Posteo Webmail :: Mail

dbanta@posteo.net

E-Mail Anhänge Adressbuch Kalender Notizen Einstellungen Hilfe Abmelden Zurück Aktualisieren Antworten Allen antworten Weiterleiten Verschieben Mehr

☐ rder Confirmation from Grande for New Account 27270804

noreply@mygrande.com 1

banta+grande@posteo.us

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# **Order Confirmation**

Dear Daniel,

Thank you for your order of Astound Broadband powered by Grande services. Below you'll find a summary of your order, account information, and scheduled installation.

Your installation is scheduled for Friday, August 5th, 2022 from 1:00pm - 5:00pm.

Reminder: Either you or someone over the age of 18 must be home for the technician to install your services. At the time of installation you will need a working PC or laptop that has the capability to access the internet.

Should you need to reschedule or if you have other questions, please call **1.866.247.2633** at least 24 hours before your appointment.

Please note: This e-mail message was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

Thanks for choosing us. We appreciate your business!

Sincerely,

Astound Broadband Customer Service

# **Order Summary**

#### **Account Information**

Name: Daniel Banta Contact Number: 848-249-9125

MyGrande Username: banta

Account #: 9101-0272708-04

Service Address: 615 BURLESON ST, SAN MARCOS, TX 78666

#### **Payment Information**

Payment Request: Requested Paperless Billing

Autopay via: AMEX

Billing Address: 2035 SPRING GARDEN STREET #1R, PHILADELPHIA,

PA 19130

### Installation Information

Grande Work Order #: 3911323 Appointment Date: 08/05/22

Appointment Time: 1:00pm - 5:00pm

## Order Details

# **Gig Internet**

Up to 940 Mbps Internet* Security & Support Standard Home Wifi	
Internet Service Promo Term: 12 months	
Package Subtotal	\$59.99
Internet Equipment	
Standard WiFi & Modem	\$3.00

### **Internet Add-ons**

HBO Max™

#### **Discounts**

Discounts	
\$10 Autopay & E-Bill Credit for 12/mos	-\$10.00
Estimated Surcharges, Taxes & Fees	\$7.80
Estimated Monthly Total	\$60.79
One-time Charges	
Installation Fee	\$79.95
Installation Discount	-\$79.95
Account Setup Fee	\$9.99
One-time Charge Total	\$9.99

## **Coupon Code Information**

FREEINSTALL Congratulations! Your free installation has been applied to your order.

### Autopay & E-Bill Credit

Bill may include an additional \$10/mo discount for enrollment in both automatic payments (Autopay) and paperless billing (eBill); valid email address required. Must enroll within 30 days of placing the order. Without enrollment, the monthly service charge automatically increases by \$10/mo. Discount is for 12 mos and appears on bill within 1-2 bill cycles after enrolling. If either auto-pay or e-bill are cancelled, services are changed, or account is not in good standing during the 12-mo. period, the \$10/mo discount will be discontinued. Offer subject to change without notice.

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# **Affordable Connectivity Program (ACP)**

Through the ACP, qualified households may be eligible to receive free or reduced cost internet. The program is operated by the FCC for low income households or households that participate in public assistance program. To learn more visit <a href="mailto:astound.com/acp">astound.com/acp</a>.

## Check Your Technician's Arrival

When you schedule an appointment for a technician to visit your location, you can confirm your technician's arrival on <u>MyGrande</u>. All you need is the MyGrande Username included in this email and the password you created during the ordering process. The MyGrande mobile app is available for free in the <u>Apple App Store</u> and the <u>Google Play</u> Store for Android. If you need assistance at any time, please <u>contact us</u>.

Thanks again for choosing us - we look forward to serving you!

MyGrande

Contact Us

Help & Support

Internet download speeds may vary and are not guaranteed. Observed speeds may vary based on device connection & other factors outside of our control. All advertised speeds are up to the stated speeds and are not guaranteed; speed may vary due to conditions outside of network control, including customer location, sites accessed, number of devices connected, customer usage, customer equipment and computer configuration, the level of overall traffic, and customer compliance with our usage policies set forth in the acceptable usage policy. See <a href="astound.com/yourspeed">astound.com/yourspeed</a> for why speeds may vary. Our FCC Network Management Disclosure makes available information regarding our network management practices and the performance and commercial terms of our Internet access services to enable you to make informed choices regarding the purchase and use of our services, in accordance with Part 8 of the Rules of the Federal Communications Commission (FCC). Modem required for internet service. Leased equipment must be returned to Astound Broadband if service is canceled.

Price displayed reflects first billing cycle and does not necessarily reflect the amount billed for base monthly charges. In the event that services commence on a day other than the first day of a billing cycle, bill will be prorated to reflect charges incurred during any partial billing cycle. Tax calculations are estimates, and we makes no representation that such calculation is accurate or inclusive of all applicable taxes, franchise fees, and other surcharges.

Unless otherwise specified, promotional offer extends defined set pricing for the period of months indicated for the offer selected. TV rates are not promotional and are subject to change. Availability of channels, packages, TV tiers and other offerings may vary by location and are subject to change. Additional fees apply for taxes, surcharges, equipment, activation and installation that are not included as part of the package and are subject to change. No contract is required to take advantage of the promotional pricing and savings. No early termination fees apply in the event service is terminated in advance of the promotional end date. Customer is responsible for any accrued service charges in the event service is canceled. Subject to credit check. Price does not include Network Access and Maintenance Fee of \$6.97/month, which is subject to change. Network Access and Maintenance Fee helps defray costs associated with building and maintaining our fiber rich broadband network, as well as the costs of expanding network capacity to support the continued increase in customers' average broadband consumption. This fee is neither government-mandated nor a tax, fee or surcharge imposed by the government; it is a fee that Astound Broadband assesses and retains. Any additional services, such as equipment, add-on channels and other tiers of service are subject to an additional charge and regular increases. Services are subject to our customer terms and conditions. Visit astound.com/policies-disclaimers. Phone equipment and battery backup details can be found at www.astound.com/battery-backup.

We're sorry, but we don't actively monitor this e-mail address. If you have questions, please call **1.866.247.2633.** This is a customer service notification email sent to inform you of changes or updates to your

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