

CABLE TV EQUIPMENT OPTIONS AND FEATURES

Our equipment is needed on every television connected to our TV service. TV Converter 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..... Digital Access, Enhanced Digital Features, HD Access, Digital Video Recording, plus access to web apps including Netflix, YouTube, Hulu, and more.

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

Equipment Features Breakdown HD Access

Equipment features vary. Please refer to the Over 85 HD channels and counting. 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

Enhanced Digital Features

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

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

..\$15.99

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 Sonos Enhanced Smart Speaker

Beam + One + One

(MONTHLY CHARGE

Sonos Premium Sound\$21.99
Sonos Enhanced Entertainment Sound\$14.99 Sonos Beam Only
• •
Sonos One Speaker only.

Sonos Beam + One Sonos Whole Home Sound \$27.99

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

Activation Fee	\$9.99
Installation (TV, Phone or Internet) (10)	\$79.95
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
Change Phone Number	\$20.00
Home Networking Install (per 2nd, 3rd, & 4th Computer) (5)	\$14.95
Seasonal Planup to \$10.00 per n	nonth, 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 u	nit) \$2.95
Payment by Agent Assistance Fee	\$9.95
Payment by Web Convenience Fee (Via astound.com)	\$1.00
Late Fee (14)	\$15.00
Non-Pay Service Restoral fee	\$40.00
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) Modern rental is only required if subscriber does not provide and use own modern.
- (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). ©2023 Xperi Inc. All Rights Reserved. Xperi®, TiVo®, TiVo Stream 4K, the TiVo logo and their respective logos are trademarks or registered trademarks of Xperi Inc. or its subsidiaries in the United States and other countries. 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.
- (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, crawlspace, 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/ratefag.

* Rates effective May 23, 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





1.800.4.ASTOUND | astound.com



Start with Basic TV service, add the content you choose,

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 characteristic content of the state of	nannel line-up.
Preferred TV	
Premiere TV-Entertainment Digital channels from Discovery, MTV and more. Requires: Basic TV and Preferred TV.	\$13.00
Premiere TV-Variety Additional digital channels. Requires: Basic TV and Preferred TV.	\$8.25
Premiere TV-Sports (2)	
Premiere TV	\$32.75
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.
Max\$14.99 Includes HBO channels, HBO On Demand and 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.



Paquete en Español (where available)	\$10.00
Filipino Channel (where available)	\$12.00
TV Japan (where available)	\$24.95



INTERNET SERVICES[^]

100 Mbps Internet
250 Mbps Internet
500 Mbps Internet
1 Gig Internet Not available in all areas\$99.95 Up to 940 Mbps down/10 Mbps up. Unlimited Data Plan included.
1.2 Gig Internet Not available in all areas
EIDED INTEDNET SEDVICES^

FIBER INTERNET SERVICES

30 Mbps Internet	\$39.95
Up to 30 Mbps download & upload. Unlimited data	
100 Mbps Internet	\$69.95
500 Mbps Internet	\$89.95
1 Gig Internet Up to 940 Mbps download & upload. Unlimited data	\$99.95
2 Gig Internet	\$129.95

^ Observed speeds may vary. Not all speeds are available in all areas. Not all speeds are available for new sale. Certain equipment may be required to receive advertised speeds. Usage beyond total allotment indicated by speed tier is subject to additional charges; allotment upgrades available.

ADDITIONAL INTERNET SERVICES (MONTHLY CHARGE)
Router
Modem service* (4)
Modem with Standard WiFi (4)\$20.00 Includes internet modem and wireless router.
Enhanced Whole Home WiFi (6)
Whole Home WiFi Beacon
eero Plus ⁽⁶⁾
Pro-Gaming Router Rental \$12.95 Requires: Modem service.
Unlimited Data Plan
Double Data Plan \$15.00 Double the standard data allotment.



TiVo® Stream 4K (13)

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 .

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

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.