



# RESIDENTIAL RATES & SERVICES

Austin, Corpus Christi, Dallas, Midland, Odessa, San Antonio,  
San Marcos, Temple, Waco - Texas

## ADDITIONAL FEES

Grande Protection Plan <sup>SM</sup>	\$5.00
Service Activation (per household)	\$39.95
New Outlet	\$30.00
Activate Outlet	\$12.00
Interior Wall Fish	\$45.00
Separate Trip Charge	\$54.95
Repair or Service Charge (hourly)	\$35.00
Trouble Isolation Charge	\$35.00
House Amp	\$30.00
Account Set-Up	\$10.00
Late Fee	\$15.00
Collections Charge	\$20.00
Non Pay Restoral Fee	\$40.00
Convenience Fee	\$6.95

## EQUIPMENT REPLACEMENT

SD or HD Receiver	\$415.35
SD/DVR Receiver	\$449.00
HD/DVR Receiver	\$565.00
TiVo Receiver	\$400.00
CableCARD	\$65.00
Cable Modem	\$95.00
DSL Modem	\$45.00
Phone Modem	\$110.00
Wireless Router/Adapter	\$55.00

*\*Equipment Replacement costs may vary.*

## LOBBY & PAYMENTS

### San Antonio Office:

6480 N. New Braunfels Ave, Ste. 104  
San Antonio, TX 78209

### San Marcos Office:

341 Carlson Circle | San Marcos, TX 78666

### Corpus Christi Office:

6441 Saratoga Blvd. | Corpus Christi, TX 78414

### Midland Office:

3001 Cuthbert | Midland, TX 79701

### Odessa Office:

2401 East IH20 | Odessa, TX 79766

### Waco Office:

7200 Imperial Drive | Waco, TX 76712

### Temple Office:

5 Meadowbrook Dr | Suite B | Temple, TX 76502

### Dallas Office:

500 Tittle Drive, Suite 400 | Lewisville, TX 75056

### Austin Office:

1923 East 7th St., Ste. 100 | Austin, TX 78702

## CONTACT US

**24 Hours a Day / 7 Days a Week**

**Sales & Billing Call Center**

**Technical Support**

866-2GRANDE (247-2633)



\*Internet download speeds may vary and are not guaranteed. Observed speeds may vary based on device, connection, and other factors outside of Grande's control. Gig Internet offers speeds up to 940 Mbps. Certain equipment may be required to receive up to Gigabit speeds up to 940 Mbps, 600 Mbps and 300 Mbps. See our online disclosures at [mygrande.com/policies-agreements](http://mygrande.com/policies-agreements) for more information about the service offered in your area. Other restrictions may apply. Additional fees apply for franchise fees, government imposed charges and fees, taxes, surcharges. TiVo and the TiVo logo are registered trademarks of TiVo Inc. and its subsidiaries worldwide. All rates are monthly rates before applicable taxes and fees unless noted otherwise. A 24-hour back-up battery is also available for purchase from Grande. Service is not available in all areas, may be subject to credit approval and may require a deposit. Additional restrictions and charges may apply. Rates, features and channels subject to change. High-Speed Internet and Phone services require modem. Prices are for residential service only; business and commercial offerings differ. Non-standard installation charges apply to above-ground installation exceeding 150 feet of wiring from nearest utility pole to customer's home and to installation involving underground wiring. Grande is a provider of low-income Lifeline services. To find out if you qualify, contact the Public Utility Commission at [www.puc.state.tx.us](http://www.puc.state.tx.us) or at 1.888.782.8477. HD Television and HD Digital Receiver required to view HD programming. The GRANDE COMMUNICATIONS mark and logo are registered service marks of Grande Communications Networks, LLC. All rights reserved. © 2021 Grande Communications Networks, LLC.