Tax and Fee Information-3392

Introduction

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

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