### INSTALLATION FEES & OTHER CHARGES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Activation Fee</td>
<td>$9.99</td>
</tr>
<tr>
<td>Installation (TV, Phone or Internet)</td>
<td>$78.95</td>
</tr>
<tr>
<td>Unreturned / Damaged Equipment</td>
<td>(per piece, per occurrence)</td>
</tr>
<tr>
<td>Prepaid Additional Outlet (After First 4)</td>
<td>$14.95</td>
</tr>
<tr>
<td>Unmailed Additional Outlet</td>
<td>$35.00</td>
</tr>
<tr>
<td>New Jack Installation</td>
<td>$35.00</td>
</tr>
<tr>
<td>Technician Visit</td>
<td>$79.95</td>
</tr>
<tr>
<td>Custom Installation / Wiring / Repair - Per 30 Minutes</td>
<td>$35.00</td>
</tr>
<tr>
<td>Service Protection Plan (Monthly)</td>
<td>$4.95</td>
</tr>
<tr>
<td>Relocate Outlet</td>
<td>$35.00</td>
</tr>
<tr>
<td>Additional Converter Request</td>
<td>$14.95</td>
</tr>
<tr>
<td>Customer Equipment Hook-Up (TiVo, DVD, DVR, VCR)</td>
<td>$39.95</td>
</tr>
<tr>
<td>Closed Caption Equipment</td>
<td>Free</td>
</tr>
<tr>
<td>Seasonal Plan</td>
<td>up to $10.00 per month, per service</td>
</tr>
<tr>
<td>Home Networking (2)(3)</td>
<td>$14.95</td>
</tr>
<tr>
<td>Non-Pay Restoral</td>
<td>$40.00</td>
</tr>
<tr>
<td>Returned Check Fee</td>
<td>up to $30.00</td>
</tr>
<tr>
<td>Payment Conversion Fee (Via chat or Automated Response unit)</td>
<td>$2.95</td>
</tr>
<tr>
<td>Payment by Agent Assistance Fee</td>
<td>$9.95</td>
</tr>
<tr>
<td>Payment by Web Convenience Fee (Via <a href="http://www.astound.com">www.astound.com</a>)</td>
<td>$1.00</td>
</tr>
<tr>
<td>Late Fee (1)(4)(5)</td>
<td>$15.00</td>
</tr>
<tr>
<td>Auto-Pay Denial Fee</td>
<td>$25.00</td>
</tr>
<tr>
<td>Network Access and Maintenance Fee (per month)**</td>
<td>$12.97</td>
</tr>
<tr>
<td>Change LD Carrier</td>
<td>$5.00</td>
</tr>
<tr>
<td>Change Directory Listing</td>
<td>$5.00</td>
</tr>
<tr>
<td>Change Phone Number</td>
<td>$20.00</td>
</tr>
<tr>
<td>Equipment Pickup Fee (1)(2)</td>
<td>$14.95</td>
</tr>
<tr>
<td>Bill Copy Request Fee</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

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(1) Basic TV and/or Premium TV service required to access any level of service. Equipment such as Converter box or Streaming Device required. Prices 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 service that includes the underlying linear channel.

(2) Must subscribe to Premiere TV-To-Televise/PPV to purchase NFL RedZone.

(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 1080p and meets our specifications for OFC service required. Advertised channelizations may provide some non-HD programming. HD programming is limited to the programming provided to us in HD format by the content provider.

(4) Premium rental is required; a customer-owned modem cannot be used/substituted.

(5) Internet service is available for up to 4 computers and/or other computer-related devices, such as gaming consoles and printers. Our certified Home Networking device requires each standard home networking installation must be within 150 feet of the certified home networking device and includes installation of regular computer software, PC cards or USB adapters, computer setup and fax scanning.

(6) Includes 1 basic line and 1 basic voice service. Each additional additional line is available for an additional monthly fee. Services requires subscription to home wire service powered by Verizon.

(7) All TiVo services/products provide our internet service. Availability of third-party content subject to the source of the content for certain fees may apply. TV conversion must be broadcast 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. 76.604). In 1998, 2013, 2020 TiVo Inc., All Rights Reserved. Xperi, TiVo, TiVo Stowaway, the TiVo logos 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 calling distance includes direct dialled 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. Basic other restrictions may apply.

(9) Please visit www.astound.com/fair for country-specific usage rates.

(10) Additional fees may apply for unwired installation. Unlimited installation refers to installs up to 125 feet from our existing plant, primary only. It does not include wall wiring.

(11) Custom work includes but is not limited to: wall wiring, extensive drop walling work, basement, crawl space, attic work, removal or replacement of fixtures, relocation of objects, installation of custom equipment such as home theatre, DVRs 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 devices, 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 does not apply to phone only accounts.

(15) Late fee is applied on services with a past due balance.

(16) 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.

(17) This charge is in addition to the Installation or Technician Visit charge.

(18) A 2% Regulatory Administration Fee will apply in telephone services. This fee is assessed to recover the cost of complying with certain federal impositions related to voice service. It is a monthly charge to defray a portion of the fees paid to support government programs such as Telecommunications Relay Service and Local Number Portability, along with other charges assessed by the FCC and additional indirect costs associated with administering and complying with government programs. This charge is not a customer tax or fee assessed by a government agency. It is a surcharge that we assess and retain.

