



At Astound Broadband powered by Wave (Astound Broadband), we are committed to providing you with the best, most advanced services backed with award-winning customer care. Whether you work, stream, learn, game or do it all using our services our goal is to provide you with the fastest and most reliable services that you love. From all of us at Astound Broadband, thank you for trusting us with your internet and entertainment needs.

Astound Broadband strives to keep prices as low as possible. We continually invest, improve and upgrade our network to meet the growing needs of our customers. Although we absorb much of the cost increases associated with network upgrades and service improvements, it is sometimes necessary to update our rates. As the amounts programming networks charge us continue to rise, along with overall cost increases, we must adjust pricing. We recognize this is not an easy time for so many and have worked hard to minimize the rate adjustments to our customers.

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

- The Local Broadcast tier of service will increase by \$2.00. This fee is to help maintain the access and transport of cable and broadcast channels across our network.
- The Local TV Stations' Fee will increase by \$3.72. The Local Broadcast Stations levy a monthly fee for carriage of their content; this fee helps offset those costs.
- The Expanded Content programming tier will increase by \$1.92. Networks included on this tier of service levy a monthly fee for the carriage of their content; this fee helps offset the cost of programming content.
- TV equipment will increase by \$3.00
- Modems and/or routers used for Internet service will increase by \$2.00
- Whole-home WiFi will increase by \$3.00
- The Network Access and Maintenance Fee/Internet Infrastructure Fee will increase by \$2.80. 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.
- Telephone service will increase by \$1.00/month.
- Payment made by Agent will increase by \$3.00/ Payment made by IVR or SMS will be \$2.95/ Payment made by web will be \$1.00.

Periodically, franchise, utility, PEG fees and other government mandated fees and taxes are also adjusted in keeping with regulatory requirements. These fees and taxes are government mandated and we are required to comply.

Discover More with Astound Broadband

We continue to make substantial investments and upgrades to our network and technology to give our customers more for their money on the services and features they care about most:

- **Ultra-fast Speed:** We offer top download speeds to power more devices for the connected home.
- **Supercharged Wi-Fi:** Experience our fastest speeds with the latest Wi-Fi 6E technology. Smart enough to route Wi-Fi traffic between devices and blanket your home in reliable Wi-Fi.
- **Ultimate Control:** Take an internet break, create schedules and check devices. With our whole home-Wi-Fi you can manage it all from the eero® app.
- **Top Security:** Protect your growing digital life, devices, and network from online threats with world-class security bundled in a simple subscription with eero Secure+.
- **Better Gaming:** With features that are designed for gamers, by gamers, you can stabilize your ping, steer bandwidth and kick lag to the curb with our gaming equipment.

- **Enhanced TV:** With the latest TV technology from Astound Broadband, one device combines live TV, streaming apps, music, games, 4K, DVR, On Demand and voice control.
- **More Flexibility:** Our latest TV platform comes with our Astound TV+ app. Turn your device into a TV and watch upstairs, in the backyard or while you're out of the house. It's TV outside the box.
- **Award-Winning:** Customers ranked Astound Broadband the best cable Internet provider of 2022 in PC Mag's 2022 Reader's Choice survey.
- **Affordable Internet:** We're dedicated to helping our communities stay connected affordably. Through the ACP, qualified households may be eligible to receive free or reduced cost internet.

Each and every day, we endeavor to deliver high-quality services at a great value and have always aimed to put our customers first. From all of us at Astound Broadband, thank you for choosing us for your internet and entertainment needs.

Your Astound Broadband Team

***Not all services are available in all areas. Please visit www.astound.com/ratefaqs for additional information.*