

# Rates & Services

(All rates are monthly rates unless otherwise stated. Rates are subject to change.)

Altoona, Bondurant, Carlisle, Des Moines, Hartford, Norwalk, Pleasant Hill, Polk Co., & Waukee, IA

Effective May 15, 2024

## Digital TV Services

### TV SERVICES

TV Services include a primary receiver box; receiver boxes include a digital gateway which provides an interactive guide, digital music and VOD/PPV access. Any additional receiver boxes ordered are charged separately. Essential TV and Variety TV include Local TV. Per month rates unless otherwise noted.

Local TV	\$40.00
Essential TV (limited availability)	\$90.00
Variety TV (formerly Family TV)	\$115.00
Local Broadcast Station Surcharge <sup>^</sup>	\$26.81
Regional Sports Surcharge <sup>^</sup>	\$8.35

<sup>^</sup>Local Broadcast Surcharge and Regional Sport Surcharges vary by location and may increase due to programming cost increases.

### PREMIUM CHANNELS

Unless otherwise noted, a subscription to at least Local TV is required to receive premium channels. Per month rates unless otherwise noted.

Max (must have Mediacom Internet)	\$14.99
Max (includes live HBO channels)	\$18.95
Paramount + with Showtime	\$10.99
Cinemax	\$12.95
Starz/Encore	\$9.99
Canales Latinos	\$7.95
International Channels	\$9.99 each

(Rai Italia, The Filipino Channel, TV5MONDE, TVK, SBTN)

### SUBSCRIPTIONS ON DEMAND

Unless otherwise noted, a subscription to at least Local TV is required to receive premium channels. Per month rates unless otherwise noted. Pay-per-view (PPV) events and shows are available at different rates which are disclosed on screen prior to ordering.

Lifetime Movie Club	\$4.99
Here TV	\$7.99
Too Much for TV	\$14.95
Dog TV	\$4.99
Adult Premium Packages*	\$14.95 or \$24.95 each
SD/HD VOD Movies (adult and special event prices may vary)	\$5.99 per movie

\*Monthly subscription fee varies depending on premium channel subscribed to; visit <https://mediacomtoday-lineup.com/> for specific channels available.

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### TV EXTRAS

Per month rates unless otherwise noted.

NFL RedZone (requires subscription to Sports & Information Pak)	\$59.99 per season
Kids & Variety Digital Pak*	\$9.95
Sports & Information Digital Pak*	\$9.95
Movies & Music Digital Pak*	\$9.95
HD Pak*	\$6.95
DVR Service	\$19.99
Multi-Room DVR Service	\$19.99

\*Requires subscription to Variety TV.

### DIGITAL TV MONTHLY EQUIPMENT FEES

Additional TiVo, Xtream1 or Digital Adapters*	\$9.99
Other Additional Digital Receivers* (some DVR and non-DVR models)	\$9.99

\*Certain services require a specific type of receiver; the appropriate receiver will be provided to you.

## High-Speed Internet Services

Download/Upload Speeds/Data Allowance/Monthly Residential Rates. Stated download/upload speeds are "up to" amounts, are not guaranteed and may vary. Unless otherwise noted, modem rental is an additional fee or customer may purchase a compatible retail modem. Per month rates unless otherwise stated.

### INTERNET SERVICE PLANS

Mediacom is currently upgrading its hybrid fiber-coaxial (HFC) Network to a 10G Platform. Mediacom customers can check upgrade status by logging into their Mediacom MYACCOUNT and clicking on the upgrade map. In addition, Mediacom is deploying a FTTP Network in certain new build locations. Visit <https://shop.mediacomcable.com/> or call us at 855-633-4226 to see which services are available to you at your home.

Xtream Connect: 100 Mbps/20 Mbps/Unlimited	\$14.99
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(To qualify you must have a K-12 grade student in the household that is enrolled in the National School Lunch program. For more details visit <http://www.mediacom2c.com>.)

Connect 2 Compete Plus Internet: 100 Mbps/5 Mbps (modem rental included)	\$30.00
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(Available to customers who qualify for the federal Affordable Connectivity Program\*\* or must be eligible for Connect 2 Compete Internet 25.)

Internet 250: 250 Mbps/20 Mbps/400 GB	\$49.99
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(In 10G & FTTH markets, this service will be 100 Mbps/100Mbps/350 GB.)

Internet 500: 500 Mbps/30 Mbps/2000 GB	\$99.99
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(In 10G and FTTH markets, this service will be 300 Mbps/100Mbps/1500 GB)

1 Gig Unlimited: 1000 Mbps/50 Mbps/Unlimited	\$129.99
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(Anticipated availability Oct. 22, 2023. In 10G & FTTH markets, this service will be 1000 Mbps/100 Mbps/Unlimited.)

1 Gig Symmetrical Unlimited: 1000 Mbps/1000Mbps/Unlimited	\$154.99
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(Anticipated availability Oct. 22, 2023. Available in 10G & FTTH markets only.)

