



REFERENCE GUIDE



WOW! BUSINESS



TABLE OF CONTENTS

WOW! Payment Options	4
Understanding Your Monthly Bill	5

WOW! Business Digital Cable

WOW! Digital TV Operation

Quick Menu	7
Guide Symbols to Know – Quick Menu Icons.....	7
Main Menu.....	7
Picture in Guide.....	7
On-Screen Program Guide.....	8
Search Categories and Listings	8
Local Weather.....	8
Messages	8
Parental Controls.....	9
Parental Controls Setup	9
Parental Controls for On Demand	11
View Locked Programs	11
Bypass or Clear Locks	12
Restore Locks	12
Setup	13
Guide Setup	13
Cable Box Setup	14
Audio Setup.....	14
Text Language Setup	14
Screen Saver	15
Parental Controls Setup	15
Screen Position Setup.....	15

WOW! Equipment Setup and Self-Installation

Instructions.....	16
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Digital Adapter – Self-Install Instructions

Programming Your Remote	18
Digital Adapter Troubleshooting	18

WOW! Business Internet Reference Guide

Introduction	19
Pop-Up Ads, Browser Hijackers, and other Mal-ware	19
Hijackers or Browser Hijackers	19
Cable Modem Troubleshooting	19
Troubleshooting Tips	20
Advanced Modem Troubleshooting (Phone Modem).....	20
How to register for online bill pay	21
WOW! Email	24
WebMail	25
Login.....	25
WOW! Business WebMail Main Screen.....	25
Import/Export Contacts	26
Mobile	27
Outlook Express Email	29
POP and SMTP Servers	30
Account Username and Password.....	31

WOW! Business Phone Reference Guide

WOW! Business Phone Features	32
Call Waiting	32
Call Forwarding	32
Call Forward Remote Activation.....	32
3-Way Calling	33
Call Return.....	33
Speed Call 30.....	33
Call Transfer.....	34
Multi-Ring	34
Distinctive Ringing.....	34
Directory Number Hunt	34
Call Forward Busy	34
Call Forward No-Answer	34
Validated Personal Account Code.....	34
Caller ID.....	35
Caller ID for Call Waiting	35
Alternate Caller ID	35
Repeat Dialing	35
Selective Call Rejection.....	35
Selective Call Forwarding	36
Voicemail	39
Frequently Asked Questions	41
Frequently Asked Telephone Questions	42
911 Information	44

Legal

WOW! Business Customer Agreement General Terms and Conditions	45
Important Information – VIDEO	68
WOW! Customer Privacy Notice For Cable Television, Internet and Phone Services	70
Business Annual Subscriber Notice and Terms of Service	80

WOW! Payment Options


How Do I Pay My Bill?

Each month you will receive a monthly statement which includes the amount due for the current billing cycle and any past due amount. Your monthly billing cycle begins the day after installation of service has been completed. You can mail us your payment, pay automatically with AutoPay (our automatic payment system), make a payment at one of our local payment locations or pay your bill online at wowway.biz. You can also pay your bill by check or credit card with our automated system at 1-888-969-4249.

For more information on how to sign up for AutoPay or to get a list of our local payment locations, please visit our website at wowway.biz or call us toll-free at 1-888-969-4249.

UNDERSTANDING YOUR MONTHLY BILL

The Front Side of Your Bill



INTERNET/VOICE/DATA

2 **Contact Information:**
 Customer Service & Billing: 1-888-969-4249
 Email: businessolutions@wideopenwest.com

Customer Service Hours:
 Monday - Friday 8:00am to 7:00pm CST
 Saturday - Sunday 7:00am to 4:00pm CST

Page 1 of 2

Account Name..... Any Business, Inc.
 Account Number012345678
 Statement Code999
 Customer Phone(123) 456-7890
 Billing Date06/02/2013

1 **NEWS AND INFORMATION**

Thank you for being a WOW! Business customer. We know you have a choice in providers, and we value your business.

4 **Account Snapshot**

Last bill	\$ 176.79
Payment 5/12/13.....	\$ 176.79
New Charges Since Last Bill - See Below.....	\$ 183.93
Total Amount Due	\$ 183.93
Payment Due Date	06/20/13

5 **New Charges Summary**

WOW! Service Charges	\$ 101.00
Partial Month Charges & Credits	\$ 21.90
Other Charges & Credits	\$ 50.00
Taxes, Surcharges & Fees	\$ 11.03
Total New Charges	\$ 183.93

WOW!Business
INTERNET/VOICE/DATA

PO BOX 4350
CAROL STREAM, IL 60197-4350

5

To pay by phone, call 1-888-969-4249.
 To pay online, visit wowway.biz.
 Please detach and enclose this coupon with your payment.
 Do not send cash. Make checks payable to **WOW! Business**.

Account Name Any Business, Inc.
 Account Number 012345678
 Customer Phone (123) 456-7890
 Billing Date 06/02/2013

Total Amount Due \$183.93
 Payment Due Date 06/02/13

AMOUNT ENCLOSED \$

ANY BUSINESS, INC.
1234 MAIN STREET
ANYTOWN, USA 12345-6789

WOW! BUSINESS
PO BOX 4350
CAROL STREAM, IL 60197-4350

6

885511009065394600000000

Billings

1 NEWS AND INFORMATION
Important messages and reminders will appear in this area.

2 CUSTOMER SERVICE
Information on ways to contact us.

3 ACCOUNT INFORMATION
Displays your account name, your WOW! account number and the phone number linked to your account. The billing date is the date you are being billed.

4 SNAPSHOT & SUMMARY
Overview of payment information since your prior monthly bill and a summary of your current charges. Includes the payment due date and total amount due.

5 PAYMENT OPTIONS
How to pay your bill by mail, phone or online.

6 PAYMENT ADDRESS
Address to which payment should be sent.

UNDERSTANDING YOUR MONTHLY BILL

The Back Side of Your Bill

Billing

<p>WOW!Business INTERNET/VOICE/DATA</p>	<p>Account Name..... Any Business, Inc. Page 2 of 2 Account Number012345678 Statement Code999 Customer Phone(123) 456-7890 Billing Date06/02/2013</p>
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<p>7 WOW! SERVICE CHARGES</p> <p>LOCATION A 1234 MAIN STREET ANYTOWN, USA 12345-6789</p> <table border="0" style="width: 100%;"> <tr><td>06/02 - 07/01</td><td>Bus Basic Phone</td><td>\$40.00</td></tr> <tr><td>06/02 - 07/01</td><td>Business 10% Discount - 12 Month</td><td>-\$4.00</td></tr> <tr><td>06/02 - 07/01</td><td>Bus Essential Phone</td><td>\$30.00</td></tr> <tr><td>06/02 - 07/01</td><td>Business 10% Discount - 12 Month</td><td>-\$3.00</td></tr> <tr><td>06/02 - 07/01</td><td>Business Unlimited LD</td><td>\$0.00</td></tr> <tr><td>06/02 - 07/01</td><td>Business 05 LD</td><td>\$0.00</td></tr> <tr><td>06/02 - 07/01</td><td>Business Advanced Modem</td><td>\$2.50</td></tr> <tr><td>06/02 - 07/01</td><td>Business 5/1 HSD</td><td>\$35.00</td></tr> <tr><td>06/02 - 07/01</td><td>Business 10% Discount - 12 Month</td><td>-\$3.50</td></tr> <tr><td>06/02 - 07/01</td><td>Network Line Fee</td><td>\$4.00</td></tr> </table> <p><small>Offsets cost for WOW! interconnection to phone network. Not a tax or gov't imposed fee.</small></p> <p>Total WOW! Service Charges \$101.00</p>	06/02 - 07/01	Bus Basic Phone	\$40.00	06/02 - 07/01	Business 10% Discount - 12 Month	-\$4.00	06/02 - 07/01	Bus Essential Phone	\$30.00	06/02 - 07/01	Business 10% Discount - 12 Month	-\$3.00	06/02 - 07/01	Business Unlimited LD	\$0.00	06/02 - 07/01	Business 05 LD	\$0.00	06/02 - 07/01	Business Advanced Modem	\$2.50	06/02 - 07/01	Business 5/1 HSD	\$35.00	06/02 - 07/01	Business 10% Discount - 12 Month	-\$3.50	06/02 - 07/01	Network Line Fee	\$4.00	<p>TAXES, SURCHARGES & FEES</p> <p>LOCATION A 1234 MAIN STREET ANYTOWN, USA 12345-6789</p> <table border="0" style="width: 100%;"> <tr><td>06/02</td><td>FCC Phone Fee</td><td>\$0.10</td></tr> <tr><td>06/02</td><td>State 911 Surcharge</td><td>\$0.38</td></tr> <tr><td>06/02</td><td>Telecom Relay Service Fee</td><td>\$0.43</td></tr> <tr><td>06/02</td><td>Sales Tax</td><td>\$3.78</td></tr> <tr><td>06/02</td><td>Federal Universal Service Fund</td><td>\$6.34</td></tr> </table> <p>Total Taxes, Surcharges & Fees \$11.03</p>	06/02	FCC Phone Fee	\$0.10	06/02	State 911 Surcharge	\$0.38	06/02	Telecom Relay Service Fee	\$0.43	06/02	Sales Tax	\$3.78	06/02	Federal Universal Service Fund	\$6.34
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PARTIAL MONTH CHARGES & CREDITS

Certain changes were made to your account after your last billing statement was issued. Below are the charges and/or credits applied to your account to reflect these changes.

LOCATION A
1234 MAIN STREET
ANYTOWN, USA 12345-6789

05/23 - 06/01	Bus Basic Cable	\$21.90
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Total Partial Month Charges & Credits **\$21.90**

OTHER CHARGES & CREDITS

LOCATION A
1234 MAIN STREET
ANYTOWN, USA 12345-6789

05/23	Installation	\$50.00
-------	--------------------	---------

Total Other Charges & Credits **\$50.00**

Closed Captioning: For immediate assistance call 1-888-969-4249 or email Captioning_Concerns@wideopenwest.com. For written complaints: Gary Nilsen, Vice President, 1874 Frontenac Road, Naperville, IL 60563 or email askGary@wideopenwest.com, call 719-388-1071 or fax 638-445-6001.

7 STATEMENT DETAILS
An itemized listing of your service charges, taxes, surcharges and fees.

8 PARTIAL MONTH DETAILS
Lists the details for credits and charges applied to your account for services/items that were added and/or removed since your last bill printed.

WOW! DIGITAL TV OPERATION

Your remote control holds the key to navigating through the features of i-Guide. Words appearing in **ALL CAPS** refer to a specific button on the remote. Note that not all remotes have all of the buttons.

Quick Menu

The **Quick Menu*** provides shortcuts directly to the key features of i-Guide and digital cable service. Press the **MENU** button one time and the **Quick Menu** will appear over any video or guide screens. Press either the right or left arrow

◀ ▶ button on the remote to continuously move through the icons.



Guide Symbols to Know – Quick Menu Icons

These icons may appear on your **Quick Menu***. Use the ◀ ▶ on your remote to highlight and select an icon for immediate access.



Main Menu – go to the Main Menu



DVR – set or view recordings



HDTV – view a list of programs available in HD



On Demand – view On Demand menu and programs



Favorites – go to your Favorites lists



Search – search for programming by title or category



Movies – search for movies by category



Kids – find programming for kids



Sports – search for sports events by category



Parental Controls – block shows or channels

Main Menu

The **Main Menu*** provides access to all of the features of i-Guide and digital cable. Press the **MENU** button twice to view the available options, including **TV Listings by Time**, **Search**, **Favorites**, **Parental Controls** and more.

Picture in Guide

The **Picture in Guide** feature allows you to watch a show while using the guide.** Search, schedule recordings or get more program information while continuing to watching your current show.



*Menu selections vary.

**May not be supported by all set-top boxes.

On-Screen Program Guide

To find out what's on right now, press **GUIDE** to access **Listings By Time**, which shows 90 minutes of listings per screen. As you navigate, the current program selection is highlighted in yellow and a description appears on-screen. Press **OK/Select** to view that program. Press **INFO** for additional information.



Search Categories and Listings

View program listings the way you want, including **Listings by Time**, **Listings by Channel**, or by category. Select **Search** from the **Main Menu** or **Q** from the **Quick Menu** to begin. Narrow your search by theme using subcategories.



Local Weather

Get accurate, up-to-date local weather conditions and a 3-day forecast.

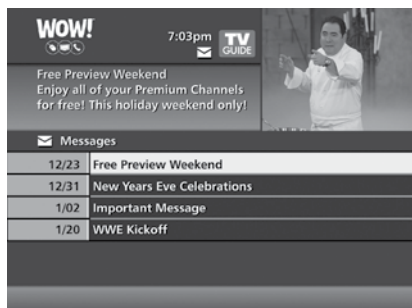
From the **Main Menu**, highlight Local Weather and press **OK/Select**. Use the down arrow button to see a detailed local weather forecast.

Note: Weather service not available for all locations.



Messages

Messages may be sent occasionally by your cable company to announce new services, special promotions or other information. If you have a **Message**, an envelope indicator will appear in the upper left corner on the screen and a red light will appear on your set-top box. From the **Main Menu**, select **Messages**, highlight the desired **Message** and press **OK/Select** to read.




Parental Controls

i-Guide provides a **Parental Controls** feature, which allows you to restrict viewing and purchases of TV programs and services based on your viewing preferences. To activate **Parental Controls** set a personalized 4-digit PIN to place **Locks** by movie rating, TV and content ratings, channels and titles. You can also hide adult titles from being displayed on-screen.

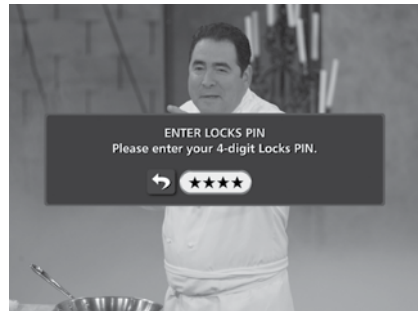
Parental Controls Setup

Locks can be set quickly in a variety of ways anytime while watching television or using the guide:

- Select the  icon on the **Quick Menu** or **Info** screen to lock the current program or channel.
- Access **Parental Controls** from the **Main Menu** or **Setup Menu** to setup all **Locks**.



With any of these actions, if you have not set up a **PIN** you'll be prompted to enter a 4-digit **PIN** to activate the **Locks** feature. If you have already set up a **PIN**, enter your number. (See Setup Section for more information on how to set up **PINs**.)



The **Parental Controls** features also provide you the opportunity to lock programs and movies by ratings and content.

From the **Parental Controls** button on the **Main Menu** filter your locks by **Movie Rating, TV Rating, TV Content, Channel, Title** or **Service**. Under **TV Content**, you can lock the level of explicit content based on your viewing preferences for **Violence, Language, Sexual Situations**, and **Suggestive Dialogue**.



In addition, select **Movie Ratings** or **TV Ratings** to block content by rating. The guide will automatically lock that rating and the more restrictive ratings. For example, when you lock PG-13, movies with R, NC-17 and Adult ratings will also be locked.



MOVIE RATINGS	TV RATINGS	TV CONTENT RATINGS			
		Violence (FV,V)	Language (L)	Sexual Situations (S)	Suggestive Dialogue (D)
G	TV-Y				
PG	TV-Y7	Fantasy Violence			
PG-13	G				
R	TV-PG	Moderate Violence	Infrequent Coarse	Some Sexual Situations	Some Suggestive Dialogue
NC-17	TV-14	Intense Violence	Strong Coarse	Intense Sexual Situations	Intensely Suggestive Dialogue
Adult	TV-MA	Graphic Violence	Crude Indecent	Explicit Sexual Activity	

Parental Controls for On Demand
Parental Control settings include **On Demand** programming. To block all access to **On Demand**, select **Parental Controls** from the **Main Menu**, then **Service Locks**.

