

**SEPT  
2013**  
SERVICE GUIDE

# YOUR TV. YOUR WAY.



Discover more choices, value and customer appreciation benefits inside

**NOW YOU CAN ENJOY** more of  
the new fall hit shows, sports and movies  
with TV On Demand and on your mobile  
devices with Astound TV Everywhere!

A\_NC0913\_323

Don't miss the brand new season  
of Homeland on Showtime!



**CHECK OUT THE LATEST**  
from Astound and connect  
to more entertainment  
and value. **SEE INSIDE**



215 Mason Circle  
Concord, CA 94520

PRSRT STD  
U.S. POSTAGE  
**PAID**  
ASTOUND

<First Last#####>

<Address 1#####>

<Address 2#####>

<City#####>, <ST> <Zip##>-<Zip4>



# HERE'S SOME EXCITING ASTOUND CUSTOMER APPRECIATION BENEFITS FOR YOU!

Call 1-855-852-5406

## ENJOY AN INTERNET SPEED UPGRADE!

Enjoy a \$5 Off  
Instant Rebate for  
3 months on a  
speed upgrade!\*



Offer code: 09IU05-0323  
Offer expires: October 2, 2013

**CALL TODAY**  
**1-855-852-5406**

## STARZ® PREMIUM PROGRAMMING

Now you can add STARZ® to your  
channel line up for only \$5 per  
month, or get it  
FREE with Bundle  
Perks when you're a  
Triple-Play customer!



*The Amazing Spiderman, on STARZ®*

Offer code: 09ST05-0323  
Offer expires: October 2, 2013

**CALL TODAY**  
**1-855-852-5406**

## UNLIMITED PHONE

Now as low as

**\$29<sup>95</sup>**  
/mo.

after Instant Rebate\*

Offer code: 09TP89-0323  
Offer expires: October 2, 2013

**CALL TODAY**  
**1-855-852-5406**

## NEW ALL-IN-ONE HOME NETWORK GATEWAY

It's a 6-tuner multi-room HD-DVR with a high speed internet modem, a wireless home networking router, and integrated home phone services (including caller ID on TV)—all on a single device. See inside for details.

Call **1-855-852-5406** to check availability in your area

## INTERNET SPEED UPGRADE

If you're wondering if your family would benefit from a faster internet speed, just give us a call and enjoy a \$5 Off Instant Rebate for 3 months on a speed upgrade!

Call **1-855-852-5406**

## STARZ® PREMIUM PROGRAMMING

Add STARZ® for premium movies and exclusive original programming for only \$5 per month, or get it FREE with Bundle Perks when you're a Triple-Play customer!

Call **1-855-852-5406**

STARZ PLAY coming soon!

## UNLIMITED PHONE

- Unlimited calling in the U.S. or Canada
- Crystal-clear, secure connection
- Caller ID, Call Waiting, and more
- Keep your existing phone number

Call **1-855-852-5406**



Dear Valued Customer,

Thank you for choosing Astound. As an Astound customer, you're an important part of our local family, and we are glad to have you.

The Fall TV season is fast approaching and we don't want you to miss a minute of the new shows, hit movies or your favorite sports. We're always committed to delivering more of the best entertainment at your fingertips with more high definition content, extra features and FREE TV On Demand.

Now you can watch TV any way you want. It's Your TV. Your Way. With High Speed Internet and Astound TV Everywhere access you can watch some of your favorite shows, movies and sports through the internet on your computer or compatible mobile device. It's included FREE as a brand new benefit of Astound's Enhanced Basic Cable.

We want to make sure you have the right services to fit your needs, and the best possible value. Take a look through this Service Guide to see the latest features and options available to you. And we want to be sure you're 100% satisfied with your Astound service. If you're experiencing any issues or have questions about anything, please give us a call right away.

At Astound, we don't see our job as just delivering cable, internet, or phone service. We see our job as making customers happy. And it's a job we take seriously.

Sincerely,

Tim Klinefelter  
EVP, Broadband Services

## More choices to fit your needs and your budget.



Lincoln, on Showtime

### MORE ENTERTAINMENT

Astound delivers more high definition content and more programming On Demand with flexible plans for cable, including HD and premium packages. Plus we offer the best equipment options including the NEW Home Network Gateway advanced multi-room HD receiver and 6-tuner DVR.



