

**Before the
Federal Trade Commission
Washington, D.C. 20580**

Trade Regulation Rule on Unfair or Deceptive Fees))))))	No. R207011
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**COMMENTS OF THE
NATIONAL ASSOCIATION OF BROADCASTERS**

I. INTRODUCTION

The National Association of Broadcasters (NAB)¹ hereby submits brief comments in response to the Federal Trade Commission’s rulemaking notice proposing rules that would prohibit companies from omitting mandatory fees from advertised prices and misrepresenting the nature and purpose of fees.² The NPRM discusses and solicits comment on consumer fee practices affecting multiple industries, including “telecommunications” (defined to include internet, television, and telephone services).³ Below, NAB discusses certain fees imposed by multichannel video program distributors (MVPDs) which mislead and confuse consumers.

¹ NAB is the nonprofit trade association that advocates on behalf of free local radio and television stations and broadcast networks before Congress, the Federal Communications Commission and other federal agencies, and the courts.

² *Trade Regulation Rule on Unfair or Deceptive Fees*, Notice of Proposed Rulemaking, No. R207011, 88 Fed. Reg. 77420 (2023) (NPRM).

³ NPRM at 77427.

II. MVPDS ENGAGE IN ADVERTISING AND BILLING PRACTICES THAT HARM CONSUMERS AND IMPEDE COMPETITION

As the NPRM and commenters have highlighted, prospective MVPD consumers routinely “are confronted with advertised rates that do not include mandatory fees,” including broadcast programming fees, that are not disclosed until well into the consumer’s buying process and are described “in ways that consumers find difficult to understand.”⁴

MVPDs pay for a variety of inputs into their video programming packages that they resell to consumers, including fees for carriage of non-broadcast programming networks and “retransmission consent” payments for carriage of local television broadcast stations.⁵ Despite selling video programming packages that are advertised as including local broadcast stations, MVPDs often advertise one price for those packages and then tack on a large, separate “broadcast TV fee,” “broadcast TV surcharge,” or “retransmission fee” which purportedly reflects their retransmission consent payments made to local broadcasters. According to Consumer Reports, cable company-imposed fees add what amounts to an average 24 percent surcharge on top of the advertised price.⁶ This practice is extremely common and used by large and small MVPDs alike. For example:

⁴ NPRM at 77427; see also Comments of Consumer Reports, FTC-2022-0069-6099, at 2, 5-7 (Feb. 8, 2023) (Consumer Reports Comments) (describing the cable television industry as “the worst offender for charging hidden junk fees” and stating that cable television consumers “are facing a rise and proliferation of company-imposed fees that are buried in the fine print and aren’t clearly disclosed.”).

⁵ Just as pay TV providers pay fees for the rights to carry non-broadcast programming (e.g., the programming of cable networks like TBS, TNT and FX), they pay fees for the rights to retransmit the signals of local broadcast TV stations, which include both national broadcast network programming (e.g., ABC, CBS, FOX, NBC, Telemundo, Univision, etc.) and the programming created by local stations (e.g., local newscasts).

⁶ Consumer Reports Comments at 2.

- Charter Communications (Charter) advertises a Spanish and English language programming package containing 140+ channels for \$39.99/month. The channel lineup includes local broadcast channels. However, once the consumer selects the package, a \$25.75 broadcast surcharge appears, upping the total to \$65.74.⁷
- HBC, a smaller operator serving consumers in Minnesota and Wisconsin, advertises a “Basic TV” subscription package for a price of only \$29.99/month. In three different places on its website, HBC makes clear that this package includes local stations, specifically mentioning that the subscriber will receive: “ABC, CBS, C-SPAN, CW+, FOX, PBS, NBC and more.” Once a prospective subscriber puts that package in their cart, however, additional fees including a \$29.80 “retransmission fee” appear, more than doubling the price of that package to \$62.86.⁸
- Similarly, Franklin Plant Board (FPB), a smaller operator serving consumers in Kentucky, advertises on its website prices as low as \$12.79/month for a package that includes local broadcast channels, but fine print at the bottom of the page states that “An additional \$27.25 monthly retrans surcharge will be added to your monthly FPB Cable bill.”⁹

No consumer would expect MVPD packages claiming to include local broadcast channels to cost *more than double* the advertised price due to large fees added for those very same stations. The lack of forthright pricing information makes it more difficult for consumers to compare MVPD packages in potential detriment to competition in the pay TV industry, and may well lead consumers to significantly underestimate the total cost of an MVPD service.