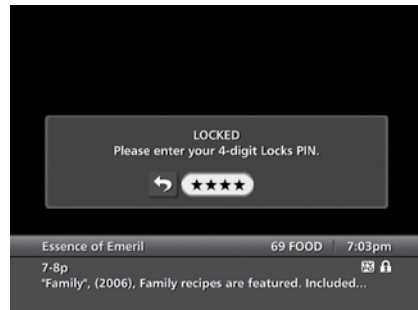
Guide Tip

From the **Main Menu** you can access all Setup features by selecting Setup. From here, you can setup all related options for your preferences, including **Parental Controls**.



View Locked Programs

To view programs and channels you have Locked, tune to the program or select from the listings. Enter your **PIN** when prompted. **Locks** will automatically be restored when you tune away from the channel or turn your set-top box off.



Bypass or Clear Locks

Temporarily open or clear all **Locks** for easier viewing. Under **Setup** from the **Main Menu**, select **Parental Controls Setup**, then **Master Locks**, and change the options from **No** to **Yes**.



Restore Locks

Locks may be restored in any of the following ways:

- While watching TV, press the **LOCK** button anytime and enter your **PIN**.
- Select **Parental Controls Setup** from the **Setup Menu**, then under **Master Locks** change the options from **Yes** to **No** to turn **Locks** back on.
- Turn the set-top box off and back on.

Guide Tip

A  appears in the Instant Information to indicate a program has been locked. To Unlock, press the **LOCK** button and enter your **PIN**.

Setup

From the **Setup Menu**, you can activate and customize certain i-Guide features such as the **Flip Bar**, **Parental Control** options, **Cable Box** settings, **Audio** settings, **Languages** and more.

Guide Setup

- **Flip Bar Position** – **Flip Bar** can appear on the top or bottom of your screen – default is bottom
- **Flip Bar Timeout** – Changes the amount of time the **Flip Bar** will stay on your screen, from 2 to 15 seconds – default is 3 seconds
- Channel Entry:
 - Yes – automatically tunes to a channel after 2 seconds when entering channel number from your remote – defaults to Yes
 - No – you must enter 3 digits or press **OK/Select** when entering channel number from your remote
- **Reminder Start Time** – Adjust the amount of time the **Reminder Notice** will appear before the start of a program, from 1–15 minutes – default is on time
- **Grid Cell Height** – Adjust the listings grid for single- or double-height grid display
- **Mini Guide Cell Height** – Adjust the listings display for single (3 channels) or double (2 channels)
- **Message Indicator** – Select **On** to make the message envelope appear when a new message is received
- **Live Program Notice** – Select **On** to extend the recording time of live programs
- **DVR Clipping** – Select **On** to allow the DVR to clip the beginning of a program if there is an overlap of scheduled program recordings (see DVR section for more details)



Cable Box Setup

Front LED Display

- **Current Channel** – displays the currently tuned channel on the front of the cable box
- **Current Time** – displays the current time on the front of the cable box

AC Outlet

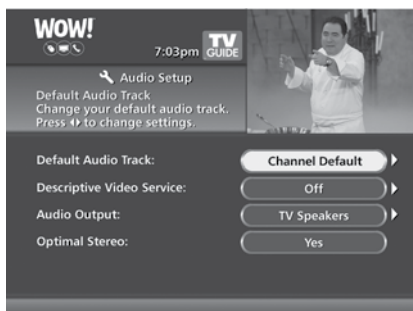
- **Switched** – Determines that power is available only when the cable box is on.
- **Unswitched** – Allows the power to remain constant to the outlet on the back of the cable box.

Configuration – Highlight and press **OK/Select** to show the configuration screen.

Audio Setup

Default Audio Track

Secondary digital audio can be changed on certain networks and programs. Note that the default audio track will be set to “Channel Default,” or primary audio, which in most cases is English. Use the ◀ ▶ to change the default language to English, Spanish, French or Portuguese.



Descriptive Video Services (DVS)

Descriptive Video Service (DVS) is an alternative audio channel which makes television more accessible to the visually impaired by providing narrated descriptions of key visual elements within a program, such as actions, subtitles, scene changes, graphics and body language. Default setting is Off.

Optimal Stereo

- **No** – Volume is unchanged from the current setting
- **Yes** – Volume is automatically adjusted to the optimal level

Audio Output – Choose if the audio output goes to your TV or to your stereo

- **TV Speaker** – default setting
- Select **Advanced** to change the settings for Compression and Stereo Output.

Text Language Setup

Access the **Text Language Setup** from the **Setup Menu** to independently select language settings for menu text. The default setting is English in most cases. Change the default language to English, Spanish, Canadian English or Canadian French.

From the **Setup Menu**, select **Text Language Setup**. Choose the preferred language for the on-screen menus within **i-Guide**. Select **Yes** to confirm.



Note: Changing the language can take several minutes. During this time, listings are not accessible.

Screen Saver

A **Screen Saver** can be activated if “burn in” on your TV screen is a concern. Once the **Screen Saver** is set to **ON** it will automatically engage if a guidescreen is displayed for longer than the set activation time. The default is set to **OFF**.

- From the **Setup Menu** select **Screen Saver**.
- Change the setting to **ON** and select your activation time between 1-15 minutes.



Parental Controls Setup

Setup and change your **Parental Controls PIN** and **Purchase PINs**. Your **Parental Controls PIN** allows you to restrict viewing of programs. Your **Purchase PIN** is used to restrict pay programming purchases. Once you have setup your PINs, you can return to **Parental Controls Setup** to setup your program **Locks** as reviewed in the **Parental Controls** section.

Use the **▲ ▼ ◀ ▶** buttons to make your selections, and then press **OK/Select** to confirm each setting.



Screen Position Setup

To alter your screen position:

- From the **Setup Menu**, select **Screen Position Setup** to adjust the screen position.
- Use the **▲ ▼ ◀ ▶** buttons on your remote until the display arrows are centered on the screen.

WOW! EQUIPMENT SETUP AND SELF-INSTALLATION

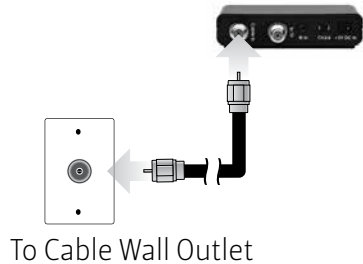
For instructions on programming your remote,
equipment setup and self-installation, visit:
wowway.biz/resource-center/customer-support

Digital Adapter – Self-Install Instructions

It's simple to install the Digital Adapter. Just follow the five easy steps and you'll be on your way to enjoying the digital experience.

Step A: Connect the Digital Adapter to the cable outlet

1. Find the coax cable that runs from the cable wall outlet to your TV.
2. Disconnect the coax cable from your TV.
3. Connect this cable to the "Cable In" port on the back of the Digital Adapter.
4. Leave the other end of this cable plugged into the cable wall outlet.



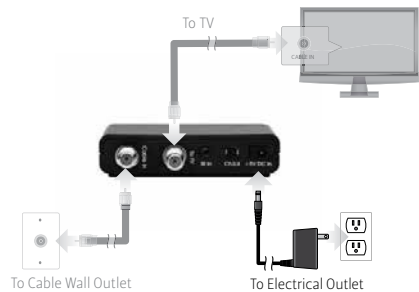
Step B: Connect the coax cable from the Digital Adapter to the TV

1. Take the coax cable provided in your self-install kit.
2. Connect one end to the "To TV" port on your Digital Adapter and connect the other end to the "Cable In" or "RF In" port on your TV.



Step C: Connect the power cord

1. Take the power cord provided in your self-install kit.
2. Connect the power cord to the electrical wall outlet and the "+5V DC In" port on the Digital Adapter.



Step D: Set the channel

1. Turn on your TV and tune it to channel 3 (Channel 4 in Cleveland area).
2. Make sure the channel "3/4" switch on the Digital Adapter is set to the same channel as your TV.

If you don't have a picture after completing the activation steps, you may need to switch your TV and Digital Adapter to channel 4.



Step E: Activating your Digital Adapter

Once you have connected your Digital Adapter(s), they are ready to be activated, which will authorize your Digital Adapter(s) to begin receiving signals from WOW!'s network and send cable channels to your TV. Once your Digital Adapter(s) are activated you will be able to enjoy your WOW! Cable.

All Digital Adapter's must be connected prior to activation.

To activate your Digital Adapter(s), call 1-800-510-1110.

Programming Your Remote

Program your remote to sync with your TV model.

1. Get remote instructions manual from self-install kit. Find the brand name and 3-digit device code number of your TV. For example, Panasonic TV: 005, 006, 007, 008.
2. Manually turn on the TV.
3. Confirm the batteries are correctly inserted in the remote.
4. Press and hold the "Set" button. Then, while holding down "Set", press the Power button. The LED light will turn red, indicating the remote is in program mode. Release both buttons.
5. Enter the 3-digit Device Code (for example: code 005 under Panasonic TV). The red LED light turns off if the code has been accepted by the remote control.
6. If the LED light flashes twice, it means the code entered is incorrect, and the remote control remains in program mode. Re-enter the correct code number again. The remote will exit program mode if the code is not entered within 10 seconds.
7. Point the remote towards the TV and press the Power button. If the TV turns off, the remote is now programmed to operate the TV.
8. If the TV fails to turn off, go back to Step 1 and enter the next code listed under the TV brand.

Digital Adapter Troubleshooting

How do I program my VCR to record using a WOW! Digital Adapter?

To record a program using your Digital Adapter and VCR:

1. Set your VCR to record channel 3 (4 in Cleveland) for the time the program is airing.
2. Tune the Digital Adapter to the channel you want to record.

The VCR can only record the channel that your Digital Adapter is tuned to. To record different programs at different times, you will need to change the channel on your Digital Adapter.

My Digital Adapter takes too long to change the channels. What can you do about that?

We understand that the experience may be different from what you are used to. Unfortunately, there may be a slight delay when you are changing channels as the Adapter works to tune from one digital signal to the next.

My Digital Adapter remote stopped working, loses its programming or won't power off/on.

If your remote loses its programmed codes, try replacing the batteries with high quality Alkaline batteries. When replacing the batteries, try not to push any buttons, and the codes should remain intact.

For a list of Frequently Asked Questions, visit wowway.biz.

WOW! Business Internet Reference Guide

Introduction

Thank you for choosing WOW! Business Internet. We have designed this User Guide to help you get up and running as quickly as possible. This guide includes an overview of the WOW! Business Internet service. The main objectives of this guide are to show you:

- An overview of WOW! Business Internet service.
- Guidelines for use and summary of information/terms.

In rare cases, WOW! will block an email account if our servers detect that it is sending out virus like activity. We take this step proactively, to slow or stop the spread of that virus. If your account becomes blocked, you will need to install and run an anti-virus utility, then call us to have the account reinstated. We will need to know what utility you ran and what virus (or viruses) were detected and removed, so make sure you have that information on hand.

Pop-Up Ads, Browser Hijackers, and other Mal-ware

Pop-ups and hijackers are becoming an increasingly large problem online; WOW! recommends purchasing an Internet security software program that includes an antivirus/anti-spyware scanner as well as an email scanning capability.

Hijackers or Browser Hijackers

On the Internet, this term refers to programs that redirect your homepage to another site without your permission. Usually they come hand-in-hand with spyware and adware, and you'll get deluged with pop-up ads while at the same time your home page is being mysteriously reset. Even if you then change your startup page back, the hijacker will just redirect it again after your next reboot, for as long as it is installed on your PC.

Cable Modem Troubleshooting

Use the table below to help with the functions of your cable modem lights. The names and colors of your lights may vary, but the principles are common to most cable modems.

Lights	Indication
Power Cable, Sync or Block Sync	Steady green means modem is on and is connected to the cable Internet network. Usually flashes during initial synchronization. Off means no cable connection (check all cable connections; if problem persists, contact WOW! Business Solutions technical support). PC or Link Steady green means connection to computer is working. Off means computer is turned off or not connected. Some modems do not have this light or an equivalent.
Data or Activity	Flashing green means data is flowing through the modem. Some modems have a light (RD or RX for example) that indicates when your modem is receiving data as well as a separate light (TD, TX or SD for example) that indicates when your modem is transmitting data.
Test or Error	Normally off. May flash during initial self-test or software downloading. Steady light usually indicates some failure of the modem or the network.

Troubleshooting Tips

If your cable modem does not perform as expected, these following tips may help. If you need further assistance contact WOW! Business.

- Check that your coaxial cable, power, Ethernet/USB, and modem connections are tight. If the connection becomes loose at one of these places, you will not be able to send or receive data. Secure the connection.
- Check that your cables are plugged into the correct sockets. One very common error is to plug the USB cable into the modem's Ethernet socket. When this is done, your PC light (or equivalent) will be dark and there will be no connection between the modem and the PC. The sockets on the back of the modem are labeled; be sure that your USB cable is connected to the USB socket.
- Check to see if your modem is connected to the WOW! network. Look at your cable modem and confirm that the cable light is solid green. If the light is green and is not blinking, unplug the modem's power cord, wait 30 seconds and then plug it back in.
- Reboot your computer. If your WOW! Internet connection is still not functioning properly proceed to next step.
- Please call WOW! technical support at 1-888-969-4249.

Advanced Modem Troubleshooting (Phone Modem)

What if my Internet connection is not working?

If your Internet connection is not working and you also have WOW! Cable and/or WOW! Phone, please check your other services to see if they are working. If they are also not working then there may be a cable outage in your area. Please contact WOW! Business at 1-888-969-4249.

What should I do if my cable TV is working but my Internet is not and I have the WOW! Advanced Modem for phone?

If your cable television service from WOW! is working and your Internet (and phone) service is not, you may need to reset your Advanced Modem. See question "How do I reset the Advanced Modem?" below.

How do I reset the Advanced Modem?

To reset the Advanced Modem, press the recessed reset button with a toothpick, pen tip or other pointed non-metallic object the back of the Advanced Modem. Once the online light is on solid, connectivity to the network has been restored.

What is the Standby button on the Advanced Modem?

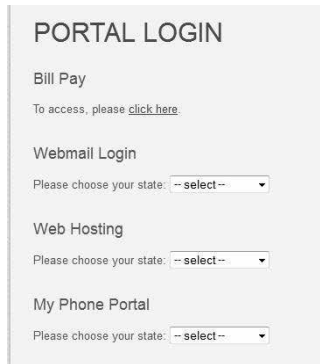
The Standby button may be used to disconnect your computer from the Internet when not in use (standby mode enabled). Pressing the button again will reconnect your computer to the Internet (standby mode disabled). The Standby button has no effect before the modem has registered on our network. The current standby mode setting is stored on non-volatile memory. If the Advanced Modem is reset or loses power, it returns to its previous state. The Standby button will not affect the telephone service.

How to register for online bill pay

Go to www.wowway.biz and click on the “Login” in the upper right hand corner.



Select “Bill Pay Account”



Internet

Click on "Register Now"



WOW! Account Manager

If you have WOW! Internet, your username and password will be the same as your email user. If you have WOW! Cable and/or WOW! Phone, please use the username and password you registered.

LOGIN Username: <input type="text"/> Password: <input type="password"/> <small>Forgot Password</small> <input type="button" value="Log In"/>	NEED to REGISTER? WOW! Account Manager lets you: <ul style="list-style-type: none">• View, pay and manage your bill and preferences• Manage your User Profiles by adding and updating users• Manage your email subscriptions• Refer a friend and you both get a \$25 credit <input type="button" value="Register Now"/>
---	---

Enter your WOW! account number and the phone number that is associated with your account. Your account number is located on your installation work order (Figure 1). Click "submit".



To verify your account information, please enter your WOW! account number and the phone number associated with your WOW! account. Both of those can be found on the upper right corner of your WOW! statement.

