



Home Security

(per month each)

Home Security Packages

Protect Security	\$21.95
Defense Security ^^	\$26.95
Protect Plus Monitor Package	\$49.95
Includes indoor camera	
Protect Plus SkyBell Package	\$49.95
Includes SkyBell doorbell camera	
Protect Plus Access Package	\$49.95
Includes WiFi door lock	
Protect Plus Protection Package	\$49.95
Includes wireless receiver, glass break detector and smoke detector	

Additional Equipment

(per month each unless otherwise notated)

Alula Indoor Camera	\$9.95
Alula Outdoor Camera	\$12.95
Alula Doorbell Camera	\$15.00
Defense Gateway^.....	\$139.95 one-time purchase
Defense Keypad^^.....	\$112.00 one-time purchase
Defense Glass Break^^	\$80.00 one-time purchase
Defense Wireless Siren^^.....	\$49.00 one-time purchase
Defense Smoke Detector^^.....	\$72.00 one-time purchase
SkyBell Camera	\$15.00
ZWave Door Lock	\$7.00
ZWave Light Bulb	\$40.00 one-time purchase
ZWave Lamp Module	\$44.00 one-time purchase
ZWave Garage Door Opener	\$192.00 one-time purchase
ZWave Switch with Dimmer	\$59.98 one-time purchase
Protect Indoor Camera	\$7.00
Protect Outdoor Camera^^	\$11.00
Protect Wireless Receiver	\$5.00
Protect Smoke Detector	\$140.00 one-time purchase
Protect Glass Break	\$140.00 one-time purchase
Protect Window Sensor	\$22.00 one-time purchase
Protect Back-Up Battery	\$45.00 one-time purchase
Protect Motion Sensor	\$96.00 one-time purchase
Protect Pet Sensor	up to \$136.00 one-time purchase
Protect Keyfob.....	\$108 one-time purchase
Protect Window Sensor.....	up to \$56.00 one-time purchase
Protect Wireless Transmitter.....	\$77.00 one-time purchase
Protect Heat Detector	up to \$87.00 one-time purchase
Protect Water Sensor	\$85.00 one-time purchase
Protect CO Detector	\$162.00 one-time purchase
Protect BAT/CDMA	\$250.00 one-time purchase
Takeover Module	\$95.00 one-time purchase

^^ Not available for new sale

Installation Fees & Other Charges

(one-time charges, unless otherwise noted)

Installation (Digital TV, Phone, Internet, Home Security) ⁽¹⁰⁾	\$79.95
Account Activation Fee	\$9.99
Customer Equipment Hook-Up - (TiVo, DVD, DVR, VCR) ⁽¹⁶⁾	\$39.95
Unreturned/Damaged Equipment (per piece, per occurrence)	Varies by type of equipment
Home Networking (per 2nd, 3rd and 4th Computer or Device) ⁽⁵⁾ ⁽¹⁶⁾	\$14.95
Home Security Equipment Pre-Payment.....	\$50.00
Protect Plus Home Automation Activation.....	\$225.00
Additional Outlet (After first 4) ⁽¹⁶⁾	\$30.00
New Jack Installation ⁽¹⁶⁾	\$30.00
Technician Visit ⁽¹²⁾	\$79.95
Custom Installation/Wiring/Repair ⁽¹¹⁾	\$79.00 (Per Hour)
Home Line Maintenance (Monthly) (not available for new sale).....	\$4.50
Assurance Plan (Monthly) (not available for new sale).....	\$9.95
Service Protection Plan (Monthly)	\$4.95
Video Camera Protection Plan (Monthly) (not available for new sale).....	\$1.95
Relocate Outlet ⁽¹⁶⁾	\$30.00
Additional Converter Box Request ⁽¹⁶⁾	\$14.95
Seasonal Plan.....	up to \$10.00 per month, per service
Non-Pay Restoral.....	\$40.00
Returned Check Fee.....	\$30.00
Auto-pay Denial Fee.....	\$30.00
Payment by Phone Convenience Fee (Via Representative)	\$6.95
Late Fee ⁽¹⁴⁾	\$15.00
Bill Copy Request Fee	\$5.00
Equipment Pickup Fee ⁽¹⁶⁾	\$14.95
Broadcast Retransmission Fee (per month)**	\$12.00
Entertainment Networks Surcharge (per month)**	\$2.00
TV Regulatory Fee (per month)**	\$0.09
Sports Surcharge (per month)**	up to \$7.00
HD Technology Fee (per month)** ⁽³⁾	\$6.99
Network Access and Maintenance Fee (per month)**	\$3.97
Voice Subscriber Line Charge (per line, per month)	\$6.50
Long Distance Recovery Fee (per month)	\$1.49
FCC Access Recovery Charge (per month)	\$1.84
911 Service & Equalization Fee (per month).....	up to \$0.80
Change Long Distance Carrier.....	\$5.00
Change Directory Listing.....	\$5.00
Change Phone Number.....	\$20.00
Connect Closed Caption - Equipment	Free

