



Broadband Services Fees Increase 5% in 2022

In 2013, through Resolution 90-13-20, GRF authorized staff to charge digital services subscribers based on a revised fee structure to facilitate the community’s analog-to-digital transition. Fees went into effect May 1, 2013.

Since 2013, the number of digital subscribers has nearly doubled; set-box technology and digital transport costs have also increased. At the July 19, 2021, GRF Media and Communications Committee meeting, Broadband Services reported that fees have not increased since 2013.

The committee recommended a 5% increase in Broadband Services fees for 2022, and the Finance Committee endorsed this recommendation prior to GRF board approval. On October 5, 2021, the GRF approved a revised digital pay tier system fee schedule as Resolution 90-21-37.

Broadband Services fees will increase 5% starting February 7, 2022.

Action required for automatic bill pay: The automatic bill pay scheduled through your financial institution must be changed due to the increase and to avoid late fees.

Please email programming@vmsinc.org or call Broadband Services at 949-837-2670 with any questions you may have regarding this fee increase.

2022 Service Call Fees*		2022 Pay TV Subscriber Fees*	
TV installation fee	\$42	Cinemax package (monthly)	\$14.96
Additional TV installation fee	\$21	HBO package (monthly)	\$18.11
OTT smart TV setup fee (1st device)	\$60	Showtime package (monthly)	\$15.68
OTT smart TV setup fee (2nd device)	\$40	Starz/Encore package (monthly)	\$14.96
Service call	\$31.50	Foreign language channels (various monthly fees)	\$11-\$16
Cable outlet standard extension fee	\$52.50	Playboy channel (monthly)	\$15.75
Cable outlet major extension starting fee plus	\$105	2022 Equipment Fees*	
TiVo single device Installation	\$52.50	Polaris remote control	\$12
TiVo whole home installation	\$105	TiVo remote control	\$15
2022 STB/Cable Card Fees*		Power cords	\$15
Cable card	\$49.95	2022 No Return Equipment Fees*	
Cable card programming access fee (monthly)	\$5.20	HD converter recovery fee (lost/stolen)	\$60
Digital HD set-top box 2 tuner DVR monthly	\$20.21	Digital HD set-top box (lost/stolen)	\$100
Digital HD set-top box 2 tuner DVR 2 nd device (monthly)	\$13.91	Digital HD set-top box 2 tuner DVR (lost/stolen)	\$275
TiVo whole home STB 6 tuner DVR (monthly)	\$26.20	TiVo whole home STB 6 tuner DVR (lost/stolen)	\$350
TiVo whole home Qi3 STB (monthly)	\$8.35	TiVo whole home Qi3 STB (lost/stolen)	\$100
TiVo bridge adapter for whole home service	\$52.50		

* All pricing subject to a 5% City of Laguna Woods tax