Account Number:
Phone Number:

Service Agreement			
John Customer 1234 Main Street COLUMBUS, OH 43223		Order Date/Time:	
Account Number: 885530012345678	Current Monthly Rate: N/A	Order Type:	
Home Phone: 614-555-5555	Current Balance: \$0.00	Job Number:	
Other Phone: 600-000-0000	Delinquent Balance: \$0.00		
Last Pay Date/Am't: 1/01/00 \$0	Days Delinquent: 0		
Current Service Information NONE		W/O Reasons) C-CCR SALE #N/A #N/A	

Figure 1

Continue to the User Information screen. (Figure 2) In the User Name field you will create the primary WOW! Internet email address associated with this account. For example, if you choose JohnDoe1234, your main WOW! Internet email address will be JohnDoe1234@wowway.biz. If the user name is already in use, you will be prompted to select a different user name. Your user name must be at least four characters.

Your password must be at least eight characters. You will also need to choose a security question that you will be prompted to answer if you forget your user name or password. Your answer is case sensitive.

The screenshot shows the 'WOW! Account Manager' registration page. At the top is the WOW! logo with the tagline 'It's that kind of experience.' Below the logo is the title 'WOW! Account Manager'. The main content area is a registration form with the following sections:

- Name:** Fields for 'First *' and 'Last *'.
- Username & Password:** A note states: 'The User Name you select will also be your WOW! Internet email address. If you choose JohnDoe1234, your WOW! Internet email address will be JohnDoe1234@wowway.biz.' Fields include 'Username *', 'Password *', 'Confirm Password *', and 'Password Strength'.
- Security Question:** A note states: 'You will be prompted with this question if you forget your user name or password.' Fields include 'Question *' (a dropdown menu with 'Select One' selected) and 'Answer *'.
- Contact Email:** A field for 'Email *' with a note: 'If you have an account, we will send a message to your phone or text message.' A button labeled 'Add New Account' is at the bottom right.

At the bottom left of the form area, there is a small asterisk: '*Required'.

Figure 2

WOW! Email

Go to www.wowway.biz and click on the “Login” in the upper right hand corner.

WOW!Business SMALL-MEDIUM BUSINESSES | ENTERPRISE | WHOLESALE MARKETS **PORTAL LOGIN**

INTERNET ▾ DATA ▾ VOICE ▾ VIDEO ▾ DATA CENTER ▾ ABOUT WOW! ▾ SUPPORT ▾ CONTACT US ▾

DATA

Access a secure, high speed Ethernet connection and give your business the boost it needs to excel in today's marketplace.

[LEARN MORE](#)

SMALL & MEDIUM BUSINESS
Solutions for your growing business

E-RATE
Solutions for schools and libraries

ENTERPRISE SERVICES
Premium products and support

Select “Webmail”

PORTAL LOGIN

Bill Pay
To access, please [click here](#).

Webmail Login
Please choose your state:

Web Hosting
Please choose your state:

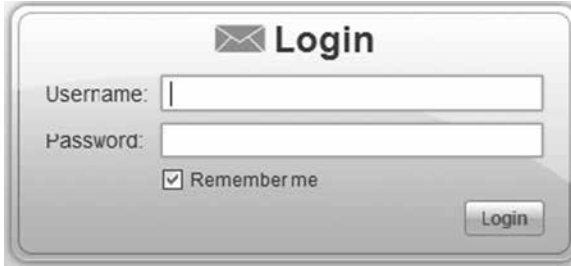
My Phone Portal
Please choose your state:

WebMail

WOW! Business WebMail is an online email client which runs in your web browser. WOW! Business WebMail allows you to access your email, contact list, and calendar from any computer with an internet connection and a web browser.

Login

1. Enter your full email address
2. Enter your email password
3. Click the "Login" button to access WebMail.



WOW! Business WebMail Main Screen

The Main Screen allows you to navigate through a Main Menu, access Quick Links and view Statistics.

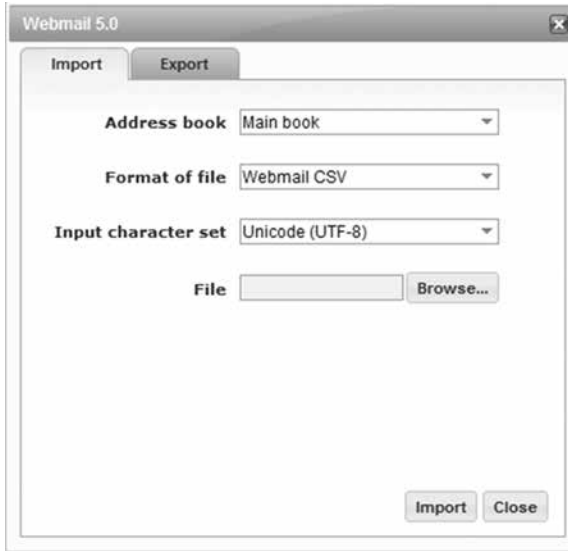
A screenshot of the WebMail main interface. At the top, there is a navigation menu with items: Home, Inbox, Contacts, Calendar, Notes, Mobile, and Preferences. Below the menu, there is a welcome message and a "Logout" button. To the right, there are sections for "Calendar" and "Unread Messages". Below these, there are "Tasks" and "Inbox" sections. At the bottom, there is a "Statistics" section showing disk usage. A vertical bar on the right side of the screen contains the word "Internet". Four callout boxes with arrows point to the "Logout", "Help", "Feedback", and "Statistics" buttons. The "Statistics" callout points to a detailed disk usage table.

Folder	Percent of used	Size in Megabytes
~inbox		945.47 MB
~mailsent-mail		0.57 MB
~mailtrash		0.24 MB
~mailSPAM_incoming		0 MB
~mailvacatb		0 MB
Total Disk Space Used		950.28 MB

Import/Export Contacts

In order to import or export contacts click on the “Import/Export” button from the secondary menu.

You will be prompted with the following form:

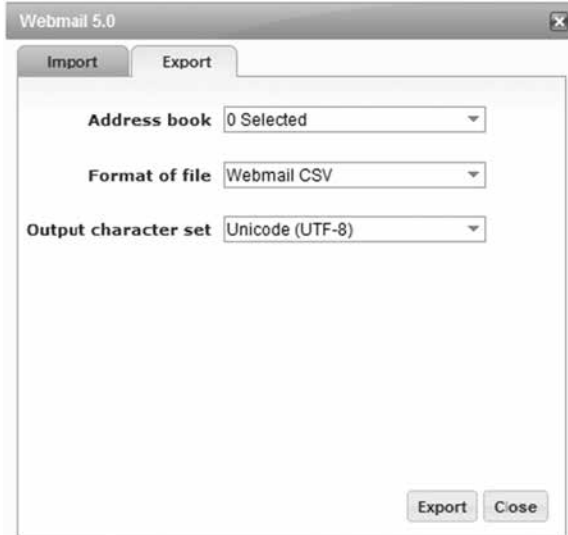
The image shows a screenshot of a web browser window titled "Webmail 5.0". The window contains a form with two tabs at the top: "Import" and "Export". The "Import" tab is selected. The form has three dropdown menus: "Address book" with "Main book" selected, "Format of file" with "Webmail CSV" selected, and "Input character set" with "Unicode (UTF-8)" selected. Below these is a "File" input field followed by a "Browse..." button. At the bottom right of the form are "Import" and "Close" buttons.

You may toggle among the tabs on top of the form depending whether you want to import or export contacts.

To import contacts:

1. Choose an address book from the drop down menu. This address book will be the one that you will import the contacts into.
2. Choose a file format from the drop down menu.
3. Choose an “input character set” from the drop down menu.
4. Click “Browse” to locate the file that you want to import.
5. Click “Import” to import the file.
 - Click “Close” to exit the “Import/Export” form.

To export contacts:



1. Choose an address book from the drop down menu. This address book will be the one that you will import the contacts into.
2. Choose a file format from the drop down menu.
3. Choose an “output character set” from the drop down menu.
4. Click “Export” to export the file.
 - Click “Close” to exit the “Import/Export” form.

Mobile

Mobile is divided into two sections:

1. “SyncSuite” which enables you to download SyncSuite services which allow wireless data synchronization of Contacts and Calendars between multiple devices. Updating data on one device will lead to all devices being updated with the changes.
2. “Mobile Email” which allows you to forward your email address to either a mobile device or another email account.

SyncSuite is only available with Collaborative Services.

1) SyncSuite

There are 4 SyncSuite clients to download:

1. SyncJe for RIM Blackberry
 2. SyncJe for Outlook
 3. SyncJe for Outlook Express
 4. SyncJe for SyncML enabled wireless devices
- Click “Download” to download the application Click “Install Instructions” for detailed instruction on installing the application Click “Help File” for a guide on how to use these applications
 - Click on “Install Instructions” for guidance regarding installation.
 - Click on “Help Files” for help regarding SyncSuite.

2) Mobile Email

Allows you to forward you email address to receive mail on your mobile device or alternative email address.

Preferences

To receive email on your BlackBerry or mobile device, enter the email address of your mobile device here:

Keep a copy of mail in my inbox:

Save

Set Email Forwarding

1. Enter the email address you wish to forward your email account to.
2. Check “Keep a copy of forwarded mail in my inbox,” if you wish to retain a copy of the mail in your email box.
3. Click “Save.”

If you set forwarding in this section, it will auto update in Preferences section so that you will not have to update forwarding elsewhere in WebMail.

For a complete User Guide of WOW! Business Webmail, visit www.wowway.biz.

Outlook Express Email

This section contains information that will assist you in configuring Microsoft Outlook Express for use with WOW! Business Internet.

Outlook Express is Microsoft's mail and news program that will allow you to exchange email messages and read and post messages to Internet newsgroups. Follow the instructions below to set up this program for use with WOW! Business Internet.

Configuring Outlook Express Mail

To Configure Outlook Express to access your WOW! Business Internet email accounts, launch Outlook Express by clicking Tools, Mail and News, Read Mail from the Internet Explorer Browser menu bar, or double-click the Outlook Express icon on your desktop or in your Programs menu.

Internet Accounts

To begin the setup procedure, click Tools, Accounts on the Outlook Express menu bar. When the Internet Accounts window appears, click Add and select Mail (see Figure 3.9).

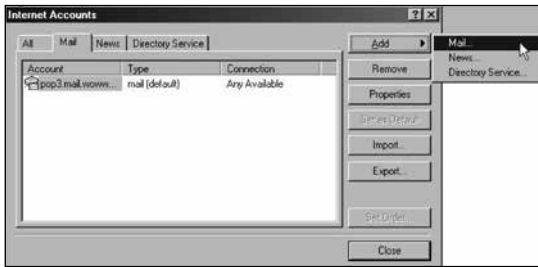


Figure 3.9: Internet Accounts dialog

Your Name

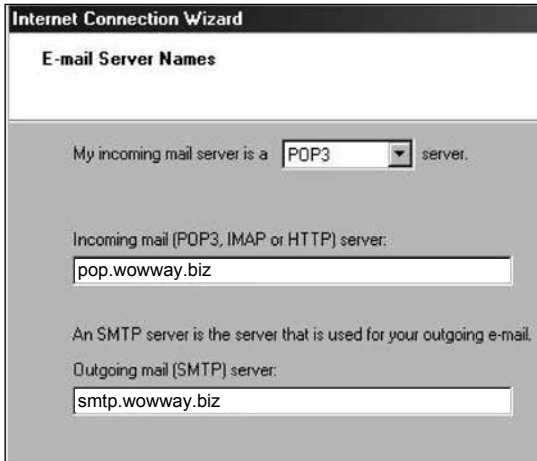
Outlook Express will launch a "wizard" that will guide you through the configuration of your email account. The first screen (see Figure 3.10) allows you to specify your real (full) name:



Figure 3.10: Entering display name

POP and SMTP Servers

A POP (Post Office Protocol) server is a computer that receives and stores your incoming email messages. The server allows you to retrieve these messages. A SMTP (Simple Mail Transfer Protocol) server is a computer that accepts outgoing messages from your email software and delivers them to the appropriate computers on the Internet. Locate the text fields for these servers (see Figure 3.11) and enter them as shown below:



Internet Connection Wizard

E-mail Server Names

My incoming mail server is a server.

Incoming mail (POP3, IMAP or HTTP) server:

An SMTP server is the server that is used for your outgoing e-mail.

Outgoing mail (SMTP) server:

Figure 3.11: Entering server mail names

Make sure to set up your incoming mail server type to POP3 and enter pop.wowway.biz in the incoming mail server field and smtp.wowway.biz in the outgoing mail server field. Click Next.

Account Username and Password

Before the WOW! mail server will allow you to send or receive email, you must provide it with the username and password for the mailbox you are accessing. The Internet mail logon step (see Figure 3.12) is where you enter the Username and Password for the mailbox you are configuring (your Primary Account Username and Password if setting up your primary mailbox, or the Username and Password you specified when creating an additional mailbox).



Figure 3.12: Internet mail logon

NOTE: You may prefer to leave the Remember password option unchecked if you share a computer with several users and you want to maintain the privacy of your mail. If you select that option you can check email in the future without having to enter your password again.

Click Next when you've entered these items (see Figure 3.13).

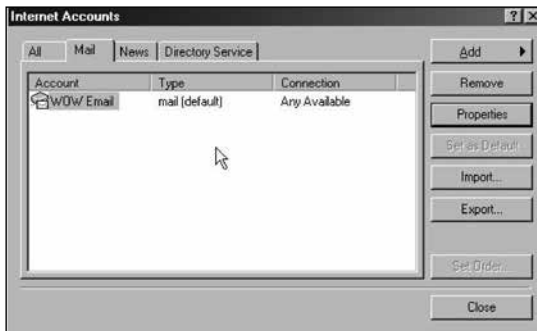


Figure 3.13: Internet Accounts dialog

Click "Finish" to complete the email account wizard. You will notice that an entry is now shown in Internet Accounts for your WOW! email account, similar to the next screen. Repeat this process if you have created additional sub-accounts.

WOW! Business Phone Reference Guide

Welcome to WOW! Business Phone. On the following pages, you will find useful information on how to use your WOW! Business Phone service.

WOW! Business Phone Features

Call Waiting

Call Waiting alerts you another caller is trying to reach you when you are already on a call. When a second call comes in, the caller hears normal ringing while you hear a special tone.

To answer a second call:

Press and quickly release the “receiver” or “flash” button on your phone. While you talk with one caller, the other caller is automatically put on hold. Each conversation is private.

To alternate between calls:

Press and quickly release the “receiver” or “flash” button again to return to the first call.

To end either call:

Hang up and your phone will ring right away. When you answer it, you will be connected with the other call.

To cancel Call Waiting:

Dial *70, wait for a dial tone and dial the telephone number of the party you wish to call. Call Waiting will be canceled for the duration of the call. You must do this each time you wish to cancel call waiting.

Call Forwarding

The Call Forwarding feature will direct a call to the number the user dictates - this destination number can be changed each time Call Forwarding is set. To activate, dial *72. Dial the number you want to forward your calls to. When someone at that number answers, Call Forwarding is activated. If no one answers or the line is busy, press the receiver button for one second and repeat the steps listed above within two minutes. When you hear two beeps, Call Forwarding has been activated. To deactivate, dial *73. You'll hear two short tones followed by the dial tone.

Call Forward Remote Activation

This feature allows the user to activate call forwarding on your business line from any phone line.

First Use: Before using this for the first time, you must change your Call Forwarding Remote Access password. The default password is 2372. This must be completed from the telephone line that the feature is assigned to.

To change your pin:

1. Dial *53
2. Listen to the prompts, then enter *71# for the feature access code of the feature you wish to change.
3. Enter the default password followed by # when prompted
4. Enter your new password number followed by # when prompted
5. Enter your new password again followed by # when prompted
6. You will get confirmation that you updated your password. This completes the change password process and you may now use the Call Forwarding Remote Access feature.

To Use:

1. Dial the local access number to access the feature.
2. You will be prompted for your 10 digit phone and 4 digit password. This should be entered as a continuous 14 digit string. Enter # when finished entering. Make sure you use the password you selected when setting this up for first use. (If you have not changed your password from the telephone line this feature is assigned to, you will get an error message instructing you to do this.)
3. You will then be prompted for the *72 or *73 and # to activate or deactivate the feature. If you are deactivating, this process is complete. (*72=activate, *73=deactivate)
4. If you enter the activation code, you will be prompted to enter the number you wish to forward your calls to. Enter the forward to phone and then pound # to complete. You are now finished activating your call forwarding remotely.
5. User must also have the Call Forward feature for this to work.