Current MVPD practices make it difficult for consumers to accurately assess the value delivered by an MVPD. In addition to omitting fees from advertised prices, MVPDs’ descriptions of broadcast programming fees tend to mislead consumers in several ways. First, the practice of singling out certain programming, including broadcast programming,

⁷ See Attachment A.

⁸ See Attachment B.

⁹ See Attachment C.

while failing to itemize or identify the costs of all other video programming is misleading. Consumers rightly expect pay TV packages that advertise local channels to have the cost of such channels reflected in the base package price. There simply is no consumer-focused rationale for distinguishing retransmission consent payments from all other inputs into the programming packages MVPDs sell to the public, and the practice can lead consumers erroneously to believe that broadcasters are somehow uniquely responsible for the cost of their pay TV service.

Additionally, broadcast programming fees often appear incorrectly to be regulatory fees or taxes rather than a company-imposed fee. Some MVPDs even offer explanations of the fees that reinforce the suggestion that they are required by the government. For example, Charter references the “government” and/or “federal law” nine times in its broadcast programming fee FAQs, claims that it treats broadcast programming differently than cable networks because “[f]ederal law treats them differently,” and states that changes to current law would result in Charter removing the additional broadcast charges.¹⁰ It would be entirely reasonable for a consumer reading such (mis)information to believe mistakenly that the broadcast programming fee is mandated by the government. These confusing and misleading references to government requirements in connection with broadcast fees disserve both consumers and broadcasters.¹¹

¹⁰ See Charter d/b/a Spectrum, *Broadcast TV Surcharge: Frequently Asked Questions*, available at: <https://www.spectrum.net/support/account-and-billing/broadcast-tv-surcharge> (last visited Jan. 24, 2024).

¹¹ NTCA has claimed that broadcasters’ confidentiality terms preclude transparent explanation of retransmission fees. See NPRM at 77427 (summarizing NTCA’s comments). However, such terms do not require MVPDs to use unfair and deceptive drip pricing tactics to attract subscribers or to single out costs for the broadcast programming they resell in ways

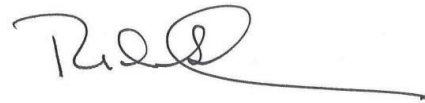
III. CONCLUSION

MVPD advertising and billing practices that identify “broadcast TV” fees mislead and confuse consumers, baselessly single out broadcast programming, and make it difficult for consumers to comparison shop among MVPD services. The pay TV industry should cease engaging in these practices.

Respectfully submitted,

**NATIONAL ASSOCIATION OF
BROADCASTERS**

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that confuse and mislead subscribers. Notwithstanding the FTC’s lack of authority to require the disclosure of confidential pricing terms, such disclosure would do nothing to remedy the consumer harm caused by MVPDs’ failure to disclose the true costs of their services in their advertised prices or by practices that mislead subscribers as to the nature and purpose of the fees that they are charged.

Attachment A

https://www.spectrum.com/buy/tv


Spectrum \$0.00/mo \$0.00 Initial order total

Plan OPTIONAL

All TV plans include On Demand access, FREE HD and the Spectrum TV® App.

TV SELECT 125+ Channels

Popular movies, sports and news with thousands of On Demand choices.

 Basic included

\$69.99/mo for 12 mos.

[Details](#)

MI PLAN LATINO 140+ Channels

Spanish and English language programming with thousands of On Demand choices.

\$39.99/mo for 12 mos.

[Details](#)

ADD HOME PHONE CHECKOUT

Spectrum 1.855.839.4 Chat With Us

https://www.spectrum.com/buy/tv


Spectrum \$0.00/mo \$0.00 Initial order total

Plan OPTIONAL

All TV plans include C

TV SELECT 125+ Channels

Popular movies, sports and news with thousands of On Demand choices.

 Basic included

\$69.99/mo for 12 mos.

