the listed Target/Responsibility weight and Category weight to determine score. (e.g. A x B x C = Score)

Target / Responsibility Results through August 2012 Score 1	(A) Rating	(B) Target Weight	(C) Category Weight	A x B x C = Score 1
Optimum Service – 40% of Performance Rating				
Keeping your promise Customer Survey Rating	2.5	34%	40%	.34
Efficient Delivery of Support Average transaction time	2.5	33%	40%	.34
Consistent and reliable service Knowledge Check Average Score	4.0	33%	40%	.53
Total Optimum Service Score 1 Sum Optimum Service Scores – Keeping Promises, Efficiency, Consistency & Reliable Service				1.21

Target / Responsibility Results beginning September 2012 Score 2	(A) Rating	(B) Target Weight	(C) Category Weight	A x B x C = Score 2
Optimum Service – 40% of Performance Rating				
Keeping your promise Customer Survey Rating	3.3	50%	40%	.66
Consistent and reliable service Knowledge Check Average Score	4.3	50%	40%	.86
Total Optimum Service Score 2 Sum Optimum Service Scores – Keeping Promises, Consistent Service				1.52

Target / Responsibility Full-Year Results	(D) # Months	(E) Score 1	(F) Score 2	Full Year Score
Optimum Service – 40% of Performance Rating				
Total Optimum Service Score 1 Sum Optimum Service Scores – Keeping Promises, Efficiency, Consistency & Reliable Service	2	1.21		.22
Total Optimum Service Score 2 Sum Optimum Service Scores – Keeping Promises, Consistent Service	9		1.52	1.24

CABLEVISION

Customer Service
(All Support Representatives
in Connecticut, New Jersey, New York)

Performance Appraisal

Employee and Organization Information:

Dorothea Perry **Employee's Name**	Valmiki Mohip **Appraiser's Name**
Rep II – Tech Support **Position Title**	14 **Grade**
Jericho **Employee's Location**	07/01/13 **Current Appraisal Date**
TSG **Department**	07/01/12 **Previous Appraisal Date**
Cable & Communications **Business Group**	07/01/14 **Next Appraisal Date**

Exh. No. R17 Received ✓ Rejected ____
Case No.: ____
Case Name: CSC Holdings
No. Pgs: ____ Date: 9/8/15 Rep: [illegible]

Signatures:

Appraiser: [signature] Date: 6/27/13

Appraiser's Supervisor: [signature] Date: 6/27/13

Employee*: [signature] Date: 6/27/13

*The signature does not necessarily represent the employee's agreement with the appraisal. It indicates that the employee has read and received a copy of the appraisal.

Date reviewed with employee: 6/27/13

Exhibit A11

R-17

SECTION G – Career Interest Discussion Summary: To be completed by employee.

Areas you would like to pursue:
Steps you would like to take:
1.
2.
3.

Overall Performance Rating:			X		
	1 Did Not Achieve Expected Performance	2 Partially Achieved Expected Performance	3 Achieved Expected Performance	4 Exceeded Expected Performance	5 Far Exceeded Expected Performance

SECTION E – Define performance Improvement needs and/or areas of development. If applicable, include a specific target completion date.

Goals	Completion Date
1. Being aware and making sure that the customer is well taken care of and transferring all calls to the survey will help in improving Dorothea's SER	8/31/2012
2	

SECTION F – Employee Comments: As an employee, you may use this section to comment on the Performance Appraisal and/or record any differences of opinion.

Overall Key Effectiveness Areas and Behaviors Rating – 20% of Performance Rating				
	(A) Rating	(B) Target Weight	(C) Category Weight	A x B x C = Score
Individual Effectiveness Behaviors Average Rating of Areas 1-5	3.0	50%	20%	.3
Contribution toward achieving team goal Average Rating of Areas 6-9	3.0	50%	20%	.3
Total Effectiveness Rating Sum Individual Effectiveness and Contribution Toward Achieving Team Goal Scores				.60

SECTION C – Performance Summary: Copy the numerical Scores from Sections A and B to the appropriate boxes below. Sum these scores to determine the Total Score. Provide a Performance Rating by placing an "X" in the appropriate Performance Rating box below.

Total Optimum Service Score		1.35
Total Operational Compliance Score		1.51
Total Effectiveness Score	+	.60
Total Score		3.46

Performance Summary:			X		
	1.0 – 1.9	2.0 – 2.7	2.8 – 3.6	3.7 – 4.5	4.6 – 5.0
	1 Did Not Achieve Expected Performance	2 Partially Achieved Expected Performance	3 Achieved Expected Performance	4 Exceeded Expected Performance	5 Far Exceeded Expected Performance

SECTION D – Overall Performance Rating: Provide a narrative of any exceptional performance factors (strengths and/or development areas) that have significantly influenced the employee's overall performance. Provide an Overall Performance Rating by placing an "X" in the appropriate Overall Performance Rating box below.

Additional comments:

The past years performance for Dorothea has shown improvement in her QoSD and her efficiencies. She has also improved on her Knowledge Check. Dorothea's has taken it up on herself to improve her availability as well. Dorothea displays a positive and professional image to the customer at all times; maintains composure in difficult situations and irate calls. Dorothea carries out all duties and tasks without sacrificing accuracy or quality. She is always available for feedback and uses that feedback in a positive manner.

Over the past year Dorothea has improved her slow speed documentation as well. Dorothea still must be more consistent with her QoSD, Efficiencies and SER.

SECTION B – Continued

Contribution Toward Achieving Team Goals –	Rating
6. **Develops Relationships** • Builds positive relationships with customers and peers • Maintains productive work relationships • Acknowledges the contributions of others • Is an effective team member **Comments:**	3
7. **Demonstrates Resilience and Flexibility** • Deals effectively with multiple demands and shifting priorities • Has a positive can-do attitude when faced with setbacks or criticism • Is receptive to new ideas • Adapts effectively to organization / department changes **Comments: Dorothea does very well at adapting and accepting changes within the department.**	3
8. **Helps Others** • Helps others learn • Offers feedback to improve others' performance • Provides assistance to colleagues as needed • Willingly shares job knowledge with others **Comments:**	3
9. **Supports Company Values and Policies** • Practices the company's values • Consistently follows the company's policies • Practices the code of business conduct and ethics • Acts honestly and ethically on the job • Treats others in a fair and respectful manner **Comments:**	3
Average Rating of Effectiveness Areas 6- 9	**3.0**

SECTION B – Key Effectiveness Areas and Behaviors

Using the scale below, rate performance in each key effectiveness area by placing the appropriate number in the rating box. Use the comment section available in area to provide additional information. If the rating is below achieved expected performance, examples must be provided in the comments section.

1	2	3	4	5
Did Not Achieve Expected Performance	Partially Achieved Expected Performance	Achieved Expected Performance	Exceeded Expected Performance	Far Exceeded Expected Performance

Individual Effectiveness Behaviors	Rating
1. **Job Knowledge** • Possess and applies job knowledge and technical skills required to perform job functions • Takes necessary steps to increase job knowledge and keeps abreast of new developments **Comments:** **Dorothea has scored well for the year on her knowledge checks**	3
2. **Communicates Effectively** • Listens well and understands the needs of customers and others • Expresses ideas clearly and directly • Communicates information in an understandable way • Responds effectively to questions **Comments: Dorothea communicates well and expresses ideas clearly. She creates good rapport with customers.**	3
3. **Plans Effectively** • Prioritizes work in support of department goals • Anticipates problems and takes corrective action where possible • Manages time effectively, daily and long term • Is reliable and dependable with regard to schedule adherence **Comments:**	3
4. **Makes Results Happen** • Works efficiently while promoting customer (internal and external) satisfaction • Understands own responsibilities and takes action to produce results • Makes sound, timely decisions that lead to results • Takes personal responsibility for achieving results **Comments:**	3
5. **Develops Self** • Knows own strengths and weaknesses • Learns from experience • Actively seeks feedback for improvement **Comments:** **Dorothea uses feedback to make changes in work behavior.**	3
Average Rating of Effectiveness Areas 1- 5	**3.0**

SECTION A – Evaluate Optimum Service and Operational Compliance using the scale below:

1	2	3	4	5
Did Not Achieve Expected Performance	Partially Achieved Expected Performance	Achieved Expected Performance	Exceeded Expected Performance	Far Exceeded Expected Performance

Calculate score: In Target/Responsibility Results area below multiply each rating by the listed Target/Responsibility weight and Category weight to determine score. (e.g. Ax B x C = Score)

Optimum Service – 40% of Performance Rating				
Keeping your promise Customer Survey Rating	2.4	25%	40%	0.24
Efficient Delivery of Support Average transaction time	3.0	25%	40%	0.30
Consistent and reliable service Knowledge Check Average Score	4.6	25%	40%	0.46
Exceptional Customer Experience Quality of Service Delivery Summary Score	3.5	25%	40%	0.35
Total Optimum Service Score - Sum Optimum Service Scores – Keeping Promises, Efficiency, Consistency & Exceptional Service				1.35

Operational Compliance – 40% of Performance Rating				
Availability % of Availability	4.3	40%	40%	0.69
Transactional Integrity Quality of Service Delivery Summary Score	3.5	50%	40%	0.70
Other Call Center defined items of importance i.e., adjustments, remedy compliance& 1x charges	3.0	10%	40%	0.12
Total Operational Compliance Score Sum Availability, Transactional Integrity and Other Scores				1.51

CABLEVISION

Customer Service
(All Representatives)

Performance Appraisal

Employee and Organization Information:

Dorothea Perry **Employee's Name**	Valmiki Mohip **Appraiser's Name**
Rep II – Tech Support **Position Title**	14 **Grade**
Jericho **Employee's Location**	07/01/12 **Current Appraisal Date**
TSG **Department**	07/01/11 **Previous Appraisal Date**
Cable & Communications **Business Group**	07/01/13 **Next Appraisal Date**

Exh. No: B16 Received ✓ Rejected
Case No.:
Case Name: CSC HOLDINGS
No. Pgs: Date: 8/01/15 Rep.:

Signatures:

Appraiser: Date: 7/1/12

Appraiser's Supervisor: Date: 6/27/12

Employee*: Date: 7/1/12

*The signature does not necessarily represent the employee's agreement with the appraisal. It indicates that the employee has read and received a copy of the appraisal.

Date reviewed with employee: _____

Exhibit A11

R-16

Steps you would like to take:
1.
2.
3.

Overall Performance Rating:			X		
	1 Did Not Achieve Expected Performance	2 Partially Achieved Expected Performance	3 Achieved Expected Performance	4 Exceeded Expected Performance	5 Far Exceeded Expected Performance

SECTION E – Define performance improvement needs and/or areas of development. If applicable, include a specific target completion date.

Goals	Completion Date
1. Dorothea needs to be more consistent with her QoSD scores this will be done through remote monitors and peer coaching.	7/31/2011
2. Dorothea needs to be more consistent meeting her monthly TAHT This could be achieved through peer coaching with troubleshooting and proper use of tools.	3rd QTR 2011
3.	

SECTION F – Employee Comments: As an employee, you may use this section to comment on the Performance Appraisal and/or record any differences of opinion.

SECTION G – Career Interest Discussion Summary: To be completed by employee.

Areas you would like to pursue:

If you become unemployed, contact your former Human Resources representative or your state unemployment office for more information.

Rehire Policy

Employees who provided Cablevision with satisfactory service may reapply to Cablevision at any time. Former employees seeking re-employment will be asked to undergo our complete pre-employment screening process again, including drug testing where permitted under state law.

Employees who have been rehired within one year of leaving Cablevision and who had already met the requirements for any applicable waiting periods prior to leaving Cablevision will be eligible for the same level of accrual for vacation, sick and personal time as they were receiving prior to their separation from us or such paid time off program that is then available to other employees in their position and business. Cablevision will also waive the benefits waiting period for all eligible employees who have been rehired within one year of leaving Cablevision. If you are returning to work at Cablevision after any period of time, please contact the Benefits Department to find out which benefits, if any, you will be eligible for upon your rehire.

Employees rejoining Cablevision after one year of leaving Cablevision may be rehired, but may be considered new employees for the purposes of benefits and paid time off. Where required by law, these employees may have additional rights with respect to the provisions of the applicable plans. Please contact your Human Resources representative for more information.

Employees whose employment was terminated by Cablevision due to misconduct are not eligible for rehire.

Exhibit A11

R-20

Exh. No: R20 Received ✓ Rejected ____
Case No. ____
Case Name CSC HOLDINGS
No. Pgs: ____ Date 9/30/15 Rep. BSh

From: Pete Hall
To: Perry, Dorothea
BCC: Yvette Panno
Sent: 6/11/2012 3:11:09 PM
Subject: Re: TSG Rewards and Recognition
Attachments: TEXT.htm

Dorothea, I assume you are referring to last year's GARP award. Forthe2011,employees who achieved perfect attendance for the first 6 months of the year were invited toattend the half year GARP luncheon which was held on 8/23. There is no monetary award associated with the luncheon. The GARPmonetary awards for 2011were distributed quarterly and/or annually for those employees who did not use any sick time andmet the number of calls handled criteria (250 calls per month) For 2012, each month there are 2 monthly GARP drawings for those employees who do not use any sick time during the month andtake a minimum number of calls that month equivalent to 50% of the average number of calls per rep. On a quarterly basis,$50.00 i: awarded to reps who do not use any sick time in that quarter andtake a minimum number of callsequivalent to 50% of the average number of calls per rep during each month in that quarter I hope that helps Let me know if you have any other questions Thank you, Pete >>> On 6/10/2012 at 9:12 PM, in message <4FD545EE.58E 119 : 52740>, Dorothea Perry wrote: I received an attendancerecognition and was told that I only got the certificate and an invitation to lunch. When I inquired about a monetary award, I was told my attendance recognition did not qualify me for any monetary award because it was "different" >>> Pete Hall 6/8/2012 1:54 PM >>> Team, I've had a couple of people ask me about the "Rewards and Recognition" program we have in the Customer Service/TSG organization. Below is the description andcriteria for the various awards we have Pete Incentive Award Criteria On a monthly, quarterly, and yearly basis, we recognize and reward the achievements of our top performers. Below are the criteria to win, and the rewards for achieving, these awards Xtreme Service Provider (XSP) Awarded Monthly Take a minimum # of calls during the month equal to 50% of the average calls per rep in your group Exceed (rate 4 or 5) in all monthly APS metrics o TAHT, Repeat Call %, QOSD, Post-Call Survey, Availability and Knowledge Checks Be free of corrective actions (Verbal Warning or above) for the last six months Awards & Privileges: (Shift benefits are limited to 30 days from receiving the award) 30 minute shift flex capability (stop and start times) Ability to change length of break by 30 minutes (30 maximum duration) First priority on all time off requests (for the next unblocked period) Single day/shift swap (within same pay period) Receive $100.00 (via payroll / subject to applicable taxes) Bronze Star Awarded Monthly Rank in the top 24 (for your peer group) for average APS metrics in the month o TAHT, Repeat Call %, QOSD, Post-Call Survey, Availability and Knowledge Checks Be free of corrective actions (Verbal Warning or above) for the last six months Awards & Privileges: Receive $75.00 (via payroll / subject to applicable taxes) Silver Star Awarded Quarterly Be a multiple Bronze Star winner during the quarter (minimum 2 out of 3 months) Be free of corrective actions (Verbal Warning or above) for the last six months Awards & Privileges: Attend an off-site luncheon Receive $150.00 (via payroll / subject to applicable taxes) GARP (Great Attendance Recognition Program) GARP rewards those who achieve, on a consistent basis, perfect or nearly perfect attendance. It is open to any regular call center employee who holds a direct telephone customer contact position. "Unplanned Time" is considered any same day requests, with the exception of allotted personal time. Monthly - Great Attendance Use no unplanned time during the calendar month Take a minimum # of calls during the month equal to 50% of the average calls per rep in your group Be a regular employee for the entire month Be free of corrective actions related to attendance or lateness (Verbal Warning or above) for the last six months Awards & Privileges: Participate in a drawing for one of two $100 rewards. Quarterly - Great Attendance Use no unplanned time during the calendar quarter Take a minimum # of calls during the month equal to 50% of the average calls per rep in your group Be a regular employee for the entire quarter Be free of corrective actions related to attendance or lateness (Verbal Warning or above) for the last six months Awards & Privileges: Receive $50.00 (via payroll / subject to applicable taxes) Full Year - Great Attendance Use no more than one occurrence of unplanned time during the calendar year Take a minimum # of calls during the month equal to 75% of the average calls per rep in your group for at least 7 months of the year, and at least 50% every month Be a regular employee for at least 9 months of the year Be free of corrective actions related to attendance or lateness (Verbal Warning or above) for the last six months Awards & Privileges: Receive $300.00 (via payroll / subject to applicable taxes) Full Year - Perfect Attendance Use no unplanned time during the calendar year Take a minimum # of calls during the month equal to 75% of the average calls per rep in your group for at least 10 months of the year, and at least 50% every month Be a regular employee for the full year Be free of corrective actions related to attendance or lateness (Verbal Warning or above) for the last six months Awards & Privileges: Receive $1,000.00 (via payroll / subject to applicable taxes) Does not combine

optimum.

with the Great Attendance award

Dorothea,

I assume you are referring to last year's GARP award. For the 2011, employees who achieved perfect attendance for the first 6 months of the year were invited to attend the half year GARP luncheon which was held on 8/23. There is no monetary award associated with the luncheon. The GARP monetary awards for 2011 were distributed quarterly and/or annually for those employees who did not use any sick time and met the number of calls handled criteria (250 calls per month).

For 2012, each month there are 2 monthly GARP drawings for those employees who do not use any sick time during the month and take a minimum number of calls that month equivalent to 50% of the average number of calls per rep. On a quarterly basis, $50.00 is awarded to reps who do not use any sick time in that quarter and take a minimum number of calls equivalent to 50% of the average number of calls per rep during each month in that quarter.

I hope that helps. Let me know if you have any other questions.

Thank you,
Pete

>>> On 6/10/2012 at 9:12 PM, in message <4FD545EE.58E 119 52740>, Dorothea Perry wrote:

I received an attendance recognition and was told that I only got the certificate and an invitation to lunch. When I inquired about a monetary award, I was told my attendance recognition did not qualify me for any monetary award because it was "different".

>>> Pete Hall 6/8/2012 1:54 PM >>>
Team,

I've had a couple of people ask me about the "Rewards and Recognition" program we have in the Customer Service/TSG organization. Below is the description and criteria for the various awards we have.

Pete

Incentive Award Criteria

On a monthly, quarterly, and yearly basis, we recognize and reward the achievements of our top performers. Below are the criteria to win, and the rewards for achieving, these awards.

Xtreme Service Provider (XSP) Awarded Monthly

- Take a minimum # of calls during the month equal to 50% of the average calls per rep in your group
- Exceed (rate 4 or 5) in all monthly APS metrics
  - TAHT, Repeat Call %, QOSD, Post-Call Survey, Availability and Knowledge Checks
- Be free of corrective actions (Verbal Warning or above) for the last six months

Awards & Privileges: (Shift benefits are limited to 30 days from receiving the award)

- 30 minute shift flex capability (stop and start times)
- Ability to change length of break by 30 minutes (30 maximum duration)
- First priority on all time off requests (for the next unblocked period)
- Single day/shift swap (within same pay period)
- Receive $100.00 (via payroll / subject to applicable taxes)

Bronze Star Awarded Monthly

- Rank in the top 24 (for your peer group) for average APS metrics in the month
  - TAHT, Repeat Call %, QOSD, Post-Call Survey, Availability and Knowledge Checks
- Be free of corrective actions (Verbal Warning or above) for the last six months

Awards & Privileges:

- Receive $75.00 (via payroll / subject to applicable taxes)

Silver Star Awarded Quarterly

- Be a multiple Bronze Star winner during the quarter (minimum 2 out of 3 months)
- Be free of corrective actions (Verbal Warning or above) for the last six months

Awards & Privileges:

- Attend an off-site luncheon
- Receive $150.00 (via payroll / subject to applicable taxes)

GARP (Great Attendance Recognition Program)

GARP rewards those who achieve, on a consistent basis, perfect or nearly perfect attendance. It is open to any regular call center employee who holds a direct telephone customer contact position. "Unplanned Time" is considered any same day requests, with the exception of allotted personal time.

Monthly - Great Attendance

- Use no unplanned time during the calendar month
- Take a minimum # of calls during the month equal to 50% of the average calls per rep in your group
- Be a regular employee for the entire month
- Be free of corrective actions related to attendance or lateness (Verbal Warning or above) for the last six months

Awards & Privileges:

- Participate in a drawing for one of two $100 rewards.

Quarterly - Great Attendance

- Use no unplanned time during the calendar quarter
- Take a minimum # of calls during the month equal to 50% of the average calls per rep in your group
- Be a regular employee for the entire quarter
- Be free of corrective actions related to attendance or lateness (Verbal Warning or above) for the last six months

Awards & Privileges:

- Receive $50.00 (via payroll / subject to applicable taxes)

Full Year - Great Attendance

- Use no more than one occurrence of unplanned time during the calendar year
- Take a minimum # of calls during the month equal to 75% of the average calls per rep in your group for at least 7 months of the year, and at least 50% every month
- Be a regular employee for at least 9 months of the year
- Be free of corrective actions related to attendance or lateness (Verbal Warning or above) for the last six months

Awards & Privileges:

- Receive $300.00 (via payroll / subject to applicable taxes)

Full Year - Perfect Attendance

- Use no unplanned time during the calendar year
- Take a minimum # of calls during the month equal to 75% of the average calls per rep in your group for at least 10 months of the year, and at least 50% every month
- Be a regular employee for the full year
- Be free of corrective actions related to attendance or lateness (Verbal Warning or above) for the last six months

Awards & Privileges:

- Receive $1,000.00 (via payroll / subject to applicable taxes)
    - Does not combine with the Great Attendance award

Exhibit A11

R-21

From: Asonja Mercer
To: Claudia Rose; Yvette Panno
Sent: 1/6/2014 3:00:44 PM
Subject: FW: Thanksgiving/Day After Thanksgiving Holiday Memo PLEASE READ CAREFULLY
Attachments: image001.jpg

Exh. No: R21 Received ✓ Rejected ____
Case No.: ____
Case Name: CSC HOLDINGS
No. Pgs. ____ Date 9/30/15 Rep. ____

From: Dorothea Perry
Sent: Saturday, January 04, 2014 9:09 PM
To: Eric Schilling
Cc: Asonja Mercer; Gina Spaulding
Subject: RE: Thanksgiving/Day After Thanksgiving Holiday Memo - PLEASE READ CAREFULLY

I have yet to receive an update on the alternate holiday issue. Who can answer my questions regarding this policy and the sudden change in policy after 10 years?

From: Dorothea Perry
Sent: Tuesday, December 24, 2013 11:23 PM
To: Eric Schilling
Cc: Asonja Mercer; Gina Spaulding
Subject: RE: Thanksgiving/Day After Thanksgiving Holiday Memo PLEASE READ CAREFULLY

I've been working for Cablevision/Optimum for almost 10 years and have always been granted alternate holidays, so there is an established precedence and a reason for my concern. Please check my past records to confirm this. I am not sure why or when the policies have changed. Can you tell me the name of the person who is currently in charge of HR? Of late a lot of unusual changes have been made to my schedule e.g. start times modified, breaks modified, which i have had to address with you repeatedly. Now I am being denied alternate holidays?

From: Eric Schilling
Sent: Thursday, December 19, 2013 10:56 PM
To: Dorothea Perry
Subject: FW: Thanksgiving/Day After Thanksgiving Holiday Memo - PLEASE READ CAREFULLY

Dorothea,
Please see the response from Jericho Business Planning

Eric

From: Jericho Business Planning
Sent: Thursday, December 19, 2013 7:30 AM
To: Eric Schilling
Cc: Asonja Mercer; Gina Spaulding
Subject: RE: Thanksgiving/Day After Thanksgiving Holiday Memo - PLEASE READ CAREFULLY

Part time employees are not eligible for an alternate holiday.

