

RATE CARD INFORMATION

TV Residential Services and Rates

For West Stockbridge, MA (All Digital), Effective December 2016. All charges exclude applicable taxes, state and local regulatory fees, FCC fees, public access fees, franchise fees and the Broadcast TV Surcharge.

BASIC SERVICE	\$18.99
SPECTRUM SELECT (Includes Basic Service, Expanded Service and the following services where available - check your local lineup for availability: Bloomberg TV, Hallmark Movie Channel, Indie Plex, Movie Plex, Retro Plex)	\$59.99
SPECTRUM SILVER (Includes Spectrum Select, Digi Tier 1, HBO, Cinemax and Showtime - check your local lineup for availability)	\$79.99
SPECTRUM GOLD (Includes Spectrum Silver, Digi Tier 2, TMC, Starz, Encore and EPIX - check your local lineup for availability)	\$99.99
DIGI TIER 1 (Available with subscription to Spectrum Select, Silver or Gold)	\$12.00
DIGI TIER 2 (Available with subscription to Spectrum Select, Silver or Gold)	\$12.00
EXPANDED SERVICE	\$38.00
FRENCH VIEW	\$6.99
GERMAN VIEW	\$9.99
LATINO VIEW	\$6.99
SOUTH ASIAN VIEW	\$29.99
FILIPINO VIEW	\$19.99
TV JAPAN	\$14.99
PREMIUM NETWORKS (AVAILABLE WITH SUBSCRIPTION TO SPECTRUM SELECT, SILVER OR GOLD)	
STARZ ENCORE	\$15.00
HBO	\$15.00
Showtime	\$15.00
Cinemax	\$15.00
STARZ	\$15.00
TMC	\$15.00

DIGITAL TIERS (AVAILABLE WITH SUBSCRIPTION TO BASIC SERVICE, EXPANDED BASIC OR DIGITAL HOME)

Digital View	\$7.00
Digital View Plus	\$12.00
Sports View	\$12.00
HD Ultra View	\$5.00

DIGITAL HOME

Includes Basic Service, Expanded Service, Standard Digital Receiver and Interactive Guide Services	\$61.99
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PAY-PER-VIEW

Rates for transactional movies, adult programming & events vary. Please see your interactive program guide for title-specific pricing prior to ordering or call 1-855-75 SPECTRUM.

PAY-PER-VIEW AND ON DEMAND

For a full listing of On Demand programming go to Charter.net/ondemand or go to Channel 1. Please see your interactive program guide for title-specific pricing prior to ordering or call 1-855-75 SPECTRUM. Rates for transactional movies, adult programming & events vary. Many programs available through On Demand are free.

INSTALLATION/SERVICE CALL (PER ACTIVITY)

Primary Outlet	
Installation/Reconnect (when truck roll required)	\$49.99
Additional Outlet "A/O" (per outlet) ^A	
Each additional at Install	\$9.99
1 with Initial Install	\$0.00
Installation/Reconnect (when truck roll required)	\$49.99
Change of Service	
Special Trip	\$49.99
Computerized	\$4.99
Hourly Labor Charge	\$49.99
Inside Wire Service Call Charge (for customers without wire maintenance)	\$45.00
Wall Fish	\$50.00

UNRETURNED EQUIPMENT FEES (PER UNIT)

Digital Receiver	\$123.00
CableCARD™ ^E	\$39.00
Tuning Adapter	\$130.00
Guide Narration Tablet	\$235.00

MISCELLANEOUS CHARGES (PER MONTH)

Broadcast TV Service Charge ^B	\$6.05
Whole House Wire Maintenance	\$4.99

MISCELLANEOUS CHARGES (PER ACTIVITY)

Insufficient Funds Fee	\$25.00
Phone Payment Processing (Charter assisted)	\$5.00
Reconnection Fee	
Late Fee (45 Days Past Due)	5%
Additional Bill Copies	\$1.99

PREMIUM NETWORKS (AVAILABLE WITH SUBSCRIPTION TO BASIC SERVICE, EXPANDED BASIC OR DIGITAL HOME)

HBO/Cinemax	\$20.00
Showtime/TMC	\$15.00
Starz/Encore	\$15.00
EPIX (includes access to epixhd.com)	\$10.00
Premium Package- pick two	\$30.00
Premium Package- pick three	\$40.00

Note: Premium packages include HBO/Cinemax, Showtime/TMC or Starz/Encore together; premiums cannot be interchanged.