ADD-ONS EQUIPMENT SERVICES

Channel Lineup

Search

Channels By Package

Channels By Category

Viewing: All Channels

Channel	TV Select 327 Channels	MI Plan Latino 336 Channels
WEDH - PBS	●	●
WGBY - PBS	●	●
WGBY - PBS Kids	●	●
WGBB - ABC	●	●
WGBB - FOX	●	●
WSHM - CBS	●	●
WWLP - NBC	●	●
5 StarMAX - E		
A&E	●	●
ACC Network	●	
AMC	●	●
ANC		
ASPIRE TV	●	
AXS TV		
AccuWeather	●	
ActionMAX - E		
ActionMAX - W		
American Horror Channel		

CHECKOUT

1.855.839.4 Chat With Us

https://www.spectrum.com/buy/tv

Spectrum \$65.74/mo ▼
\$65.74 Initial order total


Plan DONE

All TV plans include On Demand access, FREE HD and the Spectrum TV® App.

TV SELECT

125+ Channels

Popular movies, sports and news with thousands of On Demand choices.


Basic included

\$69.99/mo
for 12 mos.

[Details](#)

MI PLAN LATINO

140+ Channels

Spanish and English language programming with thousands of On Demand choices.

\$39.99/mo
for 12 mos.

[Details](#)

Add-Ons OPTIONAL

Select one or multiple add-ons to maximize your Spectrum TV® experience.

Popular Premiums Sports International

Sports View +

Twenty-three additional sports channels including NFL RedZone, MLB Strike Zone, and Golf Channel.

\$7.00/mo

[Details](#)

Entertainment View +

A collection of 80+ popular channels including OWN, Cooking Channel, NFL Network and more.

\$15.00/mo

[Details](#)

max +

The one to watch for HBO, hit series, movies, reality & more. Includes access to the Max app and HBO Channels.

\$15.00/mo

[Chat With Us](#)

https://www.spectrum.com/buy/tv

Spectrum \$65.74/mo ^
\$65.74 Initial order total


Plan

All TV plans include On Demand access, FREE HD and the Spectrum TV® App.

TV SELECT

125+ Channels

Popular movies, sports and news with thousands of On Demand choices.


Basic included

\$69.99/mo
for 12 mos.

[Details](#)

MI PLAN LATINO

140+ Channels

Spanish and English language programming with thousands of On Demand choices.

\$39.99/mo
for 12 mos.

[Details](#)

Add-Ons

Select one or multiple add-ons to maximize your Spectrum TV® experience.

Popular Premiums Sports International

Sports View +

Twenty-three additional sports channels including NFL RedZone, MLB Strike Zone, and Golf Channel.

\$7.00/mo

[Details](#)

Entertainment View +

A collection of 80+ popular channels including OWN, Cooking Channel, NFL Network and more.

\$15.00/mo

[Details](#)

max +

The one to watch for HBO, hit series, movies, reality & more. Includes access to the Max app and HBO Channels.

\$15.00/mo

[Chat With Us](#)


MONTHLY CHARGES

Item	Price
TV	
Spectrum MI Plan Latino	\$39.99
Broadcast TV Surcharge	\$25.75
Total:	\$65.74

ESTIMATED INITIAL PAYMENT

First Month of Service	\$65.74
One Time Items	
Installation Options	Calculated at checkout
Total:	\$65.74

[Pricing and Other Info](#)

 Get a \$100 Visa Rewards Card when you choose Spectrum Internet 300 Mbps or faster. [Details](#)

Attachment B

Your household may be eligible for a monthly benefit of up to \$30 towards your broadband services with the [Affordable Connectivity Program](#).



HBC TV 25 STREAM TV CHANNEL LINEUPS TV2-GO

CHOOSE YOUR TV TIER

Digital Plus TV 175+ Channels	Expanded Digital TV 140+ Channels	Basic TV 70+ Channels
<ul style="list-style-type: none">✓ Cooking Channel, Discovery Life, Magnolia Network, and many more✓ Music Choice Music Channels✓ HBC TV 25—local, exclusive programming✓ HBC+ Video app✓ HBC TV2-Go—stream anywhere, anytime	<ul style="list-style-type: none">✓ A&E, AMC, Bravo, Disney, ESPN, HGTV, History, and many more✓ Music Choice Music Channels✓ HBC TV 25—local, exclusive programming✓ HBC+ Video app✓ HBC TV2-Go—stream anywhere, anytime	<ul style="list-style-type: none">✓ ABC, CBS, C-SPAN, CW+, FOX, PBS, NBC, and more✓ Music Choice Music Channels✓ HBC TV 25—local, exclusive programming✓ HBC+ Video app✓ HBC TV2-Go—stream anywhere, anytime
ORDER NOW	ORDER NOW	ORDER NOW



Log In

- Add Internet
- Add TV**
- Add Phone

Add TV

Below are the available services for your location.