Access numbers:

Naperville	630-219-6246	Troy	248-439-6246	Evansville	812-491-0000
Berea	440-973-4970	Columbus	614-396-6246	Mid-MI	517-343-2969

3-Way Calling

This feature permits a 3-Way conference call. To use three-way calling, place the person you're talking with on hold by pressing the "receiver" or the "flash" button for one second. A dial tone will follow. Call the second person. When you get an answer, press the "receiver" or "flash" button briefly again. All three of you will be connected. When either of the people you called hangs up, you remain connected to the other person. As center of the conference, if you hang up, the conference ends.

Call Return

Use Call Return to automatically dial your last incoming call, whether the call was answered or unanswered. Also known as Automatic Callback. To activate, dial *69 and listen for a recording of the last number that was called. To call that number, dial 1 as instructed by the recording or hang up if you decide not to place the call.

Speed Call 30

Speed Call-30 allows you to store up to 30 numbers for abbreviated dialing. Be sure to keep a list of the numbers you enter, and their codes near your phone.

To add a number to your list

1. Obtain dial tone on controlling telephone number.
2. Press *75.
3. Listen for the dial tone.
4. Dial the two-digit code (20 through 49) you wish to assign.
5. Then dial the telephone number you wish to enter.
6. Two short tones confirm your request.

To change a number on your list

1. Repeat steps 1-3 above.
2. Dial the code of the number you wish to change. Then dial the new number.

To place a call with Speed Call

1. Obtain dial tone
2. Dial one of your Speed Call codes. (20 through 49) Then Press # (Touch-tone customers only).

After a short wait, your call will go through.

Call Transfer

Call Transfer allows you to transfer an active call to another phone number while on the call.

1. While on a call ask the party to whom you are speaking to hold.
2. Press the flash hook or link button on your phone.
3. Wait for dial tone then dial the number you want to transfer to.
4. You may hang up for a “blind transfer” or you may wait for the 3rd party to answer for a “supervised transfer.”
5. For a supervised transfer, you may wait for the 3rd party to answer, announce the call and press the flash hook again. All three parties will now be connected.
6. You may hang up at any time and the other two parties will remain connected.

Multi-Ring

Multi-Ring allows you to have two phone numbers ring in on one phone line. Only the primary TN will be displayed on outbound Caller ID

Distinctive Ringing

Distinctive Ringing adds a distinctive ring tone to a secondary directory number (SDN) of a Multi-Ring line. Fax machines can be programmed to answer only on a distinctive ring so customers can use one line for both fax and voice service.

Directory Number Hunt

Directory Number Hunt allows multiple calls to be completed to one dialed telephone number to minimize busy signals. An account must have two or more lines provisioned for this feature to work. Call Waiting and Call Forward Busy cannot be activated when this feature is in use.

1. When the first line of the group (pilot number) is dialed and that line is busy, the call will ring to the next number assigned to the group.
2. Calls to the pilot will continue to “hunt” for the next available line in a sequential order until an open line is found for the call to ring in to.
3. If all lines in the group are occupied, the caller will get a busy signal.

Call Forward Busy

Call Forward Busy will forward calls to a predetermined number when the dialed number is busy. Call Waiting and Directory Number Hunt cannot be activated when this feature is in use.

1. The destination number must be a working telephone number set up with WOW! in advance.
2. Long distance charges will apply if calls are forwarded to a number outside of the local calling area.
3. To have this feature deactivated, please contact WOW!

Call Forward No-Answer

Call Forward No-Answer will forward calls to a predetermined number when the dialed number is not answered.

1. The destination number must be a working telephone number set up with WOW! in advance.
2. Long distance charges will apply if calls are forwarded to a number outside of the local calling area.
3. To have this feature deactivated, please contact WOW!

Validated Personal Account Code

A Validated Personal Account Code requires you to dial an account code from your predefined list when placing a long distance call. Personal Account Codes can be 2, 3, 4 or 5 digits in length but all codes on a list must be the same numbers of digits. Personal Account Codes allow for call activity management throughout an office.

1. Customer dials long distance call as normal.

2. After the last digit is dialed a tone will sound prompting the customer to dial a valid code.
3. If a valid code is dialed the call will complete as normal.
4. If dialed code is invalid the caller will receive a fast busy signal.
5. Some businesses such as law firms use this feature to bill their clients for time spent on the phone with them.

Caller ID

Caller ID allows you to see who's calling before you answer the phone. After the first ring, the information of the person calling you automatically appears on your Caller ID screen.

1. If you see "Private" or "P", the caller may have blocked the display of their name and number by pressing *67 before placing the call.
2. If you see "unknown name", "unknown number", "out of area" or "O", the caller is in an area that does not support Caller ID.
3. You must have a Caller ID display telephone or an add-on display unit to enable Caller ID.

Caller ID for Call Waiting

Caller ID for Call Waiting allows you to see who is trying to reach you while you're on another call. It displays in the same way you would see an identifier for a caller if the phone were not being used.

Alternate Caller ID

Alternate Caller ID is used to keep others from looking at their Caller ID and calling back a number designated for outbound calling that may not be answered or forwarded to an answering service after hours. Any of your lines can now show the name and number of another line when placing an outbound call. This feature is set up by WOW! and can only be changed by contacting WOW! The alternate number must also be an active number at the same address as your WOW! account.

Repeat Dialing

This feature also known as Auto Busy Redial keeps redialing a busy phone number and notifies you when the line is free with a distinctive ring.

1. After reaching a busy signal, hang up, lift the handset and listen for the normal dial tone.. Press *66. You will hear an announcement telling you how to proceed. Hang up. Your line will keep trying to reach the busy line for up to 30 minutes. When the line becomes free, a special ring (short-short-long ring pattern) will notify you. When you hear the special ring, lift the handset to automatically place the call.
2. To cancel: Lift the handset and listen for the normal dial tone. Press *86. Listen for a confirmation announcement indication that you have canceled all of your requests to call persons back. Hang up.
3. Feature will be difficult to activate in a PBX environment where the user can not direct select a particular line

Selective Call Rejection

Selective Call Rejection allows you to screen calls from up to 12 numbers that you specify. Selective Call Rejection cannot be used with cell phones, pay phones or virtual numbers.

To activate or deactivate Selective Call Rejection:

1. Listen for dial tone
2. Dial *60
3. Listen to the ON/OFF announcement
4. To turn the feature ON or OFF, press 3

To program a number:

1. Listen for a dial tone
2. Dial *60
3. Press #

4. Wait for tone
5. Enter the selected phone number
6. Press # again
7. Hang up

To add the number of the last incoming call to the list:

1. Listen for a dial tone
2. Dial *60
3. Dial #01#

To remove or hear the phone numbers on your list:

1. Listen for a dial tone
2. Dial *60 and listen for instructions

Selective Call Forwarding

The Selective Call Forwarding feature makes sure you never miss an important call. With Selective Call Forwarding you can forward calls from a list of up to 12 phone numbers to any phone number you choose. Selective Call Forwarding cannot be used with cell phones, pay phones or virtual numbers.

To activate or deactivate Selective Call Forwarding:

1. Listen for a dial tone
2. Dial *63
3. Listen to the ON/OFF announcement
4. To turn the service on press 3
5. To add an entry to the forwarding list press #
6. To remove one or more entries from the forwarding list press *
7. To hear entries on the forwarding list press 1
8. To repeat instructions dial 0

To turn the Selective Call Forwarding feature ON for the first time:

1. Listen for a dial tone
2. Dial *63
3. Press 3 and then add the phone number that you would like your selected phone numbers forwarded to. You will need to add the destination phone number and the specific selected phone numbers to your forwarding list. See details below.

To add the destination phone number you want your calls forwarded to:

1. Listen for a dial tone
2. Dial *63
3. Press 3
4. Enter the destination phone number you would like your calls forwarded to
5. Press # and the announcement will list the new phone number that your selected calls are being forwarded to
6. Press 1 to confirm the new destination phone number
7. If you want to turn the service ON, follow prompts or instructions below to add a phone number to your forwarding list
8. If you want to keep the feature OFF, hang up

To change the destination phone number you want your calls forwarded to:

1. Listen for a dial tone
2. Dial *63
3. Press 3 and the announcement will list the phone number that your selected calls are being forwarded to
4. Press 0 to change the phone number you would like your select calls forwarded to
5. Enter the new destination phone number
6. Press # and the announcement will list the new phone number that your selected calls are being forwarded to
7. Press 1 to confirm the new destination phone number
8. When finished, hang up

To remove the destination phone number you want your calls forwarded to:

It is not possible to completely remove the destination phone number once the Selective Call Forwarding feature has been activated. As long as Selective Call Forwarding is OFF, selected phone numbers will not be forwarded to the last stored destination phone number. The system will still store the last destination phone number should you decide to turn the feature back on at a later date.

To add a specific phone number to your forwarded list with Selective Call Forwarding OFF:

1. Listen for a dial tone
2. Dial *63
3. Listen to the ON/OFF announcement. The announcement will indicate how many phone numbers are on your list
4. Press # to add an entry
5. Enter the selected phone number you wish to add to your forwarding list
6. Press # again
7. The system will confirm the phone number and add it to your forwarding list
8. If you would like to add another phone number press # and enter the next phone number followed by #
9. If you do not want to add more entries, hang up

To add the phone number of the last incoming call to your forwarded list with Selective Call Forwarding OFF:

1. Listen for a dial tone
2. Dial *63
3. Listen to the ON/OFF announcement
4. The announcement will indicate how many phone numbers are on you forwarding list
5. Dial #01#
6. The system will confirm the last phone number received and add it to your forwarding list
7. If you would like to add another phone number press # and enter the next phone number followed by #
8. If you do not want to add more entries, hang up

To add a specific phone number to your forwarded list with Selective Call Forwarding already ON:

1. Listen for a dial tone
2. Dial *63
3. Listen to the ON/OFF announcement. The announcement will indicate how many phone numbers are on your list
4. Press 1
5. Press # to add an entry
6. Enter the selected phone number to be added to your forwarding list
7. Press # again
8. The system will confirm the phone number and add it to your forwarding list
9. If you would like to add another phone number press # and enter the next phone number followed by #
10. If you do not want to add more entries, hang up

To add the phone number of the last incoming call to your forwarded list with Selective Call Forwarding already ON:

1. Listen for a dial tone
2. Dial *63
3. Listen to the ON/OFF announcement
4. The announcement will indicate how many phone numbers are on your forwarding list
5. Press 1
6. Dial #01#
7. The system will confirm the last phone number received and add it to your forwarding list
8. If you would like to add another phone number press # and enter the next phone number followed by #
9. If you do not want to add more entries, hang up

To remove a specific phone number from your forwarded list:

1. Listen for a dial tone
2. Dial *63
3. Listen to the ON/OFF announcement
4. The announcement will indicate how many phone numbers are on your forwarding list
5. Press 1
6. Press the * key to remove one or more entries
7. Dial the phone number to be removed
8. Press the * key again
9. The announcement will confirm the phone number to be removed
10. When finished, hang up

To remove all phone numbers from your forwarded list:

1. Listen for a dial tone
2. Dial *63
3. Listen to the ON/OFF announcement
4. The announcement will indicate how many phone numbers are on your forwarded list
5. Press 1
6. Dial *08 to remove all entries
7. The announcement will confirm that there are no more phone numbers on your list
8. When finished, hang up

To review all phone numbers on your forwarded list and delete one or all of the phone numbers on the list:

1. Listen for a dial tone
2. Dial *63
3. Listen to the ON/OFF announcement
4. The announcement will indicate how many phone numbers are on your forwarded list
5. Press 1
6. The announcement will indicate how many phone numbers are on your forwarded list again
7. The system will repeat all numbers on your list
8. If you would like to delete a specific phone number from your list at this time dial 07 after hearing the entry and the system will confirm the phone number was removed and continue listing phone numbers
9. If you would like to delete all phone numbers from your list you may dial 08 at any time
10. When finished, hang up

To turn the Selective Call Forwarding feature OFF:

1. Listen for a dial tone
2. Dial *63
3. Listen to the ON/OFF announcement
4. Press 1
5. Press 3
6. The system will announce that Selective Call Forwarding is now off
7. When finished, hang up

To turn the Selective Call Forwarding feature back ON:

1. Listen for a dial tone
2. Dial *63
3. Press 3
4. The system will announce what destination phone number was previously set up for Call Forwarding
5. Press 1 if the phone number is correct. Selective Call Forwarding will be turned back on.
6. When finished, hang up

NOTE: Selective Call Forwarding and Call Forwarding can be available on the same line, but only one can be active at a time. The destination of your Selective Call Forwarding may be local or long distance.

VoiceMail

Commercial Voice Mail can be purchased as a single mailbox that will answer the company's lines or can be customized so that the caller can leave a message for up to five additional users that share the same phone number.

Mailbox	Mailbox Number	Menu Option #
General Mailbox	npa-nxx-xxxx	0
Additional mailbox 1	npa-nxx-xxxx-1	1
Additional mailbox 2	npa-nxx-xxxx-2	2
Additional mailbox 3	npa-nxx-xxxx-3	3
Additional mailbox 4	npa-nxx-xxxx-4	4
Additional mailbox 5	npa-nxx-xxxx-5	5
Users with only 1 mailbox (npa-nxx-xxxx = the customers 10 digit telephone number)	npa-nxx-xxxx	None

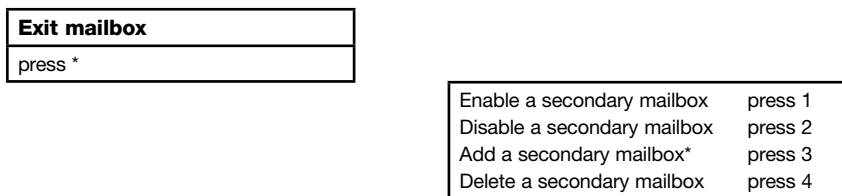
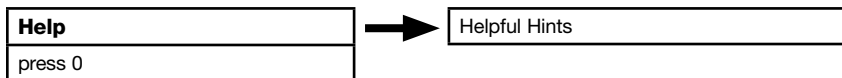
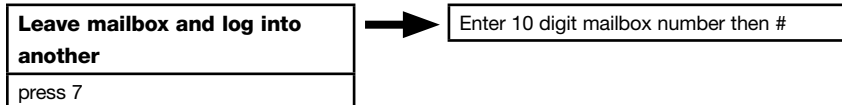
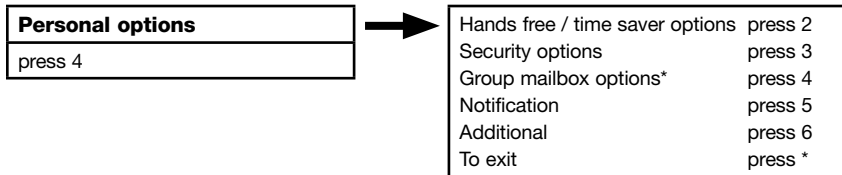
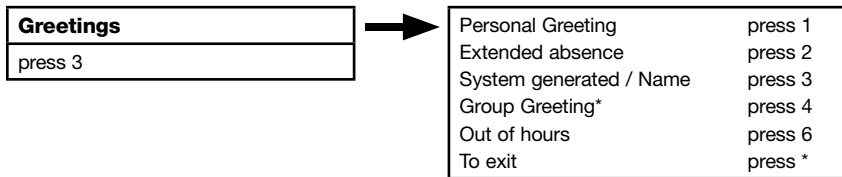
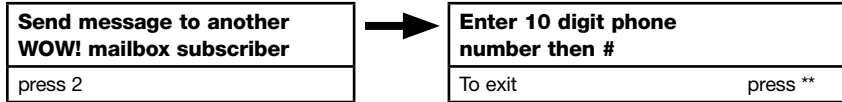
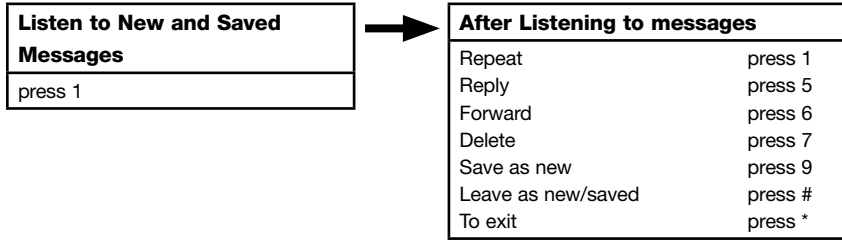
To access your general mailbox:

- Dial the local access phone number or *98 from your primary phone number associated with the Voice Mail.

