



Phone

(per month)

OptimumPhone ⁽⁸⁾ \$35.99
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

Basic Phone \$20.99

Directory Listings (Not applicable to fax and computer lines)

Non-Published Service \$2.75

Single Listing included

Non-Directory Listed Service \$2.49

Domestic Directory Assistance (per call)

Local/Intralata Directory Assistance \$1.45

National Directory Assistance \$1.45

Directory Assistance Call Completion \$0.10

Directory Assistance Surcharge \$1.45

International Calling ⁽⁹⁾ Varies

Phone Features (per month)

Anonymous Call Rejection \$2.99

Call Block \$2.99

Call Forward Busy Line \$1.50

Call Forward Busy Line/Don't Answer \$2.99

Call Return (*69) \$2.99

Call Waiting \$2.99

Call Waiting ID Deluxe (with Call Waiting and Caller ID) Free

Call Waiting Fax Ring Free

Caller ID Number Only \$6.99

Caller ID Blocking Free

Call Trace \$3.50 Per Use

Distinctive Ring 1 \$5.00

Distinctive Ring 2 \$2.99

Speed Dial 8 \$2.99

Speed Dial 30 \$2.99

Three Way Calling \$2.99

Ultra Call Forward \$2.99

Voice Mail - Basic \$4.00

Voice Mail - Family \$6.95

Installation Fees & Other Charges

(one-time charges, unless otherwise noted)

Account Activation Fee \$9.99

Installation (Digital TV, Phone or Internet) ⁽¹⁰⁾ \$79.95

Unreturned / Damaged Equipment
(per piece, per occurrence) Varies by type of equipment

Prewired Additional Outlet (After first 4) ⁽¹⁶⁾ \$14.95

Unwired Additional Outlet ⁽¹⁶⁾ \$30.00

New Jack Installation ⁽¹⁶⁾ \$30.00

Technician Visit ⁽¹²⁾ \$79.95

Custom Installation / Wiring / Repair ⁽¹¹⁾ \$79.00 (Per Hour)

Service Protection Plan (Monthly) \$4.95

Relocate Outlet ⁽¹⁶⁾ \$30.00

Additional Converter Box Request ⁽¹⁶⁾ \$14.95

Customer Equipment Hook-Up - (TiVo, DVD, DVR, VCR) ⁽¹⁶⁾ \$39.95

Connect Closed Caption - Equipment Free

Seasonal Plan up to \$10.00 per month, per service

Home Networking - (per 2nd, 3rd and 4th Computer or Device) ^{(5) (16)} \$14.95

Non-Pay Restoral \$40.00

Returned Check Fee \$30.00

Payment by Phone Convenience Fee (Via Representative) \$6.95

Late Fee ⁽¹⁴⁾ \$15.00

Auto-pay Denial Fee \$30.00

Broadcast TV Surcharge (per month)** \$26.95

Sports Surcharge (per month)** \$21.39

Entertainment Networks Surcharge (per month)** \$20.60

Network Access and Maintenance Fee (per month)** \$6.97

Voice Subscriber Line Charge (per line, per month) \$6.50

Change Long Distance Carrier \$5.00

Change Directory Listing \$5.00

Change Phone Number \$20.00

Equipment Pickup Fee ⁽¹⁶⁾ \$14.95

Bill Copy Request Fee \$5.00

(1) Grande (Basic and/or Expanded) TV service needed to access other levels of service. Equipment such as Converter box, Cable Card or Streaming Device 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) Must subscribe to Premiere or SportsPlus tier to purchase UltraSports

(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 Grande specifications for DVR service required. Advertised channels/stations may provide some non-HD programming. HD programming is limited to the programming provided to Grande 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 Grande provided Optical Network Terminal (ONT) device.

(5) Home networking service available for up to 4 computers and/or other computer related devices, such as gaming consoles and printers. Grande certified home networking device required. Each standard home networking installation must be within 150 feet of the Grande certified Home Net-working Device and includes installation of modem/router, software, PC cards or USB adapters, computer set-up and file sharing.

(6) Includes 1 base eero and 1 beacon eero. Each additional eero device is available for an additional monthly fee. eero Secure+ requires subscription to whole home WiFi powered by eero.

(7) All Grande TiVo services/products require Grande 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). TiVo and the TiVo logo are trademarks or registered trademarks of TiVo Inc. and its subsidiaries worldwide. All other marks are property of their respective owners.

(8) Unlimited long distance includes direct dialed calls to the Continental U.S., Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands , Mexico and Canada. Calls to international countries will be on a per minute basis. Other restrictions may apply.

(9) Please visit www.mygrande.com for country-specific usage rates.

(10) Additional fees may apply for unwired installation. Unwired installation refers to installs up to 125 feet from existing Grande plant, primary outlet only; does not include wall fishing.

(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).

(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 Grande's control. Certain equipment may be required to receive Gigabit speeds - with speeds up to 940 Mbps and may vary due to conditions outside of network control, including customer location. All speeds not available in all areas.