Adis Misciagna
Jericho Business Planning

From: Eric Schilling
Sent: Wednesday, December 18, 2013 5:07 PM
To: Jericho Business Planning
Cc: Asonja Mercer; Gina Spaulding
Subject: FW: Thanksgiving/Day After Thanksgiving Holiday Memo - PLEASE READ CAREFULLY

Hello,

Dorothea is a part time employee. Is she eligible for alternate holidays?

Thank you,

Eric

From: Dorothea Perry
Sent: Wednesday, December 18, 2013 12:05 AM
To: Eric Schilling
Subject: FW: Thanksgiving/Day After Thanksgiving Holiday Memo - PLEASE READ CAREFULLY

Can you find out about the alternate days? I don't believe I was given any.

From: Dorothea Perry
Sent: Monday, December 16, 2013 9:53 PM
To: Yvette Garcia
Subject: RE: Thanksgiving/Day After Thanksgiving Holiday Memo - PLEASE READ CAREFULLY

Hi Yvette: I believe I world the Sunday (my first day back) following the holiday. I don't recall ever getting an alternate holiday. Should I expect one or two? If so, can I request to take it on 11/31 (New Yrs Eve) so that I can attend church. It is an annual tradition to bring the year in in prayer.

From: Yvette Garcia
Sent: Monday, October 28, 2013 1:05 PM
To: Al Luna; Anthony Maharaj; Carolyn Miller; Charles Washington; Charles Wright; Claire Burnett; Darken Jean-Charles; Desirae Muniz; Devon Ramdan; Eric Schilling; Gary Pettinato; Ikraam Aslam; James Starr; Jason Cox; Jay Leong; LiAnne Gonzalez; Locksley Pommells; Lorraine Hayes; Luis Berrios; Marc Bernard; Marina Zlotina; Michael Davanzo; Michael Nigro; Mike Pollan; Rita Cecora; Stacie Serrano; Syed Ali; Taleha Washington; Valmiki Mohip; Vish Surujnarain; Anita Zummo; C'Vonne Smith; David Ehlen; Gina Spaulding; John Gilantzis; John Tucci; Mavis Keith; Milton Lopera; Tara Schiraldi; Thomas Brereton; Deborah Coletti; Deborah Selgrad; Marc Ethier; Mark Harvey; Mike Rodriguez; Shane Abbatecola
Cc: Asonja Mercer; Milton Lopera; Thomas Brereton; Jericho Business Planning; Central Traffic; TSG Jericho Support Desk
Subject: Thanksgiving/Day After Thanksgiving Holiday Memo - PLEASE READ CAREFULLY

This year, Thursday, November 28th and Friday, Friday 29th are being observed as company holidays.

Both Thursday November 28th 'AND' Friday, November 29th, it will be handled "Business As Usual" (BAU) which means if you are normally scheduled to work on Thursday November 28th and/or Friday, November 29th, then you will be required to work on Thursday November 28th and/or Friday November 29th

If you are not scheduled to work on Thursday November 28th and/or Friday November 29th then you have the day off and the next day you are scheduled to work will become your designated holiday.

Q What are the holiday codes and their meanings?

HO00 = Holiday Off

• HO01 = Alternate Holiday Off

HO20 = Holiday Working

• 2Shift = Double Pay (this code should always accompany the HO20 code and results in triple pay)
Q&A:

Q How will I know if I am working on the holiday?

a If you look at your schedule at present, you will see HO20 + 2Shift codes. Once Jericho Business Planning has completed the process of who is or is not working, a final list will be emailed to all agents and their supervisors and managers.

> That final list will let you know if you are in fact working on the holiday.

Q Will I receive holiday pay for working on November 28th and/or November 29th ?

a You will be paid triple pay for working on Thursday November 28th and/or Friday November 29th. Empower will show you the following codes HO20 + 2Shift

Q What if I am scheduled off on the holiday?

A. The next day you are scheduled to come back to work will become your 'Designated Holiday" (DH) and Empower will show you the following codes. HO20 + 2Shift.

a) Example: Billy's schedule is Sunday - Thursday with Friday Saturday off. Because he is scheduled to be off on Fridays his next day back to work, in this case Sunday, becomes his 'Designated holiday' for the Day After Thanksgiving. On Sunday Billy's schedule will show HO20 + 2Shift = Triple pay.

Q Will I be able to request an alternate holiday?

A. Yes If you do not want to receive triple pay and prefer to have an alternate day off instead, you can email Jericho Business Planning and provide 3 dates for your alternate.

> Please note: if you choose an alternate holiday, you still have to work on the holiday and will be paid regular pay for the day. Empower will appear as a regular day for the holiday. The day you are given as an Alternate Holiday (AH) will show the following codes in Empower HO01

Q How will I know if I am off the day of the holiday?

A. Empower will show you the following codes: HO00.

Q Can I request to be off on the holiday?

A. If your vacation was part of the Quarterly Vacation requests, yes. Otherwise the answer would be no.

Have a pleasant day!

Yvette Garcia
200 Jericho Quadrangle
Jericho, NY 11573

Jericho Business Planning
Coordinator
Email - ygarcia3@cablevision.com<mailto:ygarcia3@cablevision.com>
Tel:- 516-803-4259
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Exhibit A11

R-22

From: C'Vonne Smith
To: Dorothea Perry
CC: Valmiki Mohip
Sent: 4/29/2015 7:37:47 AM
Subject: RE: Overtime for Mayweather 5-2-15

Exh. No. 220 Received ✓ Rejected ___
Case No.: CSC Holdings
Case Name: ___
No. Pgs: 2 Date: 9/3/15 Rep.: ___

☺..You're welcome and thanks again for signing up..

From: Dorothea Perry
Sent Tuesday, April 28, 2015 9:32 PM
To: C'Vonne Smith
Cc: Valmiki Mohip
Subject: Re: Overtime for Mayweather 5-2-15

Thank you C'Vonne. You're the best! After Val. (smile)

From: C'Vonne Smith
Sent: Tuesday, April 28, 2015 7:58 AM
To: Dorothea Perry
Cc: Valmiki Mohip
Subject: RE: Overtime for Mayweather 5-2-15

Dorothea,

We apologize if that is the way you felt. It certainly wasn't our intention. The goal is only to be sure there is enough for all that are working. It's a difficult work day and I hope this time you'll have a more pleasant experience. I have ordered the food and we'll make sure those who serve do not make you feel anything less than appreciated and valued for the hard work you do every day.

Thanks,
CS

From: Dorothea Perry
Sent: Monday, April 27, 2015 12:52 AM
To: C'Vonne Smith
Cc: Valmiki Mohip
Subject: Re: Overtime for Mayweather 5-2-15

I understand food will be provided for the Super fight (event), which is an event that could generate 1 billion dollars. Can you please make sure Cablevision orders enough food so that managers are not forced to offer people 2 wing flings. During the last event I was given 2 wing flings and told "to come back later, maybe I could have more" It was insulting to be treated like I was impoverished and begging. It was as if someone gave you 2 potato chips, or I should say a chip out of a bag" If Cablevision can not afford to feed the staff, they should not offer food at all.

I'd rather bring my own brown bag than be offered a wing fling.

From: C'Vonne Smith
Sent: Friday, April 17, 2015 12:34 PM
To: TSG-Jericho
Cc: Brenda Kidd
Subject: Overtime for Mayweather 5-2-15

Team,

Anyone scheduled off Saturday May 2nd that wishes to work a full 16 hrs (or any timeframe) may email Central Traffic to add the overtime in EWFM. Thanks all for your help.

Regards,

CS

Exhibit A11

R-23

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Contact Center

Performance Scorecard

January 2015

Exh. No. P23 Received ✓ Rejected ___
Case No.: ___
Case Name: CSC Holdings
No. Pgs: ___ Date: 9/9/13 Rep.: ___

Why A New Scorecard?

2015 Goals

Deliver an unparalleled customer experience through superior products and services

Maximize customer relationships while maintaining consistent growth in customer profitability

Position the company as the premier provider of connectivity through continued enhancement of the workforce, overall technical infrastructure, and enhanced utilization of data and analytics

Improvements in the Scorecard will assist us in achieving our 2015 goals:

- Improved measurement, benchmarking and feedback on customer transactions through Voice of the Customer (VoC)
- New approach to quality evaluations
- Closed Loop Feedback (CLF) follow-up for process and individual improvement
- Focused training and coaching based on VoC and CLF
- Recognition of top performers

Doing so will ensure we:

- Exceed customer expectations for product and service reliability
- Create promoters through our customer interactions
- Receive value for the services we deliver
- Build a high-performance, customer-centric culture

2015 Scorecard v3.1 feb 19 2015

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Customer Focused Scorecard

2014

Metrics

1. Service Experience Rating
2. First Call Resolution
3. Quality
4. Knowledge Check

Goals

- ✓ Static
- ✓ Bar set at beginning of year with no ability to adjust
- ✓ Little acknowledgement of peer groups

2015

Scorecard Improvement

Metrics

1. Net Promoter Score (NPS)
2. First Contact Resolution
3. Adherence
4. Knowledge Check

Goals

- ✓ Dynamic, stacked ranking
- ✓ Drive continuous improvement
- ✓ Comparison to peer groups
- ✓ Measure Voice of the Customer (VoC) across the organization and compare to Best in Class companies

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Measures of Success

Agent Scorecard

Rank: 86 of 197 (56th Percentile)

Agent: Agent B
Team: Merv Griffin
Email/Chat

Peer Group: L1 RS

	Metric	Score	Metric Percentile	Weight	Weighted Actual
Service Excellence	NPS	0.0	134 of 197 31.98%	30%	9.59
	Normalized NPS	35.94			
	First Contact Resolution (7 Day Same Reason)	92.23%	70 of 197 64.47%	30%	19.34
Operational Excellence	Adherence	90.74%	114 of 197 42.13%	20%	8.43
	Knowledge Check	100%	1 of 197 100.00%	20%	20.00
Raw Score	Raw Score	--		--	57.36
Value & Compliance	Corrective Action Reduction	--		--	00.00
	Final Score	--		--	**57.36**

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HIGHLIGHTS

- Scores calculated on 4 customer focused metrics
- Dynamic Goals – Established by peer performance
- Rating impacted by lack of compliance to values - corrective actions
- Final Score determines ranking within peer group
- *Recent change to scorecard – see pages 7 thru 9*

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Metric Definitions

2015 Measure	Definition
Net Promoter Score (NPS)	***New*** *- Customer Feedback email survey program - using an 11-point 0 thru 10 response scale* ***Score = the % of Promoters minus the % of detractors*** Response to the following question: Based on your recent [Contact Method] experience, how likely are you to recommend Optimum to your friends and family? Scores of 9 & 10 will be viewed as Net Promoters / Scores of 7 & 8 will be viewed as passive / Scores of 0-6 will be viewed as detractors
First Contact Resolution	***Modified*** *- Time frame of repeat contact is aligned to more accurately represent the customer's experience (excludes Transfers and Escalations)* **Score = Percentage of time customers do not call back within 7 days for a similar issue**
Schedule Adherence	***Reinstated*** *– Reflects individual contribution to Service Levels* **Score = Percentage of time within the work schedule the representative is interacting with or available to serve a customer**
Knowledge Check	***Existing*** *– Reflects accuracy of information provided to customers* **Score = Average score of monthly assessment.** Questions related to services and processes. Representatives may have access to use all usual resources and tools used during customer interactions

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Value Compliance

Impact of Corrective Action to Performance Ratings

Corrective Action Levels	Metrics Scorecard Deduction	Maximum Annual Rating
Coaching	No Deduction	Not limited
Verbal Warning	10 points	Not limited
One Written Warning - or – placed on Action Plan during the review period	20 points	Valuable Contribution
More than one Written Warning – or – one Written Warning and is placed on Action Plan during the review period	20 points	Requires Improvement
Final Written Warning - with or without prior Written Warning	30 points	Requires Improvement

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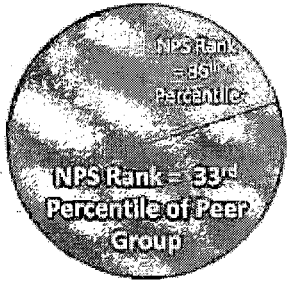
Normalized NPS

- Average NPS results vary based on the customer contact reason
- Each representative receives a varied mix of contact types survey responses
- To objectively compare representatives the NPS must be adjusted based on the mix of contact types

Example: - Mary and John are in the same Peer Group
- Each have 10 surveys with the same NPS score of 0 (zero)
- An overall 0 (zero) NPS for all transaction types in this peer group = 54th percentile

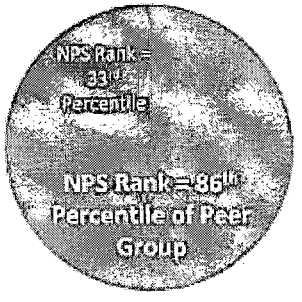
- 80% of Mary's surveys were from R&S contacts where Mary ranked poorly as compared to other R&S survey responses - in the 33rd percentile
- 20% of Mary's surveys were from Billing contacts where she performed well relative to other Billing survey responses, in the 86th percentile
- Mary's overall weighted NPS percentile ranking = 44th percentile

Mary's Surveys



Billing R&S

John's Surveys



Billing R&S

- Most of John's NPS – 80% - came from Billing contacts where he scored well compared to other Billing surveys - ranking in the 86th percentile
- 20% of John's surveys were from R&S contacts where he performed poorly compared to other R&S surveys, ranking in the 33rd percentile
- John's overall weighted NPS percentile ranking = 76th percentile

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Normalized NPS (cont'd)

	Mary			John			
	Billing	*R&S*	**Total**	*Billing*	*R&S*	**Total**	**Calculation**
# of Surveys	2	8	10	8	2	10	A All surveys completed
Promoter	10%	20%	30%	20%	10%	30%	B NPS rating of 9 or 10
Detractor	10%	20%	30%	20%	10%	30%	C NPS rating 1 thru 6
Passive	0	40%	40%	40%	0	40%	D NPS rating 7 or 8
Net Promoter Score	0	0	0	0	0	0	E = (B – C)
Ranking	41	200		41	200		F Transaction type ranking within Peer Group (300 reps)
Ranking Percentile	86%	33%		86%	33%		G % of those in the PG ranked the same or lower than (F)
Transaction Type Mix	20%	80%		80%	20%		H Percentage of transaction types in (A)
Normalized NPS	17	27	44	69	7	76	I = Billing (G x H) + R&S (G x H)
	39%			81%			
Normalized NPS Percentile	Rank			Rank			**J = % of those in Peer Group ranked the same or lower than (I)**
	90th			90th			
	70th			70th			
	50th			50th			
	30th			30th			
	10th			10th			

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Calculating Percentile Ranking for Each Metric

	A	B		C=A x B	D	E		F=D x E	G	H		I=G x H	J	K		L=J x K	C+F+I+L
Name	Normalized NPS	Ranking and Percentile		NPS Weight @ 30%	FCR	Ranking and Percentile		FCR Weight @ 30%	ADH	Ranking and Percentile		ADH Weight @ 20%	KC	Ranking and Percentile		KC Weight @ 20%	Sum of Weighted Scores	Ranking
Annie	80.0	1	100%	30	85	1	100%	30	86.0	2	80%	16	90	8	20%	4	80	1
Bob	67.0	2	80%	24	80	3	70%	21	86.0	2	80%	16	90	8	20%	4	65	3
Cathy	40.0	3	70%	21	79	5	50%	15	85.0	5	50%	10	100	1	100%	20	66	2
Mark	40.0	3	70%	21	78	6	40%	12	80.0	9	10%	2	90	8	20%	4	39	8
Doug	13.0	6	40%	12	78	6	40%	12	85.8	4	60%	12	100	1	100%	20	56	5
Earl	-18.0	7	30%	9	77	10	0%	0	84.0	8	20%	4	100	1	100%	20	33	9
Sue	-40.0	9	10%	3	82	2	80%	24	89.0	1	100%	20	99	4	60%	12	59	4
John	-30.0	8	20%	6	80	3	70%	21	85.0	5	50%	10	99	4	60%	12	49	6
Tom	-40.0	9	10%	3	78	6	40%	12	80.0	9	10%	2	94	7	30%	6	23	10
Steve	13.3	5	50%	15	78	6	40%	12	85.0	5	50%	10	98	6	40%	8	45	7

- Ranking is based on metric performance as compared to peer group
- Peer groups are pre-defined groups used to measure performance results for similar work assignments
- Currently 10 Peer Groups

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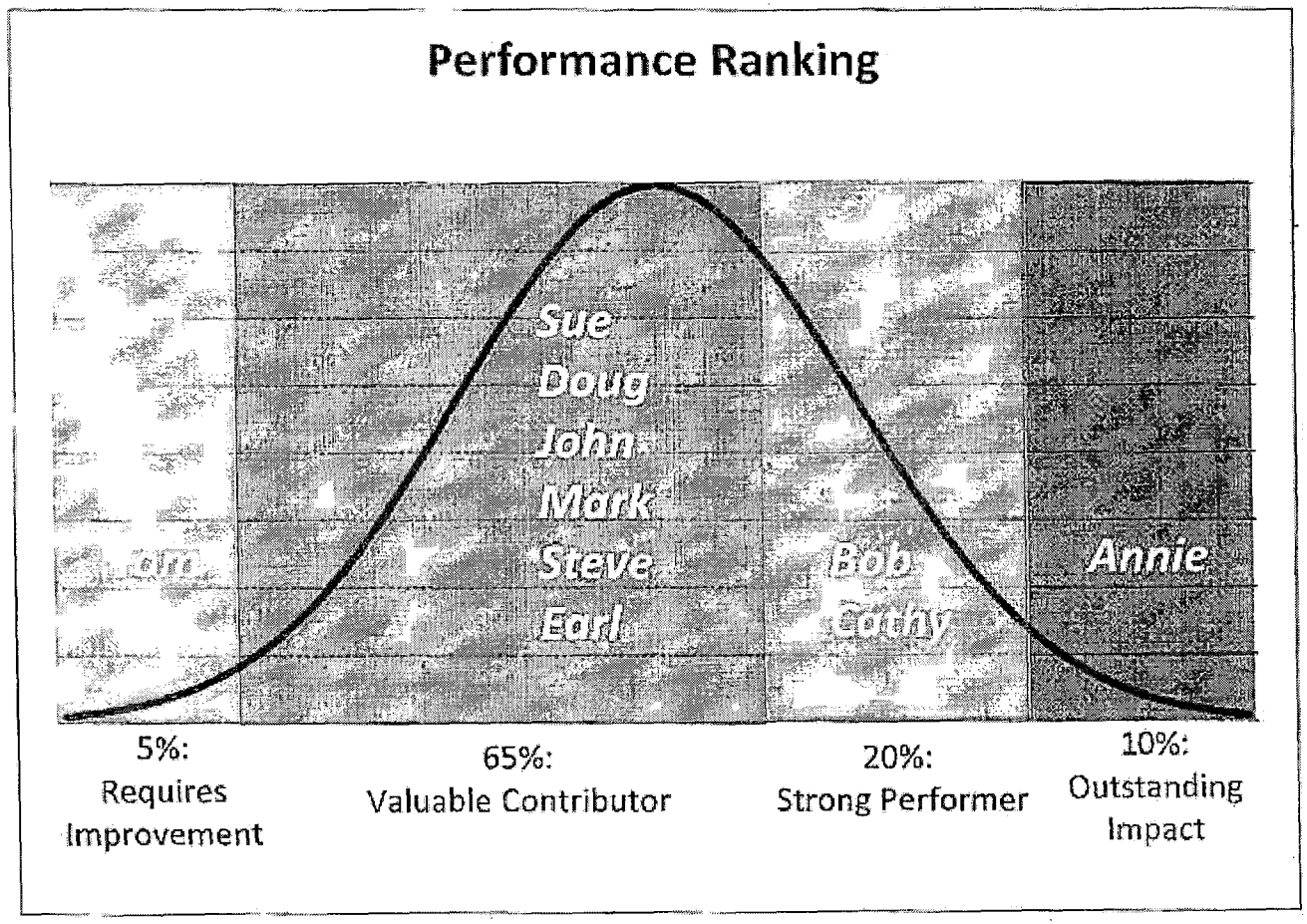
Ranking and Performance Rating

Ranking in Peer Group Determines Performance Rating

Monthly Performance Ranking		
Name	Overall Score	Ranking
Annie	80	1
Bob	65	3
Cathy	66	2
Mark	39	8
Doug	56	5
Earl	33	9
Sue	59	4
John	49	6
Tom	23	10
Steve	45	7



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Current Peer Group Definitions

January 2015

The 2015 Contact Center Scorecard will contain 10 separate Peer Groups spanning across contact centers.