VoiceMail Access Phone Numbers

- Cleveland (440) 973-4971
 - Columbus (614) 396-6247
 - Illinois (630) 219-6247
 - Detroit (248) 439-6247
 - Mid-MI (517) 343-2969
-
- When prompted dial the 10 digit mailbox number. (your phone number) or enter your password as directed. The default password is 1234.
 - Only the general mailbox for users that order additional user mailboxes is provisioned at time of install.
 - The general mailbox user has full control to add, delete, activate or deactivate additional users.
 - Initial passwords for the additional mailboxes are randomly assigned when a new mailbox is created.
 - After the general mailbox user creates the additional users, they may dial in to the system by dialing the local Voice Mail access number and entering their 10 digit phone number when prompted.
 - VM system will then play the recorded user names followed by a prompt to dial the associated number (1, 2, 3, etc.) to access the individual mailbox.
 - When user makes their selection they are then prompted for their password. The password will be given to them by the person with the general mailbox who created the additional user.
 - After each user gains access to their mailbox for the first time they will go through a tutorial to help them change their password, record their name and record their personal greeting.
 - A stutter dial tone on the main line notifies you of a message.

VoiceMail Access Phone Numbers



* Group greeting and mailbox options only appear when secondary mailboxes are ordered.
* Group greeting must be enabled to add and access secondary mailboxes.
* Secondary mailbox PIN's are automatically generated when mailbox is added by the customer.

Frequently Asked Questions

How do I set up my WOW! Voicemail service?

The first time you call into your WOW! Voicemail, you will need to call from your business phone. There are 3 different numbers you can dial to access your voicemail: *98, your business phone number or see page 39 for the local access number in your area. Once you enter the system, a tutorial will guide you through the setup of your new voicemail service. You will be prompted to create a password, record your name and record your personal greeting.

How do I get access into my WOW! Voicemail service?

From your business line, you can dial either *98, your business line phone number or the local access number for your area to enter the voicemail system. You will be required to enter your mailbox number and password from a remote location.

MAIN MENU

+Will only return local calls.
Listen to New Messages
press 1

Listen to Other Messages
press 3

Change Personal Options
press 4

Place a Call
press 5+

Exit
press *

Options After Calling Sender
Return to Voicemail System press **

Personal Options

Manage Greeting press 1
Manage Password press 2
Record Name press 4
Manage Notification
Options press 7
Manage Message
Playback press 8

Review Other Messages

Old Messages press 1
Deleted Messages press 2
Future Messages press 3

Review New Messages

Voice Messages press 1
All Messages press 5
Old Messages press 6

My Phone Number

OR

- Dial your business phone number
- Press *
- Enter your password followed by the # key

OR

- *98 from your business phone service

How do I change my voicemail password?

Once in the voicemail system, you'll select 'Personal Options' from the Main Menu, then 'Change Password.' The prompts will take you through the process of changing your password.

What if I forget my password or enter it incorrectly?

If you forget your password or if the password is entered incorrectly (up to four times) you will need to contact our Customer Care Center at 1-888-969-4249 to have it reset.

How do I change my WOW! Voicemail greeting?

Once in the voicemail system, you'll select 'Personal Options' from the Main Menu, then 'Personal Greeting.' or 'Other Greetings' to change your Group Greeting. The prompts will take you through the process of changing your greeting.

How much voicemail storage space do I have with my WOW! Voicemail service?

You can store up to 30 messages (no longer than 2 minutes each) for a total of 60 minutes.

How long will I have access to my voicemail messages with the new system?

As long as you continue to re-save a message, you will have access to it for an indefinite amount of time.

Is there any way to retrieve voicemail messages that I deleted?

If a message is deleted, it can be retrieved as long as you remain in the voicemail system. Once you have logged out (hung up) of the voicemail system, your deleted messages are removed completely.

Frequently Asked Telephone Questions

How do I block 900/976 calls?

Calls to 1-900 or 1-976 phone numbers are blocked by default. WOW! will unblock access to these numbers at the customer's request by calling 1-888-969-4249.

Does WOW! provide technical support for WOW! Phone?

Yes. WOW! provides complete support for all of our services and WOW! Phone is no different. Our friendly and professional customer service representatives may be reached by Calling 1-888-969-4249.

Do I have to keep the WOW! Advanced Modem in a specific location?

With commercial installations where the customer has both phone and Internet, the Advanced Modem will usually be installed at a centralized demarcation point where all of the internal phone wiring terminates and will be mounted to the wall. The WOW! technician will determine the best place to install the Advanced Modem.

Will my fax machine work with WOW! Phone?

Yes. Fax machines will work with WOW! Phone as long as they are set to tone dialing.

Will my answering machine work with WOW! Phone?

Yes. Answering machines will work with WOW! Phone. However, you may want to opt for WOW! Voicemail Service. WOW! Voicemail Service will answer all of the lines in your hunt group when they are not answered or busy.

Will my dial-up Internet service work with WOW! Phone?

WOW! Phone will work with dial-up Internet service. However, WOW! Business Solutions offers several options for high-speed Internet service.

Will I be provided with a detailed breakdown of my call activity with WOW! Phone?

Yes. For Directory Assistance or Operator Services, you will see the call detail on your monthly statement from WOW!. To see all call records, including free calls, please check your statement online at www.wowway.biz.

What if my phone is not working?

If your phone is not working and you also have WOW! Internet and/or WOW! Cable, please check your other services to see if they are working. If they are also not working, then there may be a cable outage in your area. Please contact WOW! at 1-888-969-4249.

What should I do if my WOW! Cable TV is working but my phone is not?

If your cable television service from WOW! is working and your phone service is not, please check the following:

- Make sure all phones are hung up properly.
- If you are using a remote or powered phone, check the power or battery status of your phone(s).
- Check the telephone cables to ensure they are connected tightly and the cables are not cracked or broken.

What if I cannot place station-to-station calls from my key system or PBX?

1. Contact your vendor that maintains your equipment.
2. If your equipment is working correctly call WOW! for further assistance.

What happens if I reset the Advanced Modem?

If you reset the Advanced Modem you will lose connectivity to the Internet and phone service while the modem reconnects with the WOW! network. This means that if you are using your phone while trying to reset the modem, your phone call will be disconnected.

What is a non-published phone number?

A non-published telephone number is not listed in the phone book or with directory assistance.

What is a non-listed phone number?

A non-listed telephone number is not listed in the phone book, but it is listed with directory assistance.

911 Information

What is the difference between 911 and E911 service?

Basic 911 service simply connects the caller to a local Public Safety Answering Point (PSAP). Although the call is connected to a dispatcher, the dispatcher may not have all of the caller's information such as name or address. Enhanced 911 (E911) provides a data stream along with the call so that when a customer is connected to a PSAP, the dispatcher has the caller's name and address for faster response. Similar to major phone companies, WOW! Phone provides our users with E911 service.

Does WOW! Phone support E911?

WOW! Phone provides customers with E911 service so that when their call is connected to the local Public Safety Answering Point (PSAP), their name and address will appear on the dispatcher's screen.

Do I have to do anything to activate the WOW! Phone 911 service?

No! E911 service is a standard feature with WOW! Phone and included in all WOW! Phone packages. Your WOW! Phone number, name and address are provided to your local Public Safety Answering Point (PSAP) through an industry database so that if/when you call 911, you will be connected to your local PSAP immediately and the dispatcher can identify your name and address.

Is 911 active the minute my WOW! Phone service is installed?

Basic 911 service is immediately available upon installation. That is, you may place 911 calls that will be routed to your local Public Safety Answering Point (PSAP) immediately. E911, the customer data including your name and address, however, may not be immediately available. In accordance with industry standards, this information is updated after customer installation. This is so the shared industry database is populated with the most accurate information possible. Once WOW! sends the information to the industry database, it may take 24 to 48 hours for that database to update and get the information to the local Public Safety Answering Point (PSAP). This is the industry's standard time frame for updating 911 information when a customer changes phone providers. Regardless of whether you call 911 one day or one year after your installation, it is important to always identify yourself and your address to the 911 dispatcher.

How reliable is WOW!'S 911 service?

Because WOW! manages 911 call routing and data streaming the same way as other major phone providers, our customers should not have any issues connecting with their local Public Safety Answering Point (PSAP) for 911 services. However, it is important to note that completing phone calls on WOW!'S network is contingent on power. If you are without power for more than 4 hours, you will most likely not be able to place any phone calls on the WOW! network until power is restored. The phone modems provide about four hours of back-up battery to assist with minor power outages, but similar to cordless phone, the continued use of the phone modem is reliant on a power source.

Will 911 service work if there is a power or cable outage?

Because the equipment used to support WOW! Phone in the customer's home (advanced phone modem) relies on a power source; power outages can have an impact on your ability to place and receive calls, including 911 calls. WOW! provides battery back-up power to the advanced phone modem, which will provide an additional four hours of standby power in the event of a power outage. However, if the power outage lasts longer than the battery back up, you will be unable to place a 911 call (or any call) after the battery back up has expired (approximately four hours). Phone usage while on battery back-up power will impact the total back-up time of the battery. WOW! Phone relies on the cable network for delivering a call to the local switch. If the WOW! cable network is down, or the cable network in your home is not working, you will be unable to make or receive phone calls, regardless of whether or not there is power.

WOW! BUSINESS CUSTOMER AGREEMENT

GENERAL TERMS AND CONDITIONS

The Customer (sometimes referred to as “you” or “your”) identified on the Business Customer Agreement and/or applicable Service or Work Order for the installation and delivery of WOW! cable, phone and/or Internet services (the “Service” or “Services”) agrees to be bound by the provisions of: (i) the General Terms and Conditions set forth herein (the “Agreement”); (ii) the terms and conditions set forth in the Business Customer Agreement; (iii) acceptable use, privacy or other policies, or service guides (the “Service Policies”) adopted by WOW!, which may also include separate service level, service usage or other service agreements (“Ancillary Agreements”); and (iv) for WOW! circuit switched phone customers, the terms and conditions of any applicable WOW! tariffs, which are available for review at www.wowway.biz, are specifically incorporated by this reference and control in the event of a conflict with any other provision of this Agreement (collectively, the “Terms”), as the same may be adopted and amended from time to time by WOW! in accordance with the Terms and applicable law. We refer to the operating company subsidiary of WOW! Internet, Cable and Phone and/or Knology, Inc. that owns and/or operates the cable television system in your area pursuant to a cable television franchise with the state or local franchising authority and/or the subsidiary that provides phone service in your area as “WOW!”, “Knology”, “we”, “us”, or “our”. The Services will be provided to you by the WOW! or Knology company that operates in your service area. In the event of a conflict between the terms and conditions of this Agreement and any authorized modification to the Business Customer Agreement, the Modification shall control.

1. **Subscription to Services.** WOW! offers its business cable (video), Internet and phone Services as they may exist from time to time and as more particularly described in this Agreement, the Business Customer Agreement and/or an applicable tariff, to Customers who establish an authorized business account (“Account”) and pay the service fees to subscribe to the Services at rates and fees more particularly described in the Business Customer Agreement or business service order form (the “Service Order”) or an applicable price list or tariff. All services are subject to the availability of necessary and suitable facilities, and WOW! shall have the right at any time to add to, modify, or delete any aspect, feature or requirement of a service, including but not limited to equipment and system requirements. Customer, by signing or submitting electronically the Business Customer Agreement (or by using or paying for the Services), subscribes to the identified Services at the specified service locations and agrees to use the Services in compliance with the Terms, as they may be revised, restated, amended and/or supplemented from time to time. Upon installation and connection of the necessary facilities and equipment to provide the Services, or in the case of phone, the day Phone Service is activated, WOW! shall notify Customer that the Services are available for use, and the date of such notice shall be called the “Commencement Date.” Any failure or refusal on the part of Customer to be ready to receive the Services on the Commencement Date shall not relieve Customer of its obligation to pay applicable Service charges. The Service Order shall become binding on the parties when (i) it is specifically accepted by WOW! either electronically or in writing, (ii) WOW! begins providing the Services described in the Service Order, or (iii) WOW! begins installation for delivery of the Services described in the Service Order, whichever is earlier. When a Service Order becomes effective it shall be deemed part of, and shall be subject to this Agreement.
2. **Tariffs.** Notwithstanding anything to the contrary in this Agreement or the Terms, WOW! may elect or be required to file tariffs with regulatory agencies for certain Services. In such event, the terms set forth in this Agreement may, under applicable law, be superseded by the terms and conditions of the Tariffs. WOW!’s operating affiliates provides certain telephone services to some customers that are subject to applicable tariffs and/or price lists for the state or federal jurisdiction in which Service is provided, which are incorporated into this Agreement by this reference, and control in the event of a conflict with any other provision of this Agreement. Some WOW! affiliates may also provide certain interconnection and other services to other WOW! affiliates in other WOW! service areas, in accordance with applicable state and federal tariffs. Said tariffs and/or price lists may be replaced, amended or changed from time to time by WOW! or any regulator with jurisdiction, and the Parties agree to be governed by all applicable regulatory orders, rules, and regulations associated with WOW!’s provision of such Services. If WOW! voluntarily or involuntarily cancels or withdraws a tariff, or if a tariff expires or is otherwise terminated, under which a Service is provided to Customer, the Service will thereafter be provided pursuant to this Agreement and the terms and conditions contained in the tariff immediately prior to its cancellation, withdrawal, expiration or termination. In the event that WOW! is required by a governmental authority to modify a tariff under which Service is provided to Customer in a manner that is material and adverse to either party, the affected party may terminate the applicable Service Order upon a minimum thirty (30) days’ prior written notice to the other party, without further liability. WOW! has included copies of its applicable tariffs on its website at www.wowway.biz (under “Terms and Conditions”).
3. **Access to Premises and Installation of System.**
 - A. Customer grants WOW! the right to install, inspect, replace, repair, relocate, alter, operate, remove and maintain its equipment (the “system”) in, under and upon the premises at the designated service location(s). Customer, at no cost to WOW!, shall secure and maintain all necessary rights of access to

the service location(s) for WOW! to install and provide the Services. Customer further agrees: (i) to provide WOW!'s representative with access at reasonable times to the premises to install, inspect, replace, repair, relocate, alter, operate, remove and maintain the system supplied by WOW! and, upon the termination of Service, to remove the system from the premises (it being understood that WOW!'s failure to remove its property shall not be deemed an abandonment thereof); (ii) not to permit, allow or encourage any other provider of cable, Internet or telecommunications services to utilize any component part or portion of the system installed by WOW!; (iii) not to disturb, alter or change any of the locations of any of WOW!'s system; (iv) not to attach or connect any equipment or devices, directly or indirectly, to the system without the prior written consent of WOW!; (v) not to utilize, interfere with or cause interference with any component part or portion of the system installed by WOW! or permit any activity that would interfere with WOW!'s delivery of Services to the service locations; (vi) to cooperate with WOW! in the installation of the system; (vii) to provide sufficient space within the premises for installation of system equipment and components; (viii) that the installation may require drilling, cutting and other alterations to improvements on the premises (including walls, flooring and/or other surfaces) and that WOW! assumes no obligation to restore or repair any such alterations or damages adjacent to such alterations (except to the extent such damages are attributable to the sole negligence of WOW!); (ix) to allow WOW!, in its discretion, to use for the provision of WOW! Services any existing wiring, conduit and/or other devices located within or installed upon the premises; and (x) to confer upon WOW! all other rights and privileges reasonably necessary or convenient for WOW!'s safe and efficient installation, operation and maintenance of the system and for the full enjoyment and use of the rights described above. Customer agrees to indemnify and hold WOW! harmless from any and all claims or damages, including payment of any attorney fees and other legal costs, arising out of the breach of this Section.