2 Gig Unlimited: 2000 Mbps/1000Mbps/Unlimited	\$179.99
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(Anticipated availability Oct. 22, 2023. Available in 10G & FTTH markets only.)

\*\*ACP eligibility criteria will be used to determine a customer's eligibility to receive Connect2Compete Plus internet service. Merely being "eligible for ACP," however, does not mean the household has enrolled in the ACP with Mediacom or may apply the ACP benefit to this plan. In order to receive an ACP benefit for this service plan, an eligible household must be enrolled in the ACP and select Mediacom as its service provider. If an eligible household already receives an ACP benefit from another service provider, it may not receive an additional ACP benefit from Mediacom. Eligible households are limited to one monthly ACP benefit. The ACP is a government benefit program and if it ends, or when a household is no longer eligible, customers will be subject to Mediacom's regular rates, terms and conditions.

### ADDITIONAL SERVICES

Add these to your internet service. Priced per month unless otherwise stated.

Xtream WiFi360pro* (Includes 1 eero device and eero Secure)	\$10.00
Xtream WiFi360pro Plus* (Includes 2 eero devices and eero Secure)	\$12.00
Xtream Assurance	\$10.00

(Includes Wi-Fi Certification (\$49) and waives trip charge (\$49) for customers paying this monthly rate for "any" Internet/Wi-Fi related service issue.)

\*Must subscribe to Internet 100 plan or higher. Self-installed service. May request professional installation where standard installation, trip charge or additional charges may apply. Mediacom reserves the right to change or substitute eero or any other component in WiFi360pro or WiFi360pro Plus with comparable devices or components.

### INTERNET MONTHLY EQUIPMENT FEES

Data/Phone Modem Rental*	\$14.00
Additional WiFi360pro Extenders (requires WiFi360pro service)	\$6.00 each

\*Modem may be used for both internet and phone service; only one data/phone modem rental required if customer has internet and phone service.

## Digital Phone Services

(Includes unlimited calling in United States, Puerto Rico, US Virgin Islands and Canada, plus 13 calling features including Caller ID, Call Waiting and Voicemail. Per month rates unless otherwise stated.)

Phone Service	\$39.95
WorldTalk 200 Phone Service for Landlines & Mobile* (200 minutes to 67 countries)	\$9.99
WorldTalk 250 Phone Service for Landlines & Mobile* (250 minutes to 87 countries)	\$19.99
200 Additional Minutes for WorldTalk 200 Phone Service for Landline & Mobile**	\$9.99
250 Additional Minutes for WorldTalk 250 Phone Service for Landline & Mobile**	\$14.99
Non-published Directory Listing	\$4.50

\*Requires Mediacom Phone Service. All minute blocks expire at the end of the calendar month regardless of when purchased.

\*\*Only one block per month. All minute blocks expire at the end of the calendar month regardless of when purchased.

### DIGITAL PHONE MONTHLY EQUIPMENT FEES

Data/Phone Modem Rental*	\$14.00
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\*Modem may be used for both internet and phone service; only one data/phone modem rental required if customer has internet and phone service.

## Digital Home Services

Xtream Internet required. Service costs are monthly fees. Digital Home Service discounts are available for customers that have or add Xtream WiFi360pro.

### DIGITAL HOME SERVICES

Home Automation (Includes an Automation Hub that remains the property of Mediacom)	\$15.00
Home Security with Professional Monitoring*	\$45.00

\*Requires Home Automation service; price includes rate for Home Automation.

### DIGITAL HOME EQUIPMENT PACKAGES

Equipment packages may be purchased and paid as a one-time payment or in monthly installments pursuant to an installment contract.

8383-9300 (0030, 0040, 0080-0100, 0120, 0130, 0220, 0230, 0270, 0360)



Contact us 24 hours a day/7 days a week: 855-633-4226

# Rates & Services

Effective May 15, 2024

Outdoor Camera†; Indoor Camera†; Video Doorbell†; Smart Lightbulbs† (6); ..... \$180.00 each  
Smart Lightbulbs (4) & Smart Dimmers (2) †; Remote Door Lock†;  
Smart Thermostat†; Door/Window Sensors (6)‡; Motion Detector (3)‡  
Touchscreen Kit (includes 4 Door & Window sensors, 3 motion sensors & touchscreen monitor) ..... \$540.00  
†Requires Home Automation Service  
‡Requires Touchscreen & Home Security Service

## Installation & Service Calls Fees

(All rates are per instance fees unless otherwise stated.)

### INSTALLATION FEES

Standard Installation of Digital TV, Internet, Phone or Digital Home\* ..... \$109.99  
Additional Phone Jack ..... \$75.00

\*For initial installation of service(s) at homes with existing wiring that are up to 150 feet from an access point on Mediacom's network. Some installations require custom work and prices may vary. Includes installation of one outlet for each service ordered. Relocation of existing wiring, additional outlets, wall fishes and other custom work is not included.

