

**MetroCast - New Hampshire & Maine**  
**Residential Rate Information as of January 1, 2018**  
*Rates effective with first billing statement of 2018*

VIDEO SERVICES		
	Current Monthly Price	New Monthly Price
Basic <sup>1</sup> .....	\$35.95	No Change
Expanded Basic.....	\$53.00	\$55.00
Basic & Expanded Basic Package .....	\$88.95	\$90.95
Broadcast TV Fee*.....	\$8.16	\$10.50
Digital Basic <sup>2</sup> .....	\$15.95	\$16.95
Digital Plus <sup>3</sup> .....	\$7.95	No Change
HD Ultra <sup>4</sup> .....	\$9.95	No Change
Showtime Unlimited <sup>5</sup> .....	\$17.95	No Change
HBO Multiplex <sup>2</sup> .....	\$20.95	No Change
Cinemax Multiplex <sup>2</sup> .....	\$10.95	No Change
Starz/Encore SuperPak <sup>2</sup> .....	\$17.95	No Change

DIGITAL EQUIPMENT		
SD Digital Converter.....	\$8.95	\$9.95
SD Digital Terminal Adapter (SD DTA) <sup>11</sup> .....	\$1.95	No Change
HD Digital Terminal Adapter (HD DTA) <sup>11</sup> .....	\$1.95	No Change
CableCARD <sup>11</sup> .....	\$1.95	No Change
HD Converter.....	\$8.95	\$9.95
HD/DVR Converter <sup>8</sup> .....	\$16.95	\$17.95
Multi-Room DVR (mDVR) Storage Device <sup>9,10</sup> .....	\$9.95	No Change
Multi-Room DVR (mDVR) HD Converter <sup>9,10</sup> .....	\$8.95	\$9.95

INTERNET SERVICES <sup>6</sup>		
High Speed Ultra.....	\$76.95	\$79.95
High Speed Turbo.....	\$57.95	\$60.95
High Speed Express.....	\$45.95	No Change
Internet Access.....	\$32.95	No Change
Cable Modem.....	\$7.00	\$8.00
Wireless Cable Modem.....	\$7.00	\$8.00

DIGITAL PHONE SERVICE <sup>7</sup>		
Digital Phone.....	\$44.95	No Change
eMTA Phone Modem.....	\$8.00	\$9.00
Wireless eMTA Phone Modem.....	\$8.00	\$9.00
Additional Phone Line.....	\$12.95	No Change
Additional Voicemail (2-4 accounts).....	\$4.95	No Change
Operator Assistance (0).....	\$1.00 per use	No Change
Directory Assistance (411).....	\$1.50 per use	No Change
Directory Listing.....	FREE	No Change
Non-Published Listing & Non-Listed Rate.....	\$5.00	No Change

VIDEO-INTERNET-DIGITAL PHONE (VIP) PACKAGES <sup>8*</sup>		
VIP Ultra Plus.....	\$192.90	\$197.90
<i>Basic, Expanded Basic, Digital Basic, Digital Plus, High Speed Ultra &amp; Digital Phone</i>		
VIP Ultra.....	\$184.95	\$189.95
<i>Basic, Expanded Basic, Digital Basic, High Speed Ultra &amp; Digital Phone</i>		
VIP Advantage.....	\$171.95	\$176.95
<i>Basic, Expanded Basic, High Speed Ultra &amp; Digital Phone</i>		
VIP Plus.....	\$169.90	\$174.90
<i>Basic, Expanded Basic, Digital Basic, Digital Plus, High Speed Turbo &amp; Digital Phone</i>		
VIP Digital.....	\$161.95	\$166.95
<i>Basic, Expanded Basic, Digital Basic, High Speed Turbo &amp; Digital Phone</i>		
VIP Basic.....	\$151.95	\$156.95
<i>Basic, Expanded Basic, High Speed Turbo &amp; Digital Phone</i>		
VIP Starter <sup>9</sup> .....	\$141.95	\$146.95
<i>Basic, Expanded Basic, High Speed Express &amp; Digital Phone</i>		
VIP Essentials <sup>9</sup> .....	\$121.95	\$126.95
<i>Basic, High Speed Turbo &amp; Digital Phone</i>		
Service Assurance Plan.....	\$3.95	\$4.95