1. Billing Reps
2. TSG Level 1
3. Level 1 Repair & Service Reps AM/PM Shifts (No E-Mail/Chat)
4. Level 1 Repair & Service Reps AM/PM Shifts (E-Mail/Chat)
5. Level 1 Repair & Service Reps Overnight Shifts (No E-Mail/Chat)
6. Level 1 Repair & Service Reps Overnight Shifts (E-Mail/Chat)
7. Level 2 Repair & Service Reps AM/PM Shifts (No E-Mail/Chat)
8. Level 2 Repair & Service Reps AM/PM Shifts (E-Mail/Chat)
9. Level 2 Repair & Service Reps Overnight Shifts (No E-Mail/Chat)
10. Level 2 Repair & Service Reps Overnight Shifts (E-Mail/Chat)

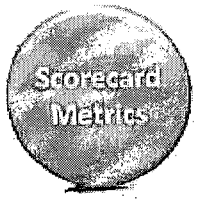
NOTE: Overnight Shift defined as those with starts between 18:30:00 – 23:59:59

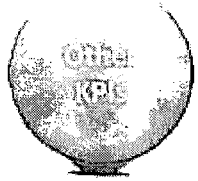
Key Performance Indicators

- The **four most customer impacting metrics** are included in Representative **Scorecard**
- Several additional Key Performance Indicators have been identified as having a significant impact to the customer and/or operational efficiency
- Effectiveness in these areas will also be the focus of coaching and development – categories subject to change based on business needs
- Performance significantly below the Peer Group, could be subject to Performance Action Plan / high performance in these areas could benefit by recognition in annual Behavior evaluation and/or reward program

Critical KPIs:
- NPS
- FCR (7-day)
- Adherence
- Knowledge Check
- AHT
- Transfers
- Preventable Truck Rolls as compared to R&S contacts

Other KPIs:
- FCR (within 45 days for Billing contacts)
- ITT Compliance
- IBA Compliance
- Idle Time
- Rep Customer Satisfaction (VoC)
- Personal Time
- Quality Scores





Annual Performance Rating

Overall Performance Rating

	80% Scorecard Metrics	20% Behaviors
Description	• Annual Weighted Average Performance • Includes deductions for Value Compliance • If KC is missed – and met minimum transactions the monthly score = last 3 month average	Contact Center Representative will focus on identified behaviors – Specific 2015 behaviors TBD / Examples may be Representatives: • Customer Focus • Accountability • Integrity Supervisors/Managers: • Customer Focus • Leadership • Passion • Transformation
Rating	• Outstanding Impact = Ranked in Top 10% of Peer Group • Strong Performance = Ranked in Top 20% of Peer Group • Valuable Contribution = Ranked in Top 65% of Peer Group • Requires Improvement = Ranked Bottom 5% of Peer Group	See Appendix for Performance Rating Scale Definitions • Outstanding Impact • Strong Performance • Valuable Contribution • Requires Improvement

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2015 Bonus for Non Exempt Employees

Performance Bonus Based on Annual Performance Rating

Outstanding Impact : Performance Bonus = 2% of eligible earnings plus

Strong Performance : Performance Bonus = 1% of eligible earnings plus

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Career Progression

Current Opportunities and Requirements

✓ **Current Opportunities**
- CSR Grade 10 -> CSR Grade 11 / CSR-ASR Grade 11 - > CSR Grade 12
- TSR Grade 13 -> TSR Grade 14 / TSR Grade 14 -> TSR Grade 15

✓ **Performance Metrics Requirement:**
- Scorecard Metrics:
  2014 = Quality, Service Experience Rating, Knowledge Check, First Call Resolution (Avail/Adherence- partial)
  2015 = Net Promoter Score, First Contact Resolution, Adherence, Knowledge Check
- Performance Period: Rolling 12 month average
  Monthly Minimum Transactions: Rolling 12 month average includes months when transactions handled >/= 25% of the average number of contacts handled by peer group (50% in 2014)
- Achievement Level: *NEW* Ranked in Top 30% of Peer Group = Strong Performer rating (2014 = SP Rating)

✓ **Employee Must be in Good Standing:**
- Not received a documented verbal warning, written warning, or placed on an action plan in prior 6 months
- Not received a final warning in prior 12 months

✓ **Career Progression Assessment:** Administered after meeting all qualifications - candidate may use all usual business resources and must achieve a score of 80%

Career Progression Timeline

Historical / Current / Future Requirements

Career Progression Date

	2014												2015												2016		
	J	F	M	A	M	J	J	A	S	O	N	D	J*	F	M	A	M	J	J	A	S	O	N	D	J	F	➡
Performance Metrics																											
V1- (incl A&A)	✓	✓	✓																								
V2- (n/incl A&A)				✓	✓	✓	✓	✓	✓	✓	✓	✓															
CXE Metrics														✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Look back Period																											
6 month	✓	✓																									
11+ months *													✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
12 month			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓													✓	✓	✓
Achievement Goal																											
Val Cont Target #	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓															
Top 30% Ranking														✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

* Note – Jan 2015 will be included in the look back period but NPS, FCR and ADH will not be factored into 12 month average

2015 Scorecard v3.1 feb 19 2015

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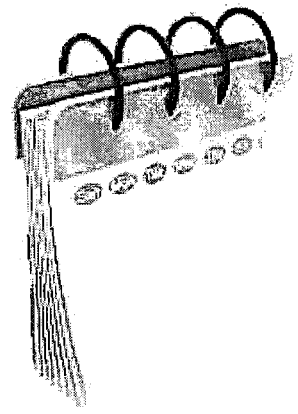
Coming Soon

- Recognition Program updates to align with new metrics
- Uconnex updated to support the new scorecard – key changes include:
  - Peer Group Name
  - All Metric Data Displayed
  - Corrective Action Deductions
- Release 2 – Expected in March
  - Normalized NPS calculation
  - Percentile ranking for each metric
  - Peer Group ranking



Appendix:
Performance Rating Scale Definitions (1 of 4)

Behavior:	Individual Contributor:
(Self) Leadership	Focuses on activities that: ▪ Drive 1st call resolution for customers ▪ Reduce necessary truck rolls ▪ Reduce frustration for customers Observational feedback Agility records
Collaboration	• Identifies cross functional issues or opportunity, organizes a representative team, and defines/implements a solution Uses opportunities to collaborate and communicate across the organization through cross functional working teams, lunch and learns, job shadowing, etc. • Builds partnerships across business groups and uses all available collaboration opportunities • Actively accepts/seeks opportunities to participate on project teams
Transformation	• Regularly checks for understanding with their team; Seeks clarity when it is required • Actively applies constructive feedback • Observational feedback • Agility Utilization
Integrity	• No record of counseling or corrective action in relation to our Company Values • Helps peers or new employees understand and uphold the company's values • Does the 'right thing' (even when no one is looking) • Observational feedback
Accountability	• Builds coverage plans for vacation or days out of the office • Consistently adheres to attendance and leave policies • Considers customer impact when taking action or making decisions • Actively applies constructive feedback • Consistently demonstrates behavior that facilitates a positive customer experience and productive employee environment

Performance Rating Scale Definitions (2 of 4)

Behavior:	Individual Contributor:
Customer Focus	• Effectively handles customer escalations, identifies root cause and escalates/shares resolution to minimize future occurrence • Receives Customer commendations • No history of negative comments or complaints related to their knowledge or behavior • Award recipient (*Team of the month, Customer Excellence*) for demonstrating the criteria for each award (pre-defined)
Creativity and Innovation	• Embraces new technologies and ideas. Seeks to improve processes by identifying issues and suggesting solutions Utilization of new tools, technology and now processes Manager feedback on idea generation • Call monitoring
Excellence	• Sales experience survey • QC reports
Passion	• Actively pursues growth and development for themselves and their team. Measured through developmental activities, participation on special project teams, etc. • Understands and leads change within the organization. Demonstrated by early adoption to initiatives, timely execution of efforts, and assistance in peer understanding and compliance. Measured by compliance to deliverables, visible peer coaching/mentoring, etc. • Demonstrates a deep level of engagement and energy around their role. Measured by supervisor observation.

Performance Rating Scale Definitions (3 of 4)

Behavior:	Manager of Others:
Leadership	• Establishes challenging but attainable goals and metrics. Actively manages employees progress towards those goals,. Takes action as appropriate. • Monitors team priorities and progress using departmental and individual metrics. Delivers and expects accountability for actions and commitments. • Conducts x number of weekly coaching sessions with their employees *(cadence established by department)* • Regularly reviews and addresses top and bottom performers. Actions as appropriate. • Maintains levels of destructive attrition at less than 10%; Actively drives constructive attrition. • Focuses on activities that: ▪ Drive 1st call resolution for customers ▪ Reduce necessary truck rolls ▪ Reduce frustration for customers
Collaboration	Identifies cross functional issues or opportunity, organizes a representative team, and defines/implements a solution Provides and supports opportunities for employees to collaborate and communicate across the organization through cross functional working teams, lunch and learns, job shadowing, etc. • Builds partnerships across business groups and uses all available collaboration opportunities Invites representatives from other business units to attend team meetings and share updates from their side of the business • Actively accepts/seeks opportunities to participate in staff or project meetings with other teams

Performance Rating Scale Definitions (4 of 4)

Behavior:	Manager of Others:
Transformation	• Owns change through communication and reinforcement. Demonstrated by agenda topics, regular team meetings and 1:1's • Uses all opportunities to reinforce change efforts including on-the-spot coaching and recognition of activities that support transformation. Demonstrated in staff meeting agendas and minutes, and observed by supervisor • Regularly checks for understanding with their team; Seeks clarity when it is required • Reviews data analysis to ensure compliance and gauge achievement of related change activities. As demonstrated by performance results. For example, repeat rate reduction or improvement in customer satisfaction ratings. • Addresses and resolves resistance to change in a timely manner. • Provides timely counsel or 'course correction' with their team in support of change
Integrity	• No record of counseling or corrective action in relation to our Company Values • Addresses behavioral issues on team in a timely manner and uses progressive discipline to reinforce expected behavior • Has a record of rewarding good behavior • Helps peers or new employees understand and uphold the company's values • Has a record of consistent and fair behavior as recognized and measured through employee survey and pulse surveys • Does the 'right thing' (even when no one is looking)

Exhibit A11

R-24

From: TSG Info
To: TSG Info
Sent: 3/12/2015 2:30:36 PM
Subject: NPS Dos and Don'ts
Attachments: NPS Dos and Don'ts.pptx

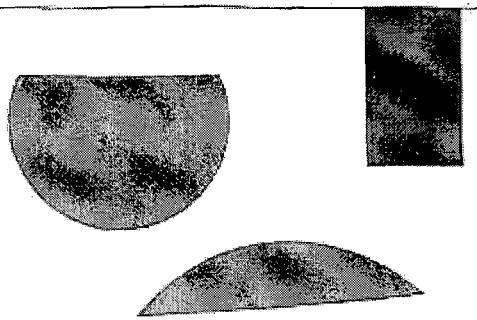
Team,

Please take a moment, when available, to review the attached dos and don'ts when interacting with a customer.

Thank you,
DR

Exh. No: B24 Received ✓ Rejected: ___
Case No.: ___
Case Name: CSC v. Hill
No. Pgs: ___ Date: 9/21/15 Rep. [illegible]

AND DON'TS

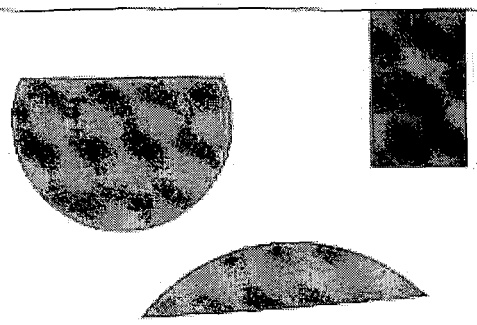


- **Be Personable and Professional.** Whether you have a bubbly personality or are more calm and collected, it is very important to be affable when speaking with our customers.

Don't

- Be [illegible]

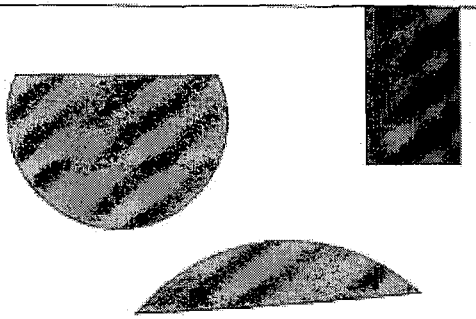
[illegible]



▶ ***Mind your P's and Q's.***

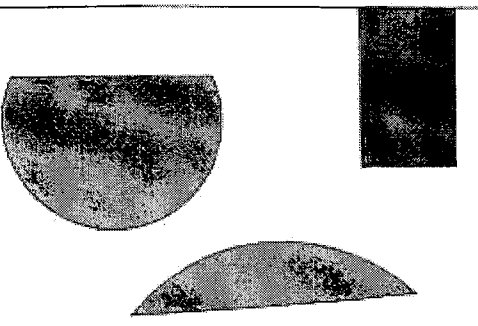
Being polite, even to the most challenging of customer's, can go a long way toward improving the interaction with the customer and letting them know that we are interested only in providing them the best possible service.

Don't



- **Come down to the customer's level.**

If the caller is agitated, that may mean that they have had a truly poor experience with us or that may mean they are bringing additional baggage onto the call. Either way, reciprocating the customer's frustration will only make the interaction worse for both parties.



- ***Offer alternatives to Demarcation.***

If a caller is upset that they are unable to pay their bill on our website due to an issue with their browser for example, after referring them to that browser's support team, we could speak to using other browsers to make the payment and advise of all the other payment options we have available to all our customers.

Don't

- ***Simply educate the caller that the problem is not ours without providing other options.***

This can lead to the customer feeling as though we are not interested in assisting them; i.e. if a customer is experiencing an issue with their picture size on an old 4:3 HDTV (SD picture shape, High Definition TV) explain they can get more channels to fit their TV by utilizing a SD cable box instead of a HD box. Just advising that, to get HD pictures at the right size, would require a new HDTV sounds like we are ***brushing them off.***

Exhibit A11

R-25

From: Valmiki Mohip
To: Anthony Walmer; Dorothea Perry; Derek White; Jose Gonzalez; Jeffrey Guzman; John Joseph; Jackie Lyon; Jason Moonsammy; Joseph Tso; Kevin Kruse; Louis Pascarella; Leo Posada; Laurent St Gerard; Latoya Wilson; Manvendra Mittal; Mike Rauch; Nadine Gyles; Rae-Ann Bridgelal; Rocky Pope; Roberto Vasquez; Shivanand Singh
Sent: 3/23/2015 6:28:37 PM
Subject: FW: Have Questions About Net Promoter Score?
Attachments: image001.png

Team,
Please try to make one of these during your lunch or break.

From: Milton Lopera
Sent: Monday, March 23, 2015 10:55 AM
To: Anthony Maharaj; Carolyn Mills Washington; Charles Wright; Claire Burnett; Darken Jean-Charles; Deborah Coletti; Desirae Muniz; Devon Ramdan; Eric Schilling; Gary Pettinato; Ikraam Aslam; James Starr; Jason Cox; Jay Leong; LiAnne Gonzalez; Locksley Pommells; Lorraine Hayes; Luis Berrios; Marc Bernard; Marc Ethier; Mark Harvey; Michael Nigro; Mike Pollan; Mike Rodriguez; Raniero Cecora; Shane Abbatecola; Stacie Serrano; Syed Ali; Taleha Washington; Valmiki Mohip; Vish Surujnarain; Anita Zummo; C'Vonne Smith; Gilbert Vega; Gina Spaulding; John Tucci; Nicole Westcarr; Tara Campbell
Subject: FW: Have Questions About Net Promoter Score?
Importance: High

Please help encourage your team members to attend.

From: Milton Lopera
Sent: Monday, March 23, 2015 10:53 AM
To: Milton Lopera
Cc: Anita Zummo; C'Vonne Smith; Gilbert Vega; Gina Spaulding; John Tucci; Nicole Westcarr; Tara Campbell
Subject: FW: Have Questions About Net Promoter Score?
Importance: High

Team,

Please take advantage of this very important educational session while in the break room.

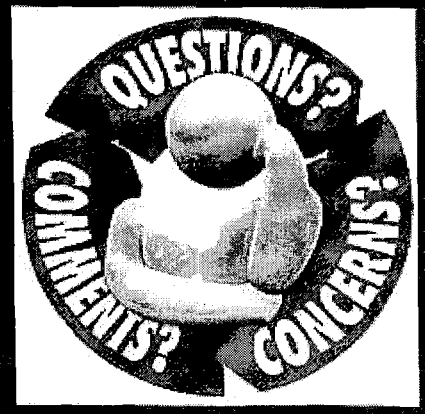
Thanks

From: TSG Info
Sent: Monday, March 23, 2015 10:23 AM
To: TSG Info
Subject: Have Questions About Net Promoter Score?

[cid:image001.png@01D06319.6DF43EC0]

Exh. No. R25 Received ___ Rejected ___
Case No.: ___
Case Name: CC Chaldeans
No. Pgs: ___ Date: 9/2/15 Rep.: ___

Net Promoter Score



DAY	DATE	TIME			
MONDAY	3/23/2015	10AM - 12PM	1PM - 3PM	5PM - 7PM	9PM - 11PM
TUESDAY	3/24/2015	8AM- 10AM	12PM-2PM	4PM -6PM	8PM - 10PM
WEDNESDAY	3/25/2015	11AM - 1PM	2PM - 4PM	5PM - 7PM	8PM - 10PM
THURSDAY	3/26/2015	9AM - 11AM	1PM - 3PM	5PM - 7PM	9PM - 11PM
FRIDAY	3/27/2015	8AM -10AM	11AM- 1PM	2PM - 4PM	5PM -7PM

STOP by the cafeteria on your lunch or break, at the above dates and times, and the leadership team, along with members of the NPS~VoC committee, will happily address them.

Case 2:15-cv-03054-DRB-AKT Document 58-10 Filed 08/10/16 Page 1 of 26 PageID #: 1934

Exhibit A11

R-26

From: TSG Info
To: TSG Info
Sent: 4/1/2015 3:07:23 PM
Subject: Monthly Voice of the Customer Newsletter
Attachments: March VoC Newsletter v2s.docx

Team,

In support of our Voice of the Customer initiative we will be periodically sharing Tips, Trainings, and Best Practices to help us all ensure an Optimum Customer Experience! This may come in the form of Trainings reviewed in Team Meetings, Tips shared via hand out or e-mail, and Best Practices provided in your monthly One on One sessions. We will recap all the great activity surrounding our ever improving customer interactions right here in this monthly newsletter for your convenience!

Please review the attachment, thanks!
SA

Exh. No: R26 Received ✓ Rejected ____
Case No.: ____
Case Name: C.S. Chavez
No. Pgs: ____ Date: 9/30/15 Rep. [illegible]

March VoC Newsletter

Road to Success

We have sent several items out this month that YOU can utilize to ensure your NPS score is the very best it can be including the TSG Info e-mails "Navigating Billing Calls Successfully" sent on 3/30/15 and "Conveying the Value of Optimum" sent 3/19/15. The first things to consider are the Do's and Don'ts that we have made available to all of you:

Do	Don't
Be Personable and Professional. Whether you have a bubbly personality or are more calm and collected, it is very important to be personable when speaking with our customers.	Be Transactional. When your interaction is solely focused on resolving the issue and not on having a "real" conversation, many customers will perceive you as robotic and will not feel that you value them as a customer.
Mind your P's and Q's. Being polite, even to the most challenging of customer's, can go a long way toward improving the overall interaction. Letting them know we are only interested in providing them the best possible service.	Come down to the customer's level. If the caller is agitated that may mean that they have had a truly poor experience with us or that they are bringing other baggage onto the call. Either way reciprocating the customer's frustration will only make the interaction worse for both parties.
Offer alternatives to Demarcation. For Example, If a caller is upset that they are unable to pay their bill on our website due to an issue with their browser, after referring them to that browser's support team we could suggest using other browser to make the payment and advise of all the other payment options we have available to our customers.	Simply educating the caller that the problem is not related to our product without providing other options can lead to the customer feeling, we are not interested in assisting them For Example: If a customer is experiencing an issue with their picture size on an old 4:3 HDTV (SD picture shape, High Definition TV) explain they can get more channels fit to their TV by utilizing a SD cable box rather than an HD box- Just advising that to get HD pictures at the right size would require a new HDTV sounds like we are brushing them off.

This set of tips should serve as a reminder of what practices will not only earn you the highest scores in NPS but make every transaction as smooth and pain free as possible. (For both YOU and the customer)

Some customer comments: so you can see what we are doing that our customer's love, where we are on the right track but can still improve, and what challenges we face with customer perception.

Positive

Be consistent with such great customer service...(my experience today, February 21, 2015).. ....it is a plus for business, which is lacking today for some, due to not wanting to take the time to do a job well done.. ..thank you!

Optimum is far superior to Time Warner which we must use at our Manhattan residence.

Negative

Everything about your company is so complicated. Also upgrade your DVR systems instead of spending money on painting your trucks ridiculous colors.

Have been your customer for over 30 years, and you would not lower my bill. Now waiting for the other Company to call me back

Mixed

I think your pricing is way too high. The only reason I consider staying with optimum is because of their excellent customer service.

I am not 100% happy now with Optimum, because even now I am paying too much for the service I am getting. I am looking for a better rate package at the same time I do not want to leave Cablevision/Optimum since it is my territory TV-station & I want to encourage it.

Lastly we would like to take a moment to recognize some of our

Biggest Impact Players

According to our customers

Alan Nadel

With an NPS of 100 and 14 responses
Is our Top Performer for March!

Antonette Testa

Has made the Biggest Improvement
Increasing her NPS score by 108.57 points!

Locksley Pommell's Team

Earned the highest Overall Rating
In March with a score of 57.87!

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And a Special mention to our 14 Representatives who have maintained Perfect (100 average) NPS in March with 3 or more VoC Responses!

Arthur Byers	*5 Responses*	*Nestor Elwin*	*4 Responses*
David Rosenthal	*9 Responses*	*Nicholas Scalera*	*11 Responses*
Dominick Laudisio	*6 Responses*	*Nicholas Sherman*	*5 Responses*
Don Fuchs	*5 Responses*	*Rachael Hughes*	*10 Responses*
Jacqueline Lyon	*6 Responses*	*Robert Price*	*3 Responses*
Lino Genao	*3 Responses*	*Valerie Nugent*	*10 Responses*
Luis Germosen	*3 Responses*	*Xavier Downing*	*8 Responses*
*Leon Stewart***	*13 Responses*		

If you have any questions, please speak to a Lead, Supervisor or Instructor.
Thank You,

SA

Exhibit A11

R-27

From: Milton Lopera
To: Milton Lopera
CC: Anita Zummo; C'Vonne Smith; Gina Spaulding; Gilbert Vega; John Tucci; Nicole Westcarr; Tara Campbell
Sent: 4/3/2015 2:30:21 PM
Subject: FW: Monthly Voice of the Customer Newsletter
Attachments: image001.png; March VoC Newsletter v2s.docx

Team,

Outstanding work by all of you - I can't thank you enough for the added attention and the efforts that are being put forth to improve and transform with this new and exciting metric.

As you can see below you continue to lead the way across ALL Optimum Contact Centers in overall NPS.

Everyone should already know this but this is a journey that we are all taking together. You have my commitment that the Jericho Leadership will be with you every step of the way to help adapt, evolve and conquer.

All of you are doing just fine and we are well on our way to getting to the 75 NPS that those other World Class Companies have achieved.

[cid:image001.png@01D06E1A.B10D5370]

Thank you all!! ... remember to acknowledge all customer inquiries/comments and build that relationship with your customers!

From: TSG Info
Sent: Wednesday, April 01, 2015 3:07 PM
To: TSG Info
Subject: Monthly Voice of the Customer Newsletter

Team,

In support of our Voice of the Customer initiative we will be periodically sharing Tips, Trainings, and Best Practices to help us all ensure an Optimum Customer Experience! This may come in the form of Trainings reviewed in Team Meetings, Tips shared via hand out or e-mail, and Best Practices provided in your monthly One on One sessions. We will recap all the great activity surrounding our ever improving customer interactions right here in this monthly newsletter for your convenience!

Please review the attachment, thanks!
SA

Exh. No: 327 Received ✓ Rejected ____
Case No.: ____
Case Name: CSG Studios
No. Pgs: 5 Date: 9/9/15 Rep.: Com

March NPS Results

SITE	OVERALL		PHONE ONLY		Level 1 PHONE		Level 2 PHONE		eCARE ONLY	
	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar
JERICHO	40.5	43.5	44	47.2	39.9	40.2	45.8	[illegible]	25.7	20.5
Site 2		36.5		36.5		[illegible]		50.7		[illegible]
Site 3		28.9		31.4		29.1		36.2		[illegible]
Site 4		27.8		36.3		38.4		N/A		-1.3
Site 5		N/A		N/A		N/A		N/A		N/A

March VoC Newsletter

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Mixed

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*Leon Stewart***	*13 Responses*		

If you have any questions, please speak to a Lead, Supervisor or Instructor.
Thank You,

optimum

5A

Exhibit A11

R-28

From: TSG Info
To: TSG Info
Sent: 4/8/2015 2:43:54 PM
Subject: Your NPS Ranking
Attachments: image001.png; image006.jpg; image007.jpg

[https://optimum.medallia.com/efilemanager/1e006c794760ac233e0211df2491f157.png]
[http://assets.gearlive.com/tvenvy/blogimages/the-more-you-know-nbc.jpg]

Finding your own NPS and Ranking
Did you know that when you are viewing your "My Scores" page on the VoC Dashboard that you can see the most up to date data on not only your NPS score but how you rank against both your Team and the Company?
We've received feedback surrounding this in the 'ASK NPS" Sessions we held in the lunchroom and the Focus Groups Milton has been performing recently. In order to ensure you all have the answer, please view the below screenshot. You can see here where you can find your Up-to-Date NPS, Ranking on your Team, and Overall Ranking within Optimum.
[cid:image007.jpg@01D0720A.68C9A7F0]

If you have any questions please speak to a Supervisor.

