Basic and Digital Ancillary Services (Monthly Except as noted)

- **DVR Service** $15.99
- **Whole House DVR Service** $18.95
- **Digital Espanol** $15.99
- **NFL Red Zone** $49.99 (per season)
- **Digital HD Tier** $9.99

**Video Equipment**
- **HD Converter** $11.99
- **SD Converter - no longer offered** $7.00

**Installation/Activation Fees - (Per occurrence except as noted)**
- **Unwired Home** $40.00
- **Wired Home** $40.00
- **Hourly Service Charge** $75/hr per tech
- **Additional Outlet** $75/hr per tech
- **Activate Pre Existing Outlet** $40.00
- **Relocate Additional Outlet** $40.00
- **Change of Service - no in-home visit required, per service (TV, Internet, Alarm)** $40.00
- **In Home Service Visit - Per Occurance** $40.00
- **Wireless Networking On Site Professional Set Up (per occurrence)** $40.00
- **Wireless Networking On Site Professional Set Up (separate trip, per occurrence)** $40.00
- **1 Gigabit Activation Fee** $40.00

**Miscellaneous Fees - (Per occurrence except as noted)**
- **Field Collection Charge - Visit to customer home to collect equipment or past due balance.** $20.00
- **Reconnection Fee after disconnection for non-payment** $25.00
- **Returned Payment Item - (each)** $30.00
- **Late Fee** 5% of balance
- **Convenience Fee - Agent (for payment made by phone with Customer Care Representative)** $4.95
- **Unreturned or Damaged Equipment Fees (per piece)** Replacement Cost