PAC-12, on Astound TV Everywhere

### FASTER INTERNET

Astound offers a range of high-speed internet options with speeds many times faster than the old phone company. Unlike DSL, we give you the speed you need to enjoy streaming video on all of your connected devices simultaneously, and you always get top performance no matter where you live.



### HIGH-QUALITY DIGITAL PHONE

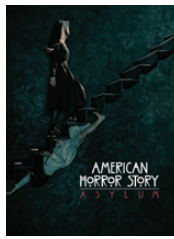
Unlimited Phone with unlimited calls to the U.S. and Canada is the best way to beat high phone bills. It's higher quality than any over-the-internet service and always available for your family.

### SAVE BIG when you combine services

You get the most features and our best bundle savings when you combine internet, cable and phone and become a Triple-Play customer. When you're ready to upgrade, or if there is anything else we can do to make your service better fit your needs, please call **1-855-852-5406**.



THE CHOICE IS YOURS



## All the best entertainment choices.

Astound brings you all the best entertainment choices right to your living room so you won't miss a minute of the premier hit shows, blockbuster movies or live sports this fall.

### Enhanced Basic Cable.

With Astound's Enhanced Basic Cable, you get 100s of the best TV channels and over 45 crystal-clear music channels with an easy-to-use interactive on-screen guide.

### Better choices in high definition.

And with over 80 of the most popular HD channels delivered through our dedicated fiber-optic network you can enjoy your favorite shows and sports with an amazing high definition picture. Here's just a few of the HD channels Astound offers:



## Over 15,000 hours of TV On Demand.

Catch up on your favorite shows or catch a hit movie on your schedule. You even get over 1,000 HD On Demand choices you can watch anytime from all the top networks. Unlike satellite, your shows play instantly with no downloading.

### BONUS: Add STARZ® movies and more for only \$5

Now you can add STARZ® to your Enhanced Basic Cable subscription for only \$5 per month. Or get it as a FREE Bundle Perk when you become an Astound Triple-Play customer!



Men in Black 3, on STARZ®

STARZ PLAY coming soon!



## Get all the sports coverage you want with Astound.



Fall sports season is here, and you won't miss a minute of the action with Astound. If you're a sports fan, don't forget to ask about Astound's Digital Sports package! Astound brings you live games, post-game coverage, exclusive content and more! Get the ultimate sports coverage with Astound—call to add Digital Sports to your Enhanced Basic package today!

**CBS SPORTS NETWORK**



**ESPN**

**FCS CENTRAL**



**FCS ATLANTIC**

**ESPN 2**

**UNIVERSAL SPORTS**

**FUEL TV**



**NETWORK**

**NBC Sports NETWORK HD**

**FCS PACIFIC**



**REDZONE**

Channels vary by area. Visit [astound.net](http://astound.net) for more details.

And more!



**PAC-12 Networks brings your college home teams to your home!**

As your local cable provider, Astound offers local and regional sports coverage, including PAC-12 Networks! Enjoy your regional favorite team sports season after season in HD, or take it with you with Astound TV Everywhere. Just log on to [www.watchtveverywhere.com](http://www.watchtveverywhere.com) to get started!



**Get more football with NFL RedZone!**



NFL RedZone gives you the best coverage of every NFL game, every Sunday! Watch the greatest game highlights and every touchdown, from each game—each Sunday game day. With NFL RedZone, you get every important second of your favorite teams, so you won't miss the action. Check your channel line-up for NFL RedZone and tune in on Sundays this season!

**Don't miss the action! Call 1-855-852-5406 to order your sports channel line-up today.**

## NEW All-In-One Home Network Gateway.

It's a Multi-Room DVR and so much more!

Our brand new All-In-One Home Network Gateway bundles a 6-tuner multi-room HD-DVR with a high speed internet modem, a wireless home networking router, and integrated home phone services (including caller ID on TV)—all on a single device. The service will even let you network and access your home computer through your TV.



### The All-In-One Home Network Gateway offers:

- DVR recording up to 6 shows at once
- Advanced HD receiver
- Whole home multi-room HD-DVR
- High-speed internet modem
- New HD on-screen guide and user interface
- Multi-media connectivity for all your internet devices
- Integrated home phone adapter
- Caller ID on TV
- Built-in games
- Simplified equipment
- Built in Wi-Fi router

Call **1-855-852-5406** to check availability and order your All-In-One Home Network Gateway today.

## NEW Take your TV Everywhere.



Now you can watch your favorite programs anytime and anywhere.

Astound TV Everywhere lets you watch some of your favorite shows, movies, and sporting events and more from many of your favorite channels right from your computer or compatible mobile device.