Basic TV

- 70+ channels
- ABC, CBS, C-SPAN, CW+, FOX, PBS, NBC, and more
- Music Choice, TV2Go streaming, and HBC+ Video app included

\$29.99 / Month

[Add to Cart](#)

[Billing & Payments](#) [My Profile](#)

Call Us: HBC: (888) 474-9995 | RS Fiber: (800) 628-1754

Version: 23.16.0



Log In

- Add Internet
- My TV**
- Options & Features
- Add Phone

Basic TV has been added to the cart. Additional customization may be available during the checkout process.

My TV

Below are the active services on the account and other available services being offered in your area.

Basic TV

- 70+ channels
- ABC, CBS, C-SPAN, CW+, FOX, PBS, NBC, and more
- Music Choice, TV2-Go streaming, and HBC+ Video app included

\$29.99 / Month

[Remove From Cart](#)

[Continue](#)

Cart

TV	
Basic TV	
Cost - Recurring	\$29.99
Retransmission Fee	
Cost - Recurring	\$29.80
Digital Gateway Fee	
Cost - Recurring	\$2.97
FCC Administrative Fee	
Cost - Recurring	\$0.10
Totals	
Recurring	\$62.86

[Start Over](#) [Continue](#)

[Billing & Payments](#) [My Profile](#)

Call Us:HBC: (888) 474-9995 | RS Fiber: (800) 628-1754

Version: 23.16.0

Attachment C



Limited Cable | \$12.79

FPB's Limited Cable offers local broadcast networks such as FOX, CBS, NBC, and ABC. Watch local Frankfort programming and events brought to you by FPB's Cable 10 including Game of the Week, Around 10, government meetings, and more. You'll also have access to educational programming from KET, KET2, KETKY, CSPAN1, CSPAN2, CSPAN3, and NASA. Whether you want to shop with QVC, be aware of the weather with Weatherscan, or provide family entertainment with MeTV, FPB Limited Cable has plenty of channels to choose from.

QAM LINEUP

CHANNEL LINEUP

Standard def. requires DTA, QAM tuner, FPB advanced set top or cable card. HD requires FPB HD advanced set top or cable card. VOD requires FPB advanced set top. See options below.

An additional \$27.25 monthly retrans surcharge will be added to your monthly FPB Cable bill.

FPB SPORTS PLUS

FPB Sports Plus offers subscribers nine new programming networks covering a wide range of sports. This exciting offering is only \$7/mo.

ORDER SPORTS PLUS



CABLE CHANNEL LINEUP

CABLE CHANNEL LINEUP

LIMITED \$12.79*

channels 2-30

- 02 PROGRAM GUIDE
- 03 **503** NBC (WAVE 3)
- 04 FPB MARKETPLACE
- 05 **505** FOX (WDKY 56)
- 06 **506** CBS (WKYT 27)
- 07 **507** NBC (WLEX 18)
- 08 **508** ABC (WTVQ 36)
- 09 **509** QVC
- 10 **510** CABLE 10
- 11 **511** ABC (WHAS 11)
- 12 **512** CBS (WLKY 32)
- 13 **513** CW (CWKYT)
- 14 **514** CSPAN 1
- 15 **515** CSPAN 2
- 16 **516** CSPAN 3/GA
- 17 NASA/GA
- 18 **518** MYNETWORK (MyKY)
- 19 WEATHERSCAN
- 20 LEASED ACCESS
- 21 **521** COZI TV (WLJC 65)
- 22 **522** ION (WUPX 67)
- 23 KET KY
- 24 **524** KET
- 25 KET2
- 26 CHARGE TV
- 27 MeTV
- 28 ANTENNA TV
- 29 GritTV
- 30 REWIND TV

CLASSIC \$76.60*

channels 2-98

- 31 **531** ESPN
- 32 **532** ESPN2
- 33 **533** ACC NETWORK
- 34 **534** SEC NETWORK
- 35 **535** FOX SPORTS 1
- 36 **536** BALLY SPORTS OHIO
- 37 **537** MLB NETWORK
- 39 **539** GOLF CHANNEL
- 40 **540** OUTDOOR
- 41 FANDUEL TV
- 43 **543** FOX BUSINESS
- 44 **544** FOX NEWS
- 45 **545** CNN
- 46 **546** HLN
- 47 **547** CNBC
- 48 **548** MSNBC
- 49 **549** WEATHER
- 50 **550** NEWSNATION
- 51 **551** TBS
- 52 **552** TNT

