



PHONE ⁽¹⁷⁾

(Monthly charge - International Calling Varies) ⁽⁹⁾

Unlimited Phone ⁽⁸⁾\$35.95

Unlimited local and domestic long-distance calling to 50 states, Guam, Puerto Rico, U.S. Virgin Islands, and international calls to Canada. Calling Features included. Additional Unlimited lines available at \$29.95/month per line (up to 3 lines total).

VoiceMail (per line)\$5.00

Not available in all areas .

Calling features (per line)\$5.00

15 calling features, including Caller ID, Call Waiting, Call Forwarding and more.

A subscriber line fee of \$6.50/month applies. Per toll charges and international long-distance rates apply. Visit astound.com for more information on calling features and international long-distance rates.

SERVICE AND PROTECTION (MONTHLY CHARGE)

Residential Service Protection Plan\$5.00

Comprehensive protection plan for inside wiring, equipment and customer education.

INSTALLATION FEES & OTHER CHARGES

(one-time charges, unless otherwise noted)

Activation Fee	\$9.99
Professional in-home installation ⁽¹⁰⁾	\$79.95
Includes set-up for up to 2 TVs on existing outlets, 1 computer or 3 devices with WiFi service, 4 existing prewired phone outlets, and up to 4 cameras.	
Customer Equipment Hookup (TiVo, DVD, DVR, VCR)	\$39.95
Additional outlet installation ⁽¹⁶⁾	\$30.00
Additional outlet activation ⁽¹⁶⁾	\$15.00
Amplifier installation ⁽¹⁶⁾	\$30.00
Additional phone jack installation ⁽¹⁶⁾	\$30.00
Additional phone jack activation ⁽¹⁶⁾	\$15.00
Home Networking Install (per 2nd, 3rd, & 4th Computer) ⁽⁵⁾	\$14.95
Seasonal Plan	up to \$10.00 per month, per service
Customer Equipment Hookup Fee	\$39.95
Self-install kit modem	\$15.00
Self-install kit remote	\$15.00
Technician Visit ⁽¹²⁾	\$79.95
Payment Convenience Fee (Via chat or Automated Response unit)	\$2.95
Payment by Agent Assistance Fee	\$9.95
Payment by Web Convenience Fee (Via astound.com)	\$1.00
Late Fee ⁽¹⁴⁾	\$15.00
Added on day 47 of delinquency and every 30 days thereafter	
Non-Pay Service Restoral fee	\$40.00
Includes cost to have services restored after termination due to failure to pay for such services	
Return Check Fee.....	Up to \$30.00
Auto Pay CC Denial Fee.....	\$25.00
Bill Copy Request Fee	\$5.00
Western Union Fee	\$2.95
Missing power cord (upon equipment returns)	\$15.00
Missing remote control (upon equipment returns)	\$12.50
Unreturned equipment (varies by equipment type).....	\$65 - \$500
Custom Installation / Wiring / Repair - Per 30 Minutes ⁽¹¹⁾ ⁽¹⁶⁾	\$50.00
Internet Infrastructure Fee (per month)***	\$9.77

- (1) Basic TV or Preferred TV service needed to access other levels of service. Equipment such as Converter box, Cable Card or Streaming Device required. Prices noted do not include monthly price for equipment unless otherwise noted. Prices do not include monthly surcharges,taxes, or fees. Availability of certain On Demand content may depend on subscription to the tier/service that includes the underlying linear channel.
- (2) Must subscribe to Premiere TV or Premiere TV-Sports.
- (3) To receive HD features and benefits, an HD television, HD-capable device and other equipment may be required. An HD-capable TV set with component, HDMI or DVI inputs that supports up to 1080i and meets our specifications for DVR service required. Advertised channels/stations may provide some non-HD programming. HD programming is limited to the programming provided to us in HD format by the content provider.
- (4) Modem rental is only required if subscriber does not provide and use own modem.
- (5) Home Networking service available for up to 4 computers and/or other computer related devices,such as gaming consoles and printers. Our certified Home Networking device required. Each standard Home Networking installation must be within 150 feet of the certified Home Networking Device and includes installation of modem/router, software, PC cards or USB adapters, computer set-up and file sharing.
- (6) Includes 1 eero base and 1 eero beacon/device. Each additional eero device is available for an additional monthly fee. eero Plus requires subscription to whole home WiFi powered by eero.
- (7) All TiVo services/products require our Internet service. Availability of third-party content subject to change and certain fees may apply. TiVo boxes must be broadband connected to perform multi-room viewing. Not all programs may be transferred using the multi-room viewing feature due to the use of copy protection mechanisms under the FCC's encoding rules (47 C.F.R. 76 1904). © 2022 Xperi. All rights reserved. TiVo and the TiVo logo are registered trademarks of TiVo Brands LLC. All other marks are property of their respective owners.
- (8) Unlimited long distance includes direct dialed calls to the Continental U.S., Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands and Canada. Calls to international countries will be on a per minute basis. Other restrictions may apply.
- (9) Please visit www.astound.com for country-specific usage rates
- (10) Additional fees may apply for unwired installation. Unwired installation refers to installs up to 125 feet from our existing plant, primary outlet only; does not include wall fishing.
- (11) Custom work includes but is not limited to: wall fishing; extensive drop ceiling work; basement,crawl-space, attic work; removal or replacement of fixtures; relocation of drops; installation of customer owned equipment such as home theaters, DVR and High Definition TV equipment.
- (12) After initial installation, additional fees may apply for technician visits to the home and may be in addition to other one-time charges. This fee applies for technician visit to evaluate, repair, transfer, reconnect,and/or upgrade existing services, in-home education and missed appointments (customer not home) among other things.
- (13) 4K compatible TV, equipment and an internet connection are required to receive content in 4K.
- (14) Late fee is applied on services with a past due balance.
- (15) **Internet download speeds may vary and are not guaranteed.** Observed speeds may vary based on device, connection and other factors outside of our control, including customer location. Certain equipment may be required to receive advertised speeds. Not all speeds are available in all areas.
- (16) This charge is in addition to the Installation or Technician Visit charge.
- (17) All services subject to a 2% Regulatory Administration Fee. This fee helps to defray costs Astound incurs to comply with state and local regulations in Washington State. This fee is not a government mandated tax or fee imposed by the government. This is a fee that Astound assesses and retains.

