



PROMOTIONAL DISCLAIMERS

General Website Disclaimer:

The information on this website is periodically updated. The documents, information and/or related graphics published on this website could include typographical errors or inadvertent technical inaccuracies, for which Grande Communications is not liable.

30-Day Money Back Disclaimer:

To qualify for the 30-Day Money-Back Guarantee you must be a new residential customer and cancel service within 30 days of installation. The total maximum amount that will be refunded or credited will be equal to one month's monthly recurring service fee of services and equipment concurrently ordered and installed. Any refund or credit will be made within 60 days after all conditions are satisfied. A credit check and/or deposit may be required. Not valid with any other offer and may not be transferred or redeemed for cash.

#1 Netflix Speed

"Netflix has ranked Grande #1" claim based on the Netflix ISP Speed index of Netflix performance during prime time measured for June 2017 in the following Texas markets: Dallas, Waco, Temple, Austin, San Marcos, San Antonio, Corpus Christi, Midland, and Odessa.

YouTube verified

Grande was YouTube HD Verified in January 2017.

TiVo, Netflix, Hulu, YouTube, Trademark Disclaimers

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Netflix is a registered trademark of Netflix, Inc.

Product Disclaimers

Power 50 Internet \$29.99

Internet download speeds may vary and are not guaranteed. Observed speeds may vary based on device, connection, and other factors outside of Grande's control. Offer expires 09-30-17. Services subject to availability, please contact Grande for details. **Offer only applies** to new residential customers. **\$29.99 promotional offer** price is for 12 months and includes Power 50 Internet with home Wi-Fi. **Home Wi-Fi** requires monthly modem rental. **At the end of your promotional period**, or if any service is cancelled or downgraded, regular rates apply. **Monthly offer rates** subject to equipment charges, installation fees, applicable surcharges, franchise fees

and taxes, and are not included in the price. **Modem and additional equipment, services or features** are not included in the promotional offer and are subject to change. **Other restrictions may apply.** ©2017 Grande Communications Networks, LLC. All rights reserved. **See our online disclosures** at mygrande.com/policies-agreements for more information about the service offered in your area.

Power 200 Internet \$39.99

Internet download speeds may vary and are not guaranteed. Observed speeds may vary based on device, connection, and other factors outside of Grande's control. Offer expires 09-30-17. Services subject to availability, please contact Grande for details. **Offer only applies** to new residential customers. **\$39.99 promotional** offer price is for 12 months and includes Power 200 Internet with home Wi-Fi. **Home Wi-Fi** requires monthly modem rental. **At the end of your promotional period**, or if any service is cancelled or downgraded, regular rates apply. **Monthly offer rates** subject to equipment charges, installation fees, applicable surcharges, franchise fees and taxes, and are not included in the price. **Modem and additional equipment, services or features** are not included in the promotional offer and are subject to change. **Other restrictions may apply.** ©2017 Grande Communications Networks, LLC. All rights reserved. **See our online disclosures** at mygrande.com/policies-agreements for more information about the service offered in your area.

Power 400 Internet \$49.99

Internet download speeds may vary and are not guaranteed. Observed speeds may vary based on device, connection, & other factors outside of Grande's control. Offer expires 09-30-17. Services subject to availability, please contact Grande for details. **Offer only applies** to new residential customers. **\$49.99 promotional** offer price is for 12 months and includes Power 400 Internet with home Wi-Fi. **Home Wi-Fi** requires monthly modem rental. **At the end of your promotional period**, or if any service is cancelled or downgraded, regular rates apply. **Monthly offer rates** subject to equipment charges, installation fees, applicable surcharges, franchise fees and taxes, and are not included in the price. **Modem and additional equipment, services or features** are not included in the promotional offer and are subject to change. **Other restrictions may apply.** ©2017 Grande Communications Networks, LLC. All rights reserved. **See our online disclosures** at mygrande.com/policies-agreements for more information about the service offered in your area.

1 Gig for \$69.99 (*Now Available in Austin, Corpus Christi, Dallas, San Marcos, and Midland/Odessa. Limited availability in San Antonio and Buda.)

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and taxes, and are not included in the price. **Modem and additional equipment, services or features** are not included in the promotional offer and are subject to change. **Other restrictions may apply.** ©2017 Grande Communications Networks, LLC. All rights reserved. **See our online disclosures** at mygrande.com/policies-agreements for more information about the service offered in your area.

Internet + TV

Power 200 + Basic TV for \$59.99

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Power 200 + Preferred TV for \$79.99 / 200 Mbps Internet + Preferred TV + Home Phone \$89.99

Internet download speeds may vary and are not guaranteed. Observed speeds may vary based on device, connection, and other factors outside of Grande's control. Offer expires 09-30-17. Services subject to availability, please contact Grande for details. **Offer only applies** to new residential customers. **\$79.99 promotional offer** price is for 12 months and includes Power 200 Mbps Internet service with wireless home networking, Preferred TV service, and one HD receiver rental and service. **\$89.99 promotional offer** price is for 12 months and includes Power 200 Mbps Internet service with home Wi-Fi, Preferred TV service, one HD receiver rental and service, and Optimum home phone service. **Home Wi-Fi** requires monthly modem rental. **At the end of your promotional period**, or if any service is cancelled or downgraded, regular rates apply. **Monthly offer rates** subject to equipment charges, installation fees, applicable surcharges, franchise fees and taxes, and are not included in the price. **Modem and additional receivers, equipment, services or features** are not included in the promotional offer and are subject to change. Bundle also available with a CableCARD however interactive features are not available. **Channel counts** may vary based on service address. Not all networks available in all markets. **Other restrictions may apply.** ©2017 Grande Communications Networks, LLC. All

