



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 \$13.94

Access to Digital and HD channels you subscribe to.

HD Converter \$19.99

Not available in all areas

HD Digital Video Recorder \$25.99

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

TiVo Streaming DVR - \$28.99

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

TiVo Mini - \$18.99

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 \$15.99

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

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 \$14.99

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

Customer Equipment Hookup (TiVo, DVD, DVR, VCR) \$39.95

Additional outlet installation⁽¹⁷⁾ \$30.00

Additional outlet activation⁽¹⁷⁾ \$15.00

Amplifier installation \$30.00

Additional phone jack installation⁽¹⁷⁾ \$30.00

Additional phone jack activation⁽¹⁷⁾ \$15.00

Change Phone Number \$20.00

Home Networking Install (per 2nd, 3rd, & 4th Computer)⁽⁵⁾ \$14.95

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

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 up to⁽¹⁴⁾⁽¹⁵⁾ \$6.00

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 \$30.00

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) \$15.00

Unreturned equipment (varies by equipment type) \$65 - \$500

Custom Installation / Wiring / Repair - Per 30 Minutes⁽¹¹⁾⁽¹⁷⁾ \$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. 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

(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 our 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. 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) CA late fee is \$4.75. OR late fee is \$6.00.

(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) All telephone services subject to a 2% Regulatory Administration Fee. 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 Astound assesses and retains.

WA Residents only: 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.

**** A Local TV Stations Fee is applicable to all accounts subscribing to Basic TV Tier and higher.**

***** An Internet Infrastructure Fee of up to \$12.97 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 29, 2024. 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, 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 WaveDivision Holdings, LLC. All Rights Reserved.

2024 RESIDENTIAL RATES

California / Oregon



TV SERVICES⁽¹⁾

(monthly charge)

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

Basic TV**	\$35.95
Access to local networks, shopping channels, 50 digital music channels and more. All rates subject to change.	
Basic TV (Analog)**	\$72.57
(Select areas of CA & OR only)	
San Francisco/Peninsula#	\$28.88
San Francisco/East Bay #	\$32.37
Sacramento #	\$34.55
Oregon #	\$40.90
Garberville #	\$23.05
Skamania County #	\$40.90

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	\$86.33
Adds over 100 additional channels, including over 45 HD channels. Requires: Basic TV.	
Premiere TV-Entertainment	\$14.00
Digital channels from Discovery, MTV and more. Requires: Basic TV and Preferred TV.	
Premiere TV-Variety	\$9.25
Additional digital channels. Requires: Basic TV and Preferred TV.	
Premiere TV-Sports⁽²⁾	\$13.00
Digital 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⁽³⁾	\$7.00
Additional HD channels. Requires: Basic TV.	

PREMIUM CHANNEL CONTENT (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.	
Paramount+ with Showtime/The Movie Channel	\$20.00
Includes SHOWTIME and TMC family of channels, On Demand and TVG content.	
Movieplex (not available for new sale).....	\$5.00
Includes TVG content.	

SINGLE-PURCHASE CONTENT PER USE CHARGE

Movies On Demand	Prices vary
Price each per selection and available in SD and HD.	
Adult Movies	Prices vary
Price each per selection.	
Sporting/Music Events	Prices vary
Price each per selection.	

Subscription On Demand

Carnegie Hall +	\$7.99*
*Not available in all areas; check for availability in your area.	

INTERNATIONAL PROGRAMMING* (monthly charge)

Paquete en Español	\$10.00
Chinese: Zhong Tian, CCTV4	\$19.00
South Asian: Zee TV	\$12.00
Filipino On Demand	\$7.00
Filipino: GMA Pinoy, TFC	\$19.00
Filipino Channel	\$12.00
Russian: RTN	\$12.00
Arabic: ART	\$12.95
French: TV5	\$9.95
German: DW	\$9.95
Italian: RAI	\$9.95
Japanese: TV Japan	\$29.95

* Not all channels and features available in all areas; check for availability in your area.

Prices do not include monthly taxes or fees. Availability of certain On Demand content may depend on subscription to the tier/service that includes the underlying linear channel. 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 support up to 1080i and meets our specifications for DVR services required. Advertised channels/stations may provide some non-HD programming. HD programming is limited to programming provided to us in HD format by content provider.

INTERNET⁽¹⁶⁾

(per month / each)

INTERNET SERVICES^

100 Mbps Internet	\$69.95
Up to 100 Mbps download / 5 Mbps upload 400 GB monthly data allotment included. Data plan upgrades available.	
300 Mbps Internet	\$69.95
Up to 300 Mbps download / 10 Mbps upload. 500 GB month data allotment included. Data plan upgrades available.	
500 Mbps Internet	\$89.95
Up to 500 Mbps download / 10 Mbps upload 1 TB monthly data allotment included. Data plan upgrades available.	
600 Mbps Internet	\$89.95
Up to 600 Mbps download/10 Mbps upload. 1 TB month data allotment included. Data plan upgrades available.	
1 Gig Internet	\$99.95
Up to 1000 Mbps download / 10 Mbps upload. Unlimited data.	
1.5 Gig Internet	\$117.99
Up to 1500 Mbps download / 50 Mbps upload. Unlimited data.	

FIBER INTERNET SERVICES^

100 Mbps Internet	\$69.95
Up to 100 Mbps download & upload. Unlimited data.	
300 Mbps Internet	\$69.95
Up to 300 Mbps download & upload. Unlimited data.	
500 Mbps Internet	\$89.95
Up to 500 Mbps download & upload. Unlimited data.	
600 Mbps Internet	\$89.95
Up to 600 Mbps download & upload. Unlimited data.	
1 Gig Internet	\$99.95
Up to 1000 Mbps download & upload. Unlimited data.	
1.5 Gig Internet	\$117.99
Up to 1500 Mbps download & 1000 Mbps upload. Unlimited data.	
2 Gig Internet	\$129.95
Up to 2000 Mbps download & upload. Unlimited data.	

^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. See astound.com/policies-disclaimers/data-transfer-usage/ for details.

ADDITIONAL INTERNET SERVICES (MONTHLY CHARGE)

Router	\$14.00
Includes Internet router only.	
Modem service***⁽⁴⁾	\$20.00
Includes internet modem only.	
Modem + Standard WiFi⁽⁴⁾	\$22.00
Includes internet modem and wireless router.	
Enhanced Whole Home WiFi⁽⁶⁾	\$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⁽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
Included on 1 Gig plans and higher.	
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. 4K compatible TV, Equipment, and internet connection required to view 4K content.	

***Modem Rental required only if subscriber does not provide and use own modem.
~ All TiVo services/products require our Internet service. Availability of third-party content subject to 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 rule (47 C.F.F. 76 1904). TiVo and the TiVo logo are trademarks of TiVo Inc. and its subsidiaries worldwide. All other marks are property of their respective owners.

PHONE⁽¹⁸⁾

(Monthly charge - International Calling Varies)⁽⁹⁾

Unlimited Phone⁽⁸⁾	\$36.95
Unlimited local and domestic long-distance calling to 50 states, Guam, Puerto Rico, U.S. Virgin Islands, and international calls to Canada. Additional Unlimited lines available at \$28.95/month per line (up to 3 lines total). Includes Voicemail and 15 calling features, including Caller ID, Call waiting, Call Forwarding and more.	
A subscriber line fee of \$6.50/month applies. Toll charges and international long-distance rates apply. Visit astound.com for more information on calling features and international long-distance rates.	

Please visit astound.com for country-specific usage rates.