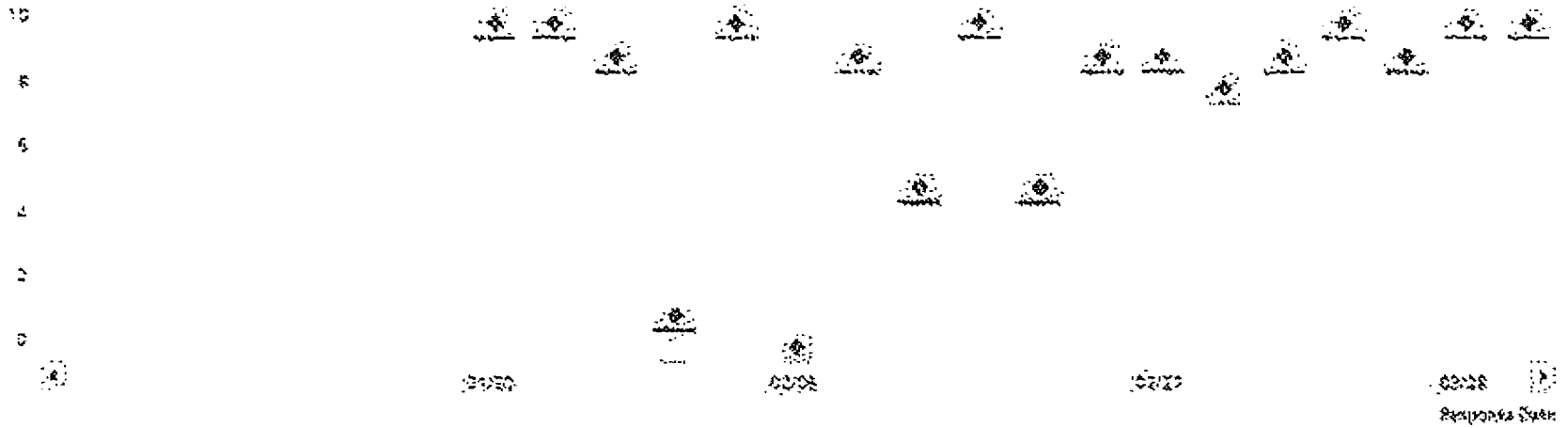
Thank you,
TSG INFO
SA

Exh. No: R28 Received ✓ Rejected ___
Case No.: 03 CV 4062 DINES
Case Name:
No. Pgs: 3 Date: 9/30/15 Rep.: [illegible]

THE WHITE HOUSE

My Performance

My Recent Responses



My Rankings

Overall Satisfaction (OSAT)

	Scores
Your OSAT	8.5
Your OSAT (Survey Count)	19
Team OSAT	8.0
Team OSAT (Survey Count)	[illegible]
Your Team Rank	[illegible]
Out of	13
Optimum OSAT	[illegible]
Optimum OSAT (Survey Count)	[illegible]
Your Optimum Rank	[illegible]

Net Promoter Score (NPS)

	Scores
Your NPS	50.0
Your NPS (Survey Count)	18
Team NPS	18.2
Team NPS (Survey Count)	231
Your Team Rank	3
Out of	13
Optimum NPS	30.1
Optimum NPS (Survey Count)	20010
Your Optimum Rank	419

Your NPS

Ranking on Team

Ranking in Optimum

Exhibit A11

R-29

From: TSG Info
To: TSG Info
Sent: 4/27/2015 1:37:53 PM
Subject: Common NPS Concerns *REVISED*
Attachments: image001.png; image002.png; image004.png; image005.jpg; image006.png

[cid:image001.png@01D080EE.F20CC7C0]Common NPS Concerns

[cid:image005.jpg@01D080EF.579C3B20]
Team.

[cid:image006.png@01D080EF.579C3B20]We've heard your concerns both individually and in our Ask NPS Sessions. We would like to take a moment to address some of the biggest concerns that you have drawn our attention to. Please also take note of our sitewide averages in critical areas of the survey in this accompanying chart.

RZ9 Received ✓ Rejected ___
CSG HOLDINGS
7 Date: 9/20/13 Rep.: 24

Common Questions

Answers

What is the calculation to determine my NPS score?

NPS is an index ranging from -100 to +100 that measures the willingness of a customer to recommend the company's products or services to others.

What is normalized NPS?

An effort to make your Raw NPS score count fairly against both your peer groups and the types of calls you take.

How do I know if I'm doing well/ what is a good score?

The best indicator is always going to be your LTR score- if you are averaging a 9/10 your are creating promoters and are therefore doing well!

Can we "re-grade" calls where the customer gave a 0 LTR score but 10's everywhere else?

No. All of your peers will receive the same types of calls as you and are as likely to receive these types of scores on their survey- which is why we grade you on your Normalized Score, not your Raw Score. Additionally, this score most accurately draws the customer's real feelings/emotions regarding their contact out.

Will we be changing this survey at all (i.e. Netflix only asks you one question)?

There are no plans to make this change as our customer interactions are more complex.

How do I overcome issues where my hands are tied by our policies?

Provide Alternatives. If the issue is CPE refer the caller to the Manufacturer/Vendor but make sure to educate the customer on what they should be explaining to the vendor first. Refer to any of our Value pieces such as the March 17th, "Conveying the Value of Optimum" TSG Info which speaks to how you can communicate all the value we bring to the customer.

What can I do to ensure high marks?

Utilize your soft skills! Empathize with the customer the moment they state their issue, even before gathering data or working to resolve the issue. In our various scrubs of all levels of NPS calls Empathy has been the key differentiator between High and Low marks from our customers.

How can I improve billing/value calls? Is that realistic?

Take time to break down the bill slowly and confidently- don't forget to check for understanding as you go. Always provide alternatives. Refer to the "Conveying the Value of Optimum" TSG Info. A10

Are there any plans to score us on OSAT instead of LTR?

OSAT currently is a measured KPI. LTR is measured in your scorecard.

When will I be billing/iO trained so my scores don't get hurt on those calls?

Billing assessments have been pushed in Agility for those who have not already been trained, more to come. We have also begun side-by-side coachings using Level 1 SMEs and Leads to help train toward billing and iO.

How is LTR a fair question when the call is about demarcation?

We should be educating our customers with confidence and giving them the information needed to resolve their issue at all times. Also, please take note that our average LTR score is only 0.7 points away from our average OSAT score year-to-date.

If you have any questions, please speak to a Lead, Supervisor or Instructor.

Thank you,
VoC Committee
SA

optimum

	Jan	Feb	Mar	Apr	Total Past 12 Months
Sample Size (Red = less than 10)	1136	1122	1136	[illegible]	[illegible]
Likelihood to Recommend	7.9	8	8.1	8.1	8
Overall Satisfaction	8.6	8.6	8.8	8.8	8.7
Provides Alternatives	4.4	4.3	4.7	4.7	4.5
Ability to Answer Billing Questions	7.1	7.5	7.9	7.8	7.6
Ability to Explain Billing Issue	3.5	2.8	4.1	3.9	3.5

	Jan	Feb	Mar	Apr	Total Past 12 Months
[illegible] Rest	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Likelihood to Recommend	7.9	8	8.1	8.1	8
Overall Satisfaction	8.6	8.6	8.8	8.8	8.7
Provides Alternatives	4.4	4.3	4.7	4.7	4.6
Ability to Answer Billing Questions	7.1	7.5	7.9	7.8	7.6
Ability to Explain Billing Issue	3.5	2.8	4.1	3.9	3.6

From: TSG Info <TSGINFO@cablevision.com>
Sent: Monday, April 27, 2015 1:38 PM
TSG Info
Common NPS Concerns *REVISED*

optimum

Common NPS Concerns

Team,

We've heard your concerns both individually and in our Ask NPS Sessions. We would like to take a moment to address some of the biggest concerns that you have drawn our attention to. Please also take note of our sitewide averages in critical areas of the survey in this accompanying chart.

	Jan	Feb	Mar	Apr
Sample Size (Red = less than 1)	[illegible]	4322	[illegible]	549
Likelihood to Recommend	7.9	8	8.1	8.1
Overall Satisfaction	8.6	8.6	8.8	8.8
Provides Alternatives	4.4	4.3	4.7	4.7
Ability to Answer Billing Questions	7.1	7.5	7.9	7.8
Ability to Explain Billing Issue	3.5	2.8	4.1	3.9

Common Questions	Answers
What is the calculation to determine my NPS score?	NPS is an index ranging from -100 to +100 that measures the willingness of a customer to recommend the company's products or services to others.
What is my mail-out NPS?	[redacted]
How do I know if I'm doing well/ what is a good score?	The best indicator is always going to be your LTR score- if you are averaging a 9/10 your are creating promoters and are therefore doing well!
[redacted]	[redacted]
Will we be changing this survey at all (i.e. Netflix only asks you one question)?	There are no plans to make this change as our customer interactions are more complex.

Exh. No: 29a Received

How do I overcome issues where my hands are tied by our policies?	Provide alternatives. If the issue is one refer the caller to the manufacturer/vendor but make sure to educate the customer on what they should be expecting to the vendor/our. Refer to any of our Value pieces such as the Home 1 Pg. "Conveying the Value of Optimum" Tips for which speak to how you can communicate all the same to the customer.
What can I do to ensure high marks?	Utilize your soft skills! Empathize with the customer the moment they state their issue, even before gathering data or working to resolve the issue. In our various scrubs of all levels of NPS calls Empathy has been the key differentiator between High and Low marks from our customers.
How can I improve billing/value calls? Is that realistic?	Take time to break down the bill slowly and confidently. Don't forget to check for understanding as you go. Always provide alternatives. Refer to the "Conveying the Value of Optimum" Tips Info, AJO
Are there any plans to score us on OSAT instead of LTR?	OSAT currently is a measured KPI. LTR is measured in your scorecard.
When will I be billing/IO trained so my scores don't get hurt on those calls?	Billing assignments have been placed in Agility for those who have not all everyone is trained, more to come. We have also begun sure by sure coaching using Level 2 SMEs and leads to help train toward billing and IO.
How is LTR a fair question when the call is about demarcation?	We should be educating our customers with confidence and giving them the information needed to resolve their issue at all times. Also, please take note that our average LTR score is only 0.7 points away from our average OSAT score year-to-date.

If you have any questions, please speak to a Lead, Supervisor or Instructor.

Thank you,
VoC Committee
SA

Exhibit A11

R-30

From: Dorothea Perry
To: Valmiki Mohip
Sent: 5/13/2015 11:56:59 PM
Subject: Re: Agility-goals

I have reviewed my 2015 goals and I understand the expectations for my role at Cablevision and the appropriate methods for achieving these goals.

I understand my role at Cablevision and the appropriate methods for achieving the goals but it is my personal opinion that management's implementation of systems that are supposed to measure my performance makes me so paranoid that I am merely focusing on my survival here at Cablevision. My goal is survival

---

From: Valmiki Mohip
Sent: Wednesday, May 13, 2015 1:47 AM
To: Anthony Walmer; Derek White; Dorothea Perry; Jackie Lyon; Jason Moonsammy; Jeffrey Guzman; John Joseph; Jose Gonzalez; Joseph Tso; Kevin Kruse; Latoya Wilson; Laurent St Gerard; Leo Posada; Louis Pascarella; Manvendra Mittal; Mike Rauch; Nadine Gyles; Rae-An Bridgelal; Rocky Pope; Shivanand Singh; Vlad Florestal
Subject: FW: Agility-goals

Please go into Agility and click on submit for your goals.

From: John Tucci
Sent: Tuesday, May 12, 2015 10:57 AM
To: Anita Zummo; Anthony Maharaj; Asonja Mercer; Carolyn Miller; Charles Washington; Charles Wright; Claire Burnett; C'Vonne Smith; Darken Jean-Charles; Deborah Coletti; Desirae Muniz; Devon Ramdan; Eric Schilling; Gary Pettinato; Gilbert Vega; Gina Spaulding; Ikraam Aslam; James Starr; Jason Cox; Jay Leong; Locksley Pommells; Luis Berrios; Marc Bernard; Marc Ethier; Mark Harvey; Michael Nigro; Mike Pollan; Mike Rodriguez; Nicole Westcarr; Raniero Cecora; Shane Abbatecola; Stacie Serrano; Syed Ali; Taleha Washington; Tara Campbell; Valmiki Mohip
Subject: Agility-goals
Importance: High

All,

Please have your representatives go into Agility and click on submit for their goals Please have this done today (or asap) We anticipate having a review of the deck next week. Once completed you can have 1 on 1 meetings to discuss and questions/concerns the representative may have.

Thank you for your assistance.

Exh. Q30 Received ✓ Rejected ____
Case No.: ____
Case Name: CB Villanueva
No. Pgs: 1 Date 9/30/15 Rep.: ____

Exhibit A11

R-31

Subject: Re: Dunkin Donuts Mtg

From: Dorothea Perry (dorothea.perry@verizon.net)

To: zstern@cwa-union.org;

Date: Tuesday, June 9, 2015 1:21 AM

Exh. No. R31 Received ✓ Reject
Case No.
Case Name: CS COLDINGS
No. Pgs. 2 Date 9/30/15 Rep.

Zelig: I've been given some unexpected time off by Cablevision (smile). I was terminated by strong (lmfao) John Tucci, who is interim director of TSG. I haven't talked to this man in 11 years so I knew something wasn't right when he emailed me and asked to speak to me. Although I was not on any action plans or finals for over 5 years, they said my position was being terminated because "I didn't support the direction the company was going in" Translation: You discovered NPS was being used improperly and weren't afraid to speak out about it and we cringe every time you use that "union" word" http://www.genroe.com/blog/nps-is-not-about-the-score/10035

If you will be at Dunkin Donuts I can come out to meet you when I'm finished working. If you don't hear from anyone let's hook up in Brooklyn. This will be my last email to the ppl blind-copied (unless they reach out). The gestapo is running TSG and we could put them in danger I don't want that for them.

Feel free to call me at 917.328.3442.

Dorothea Perry
Veritas et Aequitas
Alt. Email msdorothea.perry@gmail.com

On Monday, June 8, 2015 1:55 PM, Dorothea Perry <dorothea.perry@verizon.net> wrote:

Let's see if that lights some fire under them. These ppl tolerate anything which is why they've been abused so long. Oh well.

Dorothea Perry
Veritas et Aequitas
Alt. Email msdorothea.perry@gmail.com

On Monday, June 8, 2015 1:53 PM, Zelig Stern <zstern@cwa-union.org> wrote:

good movie reference!!

On Mon, Jun 8, 2015 at 1:47 PM, Dorothea Perry <dorothea.perry@verizon.net> wrote:

Hey Zelig: I have not spoken to anyone about your willingness to hang out in Dunkin Donuts on Tuesday afternoon for a few hours to speak with people if they wanted to. I don't want to pressure anyone to do anything. My co-workers on the BCC are aware of the communication and have your email. If they are interested in protecting their future they will contact you to advise you of their availability.

Like you said the room is full of smoke and people are waiting to see the flames. Unfortunately people can die from smoke inhalation before the flames appear It is what it is. I'm not Sally Fields and this aint Norma Rae.

Your number: 212.344.2515

Dorothea Perry
Veritas et Aequitas
Alt. Email msdorothea.perry@gmail.com

Exhibit A11

R-32

known to you. Going forward, please send an email to yourself, with the recipients on the BCC to protect their anonymity. I can not express to you the importance of doing that.

We appreciate your help. Please keep us posted.

Thank you.

---------- Forwarded message ----------
From: **Zelig Stern** zstern@cwa-union.org>
Date: Mon, Jun 1, 2015 at 4:04 PM
Subject: Making Cable Vision a Better Place To work
To: dorothea.perry@verizon.net, [redacted]@gmail.com, [redacted].com, [redacted]@gmail.com, [redacted]@yahoo.com

Hey Everyone,
My name is Zelig Stern. I am an organizer with the Communications Workers of America, the union that helped your cowokers in Brooklyn organize and win 7%-30% raises. I got your contact information from Dorothea. I have been talking to many of your co workers in Melville and Jericho and there are a lot of you who want to fight to make CV a better place to work. I am trying to find a time for everyone to meet but it is hard with everyone's schedules being different. Could you guys let me know what your shifts and days off are so I can try to find a time that works best for most people?
Solidarity
Zelig
347 337-1741

https://youtu.be/W6Hidfa1pl4

Exh. No: 232 Received ✓ Rejected ____
Case No.: ____
Case Name: CSC HOLDINGS
No. Pgs: 1 Date: 9/30/15 Rep.: BGL

Exhibit A11

R-33

Exh. No: 33 Received ✓ Rejec
Case No.: 29-CA-154544
Case Name: CSC Holdings
No. Pge: ____ Date: 10-7-15 Rep.: AM

Voice of the Customer (VOC)

optimum.
let's connect more

Language English

Thanks for taking your time to share your thoughts with us. We value your opinion, and with your feedback, positive customer experiences can be reinforced and negative experiences can be improved upon

This survey will only take about 3 minutes.

Do you recall contacting Optimum customer service in the past few days?

Yes

No

Next

optimum.
let's connect more

Start Finish

	Not At All Likely										Extremely Likely
	0	1	2	3	4	5	6	7	8	9	10
Based on your recent phone call, how likely are you to recommend Optimum to your friends and family?				○				○			

Back Next

optimum.
let's connect more

Start Finish

We're glad to hear you are likely to recommend Optimum. Please tell us why.

0 / 1000

Back Next

optimum.
let's connect more

Start Finish

	Not At All Satisfied										Extremely Satisfied
	0	1	2	3	4	5	6	7	8	9	10
How satisfied are you with the level of effort you put forth to complete your request?					○		○		○		

Were you able to accomplish what you wanted during your phone call?

○ Yes
No

How many times have you previously contacted Optimum regarding this?

0
○ 1
2
3+

Back Next

optimum.
let's connect more

Start Finish

	Not At All Satisfied										Extremely Satisfied
	0	1	2	3	4	5	6	7	8	9	10
How satisfied are you with your recent phone call with c892d774ee, your customer service representative?		○	○								

Please indicate your satisfaction with c892d774ee in the following areas:

	Not At All Satisfied										Extremely Satisfied
	0	1	2	3	4	5	6	7	8	9	10
Understanding of your needs			○				○			○	
Knowledge to help with your inquiry			○					○			
Time it took to resolve your issue	○					○	○				
Clarity of communication	○	○			○		○				
Showing interest to help				○							

Back Next

optimum.
let's connect more

Start Finish

Is there anything else you would like to add or let us know?

0 / 1000

Back Finish

optimum
let's connect more

Thanks for your feedback. Your responses are very important in helping us provide the best customer experience.

Exhibit A11

R-34

customer experience evolution

Powered by e3

Since late 2014, our contact center organization has been implementing a new operational strategy designed to drive an unparalleled customer service experience.

We call our initiative **CXE: Customer Experience Evolution**. Phasing in over several months in careful sequence, CXE entails the following:

- Post interaction surveys to gauge the Voice of the Customer (VoC).
- New representative, lead, and supervisor scorecards that evaluate performance with an increased focus on the customer's likelihood to recommend Cablevision (the Net Promoter Score).
- A refined escalation process, whereby Lead Representatives will operate in a virtually consolidated environment supporting representatives and customers across our contact centers.
- Migration to our new Genesys platform integrating all customer channels including Phone, IVR, Chat, Email and Social Media onto a single system significantly improving contact center efficiencies, productivity and the customer experience while enabling CXE strategies such as flex schedule program and Skills Based Routing.
- Skill based routing to route customer contacts to the best available representative. This will allow the organization to increase NPS, reduce calls transferred and increase the number of calls resolved on the first attempt, while enabling Representatives the opportunity to be their most effective on each contact.
- The use of alternative staffing methods to better manage high volume periods. In Q2 we will begin a trial with an external partner known for providing premier service through a flex-schedule, home-based agent workforce.
- An improved Quality process delivering best-in-class call evaluations, along with targeted coaching to drive performance.

Our CXE strategy – in parallel with our VoC initiative – is enabling us to progess toward our goal of delivering a world class customer experience while also yielding an improved work environment for our customer-facing teams. The initiative will continue throughout 2015. Our steady progress will be visible, both to our customers and our employees.

Look for updates as we continue to implement CXE, our pathway toward an unmatchable service experience.

Supporting Information

Announcements

CXE FAQs

CXE Minutes

Questions? Just ask your local CXE Champion.

CABLEVISION

Exh. No: 24 Received ✓ Rejected ___
Case No.: 99-CH-154544
Case Name: CSC Holdings LLC
No. Pgs: ___ Date: 10-7-15 Rep.: Am

Exhibit A11

R-35

MEMORANDUM

TO: All Customer-facing Employees

FROM: Rob Comstock

DATE: January 12, 2014

SUBJECT: Net Promoter Score

Our primary vision of successfully competing in our marketplace is centered on delivering superior products and services. When it comes to superior service, we want to be able to separate ourselves from competitors in our industry and start comparing our service to recognized world-class service organizations across industries.

As you know, we recently introduced the Voice of the Customer (VoC) initiative, which is a new approach to how we survey and respond to our customers that will strengthen the overall service experience. To measure our progress, we will be tracking our Net Promoter Score (NPS), an industry recognized index that measures customer satisfaction and allows us to benchmark ourselves against leading service organizations.

Our NPS will be determined by our customers' responses to a question in the VoC survey, which launches today, that asks how likely they are to recommend Optimum to friends and family members. This is a key focus for us as it gauges the customer's overall satisfaction and loyalty as influenced by the service interaction. Accordingly, the NPS will be now be a key component of employee scorecards.

We recognize that since this is a new measure, our scores will likely be lower than the customer satisfaction scores we are used to seeing. This should not cause alarm, because your ranking is based on how you perform in relation to your peers, not to an arbitrary target.

With NPS, we have one aggregate number to look at, measuring the same thing the same way across all of our front line groups. Today we talk about first call resolution, repeat rate, SER, etc., and these metrics are different across operations. NPS enables everyone, regardless of where they sit in the Company, to understand how we are perceived by our customers. This is fundamental to each of us making our individual contributions to our collective success.

In the coming weeks you will learn more about NPS in various communications. Your supervisors will explain the new scorecard in more detail. The introduction of NPS is a cultural change that will require an adjustment from all of us. Over time, I'm confident that it will allow us to achieve our objective of becoming a world-class service organization.

Thank you for your continued commitment to our customers and to the Company.

R
Exh. No: 35 Received ✓ Rejected ____
Case No.: 29-CA-154544
Case Name: CSC Holdings LLC
No. Pgs: ____ Date: 10-7-15 Rep.: AM

Exhibit A11

R-36

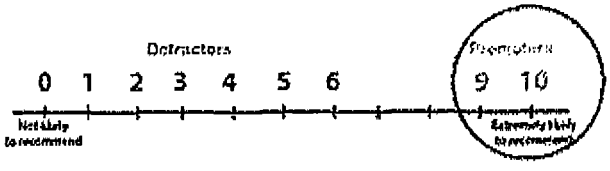
From: TSG Info <TSGINFO@cablevision.com>
Sent: Tuesday, February 03, 2015 4:31 PM
TSG Info
Voice of the Customer (VoC) - NPS Explained

Voice of the Customer (VoC) – NPS Explained

Team,

As the first month of our Voice of the Customer initiative comes to a close, our customers have spoken, and ***based on our NPS (Net Promoter Score), overall they are very happy with the service they have received.*** While this comes as no surprise to us, our goal is to continue to improve our Net Promoter Score.

Do you know how your Net Promoter Score (NPS) is calculated?



NPS = %☺ - %☹

NPS Calculation = Total ☺ ÷ Total Surveys Taken – Total ☹ ÷ Total Surveys Taken

Example:

10 surveys taken:
7 Promoters
2 Passives
1 Detractor
Calculation
7 (Promoters) ÷ 10 (total # surveys) = 70%
1 (Detractor) ÷ 10 (total # surveys) = 10%
NPS = 70% (Promoters) – 10% (Detractors) 60.00

If you still have any questions, don't hesitate to speak to your supervisor.

