

October 10, 2025

Mirage Heights

Cox Cable Bulk Service Information

Dear Homeowners,

Effective October 10, 2025, you are entitled to receive the updated Cox Cable bulk services and equipment. The cable **tv** services will remain a part of your general monthly dues, \$30 plus tax, and the monthly **internet** charge of \$27 will continue to be added to your monthly dues. There is no rate increase for the coming year. We have a guaranteed rate increase cap of 3% for 4 additional years.

Please review the note following, concerning the 4-plex addresses that Cox has yet to update. If you encounter unresolvable issues with Cox relating to the set-up of these included bulk services/equipment, call me and I will try to help.

Sincerely,

Heather Nelson, Board Member

406-698-0471

What You Get

TV Bulk Services and Equipment

1. Cox Ultimate TV Channel line-up, 250+ channels, with the addition of the HBO, Showtime, Cinemax, Starz and more. Available on the Metro portal and www.mirageheights.com.
2. Two Contour 2 HD boxes with voice activated commands, upgraded from one Contour and one mini box. Cox will be discontinuing support for the mini box, but you can continue to use your mini box (until Cox no longer supports it) at no charge if you do not want to upgrade to the 2nd free Contour box now. Your current Contour 2 box does not need to be replaced.
3. Additional channel packages and equipment (such as DVR) services/equipment can be obtained/retained and billed directly to you through your personal cox account.

Internet Services and Equipment

1. 'Go Super-Fast' internet, 940 Mbps download speed (upgraded from Preferred @150 Mbps Preferred speed). The new speed should automatically be applied to your account on or before October 10.
2. Panoramic 3.0 modem/router. No additional equipment is needed for full Wi-Fi connectivity. You should not need a new modem/router if you currently have the Panoramic 3.0.

How to Get It

- 1. Local – The local cox outlet in Fountain Hills has closed. Please call Cox Bulk Customer Care Dedicated Phone Number for service and questions.**
 - a. 855-512-8876
 - b. Do **not** call the general cox number, they most likely will not have the updated bulk services information readily available. If the person answering doesn't seem to know or have access to the bulk services information (Flash Screen), ask for a bulk services specialist or call back to get another representative. Changes/orders can be made using this number. Equipment can be shipped to you for self-install and old equipment can be shipped back (ask for a return shipping box to be included).
 - c. If your devices support only 2.4g, not 5g, and the internet connection does not show as available, call 855-512-8876, technical support, and ask for a reboot. This should make your 2.4g network name (SSID) show as available for connection.
- 2. Your cox account:**
 - a. **Duplex Residents and #105,106,205,206: You should have an account, and new owners should set up a personal cox account. There should be no charge for included bulk services.**
 - b. **Remaining 4-Plex Residents: Cox was given the street name change for each of the units. I understand they still don't have it in their system, and you will most likely need to tell them the old address if they can't find you:**
 - i. **17131 E Grande Blvd. (your same unit number)**



Find your favorites



September 2025 Channel Lineup

Phoenix Metro Area

Contour Starter (Included in all video packages)

Starter

3	IND - KTVK	15	ABC - KNXV	81	PBS Kids - KAET	94	LAFF - KNXV	117	Start TV - KEJR
4	Yur View Arizona	16	UniMas - KFPH	82	Heroes & Icons - KSAZ	95	Antenna TV	118	Grit TV
5	CBS - KPHO	17	HSN	83	Quest - KPNX	96	Buzzr - KUTP	119	Escape TV
6	IND - KASW	18	ION - KPPX	84	Movies - KTUP	97	Justice - KPNX	121	LX - KTAZ
7	IND - KAZT	19	Univision - KTVW	85	Cozi - KPHO	98	DABL - KPHO	122	Outlaw - KTVK
8	PBS - KAET	20	Telemundo - KTAZ	86	Comet TV - KTVK	99	Educational Access	123	AZ Capital TV
9	My Network TV - KUTP	21	TBN - KPAZ	87	Weather Now - KTVK	108	HSN 2	124	C-SPAN
10	FOX - KSAZ	22	Leased Access	88	PBS World	109	Charge! - KAZT	125	C-SPAN 2
11	Government Access	64	QVC	89	QVC3	110	Daystar	126	C-SPAN 3
12	NBC - KPNX	78	Jewelry TV	90	Estrella TV - KVPA	111	HSN	127	QVC 2
13	Arizona's Family and Sports Network - KPHE	79	EVINE Live	91	TeleXitos - KTAZ	113	EWTN	901-950	Music Choice
14	QVC	80	Shop LC	92	getTV	115	MCTV		
			PBS Life - KAET	93	MeTV - KAZT	116	Merit Street - KAZT		