(16) This charge is in addition to the Installation or Technician Visit charge.

****A Broadcast TV Surcharge is applicable to all Grande accounts subscribing to Basic TV Tier and higher. A Sports Surcharge is applicable to all Grande accounts subscribing to Expanded TV Tier and/or Premiere Packages/Tiers. An Entertainment Networks Surcharge is applicable to all Grande accounts subscribing to Expanded TV Tier and higher. A Network Access and Maintenance Fee is applicable to all Grande accounts subscribing to Internet service. These fees and surcharges are not government mandated taxes or fees imposed by the government. They are fees that Grande assesses and retains. For more information visit www.mygrande.com/ratefaq.**

* Rates effective October 1, 2021. Some restrictions may apply. Grande 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 noted, the listed taxes, surcharges, and fees are neither government mandated nor a tax, surcharge, and/or fee imposed on you by the government. They are either a fee and/or surcharge Grande assesses and retains. Not all channels and features are available in all areas; check for 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 change. Services are subject to terms and conditions of Grande's subscriber agreements, online policies, and other applicable terms and conditions. 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 Grande if service is canceled. See our online disclosure at mygrande.com for information about services offered in your area. The names, images, and logos of featured programs are the property of their respective owners. ©2021 Grande Communications Networks. All rights reserved.



Residential Rates 2021



TV Services ⁽¹⁾ (per month)

Basic TV[^] \$28.49

[^]Subscription to Basic is required to access other levels of TV services, tiers and packages

Expanded TV[†] \$93.70

[†] Expanded pricing includes the cost of Basic.

Premium Movie Channels

HBO (not available for new sale)..... \$20.99

Showtime/The Movie Channel \$18.99

Cinemax \$18.99

Starz \$18.99

HBO Max \$14.99

Includes HBO Channels, HBO On Demand and HBO Max app

Premiere Packs & Tiers

Premiere Tier ⁽¹⁾ (Includes Variety & Sports Pack) \$31.99

SportsPlus Pack ⁽¹⁾ \$23.99

Variety Pack ⁽¹⁾ \$23.99

Sports Packages

Ultra Sports Pack ⁽²⁾ \$14.99

Other Video Tiers

HD Tier ⁽¹⁾ \$6.95

Movie Tier ⁽¹⁾ \$13.95

⁽¹⁾ Minimum of Expanded TV required

⁽²⁾ Minimum of SportsPlus or Premiere Tier required

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

Music Choice Karaoke \$6.99

Music Choice Relax..... \$5.99



International Programming

(per month)

Spanish Tier

TuTele (En Espanol)^{††} \$13.00

^{††}Not available in Dallas or Houston



Internet ⁽¹⁵⁾ (per month / each)

High-Speed Internet

Downloads up to 25 Mbps /
Uploads up to 5 Mbps \$54.99

Downloads up to 30 Mbps /
Uploads up to 3 Mbps \$64.98

Downloads up to 50 Mbps /
Uploads up to 5 Mbps \$61.99

Downloads up to 110 Mbps /
Uploads up to 10 Mbps..... \$71.99

Downloads up to 200 Mbps /
Uploads up to 15 Mbps..... \$151.00

Downloads up to 300 Mbps /
Uploads up to 20 Mbps..... \$77.99

Downloads up to 400 Mbps /
Uploads up to 30 Mbps..... \$87.99

Downloads up to 600 Mbps /
Uploads up to 35 Mbps \$90.99

Downloads up to 940 Mbps (GIG) /
Uploads up to 50 Mbps..... \$92.99

Downloads up to 940 Mbps (GIG) /
Uploads up to 940 Mbps (GPON only areas)..... \$92.99

Modem Rental ⁽⁴⁾ \$14.49

Pro-Gaming Router Rental..... \$12.95

Wireless Router Rental ⁽⁵⁾ \$14.49

Home Networking ⁽⁵⁾ \$10.00

Enhanced Whole Home WiFi ⁽⁶⁾ \$10.95

Additional Whole Home WiFi beacons ⁽⁶⁾ \$5.00

eero Secure+ ⁽⁶⁾ \$9.99



Equipment ⁽⁷⁾ (per month / each)

Additional TiVo Mini / eBox Outlets \$23.49

TiVo - 6 tuner stand alone DVR \$43.49

TiVo - 4 tuner stand alone DVR \$33.49

TiVo - 2 tuner stand alone DVR \$23.49

TiVo - 1 tuner / Mini..... \$20.49

DVR Converter..... \$33.49

HD Converter..... \$23.49

HD Digital Adapter \$ 9.99

Cable Card..... \$10.00

TiVo Stream 4K Device ⁽¹³⁾ \$5.95

Streaming (IPTV) Device \$11.00

Sonos - Beam \$14.99

Sonos One \$7.99

Enhanced Cloud DVR tier (250 hours) \$11.99



866-247-2633 | www.mygrande.com