Thank you,

Exh. No: 36 Received ___ Rejected ___
Case No.: 29-CA 154544
Case Name: CSC Holdings LLC
No. Pgs: ___ Date: 10-7-15 Rep.: Am

TSG Info
saa

Exhibit A11

R-37

	Nominal Date	Start Time	Duration	Memo	
3/26/2015		23:30	00:00	00:30	<2/18/2015 23:56:58> JA e3 coaching
5/19/2015		23:30	00:00	00:30	<4/23/2015 22:37:15> JA

From: Anthony Maharaj
Sent: Thursday, April 23, 2015 7:39 PM
To: Jennet Acosta
Subject: FW: exception

Now this was 4/22

From: Jennet Acosta On Behalf Of Central Traffic
Sent: Thursday, April 23, 2015 6:55 PM
To: Anthony Maharaj; Matthew Greene; Central Traffic
Subject: RE: exception

Is this for yesterday 4/22? If so Matt has a training entered from 1139pm-1232am should I remove this JA

From: Anthony Maharaj
Sent: Thursday, April 23, 2015 6:51 PM
To: Matthew Greene; Central Traffic
Subject: RE: exception

Please enter¿

From: Matthew Greene
Sent: Thursday, April 23, 2015 1:26 AM
To: Anthony Maharaj
Subject: exception

12:00-2:30 live support

Thanks.

	Nominal Date	Start Time	Duration	Memo	
12/10/2014		23:30	00:00	00:30	<12/29/2014 11:07:42> JA 1 on 1
1/14/2015		23:30	00:00	00:30	<12/29/2014 11:10:42> JA 1 on 1
1/28/2015		23:30	00:00	00:30	<12/19/2014 18:14:55> JA 1 on 1
3/18/2015		23:30	00:00	00:30	<2/18/2015 23:56:03> Ja 1 on 1
4/21/2015		23:30	00:00	00:30	<3/27/2015 20:02:01> 1 on 1
4/28/2015		23:30	00:00	00:30	<3/27/2015 20:02:01> 1 on 1
	Nominal Date	Start Time	Duration	Memo	
11/11/2014		23:15	23:45	00:30	1 on 1
11/25/2014		23:15	23:45	00:30	1 on1
12/23/2014		21:00	22:00	01:00	<11/22/2014 23:45:58> JA 1 on 1
	Nominal Date	Start Time	Duration	Memo	
3/25/2015		23:00	00:00	01:00	Focus Group w/ Milton
	Nominal Date	Start Time	Duration	Memo	
5/17/2015		17:50	18:30	00:40	<5/14/2015 19:26:08> Billing Fundamentals agility CBT
	Nominal Date	Start Time	Duration	Memo	
11/9/2014		21:00	22:00	01:00	KC- cl

Exh. No: 37 Receiv
Case No.: 29-CA-1
Case Name: CSC
No. Pgs: ____ Date: 10

Exhibit A11

R-38

Name: Dorothea Perry
Business Unit: Cable Operations
te Criteria Type: Date training is added to users' transcript
Start Date: 11/3/2014
End Date: 6/8/2015
Training Type: Cohort, Curriculum, Event, External Training, Library, Material, Online Class, Posting, Quick Course, Session, Test
Training Title:
Subject(s):
raining Include: No
l Training Only: Yes, Show all historical instances of completion if the user has completed more than one instance
l Generated By: Empress Henderson
Report Date: 10/2/2015

	TYPE	REGISTERED	START DATE	END DATE	DUE DATE	SCORE	STATUS	COMPLETION DATE
edge Check	Test	5/27/2015	N/A	N/A	N/A	100	Completed	5/27/2015
lent Quality rt Two	Curriculum	5/4/2015	N/A	N/A	N/A		Completed	5/10/2015
ct Center ints Training ebEx	Video Links	4/3/2015	N/A	N/A	N/A		Completed	4/3/2015
ledge Check	Test	4/1/2015	N/A	N/A	N/A	100	Completed	4/22/2015
ments	Video Links	3/18/2015	N/A	N/A	N/A		Completed	4/3/2015
x Recording nication	PDF	3/16/2015	N/A	N/A	N/A		Completed	4/3/2015
Training	Curriculum	2/5/2015	N/A	N/A	2/27/2015		Completed	2/24/2015
nowledge	Test	2/1/2015	N/A	N/A	N/A	100	Completed	2/24/2015
ys Interaction	Online Class	1/30/2015	N/A	N/A	N/A	90	Completed	2/11/2015
owledge	Test	1/27/2015	N/A	N/A	N/A	100	Completed	1/27/2015
	PDF	1/27/2015	N/A	N/A	N/A		Completed	4/3/2015
nowledge	Test	12/30/2014	N/A	N/A	N/A	100	Completed	12/30/2014
Action Table	PDF	12/29/2014	N/A	N/A	1/11/2015		Completed	4/3/2015
a & Voice of ashboard	Online Class	12/29/2014	N/A	N/A	N/A	100	Completed	4/3/2015
International	Curriculum	11/25/2014	N/A	N/A	N/A		Completed	12/10/2014
nowledge	Test	11/5/2014	N/A	N/A	N/A	100	Completed	11/19/2014

R
Exh. No: 38 Receive
Case No.: 29-CA-
Case Name: CSC H
No. Pgs: ____ Date: 10-

Exhibit A11

R-39

Targeted Coaching Program

Updated as of: 5/11/2015 2:24:17 PM

March 2015

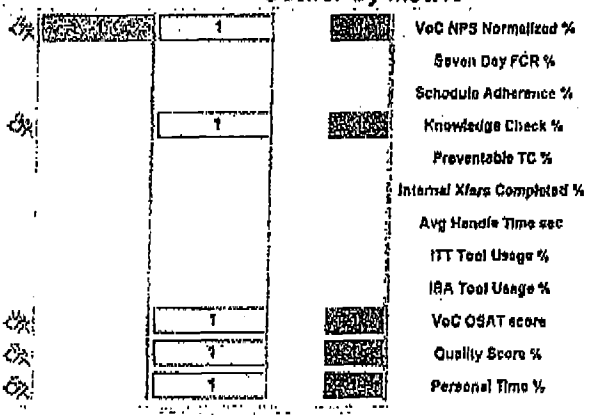
Separator Title

Contact Center:	Level:	Peer Group:	Manager:	Supervisor:	Agent:
All	All	All	All	All	039778 - Perry, Dorothea

Outlier by Agent

	Action	Flag	Low Perf.	High Perf.
039778 - Perry, Dorothea			5	

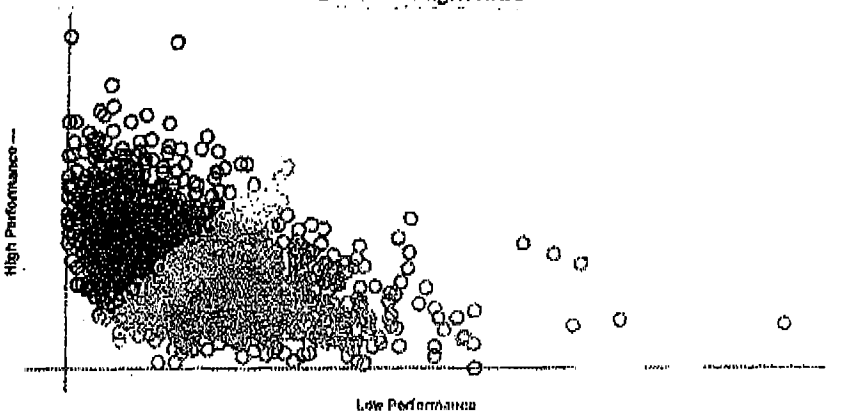
Outlier by Metric



Metric Details

	Selection Avg	Peer Group Avg
VoC NPS Normalized %	17.0 %	64.8 %
Seven Day FCR %	84.8 %	87.7 %
Schedule Adherence %	90.8 %	93.1 %
Knowledge Check %	80.0 %	92.6 %
Preventable TC %	1.3 %	1.8 %
Internal Xfers Completed %	1.9 %	3.4 %
Avg Handle Time sec	712.8 sec	635.6 sec
ITT Tool Usage %	71.4 %	60.8 %
IBA Tool Usage %	3.0 %	32.0 %
VoC OSAT score	5.0 score	9.0 score
Quality Score %	75.7 %	93.1 %
Personal Time %	2.6 %	0.9 %
Overall Percentile Rank	3.3%	

Outlier Magnitude



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The information available is deemed Confidential Information subject to the Company's Confidential Information Policy.

Exh. No: 39 Received ✓ Rejected ____
Case No.: 29 CA 154544
Case Name: CSE Holdg LLC
No. Pgs: ____ Date: 10.8.15 Rep.: AM

Targeted Coaching Program

Updated as of: 5/11/2015 3:24:17 PM

April 2015

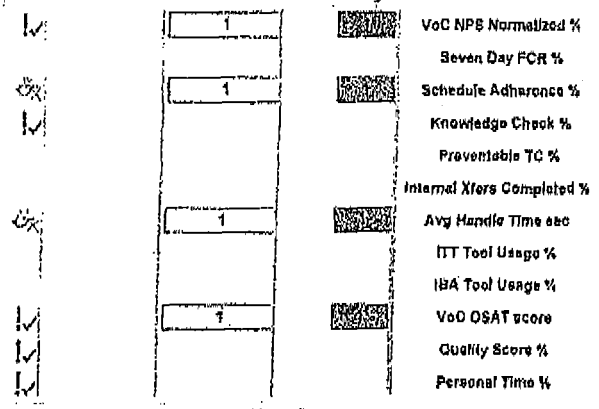
Contact Center: All | Level: All | Peer Group: All | Manager: All | Supervisor: All | Agent: 039778 - Perry, Dorothea

Outlier by Agent

High Performance

	Action	Flag	Low Perf.	High Perf.
039778 - Perry, Dorothea				4

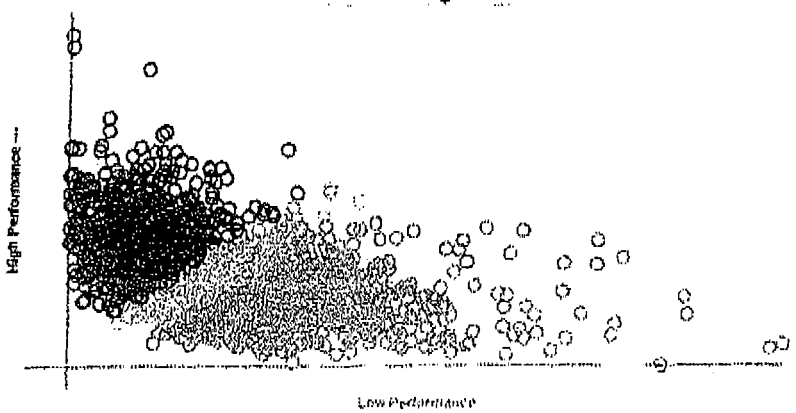
Outlier by Metric



Metric Details

	Selection Avg	Peer Group Avg
VoC NPS Normalized %	20.9 %	54.9 %
Seven Day FCR %	80.0 %	66.1 %
Schedule Adherence %	[illegible]	[illegible]
Knowledge Check %	100.0 %	98.9 %
Preventable TC %	1.1 %	1.9 %
Internal Xfers Completed %	2.0 %	3.4 %
Avg Handle Time sec	[illegible]	625.0 sec
ITT Tool Usage %	54.6 %	62.3 %
IBA Tool Usage %	0.0 %	34.5 %
VoC OSAT score	[illegible]	9.1 score
Quality Score %	71.3 %	77.1 %
Personal Time %	1.4 %	0.9 %
Overall Percentile Rank	34.2%	

Outlier Magnitude



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Targeted Coaching Program

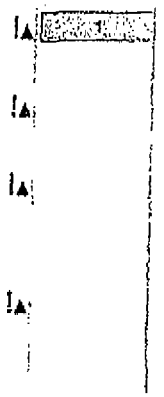
Updated as of: 5/11/2015 1:16:37 PM

May 2015

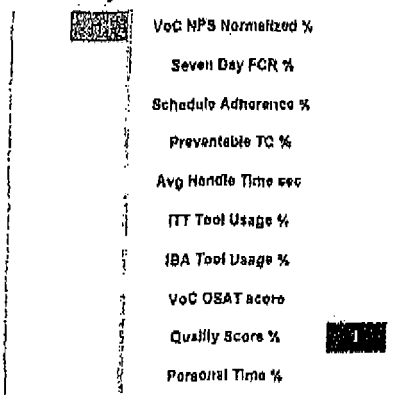
Operator Title	Contact Center:	Level:	Peer Group:	Manager:	Supervisor:	Agent:
	All	All	All	All	All	039778 - Perry, Dorothea

Outlier by Agent

	Action	Flag	Low Perf.	High Perf.
039778 - Perry, Dorothea	!		1	1



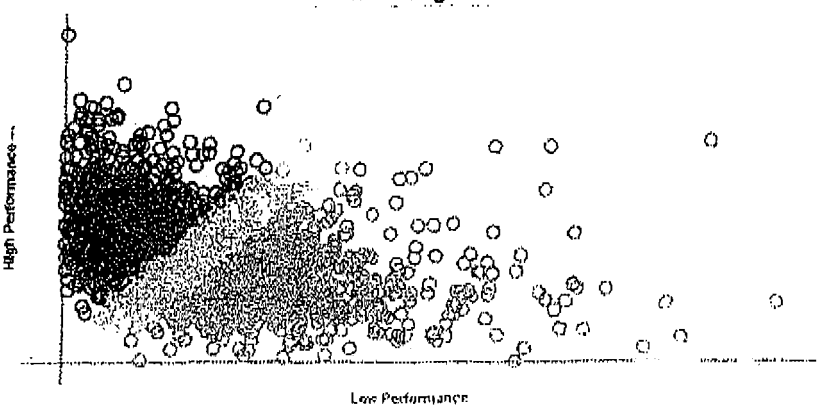
Outlier by Metric



Metric Details

	Selection Avg	Peer Group Avg
VoC NPS Normalized %	10.2 %	[illegible]
Seven Day FCR %	90.7 %	90.8 %
Schedule Adherence %	97.1 %	93.1 %
Preventable TC %	0.0 %	0.6 %
Avg Handle Time sec	707.2 sec	699.2 sec
ITT Tool Usage %	68.7 %	51.6 %
IBA Tool Usage %	16.7 %	39.0 %
VoC OSAT score	10.0 score	9.0 score
Quality Score %	86.5 %	73.2 %
Personal Time %	1.0 %	0.0 %
Overall Percentile Rank		

Outlier Magnitude



PROPRIETARY AND CONFIDENTIAL. FOR INTERNAL USE ONLY.
The information available is deemed Confidential Information subject to the Company's Confidential Information Policy.

Exhibit A11

R-40

From: John Tucci
To: Francesca Prochazka
Sent: 5/15/2015 12:49:25 PM
Subject: D perry
Attachments: image001.jpg; image002.jpg

[http://ctboom.s3-us-west-2.amazonaws.com/wp-content/uploads/Cablevision-Unveils-New-Optimum-Logo-Launches-Consumer-Focused-Branding-Campaign.jpg]

April 2015 Contact Center Agent Scorecard (Through 4/28)

RANK: 395 of 681 ---> 42nd Percentile

AGENT

Perry, Dorothea

PEER GROUP

LVL_2_RS_AMPM

SUP

Mohip, Valmiki P

MGR

Vega, Gilbert

Metric

Peer Group Average

Value

Metric Rank & Percentile

Weight

Score

Service Excellence

Net Promoter Score

50.09

25.00

598 of 681

30%

3.70

Normalized NPS

54.54

Exh. No: 40 Received ___ Rejected ___
Case No.: 24 CA 154544
Case Name: CSE Holdy LLC
No. Pgs: ___ Date: 10.7.21 Rep.: AM

25.87

12th

First Contact Resolution

88.81%

90.34%

168 of 681

30%

22.64

75th

Operational Excellence

Adherence

92.78%

89.20%

602 of 681

20%

2.35

12th

Knowledge Check

95.49%

100.00%

1 of 681

20%

20.00

100th

Raw Score

Raw Score

--

--

--

--

48.69

Value Compliance

Corrective Action Reduction

--

--

--

--

0.00

Final Score

--

--

--

48.69

Exhibit A11

R-41

1/29/15 1 on 1

MODIFIED BY: vmohip ON: 01/29/2015 23:35:54

Met with Dorothea to go over last month and Jan and MTD performance.

Time Per Call: 662 Dorothea did well this mont to drop her handle tome.

Handle per Call: 626

Hold per Call: 35s.

Wrap per Call: 65s. I let Dorothea know to not use wrap in times of availability and document while on the call.

Average of QoSD Score: Effective 78.49 %%. I let Dorothea know that she must be more amiable on the phone. I advised her to be more personable on her calls and build better rapport with customers.

1st Call Resolution %:Valuable 96.52%

Average of KC Score: 100%

SER %: 83 % Valuable. I advised Dorothea to remember to transfer all applicable calls to the survey.

4380 - Perry, Dorothea	Time Per Call*	719	662	691
	Calls per Hour	4.8	5.2	5.0
	Handle per Call	691	626	640
	Hold per Call	37	35	37
	Wrap per Call	42	65	61
	Average of QOSD Score	88.28%	78.49%	
	% Outbound vs. Inbound Time	3.21%	4.42%	6.83%
	% Outbound vs. Inbound Calls	11.03%	11.38%	6.15%
	1st Call Resolution %	92.96%	96.52%	
	Average of KC Score	100.00%	100.00%	
	SER %	78.21%	83.99%	

Topic	*Notes*			
FC 0058: CPNI Updates	Under Federal Law, customers have a right, and Cablevision has a duty, to protect the confidentiality of a category of telephone-related information known as **ÃÂ¢Â¿Â¿Customer Proprietary Network InformationÃÂ¢Â¿Â** or **ÃÂ¢Â¿Â¿CPNIÃÂ¢Â¿Â** **CPNI** is information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a Telecommunications Service or Interconnected VoIP service (such as OV) subscribed to by a customer. **CPNI** includes the following, and any changes that will affect the customerÃÂ¢Â¿Â¿s access to this information require special verification.			

Exh. No: 11 Received ✓ Rejected ____
Case No.: 29-cA 15454
Case Name: CSE Holdings, LLC
No. Pgs: ____ Date: 10-8-15 Rep.: JA0978

4837-0176-0041.2

	❖ Telephone Services the customer uses or changes (e.g., call forwarding, blocking, waiting, etc.) ❖ Amount and type of telephone usage ❖ Current telephone charges ❖ Calling patterns ❖ OV-related account changes ❖ Inbound and outbound Call Detail Records (CDRs) ***NOTE**: CPNI does not include a customerÃ¢Â¿Â¿s name, telephone number or address. Customer Preferred Contact does not require CPNI.*			
Voice of the Customer (VoC)	**Effective January 1, 2015, you will no longer need to announce and transfer calls to the post call survey.** **Our Voice of the Customer (VoC) strategy has been put in place to dramatically enhance our survey management program. VoC will strengthen the customer experience by following a 3-part process.** **❖ Survey the customer after customer engagement.** **❖ Immediately review feedback and actionable insights, especially indications of an unsatisfactory service experience.** **❖ Promptly follow up to resolve outstanding issues in an effort to increase customer satisfaction and turn potential detractors into promoters of CablevisionÃ¢Â¿Â¿s service and products.** ❖ Our VoC program will span across all customer service touch points: Contact Centers, Field Service and Optimum Stores. The customer feedback we collect will be accessible to all levels of the organization via a centralized dashboard, giving us real time analysis, as well as the ability to immediately respond to that feedback, or Ã¢Â¿Â¿close the loop.Ã¢Â¿Â The insights we gain will give us the ability to benchmark against other world-class service organizations. ❖ A new, 11-point response scale will allow for greater differentiation among customer responses to sharpen our understanding of our customersÃ¢Â¿Â¿ expectations. As a customer-facing employee, you will be able to see specific areas where youÃ¢Â¿Â¿re exceling as well as opportunities			

	for improvement. YouÃ¢Â¿Â¿ll also be able to gauge how youÃ¢Â¿Â¿re performing relative to your peers. ❖ Survey content will differ depending on whether the customer contact was with Contact Centers, Field Service or Optimum Stores. All post transaction surveys will be sent to customers via email approximately 24 hours post-transaction. There will be surveys for both Residential & Business customers, available in English, Spanish & Russian. ❖ Once a customer completes a survey, no subsequent surveys will be sent to that same customer for at least 30 days, regardless of additional transactions on other channels. (Optimum Stores will observe a 90-day quarantine rule.)			
FC 4070: Optimum.net/getconnected	As part of our continuing commitment to educate our customers about how to use and get the most value from their services, we have created the webpage optimum.net/getconnected. **Beginning Wednesday, December 17, 2014, through Friday, January 16, 2015,** we will send customer communications promoting this webpage. ❖ Optimum.net/getconnected offers a customer education destination that provides all the information customers need to set up their TV/Smart TV; Tablet; Smartphone; Laptop, Gaming consoles, etc. ❖ We explain how to connect devices to the customerÃ¢Â¿Â¿s home network, optimize TV for high definition (HD) viewing, connect to Optimum WiFi, as well as how to use the Optimum App, and many other benefits of service. ❖ Some of the topics covered at optimum.net/getconnected have been pain points for our customers and in some instances we are able to resolve the questions they may have before they need to talk to us.			
FC 0052: Employee Trial of Freewheel	**Beginning Thursday, October 30, 2014,** Optimum will pilot an employee trial of the product called Freewheel. If you receive inquiries about this trial from customers, please do not provide any details and transfer the customer as per the instructions below. This is an ***employee trial only*** *Call Handling*			

	❖ All calls and emails will be handled by a specialty team in Jericho during the following hours: 7 days a week 7:00 a.m. Ã¢Â¿' 12 midnight ❖ Customer Service: Transfer to Speed Dial 104 ❖ TSG: Transfer to Speed Dial 269			
FC 3580: Charging for Trouble Calls	As part of our **Consistent Quality Service initiative,** we are beginning the process of re-emphasizing the need to use the **chargeable TC** codes when appropriate. The use of these codes plays an important role in providing consistent service to our customers, and ensuring that our Field Service partners are able to do the same. **The charge for a residential trouble call will be $39.95 and a business customer trouble call will be $46.95.** The types of trouble calls that will require a charge include: ❖ When a contact center representative alerts a customer the reason for their service issue is a **known outage**, and the customer still insists upon a trouble call truck roll. ❖ When a customer **refuses to participate in troubleshooting** efforts over the phone, such as rebooting a modem or cable box, or connecting a PC/MAC directly to the modem. ❖ When a customer insists upon a trouble call for **remote control issues** (broken remote, programming remote) that can be handled over the phone, picked up at an Optimum store or via shipping the customer a new remote. ❖ When a customer insists upon a trouble call truck roll for issues with **defective customer owned equipment** (fax machines, credit card machines, PBX, personal router, etc.). ❖ When a customer insists upon a truck roll for issues related to cable box mismatch (SD cable box on HD set, HD cable box on SD set) the truck roll should be set up as a **Change of Service** using the appropriate rate codes to swap a cable box and rate code S9 Residential $39.95 or SG Commercial $46.95 to apply the charge. ***Note Ã¢Â¿' This appointment type should not be set up as a Trouble Call.*** ❖ If during a trouble call visit the technician performs preventative maintenance (replace fitting, splitters, wires,			

	etc) unrelated to one of the chargeable problem codes the customer will still be charged for the appointment, if applicable. ❖ For **Known Outage**, **Refusal to Troubleshoot** and Issue with **customer owned equipment**; if the technician identifies the issue was not related to the outage or was caused by Optimum equipment they will add fix code 282 which identifies the fee should be waived and prevents the account from being charged. **Note** Ã¢Â¿' *Only account holders and authorized users can schedule a TC that has an associated charge. Ã¢Â¿Â¿Other callersÃ¢Â¿Â can only schedule a non-chargeable TC.* **Waiving the Fee** ❖ Reps must follow their local escalation process in order to waive a Trouble Call Fee. Waive reasons may be as follows: o Threat to disconnect o Extenuating circumstances ❖ If a Lead/Supervisor provides approval to waive the TC charge, the trouble call would be scheduled using the appropriate Primary and Secondary problem codes, a Tertiary problem code 330 Ã¢Â¿' 333 to identify the chargeable truck roll reason, then add Tertiary code 336 to advise the fee has been waived by the Contact Center. ❖ The inbound comments in IDA must include the reason the fee was waived as well as the name of the Lead/Supervisor who provided authorization to waive the fee.			
FC 4018: Optimum Voice International Calling Service (Business)	**Effective Thursday, December 11, 2014,** the new International Calling Service for business customers have gone into effect. ❖ The calling plan will be based on a rate per minute. ❖ A monthly plan charge of $2.95 will be applied to the account when the customer either activates at least one line and/or creates a 6-digit remote dialing PIN. ❖ Unlike the Pre-paid International plan, the charges for the new service will appear on the monthly service bill			

	instead of on a credit card in advance of the service rendered. ❖ All new accounts will be provisioned with International Calling. The plan will remain in a suspended mode. ❖ To make international calls, the Business customer must first activate their phone lines or create a 6-digit PIN for remote dialing though the Business Account Center. ❖ The new plan can be activated on the OV line or the SIP Pilot TN. ❖ Existing customers who currently have pre-paid International service can continue to use their Pre-Paid plan but must disconnect the Pre-paid in order to use the new International Calling. ❖ Pre-Paid is a grandfathered plan and cannot be re-activated once it is disconnected. ❖ During the deactivation of Pre-Paid International, the customer will be prompted to download and save their Call Detail Record (CDR) information. It is not mandatory to download the CDR record. ❖ Once Pre-Paid is deactivated, the prior international CDR information is no longer retrievable from the Business portal. ❖ Customers can choose to enable or suspend all, or some of their OV lines on the account for International Calling. ❖ Customer will be able to suspend the International Calling plan (OV and Remote dial) by using the Suspend Service feature. ❖ Activation and deactivation for SIP trunk customers takes place with the Pilot Telephone Number (TN). o All DiDs (Direct Inward Dial) are activated along with the Pilot TN. o To manage individual DiDs, the customer must do so through their PBX (Private Branch Exchange) system.			