- (1) enTouch (Standard and/or Enhanced) TV service needed to access other levels of service. At least one DVR, set-top box or cable card required. Prices noted do not include monthly price for equipment unless otherwise noted. Prices do not include monthly surcharges, taxes, or fees. Availability of certain On Demand content may depend on subscription to the tier/service that includes the underlying linear channel.
- (2) Sports Tier includes NFL RedZone only for customers who subscribe to Premier TV.
- (3) To receive HD features and benefits, an HD television, HD-capable device and other equipment may be required. An HD-capable TV set with component, HDMI or DVI inputs that supports up to 1080i and meets enTouch specifications for DVR service required. Advertised channels/station may provide some non-HD programming. HD programming is limited to the programming provided to enTouch in HD format by the content provider.
- (4) Modem rental is only required if subscriber does not provide and use own modem. Fiber-to-the-home customers must use enTouch provided Optical Network Terminal (ONT) device.
- (5) Home networking service available for up to 4 computers and/or other computer related devices, such as gaming consoles and printers. enTouch certified home networking device required. Each standard home networking installation must be within 150 feet of the enTouch certified Home Networking Device and includes installation of modem/router, software, PC cards or USB adapters, computer set-up and file sharing.
- (6) Includes 1 base eero and 1 beacon eero. Each additional eero device is available for an additional monthly fee.
- (7) All enTouch TiVo services/products require enTouch Internet service. Availability of third-party content subject to change and certain fees may apply. TiVo boxes must be broadband connected to perform multi-room viewing. Not all programs may be transferred using the multi-room viewing feature due to the use of copy protection mechanisms under the FCC's encoding rules (47 C.F.R. 76 1904). TiVo and the TiVo logo are trademarks or registered trademarks of TiVo Inc. and its subsidiaries worldwide. All other marks are property of their respective owners.
- (8) Unlimited long distance includes direct dialed calls to the Continental U.S., Mexico, Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands and Canada. Calls to international countries will be on a per minute basis. Other restrictions may apply.
- (9) Please visit www.enTouch.net for country-specific usage rates.
- (10) Additional fees may apply for unwired installation. Unwired installation refers to installs up to 125 feet from existing enTouch plant, primary outlet only; does not include wall fishing or other custom work.
- (11) Custom work includes but is not limited to: wall fishing; extensive drop ceiling work; basement, crawlspace, attic work; removal or replacement of fixtures; relocation of drops; installation of customer owned equipment such as home theaters, DVR and High Definition TV equipment.
- (12) After initial installation, additional fees may apply for technician visits to the home and may be in addition to other one-time charges. This fee applies for technician visit to evaluate, repair, transfer, reconnect, and/or upgrade existing services, in-home education and missed appointments (customer not home).
- (13) 4K compatible TV, equipment and an internet connection are required to receive content in 4K.
- (14) Late fee is applied on services with a past due balance.
- (15) **Internet download speeds may vary and are not guaranteed.** Observed speeds may vary based on device, connection and other factors outside of enTouch's control. Certain equipment may be required to receive Gigabit speeds - with speeds up to 940 Mbps and may vary due to conditions outside of network control, including customer location. All speeds not available in all areas.
- (16) This charge is in addition to the Installation or Technician Visit charge.

