



Installations, Technical Services and Equipment Prices:

Un-wired Home Installation Charges	
Service	Rate
Initial Home Installation (Primary outlet only)	\$99.00
Customized Home Installation (Per Hour)	\$30.00
Additional Outlet at time of Initial Install	\$20.00
Additional Outlet at any other time	\$30.00

Pre-wired Home Installation Charges	
Service	Rate
Initial Home Installation (Primary outlet only)	\$99.00
Initial Installation to Apartment/Condo (Primary outlet only)	\$30.00
Customized Home Installation (Per Hour)	\$30.00
Additional Outlet at time of Initial Install	\$10.00
Additional Outlet at any other time	\$20.00
Relocation of Outlet	\$20.00

Customer Equipment Connection Charges	
Service	Rate
Install Home Amplifier at Initial Installation	\$15.00
Install Home Amplifier at any other time	\$20.00
Connection of DVD at Initial Installation	\$5.00
Connection of DVD at any other time	\$15.00
Other Equipment, per hour (games, stereos, etc)	\$30.00

Monthly Charges	
Service	Rate
Basic Only Cable Box	\$2.50
Remote Control	\$.30
High Definition (HD) Cable Box	\$4.95
Dual Tuner DVR / HD Cable Box	\$9.95
Modem or Phone adaptor	\$2.95
Wireless Router	\$3.95
Service Protection Plan	\$2.95
Norwood Public Access Television (Added July 2005)	5%

Installations, Technical Services and Equipment Prices continued:

Transaction Fees	
Service	Rate
Returned Check Fee	\$35.00
Late Fee (on overdue account balance)	5%
Collection Fee at the door	\$29.00

Service Call Charges	
Service	Rate
Hourly Service Charge (Customer owned equipment or education issue)	\$40.00

Service Changes	
Service	Rate
Electronic Activation (no home visit required)	\$15.00
Change of Service (no home visit required)	\$0.00
Change of Service (home visit required)	\$25.00
Seasonal Disconnect (no home visit required)	\$10.00
Seasonal Disconnect (home visit required)	\$25.00
Reactivation of Service to Overdue Account (no home visit)	\$15.00
Reactivation of Service to Overdue Account (home visit)	\$25.00
Premium Channel Downgrade after 60 days	\$0.00
Premium Channel Downgrade within 60 days	\$0.00

Equipment Charges	
Service	Rate
Unreturned or Damaged Set Top Box at Cost	Cost
Unreturned or Damaged Remote Control at Cost	Cost
A/B Switch or RF Bypass Purchase	\$10.00
Home Amplifier Purchase	\$55.00