Contour Preferred (Includes Starter channels)

Preferred

23	Discovery	40	A&E	57	Animal Planet	104	ID Discovery	173	Comedy.TV
24	Lifetime	41	HGTV	58	TV Land	106	Nick Jr.	174	Aspire
25	Paramount Network	42	TLC	59	BET	112	INSP	176	theGrio
26	TNT	43	AMC	60	Bravo	114	BYUtv	177	Bounce
27	FX	44	Golf Channel	61	History	120	Newsmax	180	We TV
28	USA Network	45	truTV	62	CNBC	130	Hallmark	184	Jewish Life TV *
29	MTV	46	Food Network	63	msnbc	131	Lifetime Movie Network	187	MTV Live
30	VH1	47	Fox News Channel	65	Galavision	133	Magnolia	341	Fox Sports 2
31	Fox Sports 1	48	Travel Channel	66	MoviePlex	137	BBC America	385	IFC
32	ESPN2	49	TBS	67	FX	143	Oxygen	387	Sundance TV
33	ESPN	50	Syfy	68	Fox Business Channel	145	GSN	390	Hallmark Mystery
34	Arizona Diamondbacks	51	Comedy Central	69	Fox Weather	156	Great American Family	400	STARZ ENCORE Español
35	Disney	52	E! Entertainment	71	TCM	157	The Cowboy Channel		
36	CNN	53	Cartoon	72	National Geographic	160	Hallmark Family		
37	Nickelodeon	54	NewsNation	74	POP	165	The Impact Network *		
38	HLN	55	The Weather Channel	76	TUDN *	171	Justice Central		
39	Freeform	56	MeTV+ - KEJR	77	MotorTrend Network	172	Recipe TV		

Bonus Pack (Included with subscription to at least one other Pack and Preferred) *

100	OWN	102	Science Channel	105	American Heroes	318	Discovery Life
101	Discovery Family	103	Destination America	305	MLB Network		

Contour Preferred (Includes Starter channels)

(Continued from other side)

Variety Pack (Optional) *

107	Disney Jr.	138	Disney XD	146	Military History	153	CMT Music	178	UP
128	Lifetime Real Women	139	STARZ ENCORE Family	147	TR3S: MTV, Musica y Mas	154	MTV U	179	CMT
129	Crime & Investigation	140	Nicktoons	148	MTV2	155	BET Her	183	NBC Universo
132	TV One	141	TeenNick	149	BET Jams	159	Logo		
134	Cooking Channel	142	Boomerang	150	NickMusic	162	Baby First		
135	FYI	144	National Geographic	151	MTV Classics	164	CLEO TV		
136	Viceland		Wild	152	BET Soul	175	Africa Channel		

Sports & Info Pack (Optional) *

301	NFL Network	315	Tennis Channel	319	ESPN Bases Loaded/	330	ESPN
308	NBA TV	316	Outdoor Channel		Goal Line	331	ESPN
310	NHL Network	317	Pursuit Network	320	Big Ten Network	333	ESPN Deportes
312	CBS Sports			329	SEC Network	335	Fox Deportes