### SERVICE CALL FEES

Trip Charge\*\* (Field service charge) ..... \$49.00  
Wi-Fi Certification (one-time fee) ..... \$49.00

\*\*Applicable when trip to customer's home is needed to perform work, including adding and/or relocating outlets; transferring service locations, reconnecting, upgrading and/or downgrading services and picking up equipment when we have to send a technician to your service location. Not applicable if services performed are done during initial installation or covered by optional Home Wire Maintenance Plan or Xstream Assurance to which the customer subscribes.

## Other Fees & Charges

(All rates are per instance fees unless otherwise stated.)

### ONE-TIME FEES & CHARGES

Activation Fee\* ..... \$10.00  
Data Overage Charge per 50 GB Block\*\* ..... \$10.00  
(See Additional Terms & Conditions-Monthly Usage Allowance for more details regarding usage allowances.)  
Processing Fee for Payment by Phone with Customer Service Rep ..... \$5.00  
Electronic Account Reactivation or Change ..... \$2.00  
Change of Phone Number ..... \$15.00  
Non-Published Number Set-Up Fee ..... \$15.00  
Data/Phone Modem Purchase ..... \$199.00  
Battery Backup Purchase ..... \$49.99  
24-Hour Battery Backup Purchase ..... \$1,400.00  
TiVo® Connector Kit Purchase ..... \$40.00  
Xumo Stream Box Purchase ..... \$60.00  
Xumo Stream Box Deployment ..... \$15.00  
Late Payment Charge ..... \$10.00  
Field Collection Charge ..... \$20.00  
Insufficient Funds Handling Charge ..... \$29.00  
Connection of Consumer Owned Equipment‡ (same trip) ..... \$5.99  
Connection of Consumer Owned Equipment‡ (separate trip) ..... \$49.00

\*Fee to activate services; charged one-time to new customers.

\*\*\$10 per 50 GB used over monthly usage allowance. Read Additional Terms & Conditions-Monthly Usage Allowance for complete terms and conditions.

‡This is a per item charge, including such items as a VCR, DVD player, home stereo, game equipment, etc.

†Charge determined by model type.

### OTHER MONTHLY RECURRING FEES & CHARGES

Home Wire Maintenance ..... \$4.95  
Xpert Tech Advisor ..... \$9.99  
Xpert Home Office Pro ..... \$19.99  
Xpert Smart Home Complete ..... \$24.99  
Additional Xumo Stream Box \* (Per box) ..... \$5.00

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### UNRETURNED EQUIPMENT CHARGES

Unreturned Digital Receiver (Standard or HD, DVR or Non-DVR), CableCARD or TiVo DVR ..... \$300.00/\$500.00^  
Unreturned Digital Receiver (Standard or HD, DVR or Non-DVR), CableCARD or TiVo DVR ... \$6.00^^  
Unreturned Digital Adapter or External Hard Drive, TiVo Mini or eBox ..... \$100.00/\$150.00^  
Unreturned Digital Adapter or External Hard Drive, TiVo Mini or eBox ..... \$6.00^^

Unreturned Automation Hub or WiFi Extender, WiFi360pro per eero pro 6 device ..... \$75.00/\$199.00^  
Unreturned Automation Hub or WiFi Extender, WiFi360pro per eero pro 6 device ..... \$6.00^^  
Unreturned Data/Phone Modem ..... \$139.00^  
Unreturned Data/Phone Modem ..... \$6.00^^

^One-time charge per device if equipment is not returned to Mediacom; for customers who have disconnected all services with Mediacom and are no longer an active customer. Charge determined by model type.

^^Monthly charge per device until such equipment is returned to Mediacom or until the unreturned fee is paid in total; for active customers only.

\*First box free

## Bundled Packages

Mediacom makes certain bundled packages available for purchase; the standard rate for bundled packages can be found by adding the standard rates for the separate services, which can be found above. If you have specific questions concerning bundled packages, call Mediacom at 1-855-633-4226.

## Legacy Packages & Equipment

You may be subscribed to a service or bundle or have equipment that is for current package subscribers only and not available for new subscriptions. If you have specific questions concerning your services or equipment, call Mediacom at 1-855-633-4226. For specific questions about your Internet service level and associated monthly usage allowance read Additional Terms & Conditions-Monthly Usage Allowance.

## Billing Policies

Services are billed one month in advance. Payments are due by the tenth day after the "bill from" date, after which a late payment charge will apply. Seven days advance notice is required for termination of service. All leased equipment must be returned.

## Taxes and Fees

Listed rates do not include franchise fees; copyright fees; sports/local broadcast surcharges; federal, state and local taxes; or governmental regulatory fees.

## How to Contact Us

Call Center (24 hours a day/7 days a week) ..... 855-633-4226  
Visit us on the Web: [www.mediacomcable.com](http://www.mediacomcable.com)

Local Office: 2205 Ingersoll Ave, Des Moines, IA  
Hours: 8am-6pm M-F; 8:30am-5pm Sat

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