(Classic Cont'd)

- 53 **553** USA
- 54 **554** AMC
- 55 **555** COMEDY
- 56 **556** PARAMOUNT
- 57 **557** TRU TV
- 58 **558** FX
- 59 **559** FXX
- 60 **560** SYFY
- 61 **561** POP
- 62 **562** TCM
- 63 TV LAND
- 64 **564** HALLMARK
- 65 **665** HALLMARK MOVIES & MYSTERIES
- 67 **567** DISNEY
- 68 **568** CARTOON
- 69 **569** NICKELODEON
- 70 **570** FREEFORM
- 71 **571** ANIMAL PLANET
- 72 **572** NATIONAL GEOGRAPHIC
- 73 **573** DISCOVERY
- 74 **574** INVESTIGATION DISCOVERY
- 75 **575** HGTV
- 76 **576** FOOD NETWORK
- 77 **577** TRAVEL CHANNEL
- 79 **579** A&E
- 80 **580** HISTORY
- 81 **581** BRAVO
- 82 **582** E!
- 83 **583** TLC
- 84 **584** LIFETIME
- 85 **585** LMN
- 86 DISCOVERY LIFE
- 87 **587** OXYGEN
- 88 OWN
- 89 **589** CMT
- 90 **590** BET
- 91 **591** MTV
- 92 **592** VH1
- 93 BBC AMERICA
- 94 SUNDANCE
- 95 TBN
- 96 EWTN
- 97 SEC NETWORK (Alternate)
- 98 TBD TV

PREFERRED \$87.10*+

channels 2-249

- 100 **600** REELZ
- 101 NAT GEO WILD
- 104 **604** DESTINATION AMERICA
- 105 **605** SCIENCE
- 106 AMERICAN HEROES CH.
- 107 **607** FYI

(Preferred Cont'd)

- 108 VICELAND
- 109 BBC NEWS
- 111 **611** CIRCLE
- AXS TV
- 114 GSN
- 116 **616** IFC
- 117 OVATION
- 618** SMITHSONIAN
- 123 **623** RFD
- 124 **624** MAGNOLIA
- 125 **625** THE COOKING CHANNEL
- 130 **630** DISCOVERY FAMILY CH.
- 131 NICK JR.
- 132 TEENNICK
- 134 NICKTOONS
- 135 UNIVERSAL KIDS
- 136 **636** DISNEY XD
- 137 DISNEY JUNIOR
- 141 **641** ESPNU
- 142 **642** ESPNEWS
- 143 **643** CBS SPORTS
- 144 OLYMPIC CHANNEL
- 145 FANDUEL RACING
- 147 **647** FOX SPORTS 2
- 148 **648** BIG TEN NETWORK
- 149 **649** NFL NETWORK
- 150 **650** NBA TV
- 151 **651** TENNIS
- 160 WE TV
- 162 FX MOVIE
- 163 LIFETIME REAL WOMEN
- 164 INSP
- 166 HALLMARK DRAMA
- 170 BET HER
- 171 MTV 2
- 172 NICKMUSIC
- 173 MTV CLASSIC
- 174 BET SOUL
- 175 CMT MUSIC
- 176 GAC FAMILY



STINGRAY
MUSIC

- 200 HIT LIST
- 201 POP ADULT
- 202 SWINGING STANDARDS
- 203 JUKEBOX OLDIES
- 204 FLASHBACK 70'S
- 205 EVERYTHING 80'S

(Stingray Music Cont'd)