Sports Pack 2 (Optional) *

299	NFL RedZone *	308	NBA TV	378	MLB Strikezone *	441	TUDN
301	NFL Network	317	Pursuit Network	383	Sportsman Channel		
305	MLB Network	334	Zona Futbol	386	World Fishing Channel		

Movie Pack (Optional) *

360	Flix	364	STARZ ENCORE	368	STARZ ENCORE	374	STARZ ENCORE	389	RetroPlex
361	MGM Marquee	365	MGM+ Drive-in		Suspense		Westerns		
362	MGM+	366	STARZ ENCORE Action	370	STARZ ENCORE Classic	380	FXM		
363	MGM Hits			372	STARZ ENCORE Black	388	IndiePlex		

Latino Pack (Optional) *

56	MeTV+ - KEJR	411	de Pelicula Clasico	419	National Geographic	427	Nicktoons	441	TUDN
392	Hogar de HGTV	412	Cine Latino		Mundo	428	FOROtv	442	Univision Novelas
393	Hola TV	413	Baby TV	420	CentroamericaTV	430	TR3S: MTV, Musica y Mas	444	CNN en Español
402	Galavision	414	Telefe	421	Cine Estelar	432	Bandamax	449	EWTN en Español
403	Azteca -KPDF	415	Baby First	422	Discovery Familia	434	NBC Universo	450	Pasiones
405	ESNE	417	History En Español	423	Disney XD (SAP)	435	Fuse	451	WAPA
409	Sony Cine	418	Discovery en Español	424	Boomerang (SAP)	438	ESPN Deportes	452	VeneVision
410	de Pelicula			426	Cartoon	439	Fox Deportes		

Premium Networks (Optional)

200	HBO	221	Cinemax Hits	240	Paramount+ with	249	SHOWTIME 2	266	Starz Comedy
201	HBO Hits (West)	222	Cinemax Action (East)		SHOWTIME	250	The Movie Channel	267	Starz Edge
202	HBO Drama	224	Cinemax Action	242	SHO*BET	251	TMC Extra	268	Starz in Black
204	HBO Comedy	225	Cinemax (East)	243	SHOWTIME Extreme	252	The Movie Channel (East)	269	AMC+
205	HBO Movies	226	Cinemax Hits (East)	244	SHOWTIME Showcase	260	Starz (West)	361	MGM Marquee
206	HBO Drama (East)	228	Cinemax	245	Paramount+ with	261	Starz Edge East	362	MGM+
210	HBO (East)	230	Cinemax Classics		SHOWTIME East	262	Starz in Black (East)	363	MGM Hits
211	HBO Hits (East)	231	Playboy	246	SHOWTIME Women	263	Starz (East)	365	MGM+ Drive-in
212	HBO Latino	232	Playboy en Español	247	SHOWTIME Next	264	Starz Kids & Family		
220	Cinemax			248	SHOWTIME Family Zone	265	Starz Cinema		

Contour TV Ultimate (Includes all networks listed on channel lineup for each section)

Starter
PreferredBonus Pack
Variety PackSports & Info Pack
Sports Pack 2Movie Pack
Premium Networks

