



IMPORTANT REMINDER TO ALL ASTOUND CUSTOMERS

Equipment return and disconnection of services

At the beginning of your service, you accepted responsibility for all equipment and charges to your account. You are responsible for disconnecting the Astound services and returning all Astound equipment. Astound equipment includes, but is not limited to, cable boxes, modems, routers, power cords, and remote controls. You may be charged for any unreturned equipment. Please call (800) 4 - ASTOUND to disconnect your services.

Equipment return options:

1. A pre-paid shipping label can be requested by visiting the following website:
<https://www.astound.com/support/internet/equipment-return/>

2. Equipment can be dropped off at the following Currency Exchange locations:

1808 W. Montrose Ave, Chicago, IL 60619
2735 N. Clark St, Chicago, IL 60614
4638 S. Cottage Grove Ave, Chicago, IL 60653

Equipment is not to be left in your unit, with the management staff, or handed to an Astound technician in your building. If your equipment is not returned using the above methods, you may be charged for the unreturned equipment.

Please be aware that if you do not disconnect your services when moving, you will be responsible for any monthly recurring charges or one time charges (phone calls, PPV/On Demand purchases, etc.) incurred on your account by the subsequent tenants until that account is disconnected.

Thank You,
Astound Broadband Chicago

You need to return anything that plugs in. You need to leave the connection point.

