Cable TV Equipment Options and Features

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

TV Converter ........................................ $0.00
Access to the Astound TV channels you subscribe to via IPTV technology.

Universal Converter .................................. $13.94
Access to Digital and HD channels you subscribe to.

HD Converter (Not available in all areas)……………….. $19.99
Digital Access, Enhanced Digital Features, HD Access, Digital Video Recording.

HD Digital Video Recorder ................................ $23.95
Digital Access, Enhanced Digital Features, HD Access, Digital Video Recording.

Tivo Streaming DVR ...................................... $28.99
Digital Access, Enhanced Features, HD Access, Digital Video Recording, plus access to web apps including Netflix, YouTube, Hulu, and more.

Tivo Mini ..................................................... $18.99
Mini 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, Multi-Room Recording.

Equipment Features Breakdown

TV Converter:
- 4K Compatible TV
- Digital Video Recording
- Multi-Room Recording

Universal Converter:
- Support for HD 720p/1080i channels
- Control live TV, pause, fast-forward and rewind

HD Converter:
- 1080 HD channels and counting
- Control live TV, pause, fast-forward and rewind, plus over 1,000 HD on Demand titles.

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

Enhanced Digital Features:
- Live TV, pause, fast-forward and rewind
- Multi-Room Recording

Home Networking Install (per 2D/3D/4K Devices): $14.95
Seasonal Plan .............................................. $10.00 per month, per service

Customer Equipment Hookup Fee ....................... $9.95
Customer Equipment Installation Fee ................. $79.95
Customer Equipment Activation Fee ................. $15.00

Additional outlet installation ................................ $30.00
Additional outlet activation ................................ $15.00

Amplifier installation ..................................... $30.00
Additional phone jack installation ......................... $30.00
Additional phone jack activation ......................... $15.00

Change Phone Number .................................. $20.00

SAT TV Service Fee ....................................... $27.99
Home Networking Install (per 2D/3D/4K Devices): $14.95
Seasonal Plan .............................................. $10.00 per month, per service

Customer Equipment Hookup Fee ....................... $9.95
Customer Equipment Installation Fee ................. $79.95
Customer Equipment Activation Fee ................. $15.00

Self-install kit modern ................................... $15.00
Self-install kit remote .................................... $15.00
Technician Visit (10) .................................... $79.95
Payment Conveniences Fee (via chat or Automated response) $2.95
Payment by Agent Assistance Fee ....................... $9.95
Payment by Web Convenience Fee (via astound.com) $1.00

Late Fee (14) ............................................... $15.00

No-Per Service Restoration fee ......................... $40.00
Includes cost to have services restored after termination due to failure to pay for such services.

Return Check Fee ........................................ $15.00
Auto Pay CC Denial Fee ................................ $25.00

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) ... $65.00

Custom Installation / Wiring / Repair - Per 30 Minutes (10) $50.00
Internet Infrastructure Fee (per month)…………….. $12.97

(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. Please refer to the monthly price plan for equipment unless otherwise noted. Prices do not include monthly surcharge base fees, or fees. Availability of certain On Demand content may depend on subscription to the subscription that includes the underlying linear channel.

(2) Must subscribe to Premiere TV or Premiere TV-Sports.

(3) To receive HBO 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 to 1080i and meets our specifications for DVR service required. Additional channel/movie titles 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 modem.

(5) Home Networking service available for up to 4 computers and/or other computer-related devices such as game consoles and printers. Our certified Home Networking device required. Each standard Home Networking installation must be within 100 feet of the certified Home Networking Device and includes installation of modern router, software, PC cards or USB adapters, computer set-up and file sharing.

(6) Includes 1 voice base and 1 voice beacon/dialer. Each additional voice device is available for an additional monthly fee. Plus requires subscription to voice (which is one-time fee after which VOIP powered by Verizon)

(7) Includes a one-time TiVo product purchase cost to acquire TiVo box. To view and certain fees may apply. TiVo boxes must be broadband connected to perform multi-room viewing. Not all programs will be transmitted using the multi-room viewing feature due to the use of copy protection mechanisms under the FCC’s amortization rules (47 CFR, Title 19, §73.1215). HBO GO, HBO MAX All Rights Reserved. HBO TVOn HD programs adhere to FCC/USA’s copy protection. TiVo logo and their respective logos are trademarks or registered trademarks of TiVo Inc. or its subsidiaries in the United States and other countries. All other TiVo marks are properties of their respective owners.

(8) Unlimited long distance includes direct dial calls to the Continental U.S., Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands and Canada. Calls to international countries will be at a per minute back. Other restrictions may apply.

(9) Please visit www.astound.com for country-specific usage rules

(10) Additional fees may apply for covered installation. Uncovered installation refers to installs up to 125 feet from your existing plant, primary outlet only; does not include wall facing.

(11) Customer service included but is not limited to wall facing, installation of TV; removal of furniture, relocation of drops, movement of equipment and/ or equipment to the next higher tier. 

(12) Equipment features vary. Please contact us for more information below when determining which equipment tiers you can use. 

(13) Must subscribe to Premiere TV or Premiere TV-Sports.

