

Upcoming Changes to Your Monthly Rate

Whether supporting a busy household, working from home, or powering a growing business, our teams are here to bring you more every day. Thank you for choosing Astound. We look forward to continuing to deliver our best. Please read this important information about upcoming changes.

Fueling Innovation & Connectivity

Astound continues to deliver a better choice for WiFi, Mobile, and TV. By offering the latest technology, and services that seamlessly work together, we help keep your home or business connected to what matters most.

- **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 more with Astound Mobile. Our residential service runs on T-Mobile, one of the nation's largest and most reliable 5G networks.*
- **Multi-Gig Speeds:** Our fiber-powered, multi-gig internet and WiFi deliver 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 our whole-home mesh WiFi technology, built-in security features and an easy-to-use app, you get fast, reliable coverage and greater control over your network.*
- **Award Winning:** For more than a decade, PCMag readers have voted Astound as an award-winning internet provider for home and business, recognized by customers and independent reviewers for speed, reliability, value, and satisfaction.*

Upcoming Changes

We understand that changes to your bill are never easy, and we want to share this update so there are no surprises. Effective on your April billing statement, the price for your current monthly services will 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 \$2.11. 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 / Internet Infrastructure Fee will increase by \$0.96. 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.
- TV equipment will increase by \$3.00.
- Internet service will increase by \$2.96.
- Modems and/or routers used for Internet service will increase by \$1.00

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.

We understand that any change to your bill matters. If you'd like to discuss this update or explore your options, our customer care team is ready to help.

Thank you for choosing Astound.

*Not all speeds, svcs & features avail in all areas. Delivery methods may vary. Some svcs are only avail 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. Astound Mobile leverages T-Mobile 4G LTE & 5G Networks & requires Astound Internet svcs. Advanced WiFi & security features avail w/ subscription to Enhanced or Whole Home WiFi. Astound Internet is powered by fiber, delivery methods vary by area. Periodically, franchise, utility, Public, Education & Government programming (PEG) support, & other government-mandated fees & taxes are adjusted in keeping w/ regulatory requirements. These fees & taxes are government-mandated & we are required to comply. Visit astound.com/ratefags for add'l info. Other restrictions apply. All svcs are governed by Astound Customer Terms & Conditions found at astound.com/policies-disclaimers. A trademark of Ziff Davis, LLC. Used under license. Reprinted w/ permission. Where available. ©2025 Ziff Davis, LLC. ©2026 Astound Business Solutions, LLC. © 2026 Radiate HoldCo, LLC d/b/a Astound Broadband. All rights reserved.