- 206 NOTHIN' BUT 90'S
- 207 MAXIMUM PARTY
- 208 GROOVE DISCO & FUNK
- 209 DANCE CLUBBIN'
- 210 HOLIDAY HITS
- 211 CLASSIC ROCK
- 212 ALTERNATIVE
- 213 ROCK
- 214 HEAVY METAL
- 215 ALT ROCK CLASSICS
- 216 THE BLUES
- 217 ADULT ALTERNATIVE
- 218 FOLK ROOTS
- 219 ALT COUNTRY/AMERICANA
- 220 HOT COUNTRY
- 221 NO FENCES
- 222 COUNTRY CLASSICS
- 223 BLUEGRASS
- 224 CHRISTIAN POP & ROCK
- 225 GOSPEL
- 226 SOUL STORM
- 227 HIP-HOP/R&B
- 228 CLASSIC RnB & SOUL
- 229 HIP HOP
- 230 JAZZ MASTERS
- 231 JAZZ NOW
- 232 SMOOTH JAZZ
- 233 CHILL LOUNGE
- 234 THE SPA
- 235 EASY LISTENING
- 236 POP CLASSICS
- 237 CLASSIC MASTERS
- 238 CHAMBER MUSIC
- 239 BROADWAY
- 240 ECLECTIC ELECTRONIC
- 241 Y2K
- 242 JAMMIN'
- 243 ÉXITOS TROPICALES
- 244 ÉXITOS DEL MOMENTO
- 245 RETRO LATINO
- 246 RITMOS LATINOS
- 247 ROCK EN ESPANOL
- 248 ROMANCE LATINO
- 249 KID'S STUFF

PAY PER VIEW +

- 401 LIVE EVENT PPV

HD PLUS \$7♦

- 770** MOTOR TREND
- 771** MGM HD
- 774** MTV LIVE
- 775** NFL RED ZONE
- 776** SONY MOVIE CH.
- 777** HDNET MOVIES

SPORTS PLUS \$7♦

- 786** OUTSIDE TV
- 787** MAVTV
- 788** WORLD FISHING NETWORK
- 789** NEXT LEVEL SPORTS
- 790 YES
- 791 STADIUM COLLEGE SPORTS - ATLANTIC
- 792 STADIUM COLLEGE SPORTS - CENTRAL
- 793 STADIUM COLLEGE SPORTS - PACIFIC
- 794 PAC 12
- 796** MLB STRIKE ZONE

PREMIUM +

- 300 **700** HBO E
- 301 HBO W
- 302 HBO2 E
- 303 HBO2 W
- 304 HBO SIG E
- 305 HBO SIG W
- 306 HBO FAMILY E
- 307 HBO FAMILY W
- 310 **710** CINEMAX E
- 311 CINEMAX W
- 312 MORE MAX E
- 313 MORE MAX W
- 320 **720** SHO E
- 321 SHO 2E
- 322 SHO x BET
- 323 SHO EXTREME E
- 324 SHOWCASE
- 325 SHO NEXT
- 326 SHO FAM ZONE
- 327 SHO WOMEN

(Premium Cont'd)

- 330 **730** TMC E
- 331 TMC XTRA E
- 332 FLIX
- 340 STARZ ENCORE E
- 341 STARZ ENCORE W
- 342 STARZ ENCORE CLASSIC E
- 343 STARZ ENCORE CLASSIC W
- 344 STARZ ENCORE SUSPENSE E
- 345 STARZ ENCORE SUSPENSE W
- 346 STARZ ENCORE WESTERNS E
- 347 STARZ ENCORE WESTERNS W
- 348 STARZ ENCORE BLACK E
- 349 STARZ ENCORE BLACK W
- 350 STARZ ENCORE ACTION E
- 352 STARZ ENCORE ACTION W
- 360 **760** STARZ E
- 361 STARZ W
- 362 STARZ EDGE E
- 363 STARZ EDGE W
- 364 STARZ IN BLACK

E - East W - West

HBO Max	\$15.00
Showtime/TMC	\$15.00
Starz	\$15.00
Cinemax	\$15.00

Order any 2 premium services and get a \$3 discount.

Order any 3 premium services and get a \$6 discount.

Order all premium services for only \$47.00.

HD channel numbers listed in blue.

HD requires FPB HD advanced set top or cable card.

Video on Demand (VOD) requires FPB advanced set top.

Watch TV Everywhere (WTV) + Requires an FPB advanced set top.

♦ Requires FPB preferred cable -AND- FPB HD advanced set top or cable card.

*An additional \$27.25 monthly retransmission surcharge will be added to your monthly FPB Cable bill. Deposits may be required. Limited service area. Taxes and fees may apply.

*An additional \$27.25 monthly retransmission surcharge will be added to your monthly FPB Cable bill. Deposits may be required. Limited service area. Taxes and fees may apply.