** A Network Access and Maintenance Fee is applicable to all accounts subscribing to Internet service. These fees and surcharges are not government mandated fees or fees imposed by the government. They are fees that we assess and retain. For more information visit www.astound.com.

**Rates effective October 20, 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 noted, the listed taxes, surcharges, and fees are neither government mandated nor a tax, surcharge, or fee imposed on you by the government. They are either a fee as well as surcharge that we assess and retain. Not all channels and features are available in all areas, check for availability in your area. Additional services, such as equipment, premium channels and other fees of service are subject to additional charge and subject to change. Additional charges apply for fees, taxes, surcharges, equipment, activation and installation that are not included as part of this package and are subject to increase. 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 agreement, online policies, and other applicable terms and conditions. Programming, channel location and packaging subject to change. All taxes subject to audit. 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. This names, images, and logos of featured products are the property of their respective owners. © 2023 RCN Network Services, LLC. All rights reserved.
INTERNATIONAL PROGRAMMING (per month)

Arabic
ART (Arab Radio & Television) ............................................. $12.95
Chinese
CCTV-4 ................................................................. $9.95
CCTV-4 / CCTV Zhong Tian ........................................... $11.95
CTI Zhong Tian .......................................................... $11.95
Filipino
Filipino On Demand ......................................................... $7.95
TFC (The Filipino Channel) ............................................. $11.95
GMA Pinoy TV ......................................................... $12.95
GMA Life TV ............................................................... $9.95
GMA Pinoy TV / TFC .................................................. $19.95
GMA Pinoy TV / GMA Life TV / TFC ................................ $29.95
GMA Pinoy TV / TFC / Filipino On Demand .................... $29.95
GMA Pinoy TV / GMA Life TV / TFC / Filipino On Demand $35.95
GMA Pinoy TV / GMA Life TV / Myx / TFC / Filipino On Demand $35.95
Pan-Asian
MYX (Music Video Channel) ........................................... $4.95
French
TVS MONDE ............................................................. $9.95
Greek
ANT1 - ANTENNA Satellite ........................................... $14.95
MEGA Cosmos ............................................................. $11.95
ANT1 - ANTENNA Satellite / MEGA Cosmos ............... $25.95
Italian
Rai Italia ........................................................................ $9.95
Japanese
TV Japan ........................................................................ $24.95
Korean
MBC (Munhwa Broadcasting Corporation) ....................... $12.95
tvk24 ........................................................................ $12.95
MBC / tvk24 ................................................................. $19.95
Polish
TVN4 ........................................................................ $9.95
ITV .............................................................................. $14.95
ITV / TVN4 ................................................................ $19.95
Portuguese
RTPI (Rádio e Televisão de Portugal) .............................. $9.95
TV Globo Internacional .................................................. $19.95
PFC ............................................................................. $19.95
PFC / TV Globo Internacional .......................................... $29.95
Russian
RTVi ............................................................................ $9.95
RTN (Russian Television Network of America) ................ $15.95
South Asian
ITV Gold ..................................................................... $9.95
Aapka Colors ................................................................. $14.95
TV Asia ........................................................................ $14.95
Zee TV ........................................................................ $14.95
ITV Gold / TV Asia ....................................................... $17.95
Zee TV / Aapka Colors .................................................. $18.95
ITV Gold / Zee TV / Aapka Colors ................................ $19.95
Zee TV / TV Asia / Aapka Colors ................................... $24.95
Zee TV / ITV Gold / TV Asia / Aapka Colors ....................... $28.95
Spanish
MiVisión Lite ................................................................ $9.95
MiVisión Plus ................................................................. $14.95

INTERNET SERVICES*
Downloads up to 300 Mbps / Uploads up to 300 Mbps ....................... $33.99
Downloads up to 600 Mbps / Uploads up to 600 Mbps ....................... $43.99
Downloads up to 800 Mbps / Uploads up to 800 Mbps ....................... $48.99
Downloads up to 940 Mbps / Uploads up to 940 Mbps ....................... $53.99
Downloads up to 1500 Mbps / Uploads up to 1000 Mbps ................... $83.99

INTERNET (per month / each)

Internet Speeds Included
Uploads up to 940 Mbps / Downloads up to 940 Mbps ....................... $12.95
Uploads up to 840 Mbps / Downloads up to 840 Mbps ....................... $9.95
Uploads up to 600 Mbps / Downloads up to 600 Mbps ....................... $5.95
Uploads up to 300 Mbps / Downloads up to 300 Mbps ....................... $3.95

* 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.

Modern Rental ............................................................ $10.00
Pro-Gaming Router Rental ................................................ $12.95
Enhanced Whole Home WiFi ........................................... $10.95
Additional Whole Home WiFi beacon / device ......................... $5.00
eero Plus ........................................................................ $9.99
Home Networking .......................................................... $10.95

EQUIPMENT (per month / each)
TV-to-Stream 4K Device ................................................ $5.95
TV Converter .................................................................. $10.00
Enhanced Cloud DVR tier (250 hours) .............................. $5.99

TVS: 16.00 | astound.com
(1800.427.8686)