



## How to set up Astound services:

### New Residents

Dear new resident of 630 N State St,

Welcome to your new home! Your association has partnered with Astound Broadband to be your home entertainment provider through a bulk services agreement. We are excited to have this opportunity to provide you with the latest technology delivered through our advanced fiber optic network. As a resident, your community's bulk agreement includes the following services and equipment:

- **1.5 Gigabit High Speed Internet**
- **One Modem with up to Two Mesh WiFi Extenders**
- **Astound Preferred Video**
- **2 TiVo 4K IPTV Boxes w/ Cloud DVR**

If you have not already taken advantage of the bulk services listed above, please reach out to our Customer Support Team to establish your new account.

When you contact us, you'll have the opportunity to personalize your Astound experience by adding or upgrading your account with services like ultra fast High-Speed Internet and cellular data plans. For new service installations, transfers of service and upgrades, a standard installation charge and activation fee may apply.

To establish your account, customize your package, troubleshoot service issues or to ask any questions, please contact us at **833-808-3002**.

Our 100% U.S. based customer support department can be reached anytime, 5AM - 11:59PM over the phone and 24/7 over chat.

Thank you,  
Astound Chicago



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