

Optimum Phone ⁽⁸⁾\$35.99

Includes Local, Regional & Long Distance Calling. Includes choice of Calling Features: Basic Voicemail, Caller ID Deluxe, Call Waiting, Call Return, Repeat Dial, Call Waiting ID Deluxe, Call Forward Variable, Speed Dial, 3-Way Calling

Basic Phone\$20.99

Directory Listings (Not applicable to fax and computer lines)

Non-Published Service\$2.75

Single Listingincluded

Non-Directory Listed Service\$2.49

Domestic Directory Assistance (per call)

Local/Intralata Directory Assistance\$1.45

National Directory Assistance\$1.45

Directory Assistance Call Completion.....\$0.10

Directory Assistance Surcharge\$1.45

International Calling ⁽⁹⁾Varies

Phone Features (per month)

Anonymous Call Rejection\$2.99

Call Block.....\$2.99

Call Forward Busy Line\$1.50

Call Forward Busy Line/Don't Answer\$2.99

Call Return (*69).....\$2.99

Call Waiting\$2.99

Call Waiting ID Deluxe (with Call Waiting and Caller ID)....Free

Call Waiting Fax Ring.....Free

Caller ID Number Only\$6.99

Caller ID Blocking.....Free

Call Trace\$3.50 Per Use

Distinctive Ring 1.....\$5.00

Distinctive Ring 2.....\$2.99

Speed Dial 8.....\$2.99

Speed Dial 30.....\$2.99

Three Way Calling.....\$2.99

Ultra Call Forward.....\$2.99

Voice Mail - Basic.....\$4.00

Voice Mail - Family\$6.95

INSTALLATION FEES & OTHER CHARGES

(one-time charges, unless otherwise noted)

Account Activation Fee\$14.99

Installation (TV, Phone or Internet) ⁽¹⁰⁾\$79.95

Unreturned / Damaged Equipment (per piece, per occurrence)Varies by type of equipment

Prewired Additional Outlet (After first 4) ⁽¹⁶⁾\$14.95

Unwired Additional Outlet ⁽¹⁶⁾\$30.00

New Jack Installation ⁽¹⁶⁾\$30.00

Technician Visit ⁽¹²⁾\$79.95

Custom Installation / Wiring / Repair ⁽¹¹⁾\$79.00 (Per Hour)

Service Protection Plan (Monthly)\$4.95

Relocate Outlet ⁽¹⁶⁾\$30.00

Additional Converter Box Request ⁽¹⁶⁾\$14.95

Customer Equipment Hook-Up ⁽¹⁶⁾ (TiVo, DVD, DVR, VCR)\$39.95

Connect Closed Caption - Equipment.....Free

Seasonal Plan.....up to \$10.00 per month, per service

Home Networking ⁽⁵⁾ ⁽¹⁶⁾ (per 2nd, 3rd and 4th Computer or Device)\$14.95

Non-Pay Restoral.....\$40.00

Returned Check Fee.....\$30.00

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

Auto-pay Denial Fee\$30.00

Broadcast TV Surcharge (per month)**\$34.42

Sports Surcharge (per month)**\$30.39

Entertainment Networks Surcharge (per month)**\$29.60

Network Access and Maintenance Fee (per month)***\$12.97

Voice Subscriber Line Charge (per line, per month)\$6.50

Change Long Distance Carrier.....\$5.00

Change Directory Listing\$5.00

Change Phone Number.....\$20.00

Equipment Pickup Fee ⁽¹⁶⁾\$14.95

Bill Copy Request Fee\$5.00

(1) Basic TV and/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 tier to purchase Premiere TV-Ultra 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. Fiber-to-the-home customers must use Optical Network Terminal (ONT) device provided by us.

(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, Mexico 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, 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) A 2% Regulatory Administration Fee will apply to 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 Broadcast TV Surcharge is applicable to all accounts subscribing to Basic TV Tier and higher. A Sports Surcharge is applicable to all accounts subscribing to Preferred TV Tier and/or Premiere TV Packages/Tiers. An Entertainment Networks Surcharge is applicable to all accounts subscribing to Preferred TV Tier and higher. *** A Network Access and Maintenance Fee 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 8, 2024. Some restrictions may apply. 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. ©2024 Grande Communications Networks, LLC. All rights reserved.

