



## How to set up Astound services:

### New Residents

Dear New Resident of James Kilmer Condominium Association,

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. As a resident, your community's bulk agreement includes the following services and equipment:

- **Preferred Video Service**
- **Two (2) High Definition TiVo Cloud-DVR Receivers**
- **500 Mbps High Speed Internet Service**
- **One (1) Modem with Wireless Router**

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 such as adding additional cable boxes, including premium movie channels, sports and international channels, cellular data plans and unlimited nationwide phone. 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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