****A Broadcast Retransmission Fee, a Sports Surcharge, an Entertainment Networks Surcharge, an HD Technology Fee and TV Regulatory Fee are applicable to all enTouch accounts subscribing to Standard TV Tier and higher. A Network Access and Maintenance Fee is applicable to all enTouch accounts subscribing to Internet service. These fees and surcharges are not government mandated taxes or fees imposed by the government. They are fees that enTouch assesses and retains. For more information, visit enTouch.net/ratefaq.**

*Rates effective August 10, 2021. Some restrictions may apply. All enTouch prices listed are monthly, recurring charges unless otherwise indicated, excluding one-time fees such as installation, administrative, On Demand and/or Pay-Per-View charges. Unless otherwise noted, the listed taxes, surcharges, and fees are neither government mandated nor a tax, surcharges, and/or fee imposed on you by the government. They are either a fee and/or surcharge enTouch assesses and retains. Not all channels and features are available in all areas; check availability in your area. Any additional services, such as equipment, premium channels and other tiers of service are subject to an additional charge and subject to change. Additional charges apply for taxes, fees, surcharges, equipment, activation and installation that are not included as part of the package and are subject to increases. Advertised maximum download speeds may vary and are not guaranteed. Services and pricing are subject to changes. Services are subject to terms and conditions of enTouch's subscriber agreements, online policies, and other applicable terms and conditions. See our online disclosure at enTouch.net/service-terms for information about services offered in your area. Programming, channel location and packaging subject to change. All sales subject to credit check and may require pre-payment of service or a deposit. Leased equipment must be returned to enTouch if service is canceled. The names, images, and logos of featured programs are the property of their respective owners ©2021 enTouch Systems, Inc. All rights reserved. enTouch Alarm Systems, Inc. 11011 Richmond Ave, Ste 400, Houston, TX 77042. License# B10029



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TV Services ^{(1) (3)} (per month)

Standard [^]	\$54.37
Enhanced [†]	\$89.16

[^]Subscription to Standard is required to access other levels of TV services, tiers and packages.

[†] Enhanced pricing includes the cost of Standard.

Premium Movie Channels

Premium Channel Bundle (not available for new sale)	\$69.95
Includes HBO linear channels, Showtime, The Movie Channel, Cinemax, Starz, & StarzEncore	
HBO (not available for new sale)	\$25.00
Includes HBO linear channels & On Demand only	
HBO MAX	\$25.00
Includes HBO MAX App	
Showtime/The Movie Channel	\$21.50
Cinemax	\$13.50
Starz	\$10.00
StarzEncore	\$3.50

Specialty Tier Channels

Sports Tier Channels ⁽²⁾	\$6.95
America's Tier Channels	\$4.95
Premium HD Tier Channels (not available for new sale)	\$3.25
Premier Tier ^{††}	\$15.00

^{††} Subscription to Standard and Enhanced is required.

Pay-Per-View Channels and On Demand (per rental)

New Release – HD	\$5.99 and up
New Release	\$4.99 and up
Library Movie	\$2.99 and up
Adult Programming	Varies



Equipment ⁽⁷⁾ (per month / each)

TiVo T6 DVR 6 tuner standalone DVR	\$21.00
TiVo Premier Q DVR 4 tuner standalone DVR	\$16.00
TiVo Mini Requires TiVo T6 or TiVo Premier Q DVR	\$11.00
TiVo Preview 4 tuner standalone set-top box	\$11.00
HD DVR 4 tuner standalone DVR	\$30.49
TiVo Stream 4K Device ⁽¹³⁾	\$5.95
CableCard	\$2.99
Sonos Beam	\$14.99
Sonos One	\$7.99