	❖ An account can have up to 28 phone numbers registered for remote dialing. ❖ Business customers that dial internationally, using registered phone numbers, are not required to enter their 10 digit OV phone number for auto authentication. They will still be required to enter their pin. ❖ Only the account manager or phone manager can register for remote dialing. ❖ To register a number for remote dialing, the customer must be behind their modem. *Rate Code Information* ❖ Adjustment code **PS Ã¢Â¿' SMBOVI PerMinCharges** will be used to bill for any charges for calls made during the billing cycle. This is a backend that **would not** be used by Customer Care. ❖ Adjustment code **PT Ã¢Â¿' SMB OVI Courtesy Cr** will be used by Customer Care for customer disputes. ❖ New rate code **I2 (eye 2) Ã¢Â¿' SMB OV International Calling Plan** at $2.95 will be added to accounts by Billing Assurance **(not for rep use)** to bill a monthly recurring plan charge after at least 1 TN (telephone number) is activated with international calling or a PIN for remote dialing is created by the customer. o This monthly recurring plan charge will not be prorated. o The monthly recurring plan charge applies regardless of calls being placed or not. o The monthly recurring plan charge will be removed as soon as there are no longer any TNÃ¢Â¿Â¿s activated with international calling on the account and the PIN for remote dialing has been deleted.			
FC 4064: Optimum.net Enhanced Presentation of Online Bill	**Effective Monday, December 15, 2014, Optimum has launched an improved online version of the bill.** **The new version of the bill will present the itemized charges of the most recent bill in a dynamic, easy-to-read Web-friendly (HTML) format.**			

	❖ No longer requires the PDF reader to view bill details, thus shortening load time and frustration. ❖ Responsive design optimized on mobile devices and tablets. ❖ Progressive display of information to keep clutter minimized. ❖ More elegant user experience. ❖ The HTML formatted statement will be available for the most recent bill and the previous three months. ❖ PDFs will remain available for all 13 bills. ❖ Drop-down to navigate between months.			
Processing Restarts	In the interest of providing our customers with the most seamless experience possible, **effective January 1, 2015**, our Level 1 Lead team will process all restart requests. • **Verify** if the customer is restarting a Residential account. o Customers restarting a business account is transferred to Business Sales • **Verify** if the customer has not been disconnected more than 30 days o If the disconnect occurred over 30 days ago, please transfer to residential Sales • **Verify** if the customer would like the same level of service or a lower level of service o Upgrading the service during the restart would be handled by Sales. • **Verify** if customer is in a Titanium/Platinum service area **(review the Warning Alerts Toolbox in IDA)** o All restarts in a Titanium/Platinum areas and corps designated as not requiring the customer to pay in advance go to sales o These customer types can only have 1 NON-PAY in the history of their Account ▪ If they have more than one NON-PAY in their history follow standard restart process • **Notify** the customer they would need to pay their past due balance (if any) + one month of service in advance + restart fee ($39.95)			

	o Our Level one Leads will go over the full cost of restarting with the customer **If the customer meets the above requirements, and agrees to the amount due, please email the below information to OV1 Lead Follow Up with the subject Ã¢Â¿Â¿Restart request / Account number and nameÃ¢Â¿Â¿** • Account number: • Name on account: • Service address: • Contact number:			
FCR Tips: Preventing Repeat Calls	***Remote Port:*** Remote Ports continue to be the most escalated issue to the OV Escalations team. When setting up remote ports, there are a few things to keep in mind. ❖ Schedule the Port for 2pm-5pm to allow the OV Escalations team time to activate the port and cancel the appointment. ❖ After setting up the Remote Port order, be sure to advise the customer that will still receive a confirmation email/phone call, but they do NOT need to be home, as the port will be activated remotely. ❖ It Is extremely important that all escalations include the Remote Port template in the Work Log. Filling out the template will greatly decrease the likelihood of receiving a repeat call!!! **Mac OS/Optimum App Issue:** ❖ The Comm Desk has seen an increase in escalations regarding the following error message on the Optimum App: Ã¢Â¿Â¿identity of the developer cannot be confirmedÃ¢Â¿Â ❖ This message occurs on MAC operating systems. ❖ This is a known issue under CTS ID 923553 ❖ Follow the steps listed in the outage			

	❖ Escalating the ticket will cause a delay in resolution. ❖ Resolving this in real time will provide an overall better customer experience. **MRDVR:** Here are few tips to keep in mind when troubleshooting MRDVR service issues: ❖ **Check the Outage Board:** o This is vital, as a known issue or open outage will include instructions you should take in both the troubleshooting and Remedy Documentation. ❖ **Document ALL troubleshooting Steps:** o Remedy should include EVERY troubleshooting step taken o Missing information can further delay resolution o Always include Blue Page information such as signal levels and the Home ID ❖ **Give as much detail as possible:** o Details such as the impacted recording, date and time of recording/playback, and error messages that display, allow for a more prompt resolution ❖ **ASSIGN the ticket:** o When troubleshooting is ineffective, and the ticket needs to be escalated be sure to Assign the ticket to QC Jericho o Leaving the ticket in Work in Progress or Open Status, will delay the turnaround time of the ticket. Following these steps will ensure the customers issue is handled in a timely manner and reduce the chance of a repeat call.			
FC 4054: January 2015 Rate Event	**Beginning in January 2015**, Optimum will make some rate adjustments for current and future residential and business customers. *CABLEBOX FEE CHANGES* (Residential Customers)			

❖ The cable box fee will increase by $0.85 Ã¢Â¿' from $6.71 ($6.95 with remote) to $7.56 ($7.80 with remote) for the following areas:

o **ALL of Connecticut**

o **MOST New York areas/corps**

o **MOST New Jersey areas/corps**

Exceptions: The following areas are not impacted by the cable box fee increase.

❖ **In parts** of the following New York corps Ã¢Â¿' there will be no change to cable box rates *(rate remains $6.95 with remote)*

o **Long Island** Ã¢Â¿' Brookhaven (7868), Hauppauge (7840), Riverhead (7839) & Woodbury (7858)

o **Westchester** Ã¢Â¿' Ossining (7882), Porchester & Yorktown (7803), Wappingers Falls (7883)

o **Corps that include NY & NJ areas** Ã¢Â¿' Parts of NY only areas of Ramapo (7873) & Warwick (7877)

❖ **In parts** of the following New Jersey corps Ã¢Â¿' cable box rates will decrease by $0.85 from $6.71 ($6.95 with remote) to $5.86 ($6.10 with remote)

o **Central New Jersey Ã¢Â¿'** Bergen (7802) & Morris (7876)

o **North New Jersey** Ã¢Â¿' Oakland (7870)

o **South New Jersey** Ã¢Â¿' Raritan Valley (7875) & Seaside (7867)

SPORTS PROGRAMMING SURCHARGE (renamed Sports and Broadcast TV Surcharge)

❖ The Sports Programming Surcharge has been rebranded to: The Sports and Broadcast TV SurchargeÃ¢Â¿Â

	❖ The SBTS will be increasing by $1.00, from $4.98/mo ❖ to $5.98/mo. ❖ ***Exception:*** *Hamilton (7874) the surcharge will increase by $0.12, from $5.86/mo to* ❖ *$5.98/mo.* **PEG (Public, Educational, Governmental) Fees** ❖ The PEG (Public, Educational, Governmental) fees will be passed through to customers in areas below. Brooklyn - $1.35 Bronx - $1.32 Litchfield - $0.87 Bridgeport - $0.63 Norwalk - $0.47 ***PEG Fees are for public Access Channels. Fees that the company pays to franchises in the above areas.*** **Business Rules.** ❖ Effective January 1, 2015, the cable box fee will increase by $0.85 from $6.71 ($6.95 with remote) to $7.56 ($7.80 with remote) in **all areas.** ❖ *The fee change is effective for each individual cable box on the customerÃ¢Â¿Â¿s account.* ❖ *The fee change is effective for residential and business customers.* ❖ *All customers with a cable box, experiencing a price change, will receive a bill messaging at least 30 days in advance informing them of the pricing change.*			
FC 4052: Movies	Beginning December 18th, 2014 Optimum is offering **MOVIES! Network**: ❖ Channel **113** ❖ Gives viewers a new way to watch movies 24/7 on broadcast television			

FC 4053: iTV - Haiti	Beginning December 16th, 2014 Optimum is offering **iTV Network**: ❖ Channel 650 ❖ Interactive Channel: Watch Videos, View images and request information about visiting Haiti.			
FC 4073: Optimum Rewards Update	**Effective January 1, 2015,** the Optimum Rewards card will now be emailed to customers within 48 hours of registration. Customers will no longer need to wait 3 Ã¢Â¿' 4 weeks for the card. We will now email the member number to the customer within 48 hours. Optimum Rewards cards will no longer be mailed to customers. All cards will be emailed; this includes: ❖ New customer registrations ❖ Replacement requests o If a customerÃ¢Â¿Â¿s needs to reorder, they can go to the replacement card link to reorder: **http://www.optimumrewards.com/reordercard.do**			

2/26/15 1 on 1

Met with Dorothea to go over her Annual appraisal. We discussed her performance and what she needs to focus on for 2015. I explained how stacked ranking works again and we then went over her annual review. She was rated a Valuable and understood why.Dorothea Has not received a NPS so far this month. Her adherence is at 90% and she believes that she can bring this up. I advised her to make sure to take her breaks on time and aend me her excepyions in a timely manner. I also advised her to curtail he ruse of personal time.

4380 - Perry, Dorothea	Time Per Call*	672	734
	Hold per Call	37	32
	Wrap per Call	66	42
	Handle Per Call	615	719
	Average of QOSD Score		
	1st Call Resolution %	91.16%	94.52%
	Average of KC Score	100.00%	
	NPS %	-20.00%	100.00%

We went over topics for Feb:

Topic	*Notes*			
CPNI Reminder	Our customer's privacy continues to be of the utmost priority. In order to identify security breaches, DART Web is designed to send a secutiry pop-up alert, when accessing the account via Remedy. • **If you receive a call where CPNI is applicable** (please review the CPNI matrix on TSG News) please make sure you are accessing the account through **Remedy 8.1 (Web Remedy) via DART Web.** • If the account if flagged for possible security breach, you will see the following pop-up: ******If you access Remedy 8.1 outside of DART Web, you will <u>NOT</u> see this alert******			
Contact Center Performance Scorecard	**2015 Scorecard Improvement:** **<u>Metrics/Weights:</u>** 1. **Net Promoter Score (NPS) – 30%** 2. **First Contact Resolution – 30% (7 Day Same Reason)** 3. **Adherence – 20%** 4. **Knowledge Check – 20%** **<u>Goals:</u>** • **Dynamic, stacked ranking** • **Drive continuous improvement** • **Comparison to peer groups** • **Measure Voice of the Customer (VoC) across the organization and compare to Best in Class companies** **<u>Scores:</u>**			

	NPS = The % of Promoters minus the % of detractors FCR = Percentage of time customers do not call back within 7 days for a similar issue Adh = Percentage of time within the work schedule the rep is interacting with or available to serve a customer KC = Average score of monthly assessment			
Voice of the Customer (VoC) - NPS	Net Promoter Score (NPS) is now a key component of employee scorecards. <u>How to calculate NPS:</u> *The percentage of promoters J of total surveys taken, minus the percentage of detractors L of total surveys taken.* <u>Example 1:</u> 10 Surveys taken: 7 Promoters/10 Surveys = 70% 1 Detractor/10 Surveys = 10% 2 Passive = 20% NPS = 70%(Promoters) – 10%(Detractors) = 60% 2 Passive Surveys do not figure in equation <u>Example 2:</u> 9 Surveys taken: 6 Promoters/9 Surveys = 67% 2 Detractors/9 Surveys = 22% 1 Passive = 11% NPS = 67%(Promoters) – 22%(Detractors) = 45% 1 Passive Survey does not figure in equation There is currently no passing score, as all scores are being considered relative to the performance of other employees in the similar roles. • No targets has been set • All scores are being closely monitored to level set what "average" looks like. • As is the case with most performance indicators, employees whose scores fall outside the norm will be recognized or coached appropriate.			
Customer Preferred Communication (CPC)	All post interaction surveys will be sent via email to the *Customer Preferred Communication (CPC)* email address associated with the account within 24 hours of the interaction.			

	• A new ***Customer Preferred Communication (CPC)*** category has been created to manage the Voice of Customer (VoC) preferences. • This category has been made active in IDA and titled *"Surveys & Research"*. • Representatives will have the ability to opt a customer out of receiving surveys **only if requested**. This option **should not be proactively offered** to a customer, but only used in situations where the customer specifically requests to 'opt out'.
Customers requesting our Phone Survey	**Some of our customers are still requesting our Post Call Survey via our IVR.** • **Effective 1/23/2015, if a customer asks for the Post Call IVR Survey, please educate them on the new survey process.** • **If your customer would like to compliment your interaction, follow the process for a praise call.** • **If your customer would like to have their issues escalated, follow process and transfer the call to a Lead or a Supervisor.**
Call Handling – Use of Profanity	Please be aware, at no time during the course of the call, whether on the call with the customer, on hold, muted, etc.. is **the use of profanity** tolerated, even if not directed towards the customer. This will result in potential corrective action. We should represent respect and integrity at all times.

Checking Availability for time off	**Empower** can be used to view the amount of hours available for time off.
	
	• Empower can be accessed by going to TSGNEWS, then hovering the mouse over Departmental at the top, clicking on Empower.
	• Once logged in click on **Group Allowance Balance** to the right.
	  ○ This will display the hours available for time off
	  ▪ You can either select the Calendar View, or Details View by picking from the drop down menu at the top of the page
	  ○ If the day is closed, Empower will display a **negative number** for the amount of hours available
	
	• If you attempt to book time off on a day which has negative numbers, you will be put on a **waiting list**
	  ○ Being on a waiting list would reserve your request for the day off. Should someone who already has the day off cancel, making that day available, you will automatically get the day off if you are #1 on the waiting list
	  ○ Being on a waiting list does not guarantee the day will become available for you to take off
	• If you're not able to see the view of hours available after clicking on Group Allowance, please email Richard Oates and your Supervisor

Accessing Email from Home	**As a reminders:** • Representatives **should not** access their email from home. • Representatives **should not** log into Cablevision workstations on their scheduled day off or before the start of their shifts. • Representatives **should not** provide their login info to their peers.
Inside Optimum	***A new section called "Inside Optimum" has been added to the MARQUEE.***

	Inside Optimum on Marquee is your direct link to everything you need to stay on top what's new and updated. You can: • Review the latest Field Communication • Review the latest marketing materials • See where we stand with product updates • Learn new services that are in development • Stay on top of CXE and VoC Get all the info you need, all in one place – with Inside Optimum			
FC 4084: Introducing Freewheel	On February 5, 2015, Cablevision will release a new WiFi data product, Freewheel, that will provide customers with unlimited data, unlimited talk and unlimited text, at a disruptive low price of $9.95 per month for Optimum Online (OOL) customers. *The support for this new WiFi data product will be the **OV-Escalation team**. They have been actively working with Product and the Engineers to prepare for launch. We will be supporting customers via all channels; **phone, chat, email and social.*** • Cablevision is launching Freewheel to show customers they are spending too much on their cellular plans, and not getting what they really need in return: unlimited data. • The Freewheel product will be showcased on the best-in-class mid-tier Motorola moto g, that Cablevision will be selling at the discounted rate of $99.95. • Freewheel will be available for purchase on the Freewheel website www.freewheel.com. • Freewheel will exclusively work over WiFi; it will automatically connect to Optimum's 1M+ hotspots and will also work on any WiFi connection consumers have access to worldwide. • Freewheel is available in all 50 states, nationwide. A Freewheel customer will not have to sign a contract or commit to any length of service. ***Benefits of Freewheel*** • Unlimited data at compelling, predictable price. • No data overage charges, ever. • Unlimited data, talk and text over WiFi. • Connect to any WiFi signal, home, office, coffee shop, and 1 million+ Optimum WiFi hotspots. • Unbeatable International calling plan. • No activation fees. • No contract. • 30 day money back guarantee. . .and for Optimum Online customers: Another great value product with an additional monthly saving of $20.00. ***Objective of Freewheel*** • **Disrupt**: Leverage our more than 1 million Optimum WiFi hotspots to disrupt the wireless market by offering a compelling price point for unlimited data,			

	text, and talk that calls to question the pricing of the mobile network operators. • **Demonstrate:** Use a handheld device to illustrate our ability to provide a compelling unlimited data, text, and talk experience that highlights the near-ubiquity of WiFi, especially Optimum WiFi – this will establish the value of Optimum WiFi in the marketplace. • **Deliver savings:** Help customers save money by enabling unlimited data, text, and talk on the Optimum WiFi network. Freewheel is available for 80% less than the average consumer pays for cellular. ***Pricing information*** • Device: $99.95 • Plan: $9.95/month plus taxes and fees for OOL customers; $29.95/month plus taxes and fees for all other customers. ***Call Handling*** • All calls and emails will be handled by a specialty team in Jericho during the following hours: 7 days a week 7:00 a.m. 12 midnight. • If representative receives a call during off hours please respond to the customer as indicated below: ○ *"Thank you for your interest in the Freewheel product, please visit www.freewheel.com for more information."* • Customer Service: Transfer to Speed Dial 104 • TSG: Transfer to Speed Dial 269			
FC 4089: Launch of Genesys – Voice	**Effective Monday, February 9, 2015,** Cablevision will pilot (soft launch) Genesys. This new technology will be used to handle all customer calls in addition to providing Genesys historical and real time reporting. • Cablevision is replacing Aspect with the new Genesys Voice Contact Center system. • Genesys does not require a hard phone but rather will utilize Interaction Workspace (IWS) which is a soft phone on the PC. • Representatives will either be able to use their existing headsets (with dongles), or be issued new headsets. The dongle will be provided and will allow representatives to connect existing headsets to the PC via USB. • The pilot group consists of 180 Customer Service representatives from Melville, Jericho and Bartow Contact Centers. • Once the pilot is deemed successful, a full rollout of Genesys to all Customer Service Contact Centers will be completed. • Genesys will then be launched the following month for Sales including Piscataway, Soundview and Jericho.			
FC 4082: Removal or Optimum DVR Manager App for Android & Kindle	The **Optimum DVR Manager App** for Android & Kindle was initially created to provide Android & Kindle users with an easy way to manage their DVR (since the initial version of the Optimum App did not support Android devices). In July of 2014, the Optimum DVR Manager App was removed from the App store therefore preventing any new users from downloading the App. The Optimum App now supports most Android devices and includes all of the below features and more.			

	• **Effective February 4, 2015,** certain functionality in the Optimum DVR Manager App for Android & Kindle will be disabled • Users will be presented with an error message instructing them to download the full version of the Optimum App at Google Play (for Android devices), Amazon Appstore (for Kindle Fire) or optimum.net/app. This full version offers enhanced features and functionality to help users search through the guide, watch TV in and out of the home, manage your DVR, and turn your mobile device into a remote control.			
FC 4083: Optimum Bill Redesign	We are redesigning our bills for the best possible customer experience. The improved design provides a customer friendly, clear and simple summary of monthly charges, payments, amount due and other activity on the first page, with a more detailed breakdown of individual charges and payments/other activity on the second page. This new bill is simple to follow with a more intuitive flow and more of what customers have asked for: a better description of monthly services and information about promotional periods, value and benefits of service. **Beginning with February bills,** corps 07877 Warwick (NY, NJ & PA), 07881 Litchfield, CT and 07848 Great Neck, NY will see a banner ad on their bill promoting the newly designed bill coming in March. ***Enhancements:*** • Font Size larger • Fewer Abbreviations • Summary separate from details • More space to allow for prominent customer specific messaging. • Contact methods and information are easy to find. • Messaging moved to the back of each page making it easier to read and understand. • Promotional discounts including the expiration dates and other benefits are obvious. • More clearly displays customer's last statement balance and payments. • Taxes are distinctly displayed in the Account Summary section. Auto pay customers are reminded of their enrollment status.			

3/23/15 1 on 1

MODIFIED BY: vmohip ON: 03/25/2015 01:16:43

Dorothea and I went over her Compensation Statement.

We also went over her Scorecard.

Bitmap

Contact Center Agent Scorecard

RANK: 317 of 703 ---> 55th Percentile

AGENT	Perry, Dorothea	**PEER GROUP**	L2 Repair & Service Day (No E-Channel)
SUP	Mohip, Valmiki P	**MGR**	Vega, Gilbert

Metric		Value	Metric Rank & Percentile	Weight	Score
Service Excellence	Net Promoter Score	20.00	481 of 703	30%	9.47
	Normalized NPS	44.18	32nd		
	First Contact Resolution	90.11%	171 of 703 76th	30%	22.70
Operational Excellence	Adherence	89.50%	578 of 703 18th	20%	3.56
	Knowledge Check	100.00%	1 of 703 100th	20%	20.00
Raw Score	Raw Score	--		--	55.73
Value Compliance	Corrective Action Reduction	--		--	0.00
Final Score		--		--	55.73

On Tableau, Dorothea is low on:

Idle Time; I let Dorothea knoe that she nust not use idle a state to be in between calls in order to allievate wrap. I let her know that it also affects her handle time.

KC; Dorothea scored an 80% on her KC. She normally does well on these.

Personal Time; I explained to Dorothes the effect a small amount of personal time make a big impact since she is only here for a few hrs each day. Dorothea ststes that she is aware of this.

Preventable TC's I advised Dorothea that after listening to her calls she must troubleshoot all issues before setting up TC's. I also advised that setting up a tc is not ba "way out" but the last resort after all t/s has been exhausted.

Focus areas: Adherence.