- B. Each Service Order submitted by Customer shall be subject to an engineering and system installation review by WOW!. The review will determine the extent of existing cable plant and other facilities within the premises, and whether and to what extent WOW!'s cable plant must be extended, built or upgraded in order to provide the ordered Services at the requested service location(s) within the premises. WOW! will provide Customer written notification in the event Service installation at any service location will require an additional one-time installation fee ("Custom Installation Fee"). Customer will have five (5) days from receipt of such notice to reject the Custom Installation Fee and terminate, without further liability, the Service Order with respect to the affected service location(s).

4. **General Use Policies, Limitations and Restrictions.**

- A. The Services are to be used solely for general business and commercial purposes. Customer agrees that: (i) the Services provided by WOW! will be utilized solely in accordance with all applicable laws and regulations and for Customer's use; (ii) Customer shall not sell, resell sublease, assign, license, sublicense, share, provide, or utilize in conjunction with or otherwise offer or make the Services available to other users, service locations or tenants, and shall not charge others to use the Services, in whole or in part, directly or indirectly, or on a bundled or unbundled basis. Customers are specifically prohibited from permitting other users and/or locations to access the WOW! Internet service, whether through wireless or other means; and (iii) Customer will adhere to any WOW! policies, rules and regulations provided to Customer. Customer acknowledges that WOW! may change such policies, rules and regulations at any time.
- B. Customer (or Customer's authorized representative and each end user of Customer's Account) is at least 18 years of age. Customer has provided and will continue to provide to WOW! accurate, complete, and current Customer information, including but not limited to Customer's legal name, address, phone number(s), and payment data (including but not limited to credit card numbers and expiration dates). Customer agrees that during the term of this Agreement Customer will promptly notify us if there is any change in the information that Customer has provided to us in accordance with the terms of this Agreement. If Customer fails to provide and maintain accurate information, Customer is in breach of this Agreement.
- C. Customer is responsible in all respects (including all payment obligations) for all use of its Account in all circumstances, including under any screen name or password by any person (a "user"), and even if incurred as the result of fraudulent or unauthorized use of the Services. WOW! may, but is not obligated to, detect or report unauthorized or fraudulent use of Services to Customer. WOW! reserves the right to restrict, suspend or discontinue providing any Service in the event of fraudulent, illegal or unauthorized use by Customer or any other user. Customer must ensure that all use of its Account complies fully with applicable laws and regulations, and the Terms, including any operating or acceptable use rules and policies that may be promulgated from time to time by WOW!. Customer further acknowledges and agrees that it is solely responsible and liable for any and all breaches of the Terms, whether the breach is the result of use of the Services and/or any WOW! Equipment or software by Customer, its employees, agents, customers, guests or other users. Customer agrees to indemnify, defend and hold harmless WOW! and its affiliates, employees, officers, suppliers and agents against all claims and expenses (including reasonable attorney fees) arising out of the use of the Services and/or the WOW! Equipment or software or the breach of the Terms by Customer or any other user of the Services.
- D. Use of the Services must respect the property rights of WOW! and others. Title and intellectual property

rights to the Services are owned by WOW!, its agents, suppliers or affiliates or their licensors or otherwise by the owners of such material and are protected by copyright laws and treaties. The copying, redistribution, reselling or publication of any part of the Services without express prior written consent from WOW! and other owners of such material is prohibited.

- E. WOW! shall have the right, upon reasonable prior notice and during Customer's normal business hours, and subject to any reasonable security requirements, to audit Customer's use of the Service, to ensure Customer's compliance with these Terms and any applicable Business Customer Agreement. In the event that WOW!'s audit reveals that Customer's usage of the Service exceeds Customer's rights hereunder or under any applicable Business Customer Agreement, WOW! may charge to Customer an amount equal to one and a half times the Service charges that would have been due for such excessive usage as liquidated damages and not as a penalty. In addition, Customer shall either discontinue any excess usage or thereafter continue to pay WOW!'s then-current fees for such additional usage.
- F. Any breach of this Section 4 shall be deemed a material breach of this Agreement. In the event of such material breach, WOW! shall have the right to restrict, suspend, or terminate immediately any or all Service Orders, without liability on the part of WOW!, and then to notify Customer of the action that WOW! has taken and the reason for such action, in addition to any and all other rights and remedies under this Agreement.
5. **Payment for Services.** Unless otherwise agreed to in writing, Customer shall pay WOW! all service installation charges prior to the installation of Services. Customer further agrees to timely pay all charges, taxes and fees for the Service, including, but not limited to, installation/service call charges, monthly service charges, WOW! Equipment charges, measured, per call or other usage-based or separately billed charges, and the Separate Fees and Charges described in Section 6. Except as otherwise indicated herein or in the applicable Customer Agreement or Service Order(s): (i) the Separate Fees and Charges and nonrecurring charges may be changed by WOW! without notice during the Term; and (ii) recurring monthly charges for Services may be increased by WOW! in accordance with Sections 28 and 29.
6. **Pricing Policy.** Prices and price guarantees exclude taxes and fees, however designated, including without limitation applicable regulatory, PEG and franchise fees, and regulatory recovery fees, cost recovery charges, Subscriber Line Charges, Network Line Fees, PRI charges, other carrier access fees and/or access fees, Carrier Service Fees, surcharges, Broadcast TV Surcharge excises, program related fees (such as universal service, telecom relay services for the visually/hearing impaired, rights-of-way access, and programs supporting the 911/E911 system), additional equipment, installation, late fee, service call and repair charges, and measured, per call or other usage-based or separately billed charges (collectively, the "Separate Fees and Charges"). The Separate Fees and Charges will vary depending upon your service location and the services to which you subscribe. Not all of the Separate Fees and Charges apply to all services. Customers who participate in a promotional offer with a discount on monthly service fees will revert back to the standard monthly fee for the service at the end of the promotional period, unless the customer's service is earlier terminated for any reason. **Any promotional, discounted or guaranteed price for service applies only to the price of the particular service or services identified, and excludes the Separate Fees and Charges.**
7. **Taxes, Fees and Other Charges.** Customer shall pay all applicable local, state or federal fees or taxes, however designated (which includes any sales, use or excise taxes, and property taxes related to Customer's property). Customer will be responsible to pay any Service charges, payment obligations, fees and taxes that become applicable retroactively. WOW! reserves the right to invoice Customer for any fees or payment obligations in connection with the Services imposed by governmental or quasi-governmental bodies in connection with the sale, installation, use, or provision of the Services, including, without limitation, applicable franchise and PEG fees (if any), regardless of whether WOW! or its affiliates or non-affiliated carriers pay the fees directly or are required or authorized by an order, rule, or regulation of a taxing jurisdiction to collect them from or charge them to Customer. These obligations may include those imposed on WOW!, its affiliates or non-affiliated carriers by statute, order, rule, or regulation of a regulatory body or a court of competent jurisdiction, as well as those that WOW!, its affiliates or non-affiliated carriers are required or authorized to collect from or charge to the Customer, or to pay to others in support of statutory or regulatory programs. For example, WOW! may charge its commercial phone customers a monthly regulatory recovery fee to help defray WOW!'s contributions to certain governmental programs, and it may (directly or as an offset of all or part of the Subscriber Line Charge of its affiliated phone company, Sigecom, LLC or other affiliated or non-affiliated interconnection carrier) charge a Subscriber Line Charge, Network Line Fee and/or Carrier Service Fee to offset costs associated with connecting customers to the telephone network and/or other regulatory costs. WOW! may also impose a separate fee to recover or offset specifically identified costs, such as programming or retransmission consent costs. **These charges are not a tax, and are not government-mandated.** WOW! may also impose a separate fee to recover or offset specifically identified costs, such as programming or retransmission consent costs. WOW! may impose a Broadcast TV Surcharge on those customers who subscribe (whether alone or as part of a bundle of services) to WOW! cable television service. This surcharge is not a government

mandated tax or fee and is subject to change. The surcharge is in addition to other charges associated with the WOW! cable television services. Taxes, government-related fees and non-government mandated charges and fees may be changed at any time with or without notice. **The taxes, fees and charges will vary depending upon your service location and the services to which you subscribe.**

8. **Invoices; Late Fees and Other Charges.** Recurring service charges and fees will be billed monthly in advance. Charges based upon actual use of the Service (including but not limited to charges for VOD, per-per-view, international calls, directory assistance, operator assisted calls, service calls, maintenance and repairs) will be billed in the next practicable monthly billing cycle following such use. Customer must pay all monthly charges for the Services on or before the due date stated on the monthly bill. Any amounts not paid to WOW! within such period will be considered past due. Failure to pay charges invoiced or failure to pay on time may result in discontinuance of Service, the removal of equipment delivered and/or the imposition of interest, early termination charges, late payment charges (not to exceed the highest charges allowed by law) and/or service charges. **YOU WILL BE ASSESSED A LATE FEE PER MONTH FOR EACH ACCOUNT THAT HAS NOT BEEN PAID IN FULL AFTER 30 DAYS FROM THE BILLING DATE,** in addition to any past due balance. The current late fee is set forth in the price list applicable to your service area or can be provided to you on request. An additional charge may be imposed if a check or other form of payment is not honored due to insufficient funds or credit. If you make payment by check, you authorize WOW! to collect your check electronically. You agree that you may not amend or modify this Agreement with any restrictive endorsements (such as "paid in full"), releases, or other statements on or accompanying checks or other payments accepted by WOW! and that any such notations shall have no legal effect. In the event collection activities are required, a collection and/or trip charge (as determined by WOW! in its sole discretion), in addition to all expenses and fees (including attorney fees) incurred by WOW! will be paid by Customer. WOW! reserves the right in its sole discretion to determine how to apply partial payments or payments received from Customers that subscribe to multiple or bundled services. If we accept a partial payment, we do not waive our right to collect the full balance owed to us. In the event Customer pays WOW! an amount in excess of the amount due for the current billing period cycle, Customer agrees that WOW! will apply the overpayment to the Customer's next monthly billing statement. If a billing dispute occurs, Customer has thirty (30) days from the date of receipt of the bill to register a written dispute with WOW!. Customer should send billing disputes to: WOW! Internet, Cable & Phone, Attn: VP of Business Operations, 7887 E Belleview Ave, Suite 1000, Englewood, CO 80111-6015.. Failure to object to a billing statement in writing within the 30 day period constitutes Customer's conclusive acceptance of the accuracy of the billing statement. In all events, Customer is required to pay the undisputed amount of the billing statement. Customers who choose the recurring payment option agree that they are responsible for ensuring that accurate deductions are in place with their financial institution. In no event will WOW! be liable for reimbursement of inaccurate recurring payments unless notified in writing by Customer within sixty (60) days of the deduction. WOW! does not anticipate that you will fail to pay for the Services on a timely basis, and we do not extend credit to Customers. Any fees, charges, and assessments due to late payment or nonpayment are not interest, credit, service charges, or finance charges. Such fees, charges, and assessments are not penalties. Rather, they are liquidated damages intended to be a reasonable advance estimate of our costs resulting from late payments and non-payments. **Electronic Check Conversion.** When you pay your bill by check, you authorize us to either use the information from your check to make a one-time electronic funds transfer (EFT) from your account or to process the payment as a check transaction. When we use information from your check to make an EFT, **funds may be withdrawn from your account as soon as the same day we receive your payment,** and you will not receive your check back from the bank. If your payment is returned unpaid, you agree to pay a fee of up to \$30. Returned checks may be represented electronically.
9. **Third-Party Charges.** Customer may incur charges from third party service providers that are separate and apart from the amounts charged by WOW!. These may include, without limitation, charges resulting from accessing on-line services, calls to parties who charge for their telephone based services, purchasing or subscribing to other offerings via the Internet or interactive video options or otherwise. Customer agrees that all such charges, including all applicable taxes, are Customer's sole responsibility. In addition, Customer is solely responsible for protecting the security of credit card information provided to others in connection with such transactions.
10. **Credit Approval and Deposits.** This Agreement is contingent upon credit verification and approval of the Customer by WOW!. Customer shall provide WOW! with true and correct credit information requested by WOW!. Customer authorizes WOW! to make inquiries and to receive information about Customer's credit history from others and to enter this information in Customer's records and to disclose this information to appropriate third parties for reasonable business purposes. WOW!, in its sole discretion, may deny the Services based upon an unsatisfactory credit history, or may condition the Services, which may include requiring (i) pre-payment for Services and other charges, and/or (ii) a security deposit, valid credit card on file or bank account information (EFT) to secure return of equipment and payment for Services and other charges. Any cash deposit will not, unless explicitly required by law, bear interest and shall be held by WOW! as security for payment of Customer's charges. Customer understands and agrees that

EFT's cannot be provided solely for security purposes. EFT's provided for security purposes will also automatically deduct the full balance due on Customer's Account on a monthly basis. By providing a cash security deposit, or a credit card or EFT number to WOW!, Customer authorizes WOW! to charge against the credit card or EFT or withdraw from any security deposit or account, for: (i) the repair cost or replacement value (as determined by WOW!) of all WOW! Equipment that is not returned to WOW! undamaged within ten (10) business days after disconnection of Service; and (ii) amounts due to WOW! for Services, fees and other charges. Customer will be refunded the balance of any cash security deposit (without interest unless otherwise required by law), and all or a portion of the amount charged to Customer's credit card or EFT for WOW! Equipment, if payment has been made for all amounts due on Customer's Account and Customer returns the WOW! Equipment undamaged. Unless otherwise required by applicable law, refunds of less than \$1.00 will only be paid upon Customer request.