**** Local TV Stations' Fee is applicable to all accounts subscribing to Basic TV Tier and higher. ***** An Internet Infrastructure Fee of \$9.77 is applicable to all accounts subscribing to Internet service. These fees and surcharges are not government mandated taxes or fees imposed by the government. They are fees that we assess and retain. For more information visit www.astound.com/ratefaq.

* Rates effective January 24, 2023. Some restrictions may apply. All prices listed are monthly, recurring charges unless otherwise indicated, excluding one-time fees such as installation, administrative, On Demand and/or Pay-Per-View charges. Unless otherwise notated, the listed taxes, surcharges, and fees are neither government mandated nor a tax, surcharge, and/or fee imposed on you by the government. They are either a fee and/or surcharge that we assess and retain. Not all channels and features are available in all areas; check for availability in your area. Any additional services, such as equipment, premium channels and other tiers of service are subject to an additional charge and subject to change. Additional charges apply for taxes, fees, surcharges, equipment, activation and installation that are not included as part of the package and are subject to increases. Advertised maximum download speeds may vary and are not guaranteed. Services and pricing are subject to change. Services are subject to terms and conditions of our subscriber agreements, online policies, and other applicable terms and conditions. Programming, channel location and packaging subject to change. All sales subject to credit check and may require pre-payment of service or a deposit. Leased equipment must be returned to us if service is canceled. See our online disclosure at astound.com for information about services offered in your area. The names, images, and logos of featured programs are the property of their respective owners. © 2023 WaveDivision Holdings, LLC. All Rights Reserved.

2023 RESIDENTIAL RATES

Washington



TV SERVICES⁽¹⁾ (monthly charge)

Start with Basic TV service, add the content you choose, and select equipment for every TV set in your home.

Basic TV**\$33.95

Access to local networks, shopping channels, 50 digital music channels and more. Required for all levels of service tiers/packages.

Seattle TV stations levy a monthly fee for carriage of their content: #\$27.99

TV stations levy a separate monthly fee for carriage of their content that is in addition to the Basic TV rate.

CABLE TV CONTENT

(MONTHLY CHARGE)

Add cable TV content to Basic TV, including On Demand and TV on the Go (TVG), as available. Visit astound.com for a full channel line-up.

Preferred TV\$81.67

Adds over 100 additional channels, including over 45 HD channels. Requires: Basic TV.

Premiere TV-Entertainment.....\$13.00

Digital channels from Discovery, MTV and more.
Requires: Basic TV and Preferred TV.

Premiere TV-Variety\$8.25

Additional digital channels.
Requires: Basic TV and Preferred TV.

Premiere TV-Sports ⁽²⁾\$12.00

Premiere TV-Sports channels from ESPN, FOX, NFL Redzone and more.
Requires: Basic TV and Preferred TV.

Premiere TV\$32.75

Bundles Premiere TV-Entertainment, Variety and Sports.
Requires: Basic TV and Preferred TV.

HD Tier ⁽³⁾\$7.00

Additional HD channels. Requires: Basic TV.

PREMIUM CHANNEL CONTENT

(MONTHLY CHARGE)

STARZ/STARZ ENCORE\$17.00

Includes STARZ/STARZ ENCORE family of channels, On Demand and TVG content.

HBOMax\$14.99

Includes HBO channels, HBO On Demand and HBO Max app

Cinemax\$18.50

Includes Cinemax family of channels, On Demand and TVG content.

