

Thank you for trusting Astound to meet the internet and entertainment needs for your home or business. Please read this important information about upcoming changes.

Fueling Innovation & Connectivity

Astound delivers a better choice for Internet, Mobile and TV for your home or business. By offering the latest technology, our services work better together, so you can enjoy more of what you love.

- **Our Network:** We've built an advanced, ultra-fast, fiber network* that offers powerful, reliable connections - giving you access to the things that matter most, now and in the future.
- **Mobile:** Save big with our residential mobile service. Astound Mobile runs on T-Mobile, one of the nation's largest and most powerful 5G networks.*
- **Multi-Gig Speeds:** Astound's fiber-powered, multi-gig internet delivers speed for all the devices in your connected home - with speeds of 1.5 Gbps and up to 5 Gbps in certain areas.*
- **WiFi & Security:** With mesh WiFi technology, built-in security features and an easy-to-use app to control your network, you can rest easy with a fast, stable wireless experience.*
- **Award Winning:** For over a decade, customers have consistently rated Astound one of the best internet service providers in the country.* We're dedicated to the people, businesses and communities we serve.

Discover More with Astound

Whether working, streaming, learning, gaming or running a business, our teams will continue to work to bring you more every day. As always, thank you for choosing Astound. We look forward to bringing you the best.

Upcoming Changes

We're always investing in our network to offer the latest, fastest, most reliable experience. To deliver on this, some pricing will increase in response to rising costs, most notably operational expenses.

Effective on your June billing statement, the price for your current monthly services will (vary by customer) excluding applicable taxes, surcharges and fees.

Updates to Rates

Below please find a summary of rate adjustments for specific fees and/or costs. Unless otherwise noted, the listed fees and/or costs are neither government-mandated nor a tax imposed on you by the government; they are a fee and/or cost Astound assesses and retains.

- Basic TV* will increase by \$2.00. This includes local broadcast stations, education channels, and local government channels.
- Preferred TV* will increase by \$5.00. This includes networks owned by ABC/Disney, Comcast/NBC Universal, Paramount/CBS, Warner Bros. Discovery and others.
- Additional TV tiers* such as Premiere Tiers will increase by \$3.00 each.
- The Broadcast TV Surcharge will increase by \$5.00. This fee applies to all TV packages to help offset the costs of programming content and delivery of the local and regional broadcast television signals.
- The Sports Surcharge will increase by \$2.50. This fee applies to all cable packages with Preferred TV or higher to help offset the delivery and cost of programming associated with professional, collegiate, and amateur games as well as other sports content.
- The Entertainment Networks Surcharge will increase by \$2.25. This fee helps offset the costs of programming and delivery of entertainment networks such as ABC/Disney, Comcast/NBC Universal, Paramount/CBS, Warner Bros. Discovery, and others. This fee applies to Astound cable packages with Preferred TV* or higher
- The Network Access and Maintenance Fee will increase by \$3.96 This fee helps defray costs associated with building and maintaining our fiber-rich broadband network, as well as the costs of expanding network capacity to support the continued increase in customers' average broadband consumption.
- Premium channels such as HBO, MAX, Cinemax, Paramount+ w/ Showtime/TMC, and/or Starz will increase by \$1.00 each to help offset increased costs associated with programming and delivery of these networks.
- TV equipment will increase by \$3.00

- Modems and/or routers used for Internet service will increase by \$1.00
- Enhanced Whole Home WiFi will increase by \$1.00
- Landline telephone service will increase by \$2.00
- The cost of a Technician Visit will be up to \$99.95 for a new install and/or to evaluate, repair, transfer, reconnect and/or upgrade existing services, perform onsite education or for missed appointments.

Periodically, franchise, utility, Public, Education and Government programming (PEG) support, and other government-mandated fees and taxes are adjusted in keeping with regulatory requirements. These fees and taxes are government-mandated and we are required to comply. For additional information visit astound.com/ratefaqs.

**Not all speeds, services and features are available in all areas. Some services are only available to residential customers. TV packages in certain markets may be: Small (aka Basic TV); Medium (aka Preferred TV); Large (aka Premium TV). These packages are no longer sold or available to new customers. A trademark of Ziff Davis, LLC. Used under license. Reprinted with permission. Where available. ©2024 Ziff Davis, LLC. All Rights Reserved. Astound Internet is powered by fiber and connected to the premises via coaxial connection or fiber, where available. Delivery methods may vary by area. Astound Mobile requires Astound Internet service for initial activation. Astound Mobile leverages T-Mobile 4G LTE and 5G Networks. Advanced WiFi and security features available with subscription to Astound's Enhanced or Whole Home WiFi. Other restrictions apply.*