11. **Recurring Charges.** Upon Customer's written request and WOW!'s acceptance of such request, WOW! will accept certain automatic credit card and bank account (EFT) payments for charges generated under the Agreement. By providing WOW! with a credit card or EFT number, Customer authorizes WOW! to charge the card or EFT for all charges generated under this Agreement, until (i) this Agreement is terminated or (ii) Customer provides sixty (60) days prior notice that WOW! stop charging the credit card or EFT. Customer agrees to provide WOW! with updated credit card, EFT or alternate payment information on a timely basis prior to the expiration or termination of the credit card or EFT on file or in the event that Customer's credit card or EFT limit is or will be insufficient to cover payment. If WOW! is unable to charge Customer's credit card or EFT for any reason, Customer agrees to pay all amounts due, including any late payment charges or bank charges, upon demand by WOW!. WOW! may limit the option to pay by credit card or EFT to specific Services or may discontinue acceptance of credit card or EFT payments in whole or in part upon thirty (30) days prior notice to Customer. Customer agrees that WOW! is not liable for any NSF, overdraft or other charges or damages related to any EFT or credit charge against Customer's Account. Customer agrees to indemnify and hold WOW! harmless from any and all claims or damages, including payment of any attorney fees and other legal costs, arising out of a breach of this Section.
12. **Credit Allowances.** Unless otherwise addressed in a separate service level or other written agreement between Customer and WOW!, and except as provided below, in the event of complete failure of a Service due to a technical malfunction within WOW!'s control for twenty-four (24) consecutive hours or more, you are entitled to a prorated credit upon request. To qualify for an adjustment, you must request a credit within thirty (30) days of the failure. Notwithstanding the foregoing, WOW!, its parent, affiliates and subsidiaries shall have no liability for interruption of any Service due to circumstances beyond its control, including without limitation, acts of God, natural disaster, regulation or governmental acts, fire, civil disturbance, strike or weather. The total number of credit allowances per month shall not exceed the total monthly recurring charge for the affected Service. Credit allowances will not be made for less than \$1.00, unless required under applicable law. **CUSTOMER AGREES THAT SUCH CREDIT IS CUSTOMER'S SOLE REMEDY FOR A DISRUPTION OF SERVICE. WOW! AND ITS AFFILIATES, AGENTS AND SUPPLIERS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY KIND, HOWEVER CAUSED.**
13. **Exceptions to Credit Allowances.** Except as provided by applicable law or in an applicable service level agreement, a Service interruption shall not qualify for the Credits set forth herein if such Service interruption is related to, associated with, or caused by: scheduled maintenance events; Customer actions or inactions; Customer-provided power or equipment; any third party not contracted through WOW!, including, without limitation, Customer's users; third-party network providers; any power, equipment or services provided by third parties; or an event of force majeure as defined in this Agreement. The remedies set forth in this Section and Section 12 shall be Customer's sole and exclusive remedy for any interruption in the Services, outage, unavailability, delay or other degradation in the Services or any WOW! failure to meet the objectives of the Services.
14. **Confidential Information and Privacy.**
 - A. All Confidential Information shall be kept by the receiving party in strict confidence and shall not be disclosed to any third party without the disclosing party's express written consent. Notwithstanding the foregoing, such information may be disclosed (i) to the receiving party's employees, affiliates, suppliers and agents who have a need to know for the purpose of performing this Agreement, using the Services, rendering the Services, and marketing related products and services (provided that in all cases the receiving party shall take appropriate measures prior to disclosure to its employees, affiliates, suppliers and agents to assure against unauthorized use or disclosure); or (ii) as otherwise authorized by this Agreement. Each party agrees to treat all Confidential Information of the other in the same manner as it treats its own proprietary information, but in no case using a degree of care less than a reasonable degree of care. Notwithstanding the foregoing, each party's confidentiality obligations hereunder shall not apply to information that: (i) is already known to the receiving party without a pre-existing restriction as to disclosure; (ii) is or becomes publicly available without fault of the receiving party; (iii) is rightfully obtained by the receiving party from a third party without restriction as to disclosure, or is approved for release by written authorization of the disclosing party; (iv) is developed independently by the receiving

party without use of the disclosing party's Confidential Information; or (v) is required to be disclosed by law or regulation. "Confidential Information" means all information regarding either party's business which has been marked or is otherwise communicated as being "proprietary" or "confidential," or which reasonably should be known by the receiving party to be proprietary or confidential information. Without limiting the generality of the foregoing, Confidential Information shall include, even if not marked, the Agreement, software, promotional materials, proposals, quotes, rate information, discount information, subscriber information, network upgrade information and schedules, network operation information (including without limitation information about outages and planned maintenance) and invoices, as well as the parties' communications regarding such items. The non-breaching party shall be entitled to seek equitable relief to protect its interests pursuant to this Section 14 including, but not limited to, injunctive relief.

- B. WOW!'s privacy policy and Internet Privacy Information Statement apply to WOW!'s handling of Customer confidential information. In the event of a conflict between the provisions of this Section and any provision of the privacy policy or statement, the applicable provision of the privacy policy or statement shall prevail in the resolution of the conflict. A copy of WOW!'s privacy policy and Internet Privacy Information Statement is available at www.wowway.biz.
 - C. WOW! maintains a website that is available to both WOW! customers and others. Use of the website is subject to the WOW! Website Visitor Agreement and the WOW! Website Privacy Statement, both of which are available for review at our website. By accessing and using the WOW! website, you acknowledge your review of and consent to the WOW! Website Visitor Agreement and the WOW! Website Privacy Statement.
 - D. You agree that WOW! may collect, use and disclose information concerning you and your use of the Services in the manner and for the purposes set forth in these terms, the WOW! customer privacy policy and/or the WOW! Website Privacy Statement.
 - E. Customer expressly grants WOW! permission to disclose personally identifiable information relating to Customer or Customer's Account in response to (a) a government subpoena or warrant issued in a civil or criminal investigation or litigation; (b) a civil investigative demand issued by a government entity; or (c) a court order. Customer further agrees that WOW may also disclose any information in its possession to protect its rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril.
 - F. WOW! is not responsible for any information provided by Customer to third parties, and this information is not subject to the privacy provisions of this Agreement or the privacy policies. Customer assumes all privacy and other risks associated with providing personally identifiable information to third parties via the Services.
 - G. Although WOW! will use commercially reasonable measures to maintain the security of the Services, WOW! assumes no responsibility for the effectiveness of these security measures provided by WOW!
15. **WOW! Equipment Installation; Loss or Damage.** In order to provide Services, WOW! must install in and upon the Customer's premises certain equipment, including, but not limited to, cabling and related splitters, cable modems, advanced modems and converters provided by WOW!, and other equipment apparatus provided by WOW! (excluding pre-existing conduit, cable and wiring and other equipment owned or purchased by Customer). WOW! will use reasonable efforts to complete any equipment installation work as necessary to activate the service ("Activation") for each service location, as applicable. WOW! SHALL HAVE NO LIABILITY FOR ITS DELAY IN THE ACTIVATION OF A SERVICE. Customer agrees to reimburse WOW! for any loss or damage to WOW! facilities or equipment resulting from any cause whatsoever, unless such damage or loss is due to WOW!'s sole negligence or willful misconduct. The WOW! Equipment (including internal wiring installed by WOW!) is and at all times shall remain the sole and exclusive property of WOW!, and Customer agrees that Customer shall acquire no interest therein by virtue of the payments provided for herein or the attachment of any portion of the equipment to the premises or otherwise. Customer will not open, alter, misuse, tamper with or remove the WOW! Equipment as and where installed by WOW!, and will not remove any markings or labels from the equipment indicating WOW! (or its suppliers) ownership or serial or identity numbers. Upon termination of a Service or Services, for whatever reason, Customer acknowledges that its right to possess and use the WOW! Equipment shall likewise terminate. In such event, the WOW! Equipment shall be returned to WOW! in the same condition as when received, ordinary wear and tear accepted. Customer will be billed by WOW! for any charges relating to damages exceeding ordinary wear and tear. Customer agrees to safeguard the WOW! Equipment from loss or damage of any kind, and (except for any self installation procedures approved by WOW!) will not permit anyone other than an authorized representative of WOW! to perform any work on the WOW! Equipment. It is Customer's responsibility to ensure that it has adequate insurance for the equipment and facilities supplied by WOW! and for the loss of or interruption in the Services.

16. Software.

- A. If and to the extent Customer requires the use of software in order to use the Services supplied under any Service Order, Customer shall have a personal, nonexclusive, nontransferable, and limited license to use the software in object code only and solely to the extent necessary to use the applicable Service during the corresponding Service Term. This license will permit such use by Customer and any person authorized by Customer to use the Account, under any password or screen name, provided that Customer shall be responsible for all use of the Account. This license will commence upon acceptance of Customer's subscription for the Service and will terminate immediately upon termination of the Service to Customer for any reason. Customer may not claim title to, or an ownership interest in, any software (or any derivations or improvements thereto) and Customer shall execute any documentation reasonably required by WOW!, including, without limitation, end-user license agreements for the software. WOW! and its suppliers shall retain ownership of the software, and no rights are granted to Customer other than a license to use the software under the terms expressly set forth in this Agreement. In particular, Customer must agree and adhere to the applicable Digital Content License Agreement, which applies with respect to WOW!'s provision in connection with certain features of its internet Services of certain objects including their API's as well as images, photographs, templates, animations, video, audio, music, text and "applets", and "online" or electronic documentation.
 - B. Customer is permitted to archive the software, provided that all such copies contain the same copyright notices and proprietary markings as the original software. Customer will not engage in, and will not permit, any other copying, or any translation, reverse engineering or reverse compiling, disassembly or modification of, or preparation of any derivative works based on the Software, all of which are prohibited.
 - C. Customer will return to WOW! or destroy all software and any related written material together with any copies promptly upon termination of the Service to Customer for any reason.
- 17. Third Party Software.** WOW! may provide (in the form of an available download, link to another company website, a CD provided to Customer by WOW!, or otherwise) to Customer for use in connection with the Service or WOW! Equipment certain software that is owned by third parties. Customer agrees to comply with the terms and conditions of use applicable to any software or plug-ins to such software distributed or used in connection with the Service or WOW! Equipment. All such agreements are incorporated in this Agreement by reference. All end user licenses will terminate upon the termination of this Agreement, and, at such time, you shall destroy all versions and copies of all software received by you in connection with the Service or the WOW! Equipment. WOW! provides no warranty whatsoever for any such software and you agree to indemnify WOW! against and hold WOW! harmless from any claims, expenses, damages or liabilities of any kind related in any way to the download or use of any such third party software.
- 18. Maintenance and Repairs.** WOW! will repair damage to or, at WOW!'s option, replace WOW! Equipment, modify software, and otherwise attempt to correct interruptions of Service, due to WOW! Equipment wear and tear or technical malfunction within WOW!'s control, at WOW!'s expense. Other repair or replacement, including charges for troubleshooting, maintenance and repairs attempted or performed by WOW! or its contractors when the trouble report results from Customer Equipment, will be at Customer's expense. WOW! may from time to time suspend Service for routine maintenance or rearrangement for a short period of time. Whenever possible WOW! will give Customer advance notification of such suspensions of service. WOW!'s liability, if any, resulting from a Service suspension or Service outage shall be limited in accordance with Sections 12 and 13 of this Agreement. WOW! does not provide or guarantee continuous service and shall be liable for service interruption only to the extent specified in this Agreement, as described in any applicable State or Federal tariff, or in accordance with applicable law.
- 19. Remote Customer Support.** As part of the Services, WOW! will provide a telephone number and email address for inquiries and remote problem support for service disruption. WOW! shall provide support directly to Customer and to Customer employees. The scope of remote support services shall be as determined by WOW! in its sole discretion from time to time. The support provided is for your use of the Services by means of the WOW! Equipment installed by or on behalf of WOW! and the software, if any, only.
- 20. Customer Equipment.** Customer agrees that use of the Services requires certain equipment provided by Customer such as a personal computer, cable modem and/or an appropriate operating system ("Customer Equipment"). WOW! shall have no obligation to provide, maintain or service the Customer Equipment. The current minimum technical and other requirements for Customer Equipment (including without limitation required computer hardware) in connection with the Services are posted on our website at www.wowway.biz or on another web site about which you have been notified. These minimum requirements may be revised by us from time to time. If you proceed with the installation of or use the Service in conjunction with Customer Equipment that does not meet the minimum requirements (a "Non-Recommended Configuration"), you agree that (i) you will not be entitled to customer support relating to any issues other than the quality of the signal delivered to the cable modem, and (ii) the following limitation of liability shall

apply: NEITHER WOW! NOR ANY OF ITS AFFILIATES, SUPPLIERS OR AGENTS WARRANT THAT A NON-RECOMMENDED CONFIGURATION WILL ENABLE YOU TO SUCCESSFULLY INSTALL, ACCESS, OPERATE, OR USE THE SERVICE. YOU ACKNOWLEDGE THAT ANY SUCH INSTALLATION, ACCESS, OPERATION OR USE COULD CAUSE DAMAGE TO CUSTOMER EQUIPMENT, INCLUDING WITHOUT LIMITATION CUSTOMER'S COMPUTER, PERIPHERALS, SOFTWARE OR DATA. NEITHER WOW! NOR ANY OF ITS AFFILIATES OR AGENTS SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY SUCH FAILURE OR DAMAGE. The foregoing limitation of liability is in addition to and shall not limit any other limitation of liability set forth in this Agreement. Customer represents that it owns the Customer Equipment or otherwise has the right to use such equipment in connection with the Services. WOW! assumes no responsibility for the condition or repair of any Customer Equipment or other equipment owned by any third party. WOW! is not responsible or liable for any loss, impairment or disruption of a Service due, in whole or in part, to a malfunction or defect in such Customer Equipment. If any Customer Equipment requires modification or reprogramming to make it compatible with WOW! provided Service, WOW! shall not be liable for any applicable costs associated with modification or reprogramming charges. Customer further: (i) agrees to adequately repair and maintain all of the Customer Equipment and third party equipment (including any pre-existing internal wiring) so that it does not interfere with the normal operations of the WOW!'s broadband system; (ii) agrees that it will not attach anything to the internal wiring or equipment that impairs the functionality or integrity of WOW!'s broadband system; and (iii) represents and warrants that it owns the cable, wiring (and devices connected to that wiring) and conduit currently located within and upon the premises and agrees that WOW! shall have full access to and use of such cable, wiring and conduit for the provision of WOW!'s services during the term of this Agreement.

21. **General Warranty Limitations; Limitation of Liability.** CUSTOMER UNDERSTANDS AND AGREES THAT ALL SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS AND THE CUSTOMER'S USE IS ENTIRELY AT ITS OWN RISK. WOW!, ITS PARENT, AFFILIATES AND SUBSIDIARIES AND THEIR RESPECTIVE MEMBERS, OFFICERS, DIRECTORS, EMPLOYEES, SUPPLIERS, LICENSORS, DISTRIBUTORS, CONTRACTORS AND AGENTS (THE "WOW! ENTITIES") MAKES NO REPRESENTATION OR WARRANTY, WHETHER EXPRESS, IMPLIED OR STATUTORY, REGARDING THE SERVICES BEING OFFERED, ITS NETWORK, ANY OF ITS SYSTEM EQUIPMENT OR SOFTWARE, OR THE NETWORKS, SYSTEMS OR SOFTWARE OF THIRD PARTIES, OR ANY EQUIPMENT USED BY THE CUSTOMER, INCLUDING, BUT NOT LIMITED TO ANY EXPRESS OR IMPLIED OR STATUTORY WARRANTY OF MERCHANTABILITY OR FITNESS OF THE SERVICES OR EQUIPMENT FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT OF ANY THIRD PARTY RIGHTS, TO THE FULLEST EXTENT POSSIBLE. WOW! SPECIFICALLY DISCLAIMS ANY RESPONSIBILITY, AND MAKES NO WARRANTY, FOR THE SUBSTANCE, ACCURACY OR QUALITY OF PROGRAMMING OR INFORMATION OBTAINED THROUGH ITS SYSTEM OR NETWORK, OR THAT THE SERVICES WILL BE TIMELY, SECURE, UNINTERRUPTED, VIRUS-FREE, ERROR-FREE OR FREE FROM OTHER HARMFUL COMPONENTS. WOW! MAKES NO WARRANTY THAT THE QUALITY OF THE SERVICES WILL MEET CUSTOMER'S EXPECTATIONS. THE SERVICE IS NOT FAIL-SAFE AND IS NOT DESIGNED OR INTENDED FOR USE IN SITUATIONS REQUIRING FAIL-SAFE PERFORMANCE OR IN WHICH AN ERROR OR INTERRUPTION IN THE SERVICE OR BREACH OF SECURITY COULD LEAD TO SEVERE INJURY TO BUSINESS, PERSONS, PROPERTY OR ENVIRONMENT ("HIGH RISK ACTIVITIES"). THESE HIGH RISK ACTIVITIES MAY INCLUDE, WITHOUT LIMITATION, SITUATIONS REQUIRING FAIL-SAFE PHONE AND EMERGENCY SERVICE ACCESS DUE TO MEDICAL CONDITIONS OR OTHER EMERGENCIES, VITAL BUSINESS OR PERSONAL COMMUNICATIONS, OR ACTIVITIES WHERE ABSOLUTELY ACCURATE DATA OR INFORMATION IS REQUIRED. CUSTOMER EXPRESSLY ASSUMES THE RISKS OF ANY DAMAGES RESULTING FROM HIGH RISK ACTIVITIES. CUSTOMER UNDERSTANDS AND ACCEPTS THE RISKS ASSOCIATED WITH FAILING TO BACK-UP ALL EXISTING COMPUTER FILES BY COPYING THEM TO ANOTHER STORAGE MEDIUM. THE WOW! ENTITIES SHALL HAVE NO LIABILITY WHATSOEVER FOR ANY DAMAGE TO OR LOSS OR DESTRUCTION OF ANY SOFTWARE, COMPUTER PERIPHERALS, FILES, INFORMATION OR DATA. CUSTOMER ASSUMES ALL RISKS ASSOCIATED WITH "FILE SHARING." CUSTOMER FURTHER UNDERSTANDS AND AGREES THAT WOW! HAS NOT MADE ANY GUARANTEES OR PROMISES WITH RESPECT TO THE SPECIFIC DATE ON WHICH SERVICES WILL BE MADE AVAILABLE TO THE CUSTOMER. CUSTOMER FURTHER ACKNOWLEDGES AND AGREES THAT WOW! HAS ADVISED THE CUSTOMER NOT TO TERMINATE ANY SERVICES THAT IT IS NOW RECEIVING FOR OTHER SERVICE PROVIDERS IN RELIANCE ON WOW! ESTIMATES AS TO WHEN SUCH SERVICE WILL BE AVAILABLE. EXCEPT FOR THE CREDITS SPECIFIED IN THIS AGREEMENT AND TO THE FULLEST EXTENT PERMITTED BY LAW: (I) IN NO EVENT SHALL THE WOW! ENTITIES BE LIABLE FOR ANY DIRECT, EXEMPLARY, MULTIPLIED, STATUTORY, INDIRECT, INCIDENTAL, PUNITIVE OR OTHER CONSEQUENTIAL DAMAGES, WHETHER OR NOT FORESEEABLE, (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR THE LOSS OF GOODWILL OR PROFITS, WAGES, SAVINGS OR REVENUE, HARM TO BUSINESS, WHETHER UNDER CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR ANY CAUSE WHATSOEVER), ARISING OUT OF OR IN RELATION TO THIS AGREEMENT OR THE CUSTOMER'S USE OF OR INABILITY TO USE WOW! SERVICES, EQUIPMENT OR SOFTWARE, INCLUDING THE USE OR INABILITY TO ACCESS EMERGENCY 911 SERVICES AND

