Channel Lineups on Astound.com- Article no. 1040

Self-Service Support Alert: this article is available for customers on help.astound.com

Introduction

When accessing our website, geolocation assists with displaying the channel lineup for your area

If the lineup for your area does not display, follow these instructions:

Click astound.com/tv/channel-lineups

- The **region** displays on the purple bar at the top of the page
- If the region that displays is **incorrect**, click Change
- Click Region
- On the map, select the area where you have service
- You may be prompted to enter your zip code or city nearest to you
- Scroll down the page to the drop downs and complete your selections

Internal Information

- Because our website uses **geolocation**, the channel lineup from the area the

customer is located should populate for them

- If the customer needs assistance, provide the instructions above to bring them to the correct lineup
- **Residential TV Lineups -** All Markets (see instructions above to assist customers)
- Note: enTouch areas are in region **Houston**, Texas

Astound Broadband Powered by *Grande*

Not sure what channel lineup your customer has?

- In BOLT, click on the **Customer Info** tab**,** and look at the **Company field.** This area will tell you the major city it is affiliated with.

- **Note: Channel lineup and website feedback** is addressed by the **web team** at website@astound.com

School, University, Hotel and Braemar Lineups

- Georgetown University (GTU) - Washington, DC
- George Washington University (GWU) - Washington, DC
- The Strand Hotel - New York City
- DC - Howard University IPTV
- Braemar's Digital TV Lineup
    - Braemar's IPTV (Streaming TV) Lineup

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