(14) 4K compatible TV, equipment and an internet connection are required to receive content in 4K.

(15) Additional fees may apply for unwired installation. Unwired installation refers to installs up to 125 feet from your existing plant, primary outlet only; does not include wall facing.

(16) Additional fees may apply for network installation. Additional fees may apply for technician visit to the home and may include additional one-time charges. This fee applies for technician visit to evaluate, repair, transfer, and support home networking service, HD access, and home networking installations (customer not home) among other things.

(17) Accommodate service or a deposit. Leased equipment must be returned to us if service is canceled. See our online Terms of Service for more information.

(18) 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 fee or fee imposed by the government. This is a fee that Astound assesses and retains.

(19) Local TV Stations Fee is applicable to all accounts subscribing to Basic TV Tier and higher.

(20) An Internet Service Fee is applicable to all accounts subscribing to Basic TV Tier and higher.

(21) Home Networking service available for up to 4 computers and/or other computer-related devices such as game consoles and printers. Our certified Home Networking device required. Each standard Home Networking installation must be within 100 feet of the certified Home Networking Device and includes installation of modern router, software, PC cards or USB adapters, computer set-up and file sharing.

(22) Includes a one-time TiVo product purchase cost to acquire TiVo box. To view and certain fees may apply. TiVo boxes must be broadband connected to perform multi-room viewing. Not all programs will be transmitted using the multi-room viewing feature due to the use of copy protection mechanisms under the FCC’s amortization rules (47 CFR, Title 19, §73.1215). HBO GO, HBO MAX All Rights Reserved. HBO TVOn HD programs adhere to FCC/USA’s copy protection. TiVo logo and their respective logos are trademarks or registered trademarks of TiVo Inc. or its subsidiaries in the United States and other countries. All other TiVo marks are properties of their respective owners.

(23) Multi-Room Recording is available in limited locations and packaging subject to change. All sales subject to credit check and may require pre-payment and/or a deposit. Leased equipment must be returned to us if service is canceled. See our online Terms of Service for more information.

(24) 4K compatible TV, equipment and an internet connection are required to receive content in 4K.

(25) No-Per Service Restoration fee includes cost to have services restored after termination due to failure to pay for such services.

(26) Additional fees may apply for network installation.

(27) Personal Accounts and Residential Service Plans

Service and Protection

Residential Service Protection Plan ....................... $5.00
Comprehensive protection plan for inside wiring, equipment and customer education.
TV SERVICES

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

Basic TV ....................................... $35.95
Access to local networks, shopping channels, 50 digital music channels and more. Required for all levels of service tiers/packages.

Preferred TV .................................... $86.33
Adds over 100 additional channels, including over 45 HD channels. Requires: Basic TV.

Premium TV-Entertainment ....................... $14.00
Digital channels from Discovery, MTV and more. Requires: Basic TV and Preferred TV.

Premium TV-Variety ................................ $9.25
Additional digital channels. Requires: Basic TV and Preferred TV.

Premium TV-Sports (1) .............................. $13.00
Premiere TV-Sports channels from ESPN, FOX, NFL Redzone and more. Requires: Basic TV and Preferred TV.

Premiere TV ........................................ $33.75
Bundles Premiere TV-Entertainment, Variety and Sports. Requires: Basic TV and Preferred TV.

HD Tier (2) ......................................... $7.00
Additional HD channels. Requires: Basic TV.

CABLE TV CONTENT

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.

Subscription On Demand
Carnegie Hall * .................................... $7.99

INTERNET SERVICES* (per month / each)

100 Mbps Internet ................................ $69.95
Up to 100 Mbps download & upload. Unlimited data. Data Plan upgrades available.

500 Mbps Internet ................................ $89.95
Up to 500 Mbps download/10 Mbps upload. Unlimited data. Data plan upgrades available.

1 Gig Internet ....................................... $99.95
Not available in all areas. Up to 1049 Mbps download/10 Mbps upload. Unlimited data. Data Plan included.

1.5 Gig Internet ................................... $117.99
Up to 1500 Mbps download / 50 Mbps upload. Unlimited Data Plan included.

INTERNATIONAL SERVICES

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

INTERNATIONAL PROGRAMMING (monthly charge)

STARZ/STARZ ENCORE .......................... $18.00
Includes STARZ/STARZ ENCORE family of channels, On Demand and TVG content.

Max .............................................. $15.99
Includes HBO channels, HBO On Demand and Max app.

Cinemax ........................................... $19.50
Includes Cinemax family of channels, On Demand and TVG content.

SHOWTIME and TMC ............................ $20.00
Includes SHOWTIME and TMC family of channels, On Demand and TVG content.

MOVIEPLEX .................................... $5.00
Includes TVG content.

ADDITIONAL INTERNET SERVICES (MONTHLY CHARGE)

Router ............................................ $14.00
Includes Internet router only.

Modem service(4) ................................ $20.00
Includes modem only.

Modem with Standard WiFi (4) ..................... $22.00
Includes internet modem and wireless router.

Enhanced Whole Home WiFi (3) .................... $13.95
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 (4) ....................................... $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.

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 $5.99/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.