International Programming (per month / not available for new sale)

Arabic

ART (Arab Radio & Television)	\$9.95
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Cantonese

Phoenix Hong Kong	\$7.83
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Chinese/Mandarin

Phoenix North America	\$7.83
CTI Chinese/CCTV4 Mandarin	\$9.95
Phoenix Info News	\$7.83

Filipino/Tagalog

GMA News	\$12.95
GMA Pinoy Life	\$9.95
GMA Pinoy TV	\$13.95
The Filipino Channel	\$9.95

French

TV5	\$7.83
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Hindi

Aapka Colors	\$15.00
Sony TV	\$9.95
TV Asia	\$11.00
Zee TV	\$10.95
YuppTV	\$49.95
Hindi Channel Bundle	\$39.00
Includes Aapka Colors, Sony TV, TV Asia, Zee TV	

Korean

MBC	\$12.95
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Italian

RAI Italia	\$10.95
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Japanese

TV Japan	\$18.50
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Russian

Channel One Russia	\$10.95
RTN	\$10.95

Vietnamese

SBN	\$10.95
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Internet ⁽¹⁵⁾ (per month / each)

Downloads up to 40 Mbps/ Uploads up to 5 Mbps (not available for new sale)	\$30.00
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Downloads up to 50 Mbps/ Uploads up to 5 Mbps	\$61.99
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Downloads up to 60 Mbps/ Uploads up to 10 Mbps (not available for new sale)	\$40.00
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Downloads up to 100 Mbps/ Uploads up to 20 Mbps	\$64.99
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Downloads up to 115 Mbps/ Uploads up to 20 Mbps	\$65.99
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Downloads up to 150 Mbps/ Uploads up to 20 Mbps (not available for new sale)	\$99.95
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Downloads up to 300 Mbps/ Uploads up to 20 Mbps	\$71.99
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Downloads up to 500 Mbps/ Uploads up to 40 Mbps (not available for new sale)	\$70.00
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Downloads up to 600 Mbps/ Uploads up to 35 Mbps	\$86.99
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Downloads up to 940 Mbps (GIG)/ Uploads up to 50 Mbps	\$86.99
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Modem Rental ⁽⁶⁾	\$11.50
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Enhanced Whole Home WiFi ⁽⁴⁾	\$9.95
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Additional Whole Home WiFi beacon / device	\$5.00
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Pro-Gaming Router Rental	\$12.95
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Phone ⁽⁸⁾ (per month)

Unlimited Voice (not available for new sale)	\$19.95
Includes local, regional & long distance calling and 16 popular calling features	

Basic Voice (not available for new sale)	\$10.95
Includes Local and Regional Calling	

Voice International (not available for new sale)	\$31.95
Includes local, regional, long distance calling & calling to 30 countries for \$0.06/minute	

Unlimited Calling India (not available for new sale)	\$15.00
Includes unlimited calling via landline to India; requires Basic Voice	

Optimum Phone	\$13.50
Includes long distance calling throughout the US, Canada, Mexico and US Territories and 16 popular calling features	

Additional Services

750 Long Distance Minutes	\$11.00
Non-Published Service	\$4.50
Non-Listed Number	\$4.50
International Calling ⁽⁹⁾	Varies

Phone Features (Per month)

Anonymous Call Rejection	\$3.25
3-Way Calling	\$3.25
Call Forwarding	\$3.25
Selective Call Forward	\$1.00
Call Return (*69)	\$3.25
Call Waiting	\$3.25
Caller ID	\$7.75
Caller ID Blocking	Included
Speed Dial	\$3.25
Voicemail	\$7.75
Call Switch Forwarding	\$10.00
Selective Call Rejection	\$1.95
Special Ring	\$4.00



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