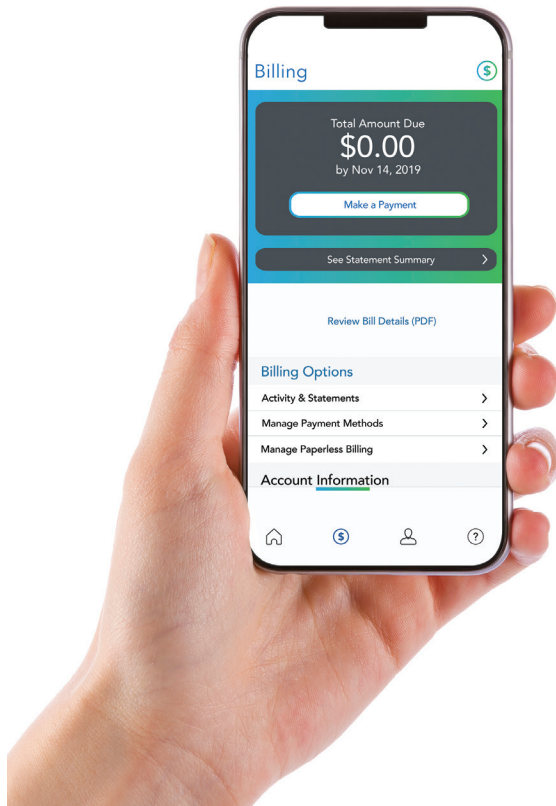
Additional Channels and Pay-Per-View

Subscription Sports Packages & Pay-Per-View (Optional) *

501	Pay-Per-View 2	651-660	NBA League Pass	671-684	NHL Center Ice	699	NFL RedZone ***
504	Pay-Per-View	671-684	MLB Extra Innings	692	Fox Soccer Plus		

International Channels (Optional) *

480	CCTV 4	486	TV Asia	490	Phoenix North America	495	ZEE TV
482	GMA Pinoy TV	487	CTI-Zhong Tian	492	Rai Italia	496	SET Asia
484	SBTN	488	Phoenix InfoNews	493	DW (Deutsche+)	497	Colors
485	TVMonde	489	ART	494	RTN (formerly TV Russia)		



The Cox App and My Account

Cox makes it easier than ever to connect to your services. Find answers and manage settings with just a few taps, all in the palm of your hands with the Cox App, or on your computer at cox.com/myaccount.

- Manage your service info and check data usage
- View your current bill and schedule a payment
- Browse helpful how-to articles and troubleshooting guides
- Message a customer care agent for 24/7 support

Sign Up or Sign In at cox.com/myaccount or
Download the app today!



Need more help?

Get free customer support online, over chat or in our stores.

Visit cox.com/support for quick answers, product support videos, live chat, Cox Store locations and more.

And be sure to check out cox.com/learn for product tips and tricks!

Effective September 2025.

Channel included with service level noted; will require rental of Basic Box, Cox TV Box, Contour Box or a Cox provided CableCARD™ unless otherwise indicated. CableCARD customers may need a tuning adaptor and compatible retail device to receive certain Switched digital or HD video channels. Not all channels available in HD. *Channel not available on outlets connected via a Basic Box; requires either a Cox TV Box, Contour Box or Cox provided CableCARD™ together with a certified compatible CableCard retail device. •Not available in all areas. *Part-time/ seasonal channel. **This service requires a subscription to the Sports and Info Pack. ***Viewing requires high-speed internet and Cox Contour subscription and box. Streaming usage counts toward Cox data plans. All channels and channel packs are subject to change. Other restrictions may apply. ©2024 Cox Communications, Inc. All rights reserved.

El canal está incluido con el nivel de servicio indicado; requerirá el alquiler de una Caja Básica, Caja de Cox TV, Caja de Contour o CableCARD™ proporcionada por Cox a menos que se indique lo contrario. Los clientes de CableCARD podrían necesitar un adaptador de sintonización y un equipo al menudeo compatible para recibir ciertos canales de video digital conmutado o en HD. No todos los canales están disponibles en HD. *El canal no está disponible en conexiones a través de una Caja Básica; requiere una Caja de Cox TV, Caja de Contour o CableCARD™ proporcionada por Cox junto con un equipo al menudeo de CableCard compatible y certificado. •No está disponible en todas las áreas. *Canal de tiempo parcial/estacional. **Este servicio requiere una suscripción a Sports & Info Pack. ***Uso requiere internet de alta velocidad, suscripción y caja de Cox Contour. El uso de streaming cuenta hacia tu uso de datos en los planes de datos de Cox. Todos los canales y paquetes de canales están sujetos a cambios. Otras restricciones pueden aplicar. ©2024 Cox Communications, Inc. Todos los derechos reservados.