### Astound TV Everywhere channels available include:

Bravo	History	Sprout
Cartoon Network	HLN	Style
CNN	Lifetime	Syfy
CNBC	LMN	Telemundo
E!	MAX GO	TBS
FOX Business	MSNBC	TNT
FOX News	mun2	truTV
Golf Channel	NBC News	Universal Sports Network
H2	NBC Sports Network	USA
Hallmark Channel	Oxygen	<b>STARZ PLAY coming soon!</b>
HBO GO	PAC-12 Networks	

Access to Astound TV Everywhere is included FREE with Enhanced Basic Cable.<sup>†</sup> Go to [www.watchteverywhere.com](http://www.watchteverywhere.com) to get started.

<sup>†</sup>Some TV Everywhere providers require a subscription to the corresponding video package in order to access content.

# Astound's High Speed Internet beats the competition hands down!

Other companies may say they deliver "high speed" internet, but fall short on delivering it. With Astound, you get more speed and consistent speed no matter where you live, no matter what time of day.



CONNECT EVERY DEVICE IN YOUR HOME

## The speed you need for all of your connected devices.

If you have multiple internet-connected devices in your home, DSL from the old phone company just isn't going to cut it anymore. Make the switch to Astound to get all the speed you need to get the most enjoyment and entertainment from all your internet-connected devices.

Astound has been recognized by PC Magazine as one of the top 10 fastest ISPs.



## Go ahead. Compare!

	astound	Old phone company DSL
Internet Speeds up to 50 Mbps	✓	✗
Actual Advertised Speeds	✓	✗
Consistent Speed Throughout the Day	✓	✗
Reliable Network with Local Technicians	✓	✗
FREE 24/7 Tech Support and On-Site Service	✓	✗

## Customer service and support that goes above and beyond.

Whether it's a connectivity issue at 4am or an email question at 11:55pm, our local technical support teams are available to help you 24/7. On the phone or in your home, you'll always speak to an actual Astound employee with the skills and tools needed to help. After all, if you're not satisfied, we aren't either.

## READY FOR AN INTERNET SPEED UPGRADE?



Ever wondered if your family would benefit from a faster internet speed? If so, just give us a call and enjoy a \$5 Off Instant Rebate for 3 months on a speed upgrade!

Call **1-855-852-5406** for internet customer support or to upgrade your speed today.



## Unlimited Phone delivers the best connection for your money.

Your phone is the lifeline that keeps you connected and close to the ones you love. So just because you get a great price, you can't skimp on quality. Astound offers a variety of plans that let you talk all you want, whether it's around town or around the country.

With Unlimited Phone you get a clear, secure connection on all the phones in your home on a dedicated-fiber optic network. And one low price for **unlimited local and domestic long-distance calling** to all 50 states, Guam, Puerto Rico, and U.S. Virgin Islands, as well as international calling to Canada.

### See how Astound stacks up:



<b>15 calling features</b> including Caller ID, Call Waiting, Call Forwarding and more	✓	✗
<b>Enhanced online voice mail</b>	✓	✗
<b>Digital call quality</b> on a dedicated fiber-optic network	✓	✗
<b>Local company</b> with 24/7 technical support	✓	✗
<b>Fewer taxes and fees</b>	✓	✗

### LIMITED-TIME OFFER Unlimited Phone



Get it for as low as  
**\$29<sup>95</sup>**  
per month

after Instant Rebate when combined with internet and cable\*

**BONUS:** Enhanced voice mail featuring online access is included when you sign up for the Astound Triple-Play!

Call **1-855-852-5406** today and make the switch.

## BEST VALUE

Get our very best value by combining services with the Astound Triple-Play.



High Speed 15  
Internet



Enhanced  
Basic Cable



Unlimited  
Phone

Call Customer Service to find out how much you could save each month with the **ASTOUND TRIPLE-PLAY**.

### Plus you get exclusive FREE BUNDLE PERKS, including:

- **PREMIUM MOVIE CHANNELS**, including STARZ®, ENCORE® and MOVIEPLEX® on your channel line-up and On Demand, at no additional charge.
- **EXCLUSIVE** priority technical support & service, for an extra-fast connection to our in-house support professionals, whenever you need help.
- **FREE** On Demand movie coupons, sent out up to 3 times a year.
- **ENHANCED** Voice Mail featuring online access.

To sign up for the Triple-Play, call  
Customer Service at **1-855-852-5406**.

