



Home Security Packages

Protect Security	\$21.95
Defense Security ^^	\$26.95
Protect Plus Monitor Package	\$49.95
Includes indoor camera	
Protect Plus SkyBell Package	\$49.95
Includes SkyBell doorbell camera	
Protect Plus Access Package	\$49.95
Includes WiFi door lock	
Protect Plus Protection Package	\$49.95
Includes wireless receiver, glass break detector and smoke detector	

Additional Equipment

(per month each unless otherwise notated)

Alula Indoor Camera	\$9.95
Alula Outdoor Camera	\$12.95
Alula Doorbell Camera	\$15.00
Defense Gateway^^	\$139.95 one-time purchase
Defense Keypad^^	\$112.00 one-time purchase
Defense Glass Break^^	\$80.00 one-time purchase
Defense Wireless Siren^^	\$49.00 one-time purchase
Defense Smoke Detector^^	\$72.00 one-time purchase
SkyBell Camera	\$15.00
ZWave Door Lock	\$7.00
ZWave Light Bulb	\$40.00 one-time purchase
ZWave Lamp Module	\$44.00 one-time purchase
ZWave Garage Door Opener.....	\$192.00 one-time purchase
ZWave Switch with Dimmer	\$59.98 one-time purchase
Protect Indoor Camera	\$7.00
Protect Outdoor Camera^^	\$11.00
Protect Wireless Receiver	\$5.00
Protect Smoke Detector	\$140.00 one-time purchase
Protect Glass Break	\$140.00 one-time purchase
Protect Window Sensor	\$22.00 one-time purchase
Protect Back-Up Battery	\$45.00 one-time purchase
Protect Motion Sensor	\$96.00 one-time purchase
Protect Pet Sensor	up to \$136.00 one-time purchase
Protect Keyfob	\$108 one-time purchase
Protect Window Sensor	up to \$56.00 one-time purchase
Protect Wireless Transmitter	\$77.00 one-time purchase
Protect Heat Detector	up to \$87.00 one-time purchase
Protect Water Sensor	\$85.00 one-time purchase
Protect CO Detector	\$162.00 one-time purchase
Protect BAT/CDMA	\$250.00 one-time purchase
Takeover Module	\$95.00 one-time purchase

^^ Not available for new sale

INSTALLATION FEES & OTHER CHARGES

(one-time charges, unless otherwise noted)

Installation (TV, Phone, Internet, Home Security) ⁽¹⁰⁾	\$79.95
Account Activation Fee	\$14.99
Customer Equipment Hook-Up ⁽¹⁶⁾	\$39.95
(TiVo, DVD, DVR, VCR)	
Unreturned/Damaged Equipment	
(per piece, per occurrence).....	Varies by type of equipment
Home Networking ^{(5) (16)}	
(per 2nd, 3rd and 4th Computer or Device)	\$14.95
Home Security Equipment Pre-Payment	\$50.00
Protect Plus Home Automation Activation.....	\$225.00
Additional Outlet (After first 4) ⁽¹⁶⁾	\$30.00
New Jack Installation ⁽¹⁶⁾	\$30.00
Technician Visit ⁽¹²⁾	\$79.95
Custom Installation/Wiring/Repair ⁽¹¹⁾	\$79.00 (Per Hour)
Home Line Maintenance (Monthly)	
(not available for new sale)	\$4.50
Assurance Plan (Monthly) (not available for new sale)	\$9.95
Service Protection Plan (Monthly)	\$4.95
Video Camera Protection Plan (Monthly)	
(not available for new sale)	\$1.95
Relocate Outlet ⁽¹⁶⁾	\$30.00
Additional Converter Box Request ⁽¹⁶⁾	\$14.95
Seasonal Plan.....	up to \$10.00 per month, per service
Non-Pay Restoral.....	\$40.00
Returned Check Fee.....	\$30.00
Auto-pay Denial 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
Bill Copy Request Fee	\$5.00
Equipment Pickup Fee ⁽¹⁶⁾	\$14.95
Broadcast Retransmission Fee (per month) **	\$22.00
Entertainment Networks Surcharge (per month) **	\$13.00
TV Regulatory Fee (per month) **	\$0.09
Sports Surcharge (per month) **	\$18.00
HD Technology Fee (per month) ** ⁽³⁾	\$6.99
Network Access and Maintenance Fee (per month) **	\$13.93
Voice Subscriber Line Charge (per line, per month)	\$6.50
Long Distance Recovery Fee (per month).....	\$1.49
FCC Access Recovery Charge (per month)	\$1.84
911 Service & Equalization Fee (per month)	up to \$0.80
Change Long Distance Carrier.....	\$5.00
Change Directory Listing	\$5.00
Change Phone Number.....	\$20.00
Connect Closed Caption - Equipment	Free

