



Page 1 bill message:

Please find important information enclosed regarding price changes to your services, effective with your next billing statement.

Bill Letter Insert:

Thank you for trusting us for your Internet and entertainment needs. Whether working, streaming, learning or gaming, you can do it all using Astound services. Our goal is to give you the fastest and most reliable experience each and every day.

As we strive to bring you the best services possible, we must periodically review our prices and update them in response to increases in expenses impacting our services. Effective on your September billing statement, the price for your current monthly services will be increasing, excluding applicable taxes, fees, and surcharges.

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 either a fee and/or cost Astound Broadband assesses and retains.

- Basic TV will increase by \$2.00. This fee applies to TV packages to help offset the costs of programming content and delivery of local and regional broadcast television signals.
- Preferred TV will increase by \$4.66. This fee helps offset the costs of programming and delivery of sports and entertainment networks such as Warner Bros. Discovery, Comcast/NBC Universal, ABC/Disney/ESPN, Fox, CBS and others.
- Additional TV tiers such as Premiere TV-Entertainment, Premiere TV-Variety, Premiere TV-Sports, and Premiere TV will increase by \$1.00 each. This is to help offset the costs of programming and delivery of these networks.
- The Broadcast TV Surcharge will increase by \$1.58. 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.
- Premium channels such as HBO, Cinemax, 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 \$2.00.
- Enhanced Whole Home WiFi will increase by \$1.00 [eero only]
- The Internet Infrastructure Fee will increase by \$3.20. 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.
- Landline telephone service will increase by \$1.00/month.

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, bringing customers greater value for the services and features* they care about most:

- **Mobile:** Experience award-winning service on one of America's largest 5G networks. Customers are saving with simple pricing for Internet + mobile.
- **Faster Downloads:** We've increased speeds on most of our Internet packages, providing the best value for your services.
- **Ultra-fast Speed and Wi-Fi:** Our top download speeds, up to 2 Gig in some locations, power more devices in the connected home. The latest Wi-Fi 6E technology is smart enough to route Wi-Fi traffic between devices and reliably blanket your home.
- **Better Gaming:** With features designed for gamers, by gamers, stabilize your ping, create a geofence, steer bandwidth and kick lag to the curb with our gaming equipment.
- **Enhanced TV:** Just one device combines live TV, streaming apps, music, games, 4K, DVR, On Demand and voice control with Astound's latest TV technology. Plus, take it on the go with the new Astound TV+ app.
- **Award-Winning:** Customers ranked Astound Broadband the Best Cable Internet Provider seven years in a row, 14 times recognized, in the PC Mag's 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 service.

We endeavor to deliver high-quality services at a great value, always aiming to put our customers first. All of us at Astound Broadband thank you for choosing us for your telecommunications needs.

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