## When you choose Astound, you also get these great advantages.

From hiring knowledgeable folks who actually care, to providing the latest technologies and superior services, and by always giving you the best value for your money, we are committed to making you happy.

### No contracts.

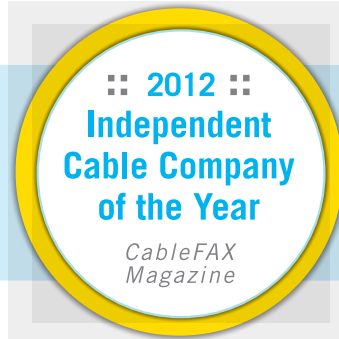
At Astound, we never lock you into a contract or long-term commitment. We never charge you a penalty if you need to change or cancel your service.

### 30-day money-back guarantee.

You'll love Astound or get your money back. It's that simple.

### We're here to help 24/7.

Because we're a local company, you're more than our customers—you're also our neighbors. Your complete satisfaction is our top priority, so we're always ready to help with anything from set-up to technical issues. Call anytime.



Astound was named Independent Cable Company of the Year by *CableFAX Magazine*.

For Customer Service, call **1-855-852-5406**  
or visit [astound.net](http://astound.net)

## Easy installation and service that fits your schedule.

Astound works hard to provide you with more choices, and that now includes the choice to have your services installed when you want and as soon as you want. Our local service technicians are available to help get you connected at the time that is most convenient for you. Give us a call this morning and you could be enjoying your new services by this evening.



Call **1-855-852-5406** today



\*Residential offers only. Expires 10/2/13. **Equipment fees, franchise fees, taxes, surcharges and other fees apply.** \$5 Instant Rebate Offer on an internet speed upgrade is good for 3 full months, and is automatically taken off monthly regular price of High Speed 15, 30, or 50. Additional speed upgrade offers available, call for details. Minimum computer system requirements apply. Speed is not guaranteed and is affected by user's computer, sites accessed and number of devices connected. \$5 STARZ® offer is good for new STARZ® customers and require Enhanced Basic Cable or above. \$29.95 Unlimited Phone offer is good for new phone customers, and includes a \$10 Instant Rebate Offer good for 12 full months, and is automatically taken off monthly regular priced of Unlimited Phone, currently priced at \$39.95/mo. with qualifying services, \$49.95/mo. without. Phone installation is \$29.95 for 4 existing pre-wired outlets. Money-Back Guarantee good for new product/services only and credited on a pro-rated basis up to the first 30 days. Serviceable areas only. Prices subject to change. Not valid with other offers. Certain restrictions and additional fees may apply. Call for complete details. The TBS logo is a trademark of Turner Broadcasting System, Inc. A Time Warner Company. All Rights Reserved. *CONAN* is used with the permission of Conan Properties International LLC. *White Collar* ©2013 NBC Universal, Inc. All Rights Reserved. *Homeland* ©2013 Showtime Networks, Inc. All Rights Reserved. *Lincoln* ©2012 DreamWorks. All Rights Reserved. STARZ®, ENCORE® and related channels and service marks are the property of Starz Entertainment, LLC. *The Amazing Spiderman* ©2012 Columbia Pictures Industries, Inc. All Rights Reserved. | Marvel, and the names and distinctive likenesses of Spider-Man and all other Marvel characters:™ and ©2012 Marvel Entertainment, LLC & its subsidiaries. All Rights Reserved. *MIB3* ©2012 Columbia Pictures Industries, Inc. and Hemisphere - Culver Picture Partners I, LLC. All Rights Reserved. *The Walking Dead* ©2013 AMC Network Entertainment, LLC. All Rights Reserved. *American Horror Story* ©2013 FX Networks, LLC All Rights Reserved. *Boardwalk Empire*, *Game Of Thrones* ©2013 Home Box Office, Inc. All Rights Reserved. *Oblivion* ©2013 Universal Studios. All Rights Reserved. *Iron Man 3* ©2013 Marvel Studios, | Marvel, and the names and distinctive likenesses of Spider-Man and all other Marvel characters:™ and ©2012 Marvel Entertainment, LLC & its subsidiaries. All Rights Reserved. *Epic* ©2013 Twentieth Century Fox Film Corporation. All rights reserved. *The Great Gatsby* ©2013 Warner Bros. Entertainment, Inc. All rights reserved. *Ted* ©2013 Universal Pictures. All rights reserved.

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