- (1) Basic TV and/or Preferred TV service needed to access other levels of service. At least one DVR, set-top box or cable card 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) Premiere TV-Sports Tier includes NFL RedZone only for customers who subscribe to Premiere TV.
- (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/station 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., Mexico, 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 or other custom work.
- (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.

**** A Broadcast Retransmission Fee, a Sports Surcharge, an Entertainment Networks Surcharge, an HD Technology Fee and TV Regulatory Fee are applicable to all accounts subscribing to Basic 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 astound.com/ratefaq.**

* Rates effective June 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 notated, the listed taxes, surcharges, and fees are neither government mandated nor a tax, surcharges, and/or fee imposed on you by the government. They are either a fee and/or surcharge we assess and retain. Not all channels and features are available in all areas; check 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 changes. Services are subject to terms and conditions of our subscriber agreements, online policies, and other applicable terms and conditions. See our online disclosure at astound.com/service-terms for information about services offered in your area. 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. The names, images, and logos of featured programs are the property of their respective owners © 2024 enTouch Systems, Inc. All rights reserved. enTouch Alarm Systems, Inc. 11011 Richmond Ave, Ste 400, Houston, TX 77042. License# B10029.

**2024
RESIDENTIAL
RATES**

Houston





TV SERVICES ^{(1) (3)} (per month)

Basic TV [*]	\$74.39
Preferred TV [†]	\$121.21

^{*}Subscription to Basic TV is required to access other levels of TV services, tiers and packages.

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

Premium Movie Channels

Premium Channel Bundle (not available for new sale)	\$69.95
Includes HBO linear channels, Showtime, The Movie Channel, Cinemax, Starz, & StarzEncore	
HBO (not available for new sale)	\$28.00
Includes HBO linear channels & On Demand only	
Max	\$27.00
Includes Max app	
Paramount+ with Showtime/The Movie Channel	\$24.50
Cinemax	\$20.99
Starz (not available for new sale)	\$12.00
StarzEncore (not available for new sale)	\$3.50
Starz-Encore Movie Pack	\$9.99

Specialty Tier Channels

Premiere TV-Sports Tier Channels ⁽²⁾	\$15.95
America's Tier Channels	\$13.95
HD Tier Channels (not available for new sale)	\$3.25
Premiere TV-Entertainment ^{††}	\$24.00

^{††} Subscription to Basic TV and Preferred TV is required.

Pay-Per-View Channels and 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
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EQUIPMENT ⁽⁷⁾ (per month / each)

TiVo T6 DVR 6 tuner standalone DVR	\$30.00
TiVo Premier Q DVR 4 tuner standalone DVR	\$25.00
TiVo Mini Requires TiVo T6 or TiVo Premier Q DVR	\$20.00
TiVo Preview 4 tuner standalone set-top box	\$20.49
HD DVR 4 tuner standalone DVR	\$39.49
TiVo Stream 4K Device ⁽¹³⁾	\$5.95
Cable Card	\$10.00
Sonos Beam	\$14.99
Sonos One	\$7.99
TV Converter	\$14.00
Enhanced Cloud DVR tier (250 hours)	\$11.99