EQUIPMENT RENTAL & OTHER SERVICES (PER MONTH) (WITH SUBSCRIPTION TO SPECTRUM SELECT, SILVER OR GOLD)

Digital Receiver, Remote & Interactive Guide Services (per outlet) ^{C,D}	\$6.99
CableCARD ^E	\$2.00
DVR Service Fee for 1 DVR receiver	\$11.99
DVR Service Fee Package includes up to 4 DVR receivers (additional \$19.99 for 5-8 DVR receivers)	\$19.99

EQUIPMENT RENTAL & OTHER SERVICES (PER MONTH)(WITH SUBSCRIPTION TO BASIC SERVICE, EXPANDED BASIC OR DIGITAL HOME)

Spectrum Digital Receiver & Remote	\$0.00
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CableCARD ^e	\$2.00
HD or DVR or DVR/HD Receiver & Remote ^c	\$5.00
Interactive Guide Services (per digital receiver) ^d	\$6.99
DVR Service Fee (per DVR receiver)	\$10.00
Multi-Room Primary DVR Receiver & Remote	\$2.00

SUBSCRIPTION SERVICES ON DEMAND

Karaoke Monthly	\$6.99
Too Much for TV	\$14.99
Here! Monthly	\$6.99
Anime Network	\$6.99
Disney Family Movies	\$4.99

SPECTRUM STANDARD SERVICE OFFERINGS (MONTH-TO-MONTH PLAN)

Spectrum Internet 60/4	\$59.99
Spectrum Internet 60/4 with Spectrum TV	\$53.99
Spectrum Internet 60/4 with WiFi	\$64.99
Spectrum Internet Ultra 100/5	\$119.99
Spectrum Internet Ultra 100/5 with Spectrum TV	\$113.99
Spectrum Internet Ultra 100/5 with WiFi	\$124.99

OTHER CHARGES AND TERMS

Data included with monthly charge	Unlimited
Charges for additional data usage	No Charge
Optional modem or gateway lease - Charter equipment included with service (Customers may use their own modem or gateway - Click here for our policy)	No Charge
(https://www.charter.com/browse/content/docsis-modem-policy?PrivacyRight=2))	
Security Suite	No Charge

ONE-TIME CHARGES

Hourly Labor Charge	\$49.99
Standard Installation Fee	\$49.99
Spectrum Ultra Installation Fee	\$199.99
Self-Installation	No Charge
WiFi Activation Fee (in addition to installation fee)	\$39.99
WiFi Self-Installation (Must be existing video customer in order to qualify for self-installation)	No Charge
Move Transfer of Spectrum Service(s)	\$49.99

Change of Service - Special Trip	\$49.99
Change of Service - Computerized	\$4.99
Unreturned Equipment Fee	
WiFi Modem/Extender/Router/Gateway	\$68.00
eMTA/Modem, Phone Modem	\$39.00

PERFORMANCE: INDIVIDUAL EXPERIENCE MAY VARY
([HTTPS://WWW.CHARTER.COM/BROWSE/CONTENT/NETWORK](https://www.charter.com/browse/content/network))

Spectrum Internet 60/4

Typical download speed	63.71 Mbps
Typical upload speed	4.22 Mbps
Typical latency (in milliseconds)	31.19 ms
Typical packet loss	0.16%

Spectrum Internet Ultra 100/5

Typical download speed	102.23 Mbps
Typical upload speed	5.29 Mbps
Typical latency (in milliseconds)	27.69 ms
Typical packet loss	0.13%

Serving: Hinsdale, MA, Lanesborough, MA, West Stockbridge, MA
8350/1700/0130-0150

^A An amplifier may be required for a dwelling with multiple outlets (outlet = digital receiver/modem/eMTA). Technician assessment and professional installation required.

^B The Broadcast TV Surcharge reflects charges assessed to Charter by broadcast TV stations. It applies to Basic Service and all additional TV services.

^C DVR service fee required with subscription to DVR or DVR/HD receiver.

^D Provides access to the electronic program guide - to receive program information, perform efficient channel surfing, use Parental Controls and access to order Pay-Per-View & On Demand (where available).

^E Due to system technology enhancements in a switched digital market, access to certain digital channels will require a receiver, as HDTVs equipped with CableCARDs can not access certain digital channels requiring two-way communication. CableCARD customers with TiVo equipment will also need a Tuning Adapter for access to such digital channels.

CableCARD customers subscribing to any service package in which Charter-leased equipment is included in the package price, may receive a discounted price, reduced by an amount equal to/greater than the fee for such equipment not leased from Charter.

©2016 Charter Communications ADDITIONAL CUSTOMER INFORMATION: Prices are per month unless noted otherwise. Programming may vary and all services may not be available in all areas. Rates, number of channels, programs/content, services & packages are subject to change or discontinuance at any time, subject to applicable law. Unless specified on this rate card, additional installation services are generally billed using the Labor Charge in ¼ hour increments. Charter reserves the right to institute different rates or terms and conditions of service for promotional purposes. Customers are not required to subscribe to any tier of service, other than the Charter Basic service tier, in order to purchase premium channels, or where available, Pay-Per-View or On Demand. Charter-issued digital receiver or CableCARD required to view programming channels. Charter-issued digital receiver required to view Pay-Per-View and On Demand programming (where available). HD-capable equipment required to view HD programming (where available). All programming may not be available to CableCARD customers. All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Controls feature on your on-screen program guide. Certain limitations apply to the Wire Maintenance Plan, such as the exclusion of repairs to alarm/electrical/twisted pair wiring, customer-caused damage or abuse, and alterations to Charter equipment. Please contact Charter for more information about the Wire Maintenance Plan.

(<https://twitter.com/getSpectrum>) (<https://www.facebook.com/spectrum>) (h

My Account (<https://www.charter.net/login?referer=myaccount>)

Locations (</browse/content/store-locations-adp>)

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Services In My Area (</services>)

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