

# Tax and Fee Information-3392

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## Introduction

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**Taxes vary from state to state and city to city** - not only in the **type of taxes** charged but also the services **subject to a tax**

- As a company, we follow all standards set forth by federal, state and local governments
- For an **itemized description** of taxes and services, **online references** are available on company websites
  - **Residential** customers:  
<https://www.astound.com/support/billing/taxes/>
  - **Business** customers  
: <https://www.astound.com/business/legal-disclosures/taxes/>
- [FCC Consumer Alerts and Fact Sheet](#)

## Resolution Steps

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For questions **beyond** the information we have to share with customers, customers may contact **their federal, state or local officials for assistance**

- This [Tax Exempt Information](#) can assist to answer customers questions about **tax exempt status** or submitting a **request for tax exemption**
- **Rate Adjustment and Surcharge FAQs** contain information on these

surcharges:

- Broadcast TV
- Sports
- Entertainment Network
- Municipal Construction
- Subscriber Line Charges
- Taxes are charged for some internet services:
  - There are no federal or Illinois state taxes on modem service
  - **Franchise agreements require us** to collect a 5% franchise fee on gross revenues generated as a result of the **city granting us the franchise to build our cable plant**
  - **City of Chicago**, we also **must assess a 2% Amusement Tax** this levied on all paid programming
    - This is actually a 7% tax, but the city considers the 5% franchise fee as contributing toward the 7% required, thus we only charge the difference -- 2%
  - FCC Regulatory Fee, which is determined on an annual basis and apportioned on a per-account basis throughout the year
- Refer all tax, fee and surcharge **credit requests** to the IT Billing Team via [Service Now](#) ticket
  - **Tax Adjustment Codes**
    - [DC Metro \(Site 9\)](#)
    - [Illinois \(Site 14\)](#)
    - [Massachusetts \(Site 22\)](#)

- [New York \(Site 33\)](#)
- [Pennsylvania \(Site 39\)](#)
- [Offnet Dial Up \(Sites 91 and 92\)](#)
- [Texas \(Site 44\)](#)
- [California, Oregon, Washington \(Site 48\)](#)

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=222>