INSTALLATION & ONE-TIME CHARGES		
	Current Monthly Price	New Monthly Price
Standard VIP Installation (3 products - Video, Internet, Phone).....	\$99.95	No Change
Standard Video Installation (up to 2 outlets).....	\$49.95	No Change
Two Product Installation.....	\$99.95	No Change
Additional Video Outlet per outlet (over 2 outlets) - same trip.....	\$20.00	No Change
Additional Video Outlet (up to 2 outlets) - separate trip.....	\$49.95	No Change
Reconnection of Services.....	\$40.00	No Change
Remote Control Purchase.....	\$10.00	No Change
Standard Wired or Wireless Internet Installation.....	\$99.95	No Change
Standard Digital Phone Installation.....	\$99.95	No Change
Digital Phone Line Activation.....	\$20.00	No Change
Add/Move/Change Phone Service or Phone Number.....	\$20.00	No Change
Relocate Phone Service or Phone Number.....	\$30.00	No Change
Additional Jack - with initial install.....	\$20.00	No Change
Additional Jack - separate trip.....	\$40.00	No Change
eMTA Backup Battery - purchase**.....	\$18.00	No Change
ONT Backup Battery - purchase**.....	\$18.00	No Change
eMTA/ONT Backup Battery Installation - separate trip**.....	\$40.00	No Change
Returned Check Fee.....	\$25.00	No Change
Field Collections Fee.....	\$25.00	No Change
Late Fee <sup>10</sup> .....	\$5.00	No Change
Service Call, minimum 1 hour charge.....	\$50.00	No Change
Additional Service Call Charge.....	\$12.50	No Change
<i>(charged in 1/4 hour increments for calls lasting over 1 hour)</i>		
Change of Service - automated upgrade.....	\$5.00	No Change
Change of Service - separate trip upgrade.....	\$40.00	No Change
Live Agent Convenience Fee (charged per occurrence).....	\$7.50	No Change
HD/DVR Converter Deposit.....	\$75.00	No Change
Non Returned/Damaged SD Digital Converter.....	\$150.00	No Change
Non Returned/Damaged HD Converter.....	\$230.00	No Change
Non Returned/Damaged HD/DVR.....	\$329.00	No Change
Non Returned/Damaged Multi-Room DVR (mDVR) HD Converter.....	\$329.00	No Change
Non Returned/Damaged Multi-Room DVR (mDVR) Storage Device.....	\$195.00	No Change
Non Returned/Damaged SD DTA.....	\$31.50	No Change
Non Returned/Damaged HD DTA.....	\$50.00	No Change
Non Returned/Damaged HD DTA Wall Mount.....	\$75.00	No Change
Non Returned/Damaged CableCARD.....	\$100.00	No Change
Non Returned/Damaged Cable Modem.....	\$48.00	No Change
Non Returned/Damaged Cable Modem with Wireless.....	\$84.00	No Change
Non Returned/Damaged eMTA.....	\$67.50	No Change
Non Returned/Damaged eMTA with Wireless.....	\$101.00	No Change

<sup>1</sup>CableCARD, DTA, or digital converter is required to view all channels. HD equipment is required to receive any HD programming in HD format. <sup>2</sup>CableCARD or digital converter required. Subscription to Basic and Expanded Basic services required for subscription to Digital Basic. <sup>3</sup>Digital Basic required. <sup>4</sup>HD digital converter or CableCARD required. <sup>5</sup>Deposit may be required based on results of credit check. <sup>6</sup>MetroCast High Speed Internet speeds may vary and are not guaranteed. MetroCast supports the use of DOCSIS 2.0 and 3.0 modems and non-complying modems will not operate within our network's performance standards. A DOCSIS 3.0 modem is required for all new MetroCast Internet subscribers. A DOCSIS 3.0 modem is necessary to receive the fastest speeds for the High Speed Turbo and High Speed Ultra tiers. For best performance, use of a MetroCast-approved cable modem is recommended. <sup>7</sup>eMTA phone modem required. <sup>8</sup>Equipment not included. Refer to individual product categories for any equipment information. <sup>9</sup>Not available for new subscription. <sup>10</sup>Applicable in New Hampshire only. <sup>11</sup>SD DTAs no longer are available for new subscription. Some customers may have a promotional rate on CableCARDs or HD DTAs in connection with the 2016 encryption (scrambling) of video channels. At the end of the promotional period, which may vary by customer, standard rates will apply.

In the event of a video service outage lasting 24 or more consecutive hours, the affected subscriber must notify us to receive a credit or refund within 30 days after the qualifying outage.

\*Each customer billing statement for video services (whether stand-alone or as part of a bundle of services) will include a Broadcast TV Fee to defray the rising cost of Retransmission Consent fees that local broadcasters have chosen to charge MetroCast.

\*\*For more information, see MetroCast.com/battery. ONT battery backup and installation only applies to Fiber-to-the-Home (FTTH) customers. Customers purchasing an eMTA backup battery also need a backup ONT battery.

Prices shown are for residential service only. Franchise fees, taxes and other regulatory fees not included in above pricing. Some services may not be available in all areas. All prices are monthly charges unless otherwise indicated. Prices and services are subject to change. Federal law requires a subscription to Basic Service to receive any other levels of service of video programming. Additional equipment charges may apply. For customers currently receiving promotional pricing, those prices will not be affected during the promotional period.