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300 Mbps Internet + Preferred TV for \$89.99 / 300 Mbps Internet + Preferred TV + Home Phone \$99.99

Internet download speeds may vary and are not guaranteed. Observed speeds may vary based on device, connection, and other factors outside of Grande's control. Offer expires 09-30-17. Services subject to availability, please contact Grande for details. **Offer only applies** to new residential customers. **\$89.99 promotional** offer price is for 12 months and includes Power 300 Mbps Internet service with wireless home networking, Preferred TV service, and one DVR powered by TiVo and one additional receiver rental and service. Additional receiver is a free promotional offer for months 1-12, after month 12 standard receiver pricing applies. **\$99.99 promotional** offer price is for 12 months and includes Power 300 Mbps Internet service with home Wi-Fi, Preferred TV service, one DVR powered by TiVo and one additional receiver rental and service, and Optimum home phone service. Additional receiver is a free promotional offer for months 1-12, after month 12 standard receiver pricing applies. **Home Wi-Fi** requires monthly modem rental. **At the end of your promotional period**, or if any service is cancelled or downgraded, regular rates apply. **Monthly offer rates** subject to equipment charges, installation fees, applicable surcharges, franchise fees and taxes, and are not included in the price. **Modem and additional receivers, equipment, services or features** are not included in the promotional offer and are subject to change. Bundle also available with a CableCARD however interactive features are not available. **Channel counts** may vary based on service address. Not all networks available in all markets. **Other restrictions may apply.** ©2017 Grande Communications Networks, LLC. All rights reserved. **See our online disclosures** at mygrande.com/policies-agreements for more information about the service offered in your area.

Upgrade to 1 Gig (existing Grande internet customers that don't have 1 Gig)

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Add Phone for \$10 (existing Grande customers)

Offer expires 09-30-17. Services subject to availability, please contact Grande for details. **Offer shown available for existing residential customers who have Grande Internet and/or Cable TV Services**, but do not have Grande home phone service. \$10.00 promotional rate applies for 36 months from date of installation. At the end of your promotional period, or if any service is cancelled or downgraded, regular rates apply. **Monthly offer rates** subject to equipment charges, installation fees, applicable surcharges, franchise fees and taxes, and are not included in the price. **Modem and additional equipment, services or features** are not included in the promotional offer and are subject to change. Phone service for residential use only and includes unlimited direct dialed local and long distance calls from home to anywhere in the U.S, some surrounding international areas (including Mexico), plus up to 16 calling features. Other international calls not included. A Grande-supplied EMTA device is required for Phone service and will remain the property of Grande or its designee. Grande provides discounted residential basic telephone service for qualifying low-income customers, under the Lifeline Program. Only eligible consumers may enroll, service may not be transferred, limit one benefit per household. Lifeline is a government benefit program and consumers who willfully make false statements in order to obtain the benefit may be punished by fine or imprisonment or barred from the program. For details, contact your Grande Customer Service Representative (see contact information section) or the Public Utility Commission of Texas at (888) 782-8477 or go to <http://www.puc.state.tx.us/consumer/lowincome/assistance.aspx> to enroll in the Lifeline Program **Other restrictions may apply**. ©2017 Grande Communications Networks, LLC. All rights reserved. **See our online disclosures at** mygrande.com/policies-agreements for more information about the service offered in your area.

Add Internet for \$29.99 (existing Grande customers)

Internet download speeds may vary and are not guaranteed. Observed speeds may vary based on device, connection, and other factors outside of Grande's control. Offer expires 9-30-17. Services subject to availability, please contact Grande for details. **Offer only applies** to current residential customers. **\$29.99 promotional** offer price is for 12 months and includes Power 50 Internet with home Wi-Fi. **Home Wi-Fi** requires monthly modem rental. **At the end of your promotional period**, or if any service is cancelled or downgraded, regular rates apply. **Monthly offer rates** subject to equipment charges, installation fees, applicable surcharges, franchise fees and taxes, and are not included in the price. **Modem and additional equipment, services or features** are not included in the promotional offer and are subject to change. Not all networks available in all markets. **Other restrictions may apply**. ©2017 Grande Communications Networks, LLC. All rights reserved. **See our online disclosures at** mygrande.com/policies-agreements for more information about the service offered in your area.

Add Cable TV for \$19.99 / \$49.99 (existing Internet customers)

Offer expires 9-30-17. Services subject to availability, please contact Grande for details. **Offer shown available for existing residential customers who do not have Grande TV service. \$19.99 promotional** offer prices is for 12 months and includes Digital Basic TV with an HD digital receiver. **\$49.99 promotional** offer includes Preferred TV with an HD digital receiver. **At the end of your promotional period**, or if any service is cancelled or downgraded, regular rates apply. **Monthly offer rates** subject to equipment charges, installation fees, applicable surcharges, franchise fees and taxes, and are not included in the price. **Modem and additional receivers, equipment, services or features** are not included in the promotional offer and are subject to change. Bundle also available with a CableCARD however interactive features are not available. **Channel counts** may vary based on service address. Not all networks available in all markets. **Other restrictions may apply.** ©2017 Grande Communications Networks, LLC. All rights reserved. **See our online disclosures** at mygrande.com/policies-agreements for more information about the service offered in your area.