2024 RESIDENTIAL RATES

Texas





TV SERVICES ⁽¹⁾ ⁽³⁾ (per month)

Basic TV[^] \$38.90

[^]Subscription to Basic TV is required to access other levels of TV services, tiers and packages

Preferred TV[†] \$110.82

[†] Preferred TV pricing includes the cost of Basic TV.

Premium Movie Channels

HBO (not available for new sale) \$22.99

Paramount+ with Showtime/The Movie Channel \$20.99

Cinemax \$20.99

Starz \$20.99

Max \$14.99

Includes HBO Channels, HBO On Demand and Max app

Premiere TV Packs

Premiere TV ⁽¹⁾ (Includes Premiere TV-Entertainment & Premiere TV-Sports) \$37.99

Premiere TV-Sports ⁽¹⁾ \$29.99

Premiere TV-Entertainment ⁽¹⁾ \$29.99

Premiere TV-Sports Packages

Premiere TV-Ultra Sports Pack ⁽²⁾ \$20.99

Other Video Tiers

HD Tier ⁽¹⁾ ⁽³⁾ \$6.95

Premiere TV-Movies ⁽¹⁾ \$22.95

(1) Minimum of Preferred TV required

(2) Minimum of Premiere TV-Sports or Premiere TV Tier required

On Demand (per rental)

New Release - HD \$5.99 and up

New Release \$4.99 and up

Library Movie \$2.99 and up

Adult Programming Varies

Events Varies

Titles in Spanish Varies

Subscription On Demand

Carnegie Hall + \$7.99

INTERNATIONAL PROGRAMMING (per month)

Spanish Tier

TuTele (En Espanol)^{††} \$7.95

^{††}Not available in Dallas or Houston



INTERNET ⁽¹⁵⁾ (per month / each)

INTERNET SERVICES[^]

Downloads up to 300 Mbps / Uploads up to 20 Mbps \$89.99

Downloads up to 400 Mbps / Uploads up to 20 Mbps \$93.99

Downloads up to 600 Mbps / Uploads up to 35 Mbps \$99.99

Downloads up to 1000 Mbps (GIG) / Uploads up to 50 Mbps \$99.99

Downloads up to 1500 Mbps (1.5 GIG) / Uploads up to 50 Mbps \$111.99

FIBER INTERNET SERVICES[^]

Downloads up to 300 Mbps / Uploads up to 300 Mbps \$89.99

Downloads up to 600 Mbps / Uploads up to 600 Mbps \$99.99

Downloads up to 1000 Mbps (GIG) / Uploads up to 1000 Mbps \$99.99

Downloads up to 1500 Mbps (1.5 GIG) / Uploads up to 1000 Mbps \$111.99

[^] 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.



EQUIPMENT ⁽⁷⁾ (per month / each)

Modem Rental ⁽⁴⁾ \$14.49

Pro-Gaming Router Rental \$12.95

Wireless Router Rental ⁽⁵⁾ \$14.49

Home Networking ⁽⁵⁾ \$10.00

Enhanced Whole Home WiFi ⁽⁶⁾ \$13.95

Additional Whole Home WiFi beacons ⁽⁶⁾ \$5.00

eero Plus ⁽⁶⁾ \$9.99

Additional TiVo Mini / eBox Outlets \$29.49

TiVo - 6 tuner stand alone DVR \$49.49

TiVo - 4 tuner stand alone DVR \$39.49

TiVo - 2 tuner stand alone DVR \$29.49

TiVo - 1 tuner / Mini \$23.49

DVR Converter \$39.49

HD Converter \$29.49

HD Digital Adapter \$12.95

Cable Card \$10.00

TiVo Stream 4K Device ⁽¹³⁾ \$5.95

TV Converter \$13.00

Sonos Beam \$14.99

Sonos One \$7.99

Enhanced Cloud DVR tier (250 hours) \$11.99



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