Dorothea and I went over March notes:

1.Genesys Quick Tips

2.Electronic device/internet usage policy

3.Freewheel business class rates

4.optimum voice world call activation change

5.TSG UI – 24H update

6.Tips for Increasing Efficiency on billing calls

7.FC 4083: Optimum Bill Redesign

8.FC 4092: Optimum 1 Gigabit (Gbps) Offer

9.FCR Quick Tips

3/25/15 - E3 Coaching

Met wit Dorothea to go ovcer her E3 calls.

Dorothea is averaging 76.3% on 3 calls MTD.

WE went over using verbal nods, asking questions and probing and educating the customer.

I emphasized creating a positive experience for the customer and avoid speaking over the customer.

I reminded her to use the customer's name and provide the alternative method of contact.

3/29/15 - TCP Coaching

Idle Time; I let Dorothea knoe that she mkust not use idle a state to be in between calls in order to allievate wrap. I let her know that it also affects her handle time.

KC; Dorothea scored an 80% on her KC. She normally does well on these. I advised her to make sure to take the time to read her field comms and understand them,

Personal Time; I explained to Dorothes the effect a small amount of personal time make a big impact since she is only here for a few hrs each day. Dorothea ststes that she is aware of this band will work on improving it.

Preventable TC's . I advised Dorothea that after listening to her calls she must troubleshoot all issues before setting up TC's. I also advised that setting up a tc is not a "way out" but the last resort after all t/s has been exhausted.

4/23/15 1 on 1

Met with Dorothea for her one on one and go over her last month's and MTD performance.

We reviewed her VoC scores. Dhe has one promoter and 2 passive on 3 surveys.

Dorothea is strong in preventable tc's and above her Peer group with 0%.

Tableau shows she is low performing in KC which she took tonight and scored100%. She is also low scoring in Personal Time, Quality and schedule adherence which have been coached in outliers.

4/23/15 TCP Coaching

MODIFIED BY: vmohip ON: 04/23/2015 02:00:24

VoC Dorothea has 1 promoter and 2 passives on 3 calls this month. I advised Dorothea to converse wit the customer and treat the customer kindly and with respect. I also advised her to create rapport and try to create a positive customer experience at all times. I also urged her to probe to unveil all issues that the customer may have. I also advised her to offer additional assistance on her calls.

Pers Time: Dorothea and I went overr her use of personal time. Dorothea has lowered her personal rtime and is at 1.0% to her peer group 0f .9%

Dorothea ststes thst she will be getting an accommodation bexcause of medical reasons. She states that this will decrease her use of personal time.

Adherance to Schedule: Dorothea and I went over her adherence to schedule. She is at 87.5% to 92.8% peer group.

I advised Dorothea that she must comply with her break times. I also let her know that since she is a part timer she must be very aware of taking her breaks on time or it will affect her adversely.

I also advised Dorothea to remember to send me all of her exceptions in a timely manner.

AHT: Dorothea"s handle time is at 785s compared to 625s of her Peer Group. I explained to Dorothea that AHT is a metric that she must keep within range of her peer group just like any other metric. Dorothea understands this and states that she will work on it. I advised her that she must keep away from t/s issues that are beyond the scope of our technical support no matter how much great rapport she builds with the customer. Dorothea has a tendency of staying longer on the phone with a pleasant customer. I let her know that she must engage and help each customer equally. I also advised that she nust be aware of the amount of time she is on the phone with a customer.

Quality:

Dorothea's 2 calls so far this month have been plagued with customer centric issues.

I advised hert that she must offer empathy and assurance of help on all calls,. I also advised that the customer is at the heart of our business.and that she should listen actively, offer positive and friendly service and be sincere on her calls.

I explained that the issue here is not troubleshooting. but not offering exceptional customer service. Dorothea states that she will work on being more friendly and customer oriented on her cxalls.

5/21/15 1 on 1

MODIFIED BY: vmohip ON: 05/21/2015 01:55:44

April			May		
Metric	Sel Avg	Peer group avg	Metric	Sel Avg	Peer gro
VoC NPS Normalized %	20.90%	54.00%	VoC NPS Normalized %	29.60%	54.70%
Seven Day FCR %	89.00%	88.10%	Seven Day FCR %	90.70%	89.40%
Schedule Adherence %	89.60%	92.90%	Schedule Adherence %	92.70%	93.50%
Knowledge Check %	100.00%	96.90%	Preventable TC %	0.00%	1.70%
Preventable TC %	1.10%	1.90%	Internal Xfers Completed %	1.20%	3.40%
Internal Xfers Completed %	2.00%	3.10%	Avg Handle Time sec	734.5 sec	606.7 sec
Avg Handle Time sec	813. sec	625.6 sec	ITT Tool Usage %	72.70%	53.90%
ITT Tool Usage %	54.60%	62.30%	IBA Tool Usage %	12.50%	46.90%
IBA Tool Usage %	0.00%	34.50%	VoC OSAT score	7.7 score	9.1 score
VoC OSAT score	7.6 score	9.0 score	Quality Score %	82.80%	74.10%
Quality Score %	71.30%	77.10%	Personal Time %	0.80%	0.80%
Personal Time %	1.40%	0.90%			

Met with Dorothea for her one on one and to go over last month and MTD performance.

He has done well to improve her adherence his month.

Dorothea is still having issue with NPS. However MTD her NPS is at 100% with 2 calls

Dorothea and I went over NPS Do's and Dont's

I advised her to be Personable and Professional: Whether you have a bubbly personality or are more calm and collected, it is very important to be affable when speaking with the customers.

Mind your P's and Q's: Being polite, even to the most challenging customers, can go a long way toward improving the interaction with the customer and letting them know that we are interested only in providing them the best possible service.

Offer alternatives to Demarcation: If a caller is upset that they are unable to pay their bill on our website due to an issue with their browser for example, after referring them to that browser's support team, we could speak to using other browsers to make the payment and advise of all the other payment options we have available to all our customers.

I advised that she not be transactional. When your interaction is solely focused on resolving the issue and not on having a 'real' conversation, many customers will perceive you as robotic and will not feel that you value them as a customer.

Come down to the customer's level (Tone of Voice). If the caller is agitated, that may mean that they have had a truly poor experience with us or that may mean they are bringing additional baggage onto the call. Either way, reciprocating that customer's frustration will only make the interaction worse for both parties.

Simply educate the customer that the problem is not ours without providing other options. This can lead to the customer feeling as though we are not interested in assisting them; if a customer is experiencing an

issue with their picture size on an old 4:3 HDTV (SD picture shape, High Definition TV) explain they can get more channels to fit their TV by utilizing a SD cable box instead of a HD box. Just advising that, to get HD pictures at the right size, would require a new HDTV sounds like we are brushing them off.

I let her know that she must convey the value of Optimum

Many of our customers are unaware of all the advantages they have as an Optimum subscriber and choose to switch to a lesser service in order to temporarily save some money. It is up to us to EDUCATE and EMPOWER our customers so that they can get the full benefit of the Optimum product line.

Customers that have been educated on all we offer tend to be Net Promoters and will be happy and satisfied overall, and hence, give good **OSAT scores.**

Dorothea and went over her **AHT**. I let Dorothea know that one of her main issues with this is knowing where the point of denarcation is and when to provide alternate means of suypport to the customer.

Dorothea admits that when she gets an old person on the phone, she goes above and beyond and gets in trouble with her time.

I also advised that with some customers she spends a lot of unnecessary time discussing things not related to the call.

I let her know that she must at some point refer the customer out especially if it is beyond the scope of our support.

Her handle time is lower than it was last month but wrap is still high. I advised Dorothea to document while on the call and not use wrap in times of availability.

Dorothea states that she will work on leaving non essential material out of her calls. She states that she will also be more aware of the demarcation point on the call and leave non essential conversation out of her calls.

Dorothea says that she will also work on her wrap by documenting while on the call.

-

Dorothea mentioned to me that she is thinking about writing a follow up letter to Mr Dolan about certain issues that she spoke about with Yvette Panno and some issues she forgot in her letter. She did not go into detail.

She stated that she will most likely send it to Yvette and CC Mr Dolan.

She let me know that she had a very good conversation with Yvette but did not reveal much else except that she told Yvette that she felt psychologically terrorized at times.

She also mentioned that she complained to her about getting 2 flings of a wing while working during a PPV event.

5/13/15 TCP Coaching

MODIFIED BY: vmohip ON: 05/29/2015 00:15:49

Dorothea came to me tonight during her break wanting to know in what areas she was low. I let Dorothea know that she that she was low performer in VoC and AHT.

She then stated that she did not know much about VoC and NPS. I mentioned that we had a month of meetings and all reps attended at least one. She stated that she did not. I let her know that there were several other sessions to which all reps were invited in case thay had any questions. I said to her that if I am not mistaken I am sure that she attended one of the sessions and as I remember it was the one that Shane Abbatecola gave. Dorothea then stated that "she went to them just for the fruit" but did not absorb much. I reninded her that she and I have been talking about NPS and we went over concerns that she had before. Dorothea continued and complained that it is not fair that she is being judged on questions about the company and not on her performance. I went over with Dorothea that she is being ranked amongst her peers and it levels the playing field for all.

Later on I met with her to I let her know that her VoC is at 19.2% and explained that Normalized NPS is calculated in an effort to count fairly against both her peer groups and the type of calls she takes. I went over with her the common NPS concerns again, many of which she had especially that it is out of her control. I advised her to educate the customer and focus on conveying the value of Optimum. I let her know that many of our customers are unaware of all the advantages they have as an Optimum subscriber and choose to switch to a lesser service in order to temporarily save some money. It is up to us to educate and empower our customers so that they can get the full benefit of the Optimum product line. I also advised that she utilize soft skills and empathize with the customer since empathy has been the key differentiator between high and low marks from our customers. Lastly I let her know that she must take the time to break down the bill slowly and with confidence. I let her know to check that the customer understands and that she must always provide alternatives.

5/31/15 1 on 1

Bitmap Bitmap

YTD May 2015 (Through 5/20) Contact Center Agent Scorecard

RANK: 500 of 660 ---> 24th Percentile

AGENT	perry, dorothea	**PEER GROUP**	LVL_2_RS_AMPM		
SUP	Mohip, Valmiki P	**MGR**	Vega, Gilbert		

Metric		**Peer Group Average**	**Value**	**Metric Rank & Percentile**	**Weight**	**Score**
Service Excellence	Net Promoter Score	50.17	25.00	567 of 660 14th	30%	4.27
	Normalized NPS	53.94	26.77			
	First Contact Resolution	88.08%	89.16%	142 of 660 79th	30%	23.59
Operational Excellence	Adherence	93.20%	90.56%	585 of 660 12th	20%	2.30
	Knowledge Check	94.23%	93.33%	452 of 660 32nd	20%	6.33
Raw Score	Raw Score		--		--	36.50
Value Compliance	Corrective Action Reduction		--		--	0.00
Final Score			--		--	**36.50**

Real Time coaching should be Scheduled.

We went over Dorothea's Scorecard. She is ranked 500 of 660

I let her know that she is tracking low on NPS and Adherence.

I advised her to be polite, Mind her P's and Q's and be transactional. I also reminded her that she must be likeable and friendly on her calls.

I also advised her to educate the customer and convey the value of Optimum. Ilet her know taht a well educated happy customer will be likely to give good LTR and OSAT scores.

Dorothea stares that she will comply.

I also advised Dorothea to remember to work with me on real time exceptions. Dorothea states that she will and will be mindful to adhere to breaks and not go over.

Exhibit A11

R-42

Spoke about performance

Indicated you disagree with our business direction specifically

Mgt & measure of success

Made it clear you have a fundamental disagreement to

support our vision & the

the company impact the rest of

the team

Senior leadership

Exh. No: 42 Received ✓ Rejected ____
Case No: 29-CD 1375144
Case Name: CSC Holdings LLC
No. Pgs: ____ Date: 10-8-15 Rep.: Ann

Exhibit A11

R-43

Netmail Search

10.128.60.189:8888/index.html?logout

Apps | Employee Directory | New Tab | Marquee | Imported From IE

netmail search

New Case | Save Case | Edit Case | Case Management | Export Case

Working on Case: Perry

Search

Folder | Search User

- esopaasxb3-archive2/act-corp
- esopaasxb3-archive16-ActCaseC
- esopaasxb3-archive8-act-corp2
- O365-4
  - DPERRY1
    - Inbox
    - Sent Items
    - Deleted Items
    - Drafts
    - Recoverable Items
      - Purges
  - GVEGA
  - JTUCCI
  - PROCHAZKAF
  - VMOHIP
  - YPANNO
    - Inbox
    - Sent Items
    - Calendar
    - Deleted Items
    - Clutter

Selections | Displaying advanced message search result | Quick search... | Advanced Search | Preferences

			From	To	Subject	Sent / Received	Folder
			"Dorothea Perry" <DPERRY1@cablevision.com>	Valmiki Mohip;VMOHIP@cablevision.com	Late Accommodation 9:34 - 9:39	05/19/15 9:42 PM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Central Traffic;Valmiki Mohip;CENTRAF...	Late Accommodation NP - 8:16	05/19/15 10:54 PM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Valmiki Mohip;VMOHIP@cablevision.com	Exception Meeting 11:34 - 12:00.	05/20/15 12:02 AM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Valmiki Mohip;VMOHIP@cablevision.com	Exception Accommodation 8:46 - 8:54.	05/20/15 9:04 PM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Central Traffic;CENTRAF@cablevision....	Am I off tomorrow?	05/24/15 8:53 PM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Yvette Panno;YPANNO@cablevision.com	Re: Meeting	05/25/15 12:50 AM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Yvette Panno;YPANNO@cablevision.com	Re: Meeting	05/25/15 11:41 PM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Valmiki Mohip;VMOHIP@cablevision.com	Investigation: 07835-045228-08 Yehoda Laori	05/28/15 12:03 AM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Jason Cox;JCOX@cablevision.com	Investigation: 07835-045228-08 Yehoda Laori	05/28/15 12:13 AM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Central Traffic;CENTRAF@cablevision....	Hi: What is Vbrain?	05/31/15 10:40 PM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Central Traffic;CENTRAF@cablevision...	Re: What is Vbrain?	05/31/15 11:10 PM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	dorothea.perry@verizon.net	Energy	05/31/15 11:19 PM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	dorothea.perry@verizon.net		06/03/15 12:30 AM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Gina Spaulding;Jason Cox;Valmiki Mohi...	Re: Investigation: 07835-045228-08 Yehoda Laori	06/03/15 12:31 AM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Scott Rosinger;SROSINGE@cablevisio...	Re: Work Place Accommodation extra breaks - code 500	06/04/15 12:22 AM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Central Traffic;CENTRAF@cablevision....	500 code 10:17	06/07/15 10:16 PM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Claire Burnett;CBURNET1@cablevision....	Re: 500 code 10:17	06/07/15 10:30 PM	O365-4/DPERRY1/Sent Items
			"Dorothea Perry" <DPERRY1@cablevision.com>	Aaneja Mercer;Valmiki Mohip;WFM.NOT...	Re: Absent Notice for Perry4380,Dorothea R	06/07/15 10:31 PM	O365-4/DPERRY1/Sent Items

Search Automatically | Search

Displaying 1 - 67 of 67 | Page 1 of 1

Filter | Folder Stats

Filter

- Language
  - en(95.52%)
  - Unknown(4.48%)

Preview | Properties | Audit

From: "Dorothea Perry" <DPERRY1@cablevision.com>

To: "Central Traffic" <CENTRAF@cablevision.com>

Cc: "Valmiki Mohip" <VMOHIP@cablevision.com>

Sent/Received: 05/31/15 10:40 PM

Subject: Hi: What is Vbrain?

It was on the schedule but I don't know what it is or what I was supposed to do. Please advise.

Exh. No. PC43 Received ✓ Rejected ____
Case No. 2020154544
Case Name: CSC
No. Pgs: 1 Date 11/11/15 Rep. [illegible]

Comment | Relevant | Privileged | Flagged | Work Product | Remove tag

Exhibit A11

R-44

Netmail Search

10.128.60.189:8888/index.html?logout

Apps | Employee Directory | New Tab | Marquee | Imported From IE

netmail search

New Case | Save Case | Edit Case | Case Management | Export Case

Working on Case: Perry

Search

Folder | Search User

Selections

There are always issues that | Advanced Search | Preferences

- esepaxxb3-archive10-ActCondC
- esepaxxb3-archive8-act-corp2
- O365-4
  - DPERRY1
    - Inbox
    - Sent Items
    - Deleted Items
    - Drafts
    - Recoverable Items
      - Purges
  - GVEGA
  - JTUCCI
  - PROCHAZKAF
  - VNJOHP
  - YPANNO

From	To	Subject	Sent / Received	Folder
"Dorothea Perry" <DPERRY1@cablevision.com>	dorothea.perry@verizon.net		06/03/15 12:39 AM	O365-4/DPERRY1/Sent Items
"Dorothea Perry" <DPERRY1@cablevision.com>	Yvette Panno;YPANNO@cablevision.com	Re: Touch-point	06/02/15 10:02 PM	O365-4/DPERRY1/Drafts

Displaying 1 - 2 of 2 | Page 1 of 1

Search Automatically | Search

Filter | Folder Stats

Filter

Source

- Sent(50%)
- draft(50%)

Preview | Properties | Audit

From: "Dorothea Perry" <DPERRY1@cablevision.com>

To: "Yvette Panno" <YPANNO@cablevision.com>

Sent/Received: 06/02/15 10:02 PM

Date: 06/02/15 10:02 PM

Subject: Re: Touch-point

Attachments: image001.png

Yes, sure. I will be more than happy to speak to you. There are always issues that need to be addressed. E.g. giving staff a knowledge check (Channel Lineup Redesign Knowledge Check for Contact Center) without an associated CBT. I've just taken a knowledge check, why would I be scheduled for yet another when it

Comment | Released | Privileged | Flagged | Work Product | Remove tag

Exh. No. RL4 Received ✓ Rejected ____

Case No.: ____

Case Name: CSC Holdings

No. Pgs: 1 Date: 10/9/15 Rep.: ____

JA1010

Netmail Search

10.128.60.189:8888/index.html

Apps | Employee Directory | New Tab | Marquee | Imported From IE

netmail search

New Case | Save Case | Edit Case | Case Management | Export Case

Working on Case: Perry

Search

Folder | Search User

- csepnasxb3-archive5-Act-Corp3
- csepnasxb3-archive2-Act-Corp
- csepnasxb3-archive10-ActCandC
- csepnasxb3-archive8-act-corp2
- O365-4
  - DPERRY1
    - Inbox
    - Sent Items
    - Deleted Items
    - Drafts
    - Recoverable Items
  - GVEGA
  - JTUCCI
  - PROCHAZKAF
  - VMOHIP
  - YPANNO

Search Automatically | Search

Filter | Folder Stats

Filter

Source

- Sent(50%)
- draft(50%)

Selections | Displaying quick search result | "There are always issues that | Advanced Search | Preferences

		From	To	Subject	Sent / Received	Folder
		"Dorothea Perry" <DPERRY1@cablevision.com>	dorothea.perry@verizon.net		06/03/15 12:30 AM	O365-4/DPERRY1/Sent Items
	8	"Dorothea Perry" <DPERRY1@cablevision.com>	Yvette Panno;YPANNO@cablevision.com	Re: Touch-point	06/02/15 10:02 PM	O365-4/DPERRY1/Drafts

Displaying 1 - 2 of 2 | Page 1 of 1

Preview | Properties | Audit

From: "Dorothea Perry" <DPERRY1@cablevision.com>

To: "dorothea.perry@verizon.net" <dorothea.perry@verizon.net>

Sent/Received: 06/03/15 12:30 AM

Yes, sure. I will be more than happy to speak to you. There are always issues that need to be addressed because none have been addressed to the satisfaction of most of the techs. E.g. giving staff a knowledge check (Channel Lineup Redesign Knowledge Check for Contact Center) without an associated CBT. I've just taken a knowledge check, why would I be scheduled for yet another knowledge check (KC) when it is supposed to be just one (KC) per month?

Although you are willing to listen to me, I'm not sure that you are really hearing me. Techs are still on edge, there is still the rumblings of unionization, Mr. Dolan still appears to have reversed himself on the matter of AHT. Is there any talk of revising the metrics that we are evaluated on?

R 47 B

Exhibit A11

R-45

Netmail Search

10.128.60.189:8888/index.html?logout

Apps | Employee Directory | New Tab | Marquee | Imported From IE

netmail search

New Case | Save Case | Edit Case | Case Management | Export Case

Working on Case: Perry

Search

Folder | Search User

- csepnasxb3-archive5-Act-Corp3
- csepnasxb3-archive2-Act-Corp
- csepnasxb3-archive10-ActCandC3
- csepnasxb3-archive8-act-corp2
- O365-4
  - DPERRY1
  - GVEGA
  - JTUCCI
  - PROCHAZKAF
  - VMOHIP
  - YPANNO
    - Inbox
    - Sent Items
    - Calendar
    - Deleted Items
    - Clutter
    - Drafts

Search Automatically | Search

Filter | Folder Stats

Stats | Item Count

- O365-5
- O365-3
- Archive_Conversion
- O365-2
- csepnasxb3-archive3-Act-Rainbow
- csepnasxb3-archive5-Act-Rainbow3
- csepnasxb3-archive7-InAct2-CandC
- csepnasxb3-archive1-Act-CandC
- O365-1
- csepnasxb3-archive8-Act-Rainbow2
- csepnasxb3-archive8-InAct3-CandC

Selections | "There are always issues that | Advanced Search | Preferences

From	Subject	Sent / Received	Folder

Exh. No: R45 Received ✓ Rejected ____
Case No.: ____
Case Name: CSC
No. Pgs: ____ Date: 10/28/15 Rep.: AKn

No data to display | Page 1 of 1

Comment:

Relevant | Privileged | Flagged | Work Product | Remove tag

Exhibit A11

R-46

From: Gilbert Vega
To: Yvette Panno
CC: John Tucci; Francesca Prochazka
Sent: 5/18/2015 11:33:50 AM
Subject: Dorothea Perry

Yvette,

Below are the TCP outlier coaching notes from 5/13/15 that Val completed. VOC was the only metric selected. My concern is that she approached him during a break so I am not sure that it was a full session. The TCP coaching prior to that was 4/23/15:

Dorothea came to me tonight during her break wanting to know in what areas she was low. I let Dorothea know that she that she was low performer in VoC and AHT.

She then stated that she did not know much about VoC and NPS. I mentioned that we had a month of meetings and all reps attended at least one. She stated that she did not. I let her know that there were several other sessions to which all reps were invited in case thay had any questions. I said to her that if I am not mistaken I am sure that she attended one of the sessions and as I remember it was the one that Shane Abbatecola gave. Dorothea then stated that "she went to them just for the fruit" but did not absorb much. I reninded her that she and I have been talking about NPS and we went over concerns that she had before. Dorothea continued and complained that it is not fair that she is being judged on questions about the company and not on her performance. I went over with Dorothea that she is being ranked amongst her peers and it levels the playing field for all.

I let her know that her VoC is at 19.2% and explained that Normalized NPS is calculated in an effort to count fairly against both her peer groups and the type of calls she takes. I went over with her the common NPS concerns again, many of which she had especially that it is out of her control. I advised her to educate the customer and focus on conveying the value of Optimum. I let her know that many of our customers are unaware of all the advantages they have as an Optimum subscriber and choose to switch to a lesser service in order to temporarily save some money. It is up to us to educate and empower our customers so that they can get the full benefit of the Optimum product line. I also advised that she utilize soft skills and empathize with the customer since empathy has been the key differentiator between high and low marks from our customers. Lastly I let her know that she must take the time to break down the bill slowly and with confidence. I let her know to check that the customer understands and that she must always provide alternatives.
Also, I confirmed her schedule –

Sunday

5:30:00 PM

12:15:00 AM

Monday

7:00:00 PM

12:15:00 AM

Tuesday

8:00:00 PM

12:00:00 AM

Wednesday

8:00:00 PM

12:00:00 AM

Exh. No.: PR46 Received ✓ Rejected ____
Case No.: ____
Case Name: CSC Holdings
No. Pgs: 2 Date: 11/28/15 Rep.: AOL

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Let me know if you have any questions.