SHOWTIME and TMC\$19.00

Includes SHOWTIME and TMC family of channels, On Demand and TVG content.

MOVIEPLEX\$5.00

Includes TVG content.

SINGLE-PURCHASE CONTENT

PER USE CHARGE

Movies On DemandPrices Vary

Price each per selection and available in SD and HD.

Adult MoviesPrices vary

Price each per selection.

Sporting/Music EventsPrices vary

Price each per selection.

SPECIAL INTEREST CONTENT (monthly charge)

Paquete en Español (where available)\$10.00

Filipino Channel (where available)\$12.00

TV Japan (where available)\$24.95



INTERNET⁽¹⁵⁾ (monthly charge)

High Speed 100 ^\$69.95

Up to 100 Mbps down/5 Mbps up. 400 GB monthly data allotment included. Data Plan upgrades available.

High Speed 250 ^\$79.95

Up to 250 Mbps down/10 Mbps up. 500 GB monthly data allotment included. Data Plan upgrades available.

High Speed 500 ^\$89.95

Up to 500 Mbps down/10 Mbps up. 1 TB month data allotment included. Data plan upgrades available.

Gig Speed Internet ^ Not available in all areas\$99.95

Up to 940 Mbps down/10 Mbps up. Unlimited Data Plan included.

1.2 Gig Speed Internet ^ Not available in all areas\$109.95

Up to 1200 Mbps down / 50 Mbps up. Unlimited Data Plan included.

^ Observed speeds may vary. Not all speeds are available in all areas.

Usage beyond total allotment indicated by speed tier is subject to additional charges; allotment upgrades available.

ADDITIONAL INTERNET SERVICES

(MONTHLY CHARGE)

Router\$14.00

Includes Internet router only.

Modem service* ⁽⁴⁾\$18.00

Includes internet modem only.

Modem with Standard WiFi ⁽⁴⁾\$20.00

Includes internet modem and wireless router.

Enhanced Whole Home WiFi ⁽⁶⁾\$12.95

Includes 1 base eero and 1 eero Beacon. Requires: Modem service.

Whole Home WiFi Beacon\$5.00 ea

Additional eero Beacon. Requires: Modem service and Enhanced Whole Home WiFi.

eero Plus ⁽⁶⁾\$9.99

Expands eero's built-in protection to keep personal info, connected devices & kids safe online

Pro-Gaming Router Rental\$12.95

Requires: Modem service.

Unlimited Data Plan\$25.00

Available with top two speeds. After 2 TB of usage, we may slow data speeds for network management.

Double Data Plan\$15.00

Double the standard data allotment.

TiVo® Stream 4K ⁽¹³⁾\$2.99

Online streaming device. May be added to High Speed 100 and above.



EQUIPMENT⁽⁷⁾ (per month / each)

CABLE TV EQUIPMENT OPTIONS AND FEATURES

Our equipment is needed on every television connected to our TV service.

TV Converter\$5.00

Access to the Astound TV channels you subscribe to via IPTV technology.

Universal Converter\$10.94

Access to Digital and HD channels you subscribe to.

HD Converter (Not available in all areas)\$16.99

HD Digital Video Recorder\$22.99

Digital Access, Enhanced Digital Features, HD Access, Digital Video Recording.

TiVo Streaming DVR\$25.99

Digital Access, Enhanced Digital Features, HD Access, Digital Video Recording, plus access to web apps including Netflix, YouTube, Hulu, and more.

TiVo Mini\$15.99

Adds Multi-Room support and connectivity to TiVo DVR on additional TVs. Requires: TiVo DVR.

Enhanced Cloud DVR tier (250 hours)\$11.99

Single Tuner Non-DVR (Not available in all areas)\$12.99

Cable Card Access\$5.95

Interactive Equipment Fee\$2.72

On-screen guide, TV On Demand, Digital Music Channels. Applies on first piece of interactive equipment with Enhanced Digital Features.

Equipment Features Breakdown

Equipment features vary. Please refer to the information below when determining which equipment is right for the TVs in your home.

Digital Access

Access to the digital channels you subscribe to, plus 50 CD-quality Digital Music channels.

Enhanced Digital Features

Interactive on-screen guide, TV On Demand, access to single-purchase viewing movies and events.

HD Access

Over 85 HD channels and counting, based on the channels you subscribe to, plus over 1,000 HD on Demand titles.

Digital Video Recording

Control live TV, pause, fast-forward and rewind, plus record single shows or entire series in standard or HD.

Multi-Room Recording

View recorded shows and set recordings from any connected TV in your home.

HOME AUDIO

(MONTHLY CHARGE)

Sonos Enhanced Smart Speaker\$7.99

Sonos One Speaker only.

Sonos Enhanced Entertainment Sound\$14.99

Sonos Beam Only

Sonos Premium Sound\$21.99

Sonos Beam + One

Sonos Whole Home Sound\$27.99

Beam + One + One