INTERNATIONAL PROGRAMMING ^(per month / not available for new sale)

Arabic

ART (Arab Radio & Television)	\$9.95
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Cantonese

Phoenix Hong Kong	\$7.83
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Chinese/Mandarin

Phoenix North America	\$7.83
CTI Chinese/CCTV4 Mandarin	\$9.95
Phoenix Info News	\$7.83

Filipino/Tagalong

GMA News	\$12.95
GMA Pinoy Life	\$9.95
GMA Pinoy TV	\$13.95
The Filipino Channel	\$9.95

French

TV5	\$7.83
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Hindi

Sony TV	\$9.95
TV Asia	\$11.00
Zee TV	\$10.95
YuppTV	\$49.95
Hindi Channel Bundle	\$39.00
Includes Sony TV, TV Asia, Zee TV	

Korean

MBC	\$12.95
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Italian

Rai Italia	\$10.95
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Japanese

TV Japan	\$18.50
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Russian

RTN	\$10.95
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Vietnamese

SBN	\$10.95
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INTERNET ⁽¹⁵⁾ (per month / each)

INTERNET SERVICES[^]

Downloads up to 300 Mbps / Uploads up to 20 Mbps	\$91.99
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Downloads up to 600 Mbps / Uploads up to 35 Mbps	\$101.99
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Downloads up to 1000 Mbps (GIG) / Uploads up to 50 Mbps	\$95.99
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Downloads up to 1500 Mbps (1.5 GIG) / Uploads up to 50 Mbps	\$113.99
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FIBER INTERNET SERVICES[^]

Downloads up to 300 Mbps / Uploads up to 300 Mbps	\$91.99
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Downloads up to 600 Mbps / Uploads up to 600 Mbps	\$101.99
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Downloads up to 1000 Mbps (GIG) / Uploads up to 1000 Mbps	\$95.99
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Downloads up to 1500 Mbps (1.5 GIG) / Uploads up to 1000 Mbps	\$113.99
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Downloads up to 2000 Mbps (2 GIG) / Uploads up to 2000 Mbps	\$123.99
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Downloads up to 5000 Mbps (5 GIG) / Uploads up to 5000 Mbps	\$350.00
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[^] 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.

Modem Rental ⁽⁴⁾	\$15.50
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Enhanced Whole Home WiFi ⁽⁴⁾	\$15.95
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Additional Whole Home WiFi beacon / device	\$5.00
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Whole Home WiFi (eero Max 7)	\$40.00
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Pro-Gaming Router Rental	\$12.95
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eero Plus ⁽⁶⁾	\$9.99
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PHONE ⁽⁸⁾ (per month)

Unlimited Voice (not available for new sale)	\$19.95
Includes local, regional & long distance calling and 16 popular calling features	

Basic Voice (not available for new sale)	\$10.95
Includes Local and Regional Calling	

Voice International (not available for new sale)	\$31.95
Includes local, regional, long distance calling & calling to 30 countries for \$0.06/minute	

Unlimited Calling India (not available for new sale)	\$15.00
Includes unlimited calling via landline to India; requires Basic Voice	

Optimum Phone	\$35.99
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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

Additional Services

Directory Assistance Surcharge	\$1.45 (per call)
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750 Long Distance Minutes	\$11.00
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Non-Published Service	\$4.50
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Non-Listed Number	\$4.50
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International Calling ⁽⁹⁾	Varies
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Phone Features (Per month)

Anonymous Call Rejection	\$3.25
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3-Way Calling	\$3.25
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Call Forwarding	\$3.25
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Selective Call Forward	\$1.00
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Call Return (*69)	\$3.25
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Call Waiting	\$3.25
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Caller ID	\$7.75
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Caller ID Blocking	Included
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Speed Dial	\$3.25
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Voicemail	\$7.75
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Call Switch Forwarding	\$10.00
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Selective Call Rejection	\$1.95
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Special Ring	\$4.00
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