Exhibit A11

R-47

From: Gilbert Vega
To: Francesca Prochazka
CC: John Tucci
Sent: 5/31/2015 6:35:12 PM
Subject: Dorothea Perry

Francesca,

Dorothea came to see me for a headset and I asked what happened to hers. She said she may have left it in her car or at home. I asked her if she could check her car because I did not have a headset to give her. She responded by saying "I'm not going back to my car". When I said she may have to she responded "Do you have one or not because you're wasting my time" and walked off. Taleha Washington was able to get her a headset.

My reason for bringing this to your attention is the manner in which she spoke to me. Considering her issues, I did not address further. My concern is that she may think that she can continue to speak that way to me and disregard my position as her manager. I would like to address any issues she may have with me, preferably in a tri-level meeting with you.

Please advise.

Exh. No: R47 Received ✓ Rejected ____
Case No.: ____
Case Name: CSC
No. Pgs: 1 Date 10/28/15 Rep. BO

Exhibit A11

R-48

From: TSG Info
To: TSG Info
Sent: 5/20/2015 4:23:22 PM
Subject: Tips - Genesys FAQs
Attachments: Image001.png; image003.png

[cid:image001.png@01D09319.411FC150]Signing Into Genesys (Reminders)

Team,

As an organization we are committed to providing our customers with an unparalleled experience. Properly signing into our tools at the start of our shift and being available to assist our customers throughout our scheduled shift helps us achieve this goal While we have done a great job getting acclimated with Genesys since its launch back in March, it is critical that we continue our correct use of Genesys.

Here are some important tips and answers to FAQs regarding Genesys

Signing in at the start of your shift

[cid:image003.png@01D09319.411FC150]

Please note:

If signing into Genesys is taking you longer than 3 minutes from the start of your shift, please notify a supervisor immediately.

If you continue to experience issues signing in and go past 10 minutes from the start of your shift, please inform a supervisor with an update.

o In either of these cases please email the supervisor(s) you spoke to, with a summary of the incident (please be sure to CC your own supervisor)

o If the delay is due to a computer issue/error, please make sure you are submitting a Service Central ticket and include the ticket number in your email

Please remember to correctly sign out to Lunch, Break, Meeting, End of Shift, etc.

If you have any questions, please speak to a Lead, Supervisor or Instructor.

Thank you,

-TSG Info
saa

Exh. No: R48 Received ✓ Rejected ____
Case No.: ____
Case Name: CSC
No. Pgs: ____ Date: 10/28/15 Rep: ____

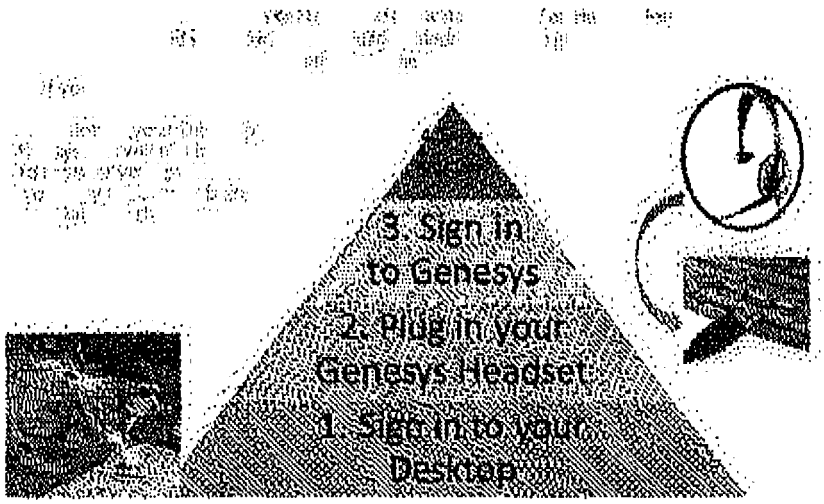
3. Sign in
to Genesys
2. Plug in your
Genesys Headset
1. Sign in to your
Desktop

Exhibit A11

R-49

From: Lisa Gillingham
To: Yvette Panno
CC: Joel Cataldo
Sent: 6/2/2015 6:53:57 PM
Subject: RE: Action Requested: TSR Dorothea Perry

I am fine moving forward now.

From: Yvette Panno
Sent: Tuesday, June 02, 2015 3:03 PM
To: Lisa Gillingham
Cc: Joel Cataldo
Subject: RE: Action Requested: TSR Dorothea Perry

Thanks, Lisa.

Given our discussion earlier this morning, with respect to her overall lack of receptiveness to the Coaching, are we considering moving forward earlier than June 30th? I know there may be other actions in the interim.

Yvette

From: Lisa Gillingham
Sent: Tuesday, June 02, 2015 2:39 PM
To: Yvette Panno
Cc: Joel Cataldo
Subject: RE: Action Requested: TSR Dorothea Perry

Yvette,

I am fine moving forward with the separation and the 20 weeks of severance. I would include 12 months of Cobra.

From: Yvette Panno
Sent: Monday, June 01, 2015 6:38 PM
To: Lisa Gillingham
Cc: Joel Cataldo
Subject: Action Requested: TSR Dorothea Perry

Lisa,

As discussed earlier, escalation summary attached for your review. I've briefed Joel.

The standard severance includes 2 weeks for each completed year of service - she has 10 years with the Company.

In this case, the suggestion is to also include Cobra for 18 months grossed up to $31, 253.95

Will call you tomorrow to finalize the recommendation.

Thanks,

Yvette

Exh. No: 249 Received ✓ Rejected ____
Case No.: ____
Case Name: CSC
No. Pgs: 1 Date: 10/08/15 Rep.: ____

Exhibit A11

R-50

Exh. No: RSO Received ✓ Rejected ✓
Case No.:
Case Name: CCG
No. Pgs: Date: 9/18/13 Rep.:

From: Yvette Panno
Sent: Wednesday, December 23, 2009 4:01 PM
To: Rocky Boler
Cc: Tom Makin
Subject: Tanasia Perry: Privileged & Confidential (DOH 7-12-05 Temp to Reg Conversion).

Hi Rocky,

For your approval -- **RTT Falsification of Employment Application**. Based on new information, Rochelle, Sue, Tom and I are in agreement to proceed with separation.

During the recent situation involving Tanasia, Corporate Investigations uncovered and Corporate Staffing confirmed that she was previously **convicted of Petit Larceny/Credit Card Fraud/Misdemeanor on 12/20/04.**

On her **application dated and signed 6/24/05** *attached #1* she checked "NO" to any convictions; therefore failing to disclose a case that impacts her role at the LICC. Unfortunately, the charge/conviction did not appear on the original Tier 3 public record background check run by Corporate Staffing in 2005.

Based on her falsification and the information attached, if you agree, my intent is to question her and process an RTT on Monday after the Holiday.

To summarize the *attached #3* recent Criminal Report provided by John Warrack's Team:

Offense 12/20/02: Count 1 -**Petit Larceny (misdemeanor);** Count 2 -**Grand Larceny 4th degree (felony). Disposition 12/20/04: Count 1 -Plea: Guilty; sentenced to 3 years probation;** Count 2 -reduced to pled charge.

Offense (date not available -case located in Suffolk County): Count 1 -Aggravated Unlicensed Operation 3rd degree (misdemeanor); Count 2 -Equipment violation (infraction); Count 3 -Operate Motor Vehicle Without Inspection Certificate (infraction).
Disposition: Counts 1 -3 -Plea: not specified; judgment: pending; case was adjourned to 5/30/08 but has not yet been disposed; currently still pending.

Offense 12/16/09: Counts 1 & 2 -Endangering the Welfare of a Child (misdemeanor).
Disposition: pending; adjourned until 1/27/10.

Tanasia also has a current WW dated 10/13/09 for Absenteeism and a FWW, WW and VW from 2007 and a WW from 2006 for same.

Thanks
Yvette

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CABLEVISION

INTERNAL USE ONLY
DATE _____
LOCATION _____
JOB REQUESTED _____
RESUME ATTACHED _____

APPLICATION FOR EMPLOYMENT

Cablevision is an Equal Opportunity Employer. All applicants will receive consideration in accordance with federal, state and local law. In order to expedite our review and consideration of your qualifications, please complete this Application as accurately as possible. Incomplete Applications will not be considered. The Company will endeavor to make reasonable accommodations to enable individuals with disabilities to complete this Application form, participate in the applicant screening process, and to perform the essential functions of a job. If you need assistance in completing this form or participating in the interview or hiring process, please let us know. If you believe your equal rights have been violated, you may notify the appropriate federal, state, or local agencies.

PERSONAL INFORMATION

NAME: Last: Perry | First: Tanasia | Middle Initial: | Social Security Number: 055 72 8350

Current Address: Number & Street: 118-44 180 St. | City: S. Ft Albans | State: N.Y | Zip Code: 11412 | # of years: 12

Previous Address: Number & Street: 208-14 109th ave | City: Queens Village | State: N.Y | Zip Code: 11429 | # of years: 12

Home Telephone Number: (718) 528-3660 | Business Telephone Number: ( ) | Pager/Cell Phone/Other: (718) 406-4054 | E-mail address: nasia 20 2001@yahoo.ca

Are you currently legally authorized to work in the United States? Yes ✓ No ____
Do you now or will you in the future require sponsorship for a work visa? Yes ____ No ____

If you are hired, you must provide evidence of such authorization in accordance with the Immigration Reform and Control Act of 1986.

Are you at least 18 years of age? Yes ✓ No ____
Proof required upon hiring

Have you ever been convicted of a crime other than a minor traffic infraction?

Yes ____ No Record ✓

If YES, please give details and dates of convictions including County in which convicted.

A conviction in and of itself will not necessarily disqualify you from being considered for employment. Factors such as the number, nature and time of the offenses, the extent to which they relate to your suitability for employment in the position for which you are applying and any subsequent rehabilitation will be taken into consideration.

JOB INTEREST

Position Desired: Customer Relations Coordinator | Date Available: 06/22/05 | Salary Desired:

Please indicate below which workdays/hours you would like to be considered for. Please do not indicate the need for any absences due to religious practices during the selected work schedules. We will address such availability after a conditional offer is made.

Day ____ Evening ____ Midnight ✓

M-F only ____ Flexible ✓

FT only ✓ PT only ____ PT or FT ____

NY/COLO/FL/GA/LA/MICH/VA/TX

4/04

How were you referred to this Company or its affiliates?

- ☐ Employment Advertisement (Please Name Publication) _____
- ☑ Employment Agency (Please Name Agency) ProSearch Inc
- ☐ Company Employee Referral (Please Name Employee) _____
- ☐ Other (Please Specify) _____

Have you ever previously applied for employment with the Company or its affiliates?

Yes ____ No ✓ If yes, date(s) _____

Location _____ Position _____

Have you ever been employed by the Company or its affiliates?

Yes ____ No ✓ If yes, date(s) _____

Location _____

Have you ever worked for a contractor or vendor that has done business with the Company or its affiliates?

Yes ____ No ✓ If yes, date(s) and name _____

Location _____ Position _____

Are you acquainted with or related to any employee of the Company or its affiliates?

Yes ____ No ✓ If yes, please identify person and relationship _____

EDUCATION AND TRAINING (When applicable to job applying for only)

SCHOOL NAME	CITY & STATE	MAJOR COURSE OF STUDY	DEGREE/DIPLOMA/GED* RECEIVED (IF ANY)
High School: Benjamin N Cardozo HS	Bayside N.Y.	Law Program	Diploma
College: AST Institute	Brooklyn, N.Y.	Physical Therapy	
Graduate School			
Business, Technical or Trade School			

Other Professional/Accreditations or Licenses: _____

Other Job Related Training Completed: Skilled in Microsoft Word, Xane, Outlook, and Word Perfect. Great Salesmanship and operation of office equipment.

Activities, Honors, Offices held that are job related: (You need not identify any religious affiliation or other information which might indicate information about race, religion, religious creed, color, age, sexual orientation or preference, national origin, marital status, gender, ancestry, disability or handicap, veteran status or any other classification protected by federal, state or local law).

_____

_____

_____

* Indicate state granting GED.

EMPLOYMENT HISTORY (Begin with the most recent employer)
List all employment for the past seven years and explain any gaps in such employment. You may include any verifiable work performed on a volunteer basis. You may exclude affiliations or volunteer work which might indicate race, religion, religious creed, color, age, sexual orientation or preference, national origin, marital status, gender, ancestry, disability or handicap, veteran status or any other classification protected by federal, state, or local law. Additional forms available.

May we contact your present employer at this time? Yes ✓ No ____

1. EMPLOYER:
Business Name: 1800 Flowers.com
Address Number/Street: 1600 Stewart Ave
City/State/Zip Code: Westbury, N.Y 11590
Phone No.: (516) 237-7842
Supervisor: Yvonne Leverne
Dates From: 10-02 To: 6-04
Job Title: customer service
Reason(s) for Leaving: new job opportunity

2. EMPLOYER:
Business Name: D.F. King & Associates
Address Number/Street: 96 Morton St
City/State/Zip Code: New York, N.Y
Phone No.: (212) 546-2300
Supervisor: Mr Mensah
Dates From: 07-02 To: 10-02
Job Title: customer service
Reason(s) for Leaving: temporary position

3. EMPLOYER:
Business Name: Bellocerco Dist. Corp ~~40-29~~ 110th ave
Address Number/Street: 107-35
City/State/Zip Code: Jamaica, N.Y. 11433
Phone No.: (718) 206-1705
Supervisor: Lourdes Ramirez
Dates From: 06-99 To: 07-01
Job Title: order entry clerk
Reason(s) for Leaving: maternity

U.S. MILITARY SERVICE
Branch: ____ Military Specialty: ____ Highest Rank: ____
Special Training/Service School attended, if job related: ____

Are you prohibited from or limited in your performance of any job duties for our Company by a contract or arrangement of any kind that you have signed? Yes ____ No ✓

(If yes, please provide a copy of the agreement to us to evaluate).

You are required to abide by all lawful, enforceable provisions of any contract you entered.

Please read the following statements carefully and sign the acknowledgment below.

1. I certify that answers given herein are true and complete to the best of my knowledge.

2. I understand that any false or misleading information given by me or any material omissions made by me, in my Application, during interview(s), or in the Company's pre-employment screening process, may result in my not being hired or later discharged.

3. I authorize the Company or its agents to conduct such investigation of the information I have provided in this Application or any other information it deems necessary for determining my eligibility for employment with the Company including information about my character, background, creditworthiness, general reputation, personal characteristics, or mode of living. I agree to indemnify and hold the Company harmless against any liability which may result from making such investigation.

4. I understand that this Application is not a contract of employment nor is it intended to be a contract of employment. I understand that if I am offered employment and I accept, I will be an "employee-at-will," having no specified term, and whose employment may be terminated at any time with or without notice, cause, or liability. I also understand that this aspect of my employment may not change absent an individual written agreement signed by both me and a Company officer, director or authorized designee.

5. I understand that, if hired, I am required to abide by all rules and regulations of the Company and that I will be responsible for the care and return of any equipment or other Company-owned property issued to me during my employment. I also understand that the Company and its benefit plan administrators retain the maximum discretion permitted by law to interpret, administer, change, alter, amend, supplement, or discontinue any policy, procedure, or benefit.

6. I will be able, if hired, to certify that I am authorized to work in the United States of America and understand that in accordance with the Immigration Reform and Control Act of 1986, I will be required to provide timely documentation of identity and employment eligibility.

7. I understand that the Company desires to provide a "substance abuse free" workplace. I understand that as an applicant I am subject to the Company's pre-employment substance abuse policy and that if hired I will be subject to additional Company policies regarding substance abuse. Furthermore, I understand that as a condition of employment, I will be required to present myself at a time and place directed by the Company for a pre-employment drug test to determine my illegal or unauthorized use of drugs. I acknowledge that if I refuse to submit to such a test or test positive, I will become ineligible for further consideration for employment with the Company, in accordance with the Company's pre-employment drug testing policy.

Applicant's Signature Tanaa Perez Date 8/24/05

Full Legal Name Date Signed

The Company is committed to a policy of nondiscrimination in its employment and personnel practices. Applicants are considered for all employment without regard to race, color, religious creed, religion, citizenship, sex, national origin, ancestry, genetic predisposition or carrier status (ie. sickle cell trait, Cooley's anemia or Tay-Sachs disease or atypical hereditary cellular or blood trait), age, marital, familial, or veteran status, liability for service in the armed forces, learning disability, affectional or sexual orientation or preference, past or present history of physical or mental disability (including mental retardation) or any other characteristic protected by federal, state or local law.

Thank you for taking the time to complete our Employment Application.

This Employment Application will only be valid for 90 days from the date of the Application. If you wish to be considered for employment subsequent to that date, a new Application must be completed.

Exhibit A11

R-51

Lynne Donnelly 12/12/13

To: Rochelle Noel
Cc: Yvette Panno
Subject: Bobby Montgomery
Attachments: Bobby Montgomery.jpg

Attorney Client Privileged

Rochelle,
Collections Manager, Mat Robey, and I met with Bobby Montgomery regarding his failure to disclose multiple convictions prior to his hire in 2007. He stated that he was told by his attorney that he did not have to disclose when applying for a job. He provided me with the attached "Certificate of Relief From Disabilities" dated 4/25/2007. This appears to apply only to the Felony resulting from his arrest on 9/10/97, not the other misdemeanors between 1994 and his hire date of 11/5/07. I explained that we are terminating due to his failure to disclose the convictions on his application. He asked that we take into consideration the certificate that he provided to us and the fact that his attorney told him he did not have to disclose. The certificate in itself does not seem to change the decision but I wanted to disclose to you.
Please advise.
Lynne

Lynne Donnelly
Human Resources Manager
Billing & Collections
Jericho
(516) 803-3122
(516) 462-0677

Exh. No: ES1 Received ✓ Rejected ✓
Case No.:
Case Name:
No. Pgs: Date: Rep.:

CABLEVISION

PERSONNEL ACTION FORM

Effective Date of Action: 12/12/13

PeopleSoft Empl ID #: 051533

PeopleSoft Position #:

1. EMPLOYEE DATA (Complete this section for all actions)

Name (Last, First, MI): Mortenson, Bobby

PS Company Code	PS Department Name	PS Department #	ADP Payroll Code	PS Location #
101	Collections-Lockbox	SCU15102B	TAD	130

2. TYPE OF ACTION REQUESTED (Mark an X in each appropriate box and provide explanation in comments section.)

- ☐ New Hire — Complete sections 3a, 4, 8. Indicate Date of Hire
- ☐ Salary Change — Complete sections 3a, 3b, 4, 8.
- ☐ Promotion — Complete sections 3, 4, 7, 8.
- ☐ Leave of Absence — Complete sections 6, 8.
- ☒ Separation — Complete sections 6, 8. Effective Date = Last Day Worked (Except when leave related)
- ☐ Background check completed?
- ☐ Pre-employment drug screening completed?
- ☐ Location Change — Complete sections 3a, 3b, 8.
- ☐ Dept Change — Complete sections 3a, 3b, 4, 8.
- ☐ Transfer — Complete sections 3a, 3b, 4, 8.
- ☐ Supplemental Compensation — Complete sections 4, 7, 8.
- ☐ Other — Complete sections 4, 7, 8.

3. POSITION DATA AND STATUS CHANGE

3a. FROM

Present Job Title | Grade | Exempt ☐ Non-exempt ☐ | Pay Group

PS Department # (From) | PS Location # (From) | PS Position # (From) | Business Unit | ADP Payroll Code

☐ Part Time ☐ Full Time ☐ Temp | Std Hrs (Weekly) | Supervisor's Name (print) | Review Date

Base Salary/Wage | Quartile | PS Job Code

Incentive Eligibility: ☐ Year End ☐ MPIP ____ %

Signature: Mgr. Incentive Comp

Overall Performance Rating: ☐ Far Exceeded Expectations ☐ Exceeded Expectations ☐ Achieved Expectations ☐ Partially Achieved Expectations ☐ Did Not Achieve Expectations

3b. TO

New Job Title | Grade | Exempt ☐ Non-exempt ☐ | Pay Group

PS Department # (To) | PS Location # (To) | PS Position # (To) | Business Unit | ADP Payroll Code

☐ Part Time ☐ Full Time ☐ Temp | Std Hrs (Weekly) | Supervisor's Name (print) | Next Review

New Base Salary/Wage | Quartile | PS Job Code

Incentive Eligibility: ☐ Year End ☐ MPIP ____ %

Signature: Mgr. Incentive Comp

Amount of Increase | Percent Increase

Reason for Salary Change

4. BUDGETING GUIDELINES

In Budget: Yes ☐ No ☐ | Budgeted Date of Hire | Budgeted Salary/Wage: Base $ ____ ☐ MPIP ____ % | Budgeted Review Date | Budgeted Ending Rate

5. LEAVE OF ABSENCE

Please indicate type of leave: ☐ FMLA ☐ MILITARY ☐ PERSONAL ☐ ACCOMMODATION ☐ JOB SEARCH ACCOMMODATION ☐ OTHER

☐ Start of Leave ☐ Return from Leave

Please indicate period of absence: (FROM) _____ (TO) _____

6. SEPARATION

If applicable, indicate address change (include Street, City, State, Zip Code)

Explain reason for separation (Attach letter of resignation, if applicable): Discharged

Effective Date of Separation = Last Day Worked (Except when leave related)

Rehire Eligibility? ☐ Yes ☒ No

7. COMMENTS

8. APPROVALS (Complete this section for all actions.)

Department Head: Mathew Raby	Signature: [signature]	Date: 12/12/13
Functional Vice President	Signature	Date
Additional Approval (If Required)	Signature	Date
Finance	Signature	Date
Functional Human Resources Department: Lynne Doulin	Signature: Lynne Doulin	Date: 12/12/2013

WHITE - Payroll CANARY - Employee Relations PINK - Department Copy GOLD - Business Planning GREEN - Compensation (for Grades 27 & above only)

CSC-0111

Exhibit A11

R-52

Exh. No: R52 Received ✓ Rejected ___
Case No.: ___
Case Name: ___
No. Pgs: ___ Date: ___ Rep.: ___

From: Yvette Panno
Sent: Tuesday, February 10, 2015 10:26 AM
To: Jeanette Torres; Rochelle Noel
Cc: Paul Hilber; Jennifer Condoulis; Maria McLaughlin
Subject: Action Requested: Anthony O'Malley: Falsification of Application: RTT 2-10-15

Jeanette and Rochelle,

As previously discussed, Joseph Cu[illegible]n, Brendan Holdo[illegible] and I support the [illegible]mination based on falsification of our internal employment application.

Warehouse Analyst Anthony O'Malley applied for an internal promotion. On 1/21/15 through the Tier 1 Supplemental Background Check process Talent Acquisition/Security Investigations verified that he falsified his application. He acknowledged that he failed to disclose the misdemeanor stating *"he was in a rush. [illegible] right before his vacation"*

No flags.

Thanks,

Yvette

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CERTIFICATE OF SERVICE

I hereby certify that on June 10, 2016, I electronically filed the foregoing Joint Appendix, Volumes I, II, III, IV, and V with the Clerk of the Court for the United States Court of Appeals for the Second Circuit by using the CM/ECF system. All participants in the case are registered CM/ECF users and will be served by the appellate CM/ECF system.

Respectfully submitted,

s/ Jamison F. Grella
Attorney

Dated at Washington, D.C.
This 10th day of June 2016