

We are available by phone 24 hours a day, 7 days a week. Under normal operating conditions, the hold time by a customer should not exceed 30 seconds. Our cable office is conveniently located and maintains normal operating hours.

Customer Service

1-800-903-0508
Monday-Friday from 7:30am to 9:00pm
Saturday from 9:00am to 9:00pm

Technical Support

1-877-733-0545
24 hours a day, 7 days a week

Longview Kilgore Cable TV Product & Pricing Guide

Multiple Cycle Billing

All service charges are billed based upon the initial installation date. Payment is due by the due date and is subject to a past due charge after this date. If there are questions regarding your bill, please contact our offices immediately for corrective action to ensure your bill does not become past due.

Processing Fee

If any account has not been paid in full by the next billing cycle, you may be charged an administrative fee which will be added to the billed account to offset collection expenses. An additional monthly fee will be applicable per multiple billing statements. A one-time change of service fee will apply when a request is made to add or remove services from an account.

Service and Rate Changes

The Cable Company reserves the right to change equipment, prices and/or fees. We also reserve the right to rearrange, delete, add to or change the services provided. In accordance with federal and local regulations, we will notify you in advance of changes in rates and/or services and inform you of the effective date of those changes.

Request for Credit

A credit adjustment will be issued no later than your next billing cycle following the determination that a credit is warranted. Any request for credit should be accompanied by a written explanation of the reason for the credit and mailed to Cable TV Feedback, P.O. Box 384, Bryant, AR 72089. A request for credit by phone will not preserve your rights. A pro-rated credit for interruptions caused by a failure of the cable system lasting more than (4) hours will be granted provided timely notice of the interruption was provided and the credit was requested. A review of the detailed monthly charges immediately upon receipt of bill statement is recommended. Any credit request for services not received past 60 days of service billed will not be granted.

Please visit www.yourcableinfo.com for important information concerning your cable system, including complete descriptions of all the products and services available in your area. Other information includes channel lineup, Acceptable Use Policy, Excessive Use Policy, installation and service maintenance policies, instructions for company-provided equipment and contact information for Franchise Authority.

Revised April 2019



RESIDENTIAL SERVICES



BROADBAND

Up to 25 Mbps / 3 Mbps 500 GB Usage	\$59.95
Up to 50 Mbps / 5 Mbps 750 GB Usage	\$79.95
Up to 100 Mbps / 10 Mbps 1 TB Usage	\$99.95
Up to 150 Mbps / 10 Mbps 2 TB Usage	\$119.95

Unlimited Broadband (No usage cap)

Up to 25 Mbps / 10 Mbps	\$349.95
Up to 75 Mbps / 10 Mbps	\$599.95

Broadband + Standard Digital Cable	\$105.95
------------------------------------	----------

Add-On

AMP Whole-Home WiFi	\$7.95
---------------------	--------



DIGITAL CABLE

Standard	\$75.95
----------	---------

Add-Ons

Digital Val-U-Pak	\$19.95
HBO	\$16.95
Cinemax	\$12.95
STARZ	\$14.95



PHONE

Local Service	\$19.95
---------------	---------

Add-Ons

Voicemail	\$3.95
Domestic Long Distance	\$6.95

All prices listed above are the monthly service fee.

INSTALLATION AND EQUIPMENT

MONTHLY FEES

Cable Card	\$1.95/mo.
Advanced Modem	\$7.95/mo.
Advanced Wireless Modem	\$9.95/mo.
MoCA Extender	\$7.95/mo.
Advanced eMTA Modem	\$9.95/mo.
Advanced eMTA Wireless Modem	\$11.95/mo.
4 Port eMTA	\$12.95/mo.
8 Port eMTA (battery not included)	\$16.95/mo.
12 Port eMTA (battery not included)	\$19.95/mo.
HD Digital Box	\$8.95/mo.
Digital Video Recorder (DVR)	\$14.95/mo.
Digital Tuner Adapter (DTA)	\$1.99/mo.

ONE TIME CHARGES

Cable Wired Installation (1 outlet incl.)	\$79.95
Cable Unwired Installation (1 outlet incl.)	\$79.95
Reconnect Cable Service	\$69.95
Broadband Wired Installation (1 outlet incl.)	\$79.95
Broadband Unwired Installation (1 outlet incl.)	\$79.95
Home Networking Fee (3 devices incl.)	\$39.95
Home Networking Fee (same trip - 3 devices incl.)	\$19.95
Home Networking Fee (per add'l device)	\$9.95
Phone Installation (1 outlet incl./existing lines)	\$79.95
Add'l Outlet Installation (per outlet)	\$45.95
Reconnect Phone/Data Services	\$109.90
Change Phone Number (per TN)	\$15.00
Transfer Wired Installation (1 outlet incl.)	\$79.95
Transfer Unwired Installation (1 outlet incl.)	\$79.95
Outlet Wired/Unwired Installation (same trip - per outlet)	\$45.95
Wallfish Fee (per outlet)	\$59.95
Drop Bury Fee	\$79.95
On-Premise Tech Assist (per trip)	\$39.95
Conversion Fee	\$29.95
Broadband Activation Fee	\$29.95
Change of Service Fee	\$4.95
Return Check Fee	\$30.00
Promise to Pay Fee	\$4.95
Late Fee	\$10.00
Suspend/Restore Fee (each)	\$9.25
Broadcast Fee	\$9.95
Sports Fee	\$4.95