ALARM MONITORING SERVICES, DELAYS, ERRORS, INTERRUPTIONS, MISTAKES, OMISSIONS, UNINTENDED SERVICE INFORMATION, NON-DELIVERY, INCORRECT DELIVERY, VIRUSES OR DEFECTS IN THE TRANSMISSION OF ANY INFORMATION, MATERIAL OR DATA OVER OR THROUGH WOW!'S SYSTEMS OR NETWORKS OR THE SYSTEMS OR NETWORKS OF THIRD PARTIES, EVEN IF ADVISED BEFOREHAND OF THE POSSIBILITY OF SUCH LIABILITY; AND (II) IN NO EVENT SHALL THE WOW! ENTITIES LIABILITY FOR ANY DAMAGES ARISING FROM OR RELATED TO THIS AGREEMENT EXCEED THE LESSER OF THE TOTAL INVOICE AMOUNT INCURRED BY THE CUSTOMER DURING THE ONE MONTH IMMEDIATELY PRECEDING THE OCCURRENCE GIVING RISE TO SUCH CAUSE OF ACTION OR FIVE (\$5.00) DOLLARS. THE FEES FOR THE SERVICES SET BY WOW! HEREUNDER HAVE BEEN AND WILL CONTINUE TO BE BASED UPON VARIOUS FACTORS INCLUDING THIS ALLOCATION OF RISK. ACCORDINGLY, YOU HEREBY RELEASE TO THE FULLEST EXTENT PERMITTED BY LAW THE WOW! ENTITIES FROM ANY AND ALL OBLIGATIONS, LIABILITIES, AND CLAIMS IN EXCESS OF THE LIMITATIONS STATED IN THIS AGREEMENT.

22. **Limitations on WOW!'s Liability for Customer Equipment and Software.** Customer Equipment may be damaged or suffer service outages as a result of the installation, self-installation, use, inspection, maintenance, repair, and removal of the WOW! Equipment and the Services. Except for gross negligence or willful misconduct by us, the WOW! Entities shall have no liability whatsoever for any damage, loss, or destruction to the Customer Equipment. In the event of gross negligence or willful misconduct by WOW!, we shall pay at our sole discretion for the repair or replacement of the damaged parts up to a maximum of \$250. This shall be your sole remedy relating to such activity. When you use certain features of the Services, such as online features of the Services (where available), you may require special software, applications, and/or access to the Internet. WOW! makes no representation or warranty that any software or application installed on your computer(s) or the Internet does not contain a virus or other harmful feature. It is your sole responsibility to take appropriate precautions to protect any computer and other hardware of yours from damage to its software, files, and data as a result of any such virus or other harmful feature. We are not required to provide you with any assistance in removal of viruses. If we decide, in our sole discretion, to install or run virus check software on your computer(s), we make no representation or warranty that the virus check software will detect or correct any or all viruses. You acknowledge that you may incur additional charges for any service call made or required on account of any problem related to a virus or other harmful feature detected on your system. THE WOW! ENTITIES SHALL HAVE NO LIABILITY WHATSOEVER FOR ANY DAMAGE TO OR LOSS OF ANY HARDWARE, SOFTWARE, FILES, OR DATA RESULTING FROM A VIRUS, ANY OTHER HARMFUL FEATURE, OR FROM ANY ATTEMPT TO REMOVE IT.

WOW! does not represent, warrant, or covenant that the installation of the software or applications described in the preceding paragraph or access to our web portal(s) will not cause the loss of files or disrupt the normal operations of any Customer Equipment, including but not limited to your computer(s). FOR THESE AND OTHER REASONS, YOU ACKNOWLEDGE AND UNDERSTAND THE IMPORTANCE OF BACKING UP ALL FILES TO ANOTHER STORAGE MECHANISM PRIOR TO SUCH ACTIVITIES. YOU UNDERSTAND AND ACCEPT THE RISKS IF YOU DECIDE NOT TO BACK UP FILES. NEITHER WOW! NOR ITS AFFILIATES OR AGENTS SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY DAMAGE TO OR LOSS OF ANY SOFTWARE, FILES, OR DATA.

YOU UNDERSTAND THAT YOUR COMPUTER OR OTHER DEVICES MAY NEED TO BE OPENED, UPDATED, ACCESSED OR USED EITHER BY YOU OR BY US OR OUR AGENTS, IN CONNECTION WITH THE INSTALLATION, UPDATING OR REPAIR OF OUR SERVICES. THE OPENING, ACCESSING OR USE OF YOUR COMPUTER, OTHER DEVICES USED IN CONNECTION WITH OUR SERVICES MAY VOID WARRANTIES PROVIDED BY THE COMPUTER OR OTHER DEVICE MANUFACTURER OR OTHER PARTIES RELATING TO THE COMPUTER'S OR DEVICE'S HARDWARE OR SOFTWARE. NEITHER WOW! NOR ANY OF ITS AFFILIATES, SUPPLIERS, CONTRACTORS OR AGENTS, SHALL HAVE ANY LIABILITY WHATSOEVER AS THE RESULT OF THE VOIDING OF ANY SUCH WARRANTIES.

BY ACCEPTING THIS AGREEMENT, YOU WAIVE ALL CLAIMS AGAINST THE WOW! ENTITIES FOR INTERFERENCE, DISRUPTION, OR INCOMPATIBILITY BETWEEN THE WOW! EQUIPMENT OR THE SERVICES AND ANY OTHER SERVICE, SYSTEMS, OR EQUIPMENT.

23. **Limitations on WOW!'s Liability for Third Parties.** Notwithstanding anything to the contrary in this Agreement, you acknowledge and understand that we may use third parties to provide components and/or features of the Services, including without limitation, their services, equipment, infrastructure, or content. WOW! is not responsible for the performance (or non-performance) of third-party services, equipment, infrastructure, or content, whether or not they constitute components or features of the Services. WOW! shall not be bound by any undertaking, representation or warranty made by an agent, or employee of WOW! or of our underlying third-party providers and suppliers in connection with the installation, maintenance, or provision of the Services, if that undertaking, representation, or warranty is inconsistent with the terms of this Agreement. In addition, you understand that you will have access to the services and content of third parties through the Service(s), including without limitation that of content providers (whether or not accessible directly from the Service). WOW! is not responsible for any services,

equipment, infrastructure, and content that are not provided by us (even if they are components or features of the Service), and we shall have no liability with respect to such services, equipment, infrastructure, and content. You should address questions or concerns relating to such services, equipment, infrastructure, and content to the providers of such services, equipment, infrastructure, and content. We do not endorse or warrant any third-party products, services, or content that are distributed or advertised over the Services and WOW! assumes no liability for any program or information distributed over the cable system. WOW! shall not be responsible for any products, merchandise or prizes promoted on or purchased through the use of the cable system or Services. The limitations of liability set forth in this Agreement apply to any acts, omissions, and negligence of WOW! and its affiliates, employees, suppliers and agents which, but for that provision, would give rise to a cause of action in contract, tort, or any other legal doctrine.

24. **Indemnification.** CUSTOMER AGREES TO DEFEND, INDEMNIFY AND HOLD HARMLESS THE WOW! ENTITIES FROM AND AGAINST ANY AND ALL CLAIMS AND EXPENSES, INCLUDING REASONABLE ATTORNEYS' FEES, ARISING OUT OF OR RELATED IN ANY WAY TO: (I) THE USE OF THE SERVICES, WOW! EQUIPMENT OR SOFTWARE BY CUSTOMER (INCLUDING ITS EMPLOYEES, AGENTS AND OTHER USERS WHO ACCESS CUSTOMER'S ACCOUNT) OR OTHERWISE ARISING OUT OF THE USE OF CUSTOMER'S ACCOUNT, THE SERVICES, THE WOW! EQUIPMENT OR SOFTWARE; (II) BREACH OF THIS AGREEMENT; AND/OR (III) VIOLATION OF APPLICABLE LAW, INCLUDING LAWS RELATING TO LIBEL, SLANDER, PROTECTION OF PATENTS, COPYRIGHTS, TRADEMARKS AND OTHER INTELLECTUAL PROPERTY RIGHTS. WOW! RESERVES THE RIGHT TO TERMINATE OR SUSPEND THE SERVICE, AND/OR REMOVE CONTENT FROM THE SERVICE, IF WOW! DETERMINES, IN ITS SOLE DISCRETION, THAT CUSTOMER'S USE OF THE SERVICE DOES NOT CONFORM TO THE REQUIREMENTS SET FORTH IN THIS AGREEMENT, INTERFERES WITH WOW!'S ABILITY TO PROVIDE THE SERVICE, OR VIOLATES ANY LAWS OR REGULATIONS. WOW!'S ACTIONS OR INACTION UNDER THIS SECTION SHALL NOT CONSTITUTE REVIEW OR APPROVAL OF ANY USE OF THE SERVICE OR CONTENT TRANSMITTED BY CUSTOMER. CUSTOMER AGREES TO INDEMNIFY AND HOLD THE WOW! ENTITIES HARMLESS FROM AND AGAINST ANY AND ALL LIABILITY ARISING FROM THE CONTENT TRANSMITTED BY CUSTOMER (OR ANYONE USING CUSTOMER'S ACCOUNT) BY USE OF THE SERVICES.

THE WOW! ENTITIES ARE INTENDED THIRD PARTY BENEFICIARIES WITH A RIGHT OF ENFORCEMENT OF THE EXCLUSIONS AND LIMITATIONS OF LIABILITY AND THE INDEMNITIES CONTAINED IN THIS AGREEMENT.

25. **Complaint Resolution.** Customer may submit a complaint to WOW! with regard to any aspect of the Service, including the quality of the reception of video services, at any time. WOW! maintains a toll-free telephone number (1-888-969-4249) that is available 24 hours a day, 7 days a week. When a call is received regarding a service related issue, a customer care representative (CCR) will attempt to determine the nature of the problem. If possible, the CCR will help you resolve the problem over the telephone. If the problem cannot be resolved during the call, the CCR may if necessary schedule a service technician to visit your business. If the problem cannot be resolved by the CCR, the problem will be referred to a supervisor who will make best efforts to resolve the issue immediately. If a Customer has a complaint requiring further escalation, Customer should contact WOW! at our toll-free number, 1-888-969-4249, in writing at WOW! Internet, Cable & Phone, Attn: VP of Business Operations, 7887 E Belleview Ave, Suite 1000, Englewood, CO 80111-6015 or by emailing us from the "Contact Us" section on www.wowway.biz. WOW!'s policy is to reply to an escalated Customer complaint within thirty working days of receipt. WOW! will endeavor to include in its reply a statement of action taken, description of future work needed to resolve any issue or an explanation why the complaint is unjustified or outside the jurisdiction of WOW!. If Customer is dissatisfied with WOW!'s handling of a complaint, Customer can also contact the local or state franchising authority. Information regarding Customer's local or state franchising authority can be found on Customer's monthly billing statement, or by calling 1-888-969-4249. Our Illinois customers also have the right to request mediation and to review in a court of competent jurisdiction. Our Michigan customers can file a complaint with the Michigan Public Service Commission (MPSC), which provides for an informal mediation process. Further information regarding our complaint resolution processes is contained on our website at www.wowway.biz.

26. **Binding Arbitration; Mediation.** UNLESS PROHIBITED OR RESTRICTED BY APPLICABLE LAW, ANY PAST, PRESENT, OR FUTURE CONTROVERSY OR CLAIM ARISING OUT OF OR RELATED TO THIS AGREEMENT OR THE RELATIONSHIP BETWEEN THE PARTIES SHALL BE RESOLVED BY BINDING ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS COMMERCIAL ARBITRATION RULES, INCLUDING, IF APPLICABLE, THE SUPPLEMENTARY PROCEDURES FOR THE RESOLUTION OF CONSUMER RELATED DISPUTES. CONSOLIDATED OR CLASS ACTION ARBITRATIONS SHALL NOT BE PERMITTED. THE ARBITRATOR OF ANY DISPUTE OR CLAIM BROUGHT UNDER OR IN CONNECTION WITH THIS AGREEMENT SHALL NOT HAVE THE POWER TO AWARD INJUNCTIVE RELIEF; INJUNCTIVE RELIEF MAY BE SOUGHT SOLELY IN AN APPROPRIATE COURT OF LAW. NO CLAIM SUBJECT TO ARBITRATION UNDER THIS AGREEMENT MAY BE COMBINED WITH A CLAIM SUBJECT TO RESOLUTION BEFORE A COURT OF LAW. THE

ARBITRABILITY OF DISPUTES SHALL BE DETERMINED BY THE ARBITRATOR. ANY AWARD OF THE ARBITRATOR SHALL BE IN WRITING AND SHALL STATE THE REASONS FOR THE AWARD. JUDGMENT UPON AN AWARD MAY BE ENTERED IN ANY COURT HAVING COMPETENT JURISDICTION. THE ARBITRATOR SHALL NOT HAVE THE POWER TO AWARD ANY DAMAGES IN EXCESS OF THE APPLICABLE LIMITS SET FORTH IN OR EXCLUDED UNDER ANY SECTION OF THIS AGREEMENT. EACH PARTY SHALL BEAR ITS OWN EXPENSES AND THE COST OF ARBITRATOR(S) SHALL BE SHARED. THE PARTIES EXPRESSLY WAIVE ANY ENTITLEMENT TO ATTORNEYS' FEES OR PUNITIVE, INCIDENTAL, CONSEQUENTIAL, STATUTORY, EXEMPLARY, OR MULTIPLIED DAMAGES TO THE FULLEST EXTENT PERMITTED BY LAW. IF ANY CLAUSE WITHIN THIS ARBITRATION PROVISION (OTHER THAN THE CLASS ACTION WAIVER CLAUSE IDENTIFIED ABOVE) IS FOUND TO BE ILLEGAL OR UNENFORCEABLE, THAT CLAUSE WILL BE SEVERED FROM THIS ARBITRATION PROVISION, AND THE REMAINDER OF THIS ARBITRATION PROVISION WILL BE GIVEN FULL FORCE AND EFFECT. IF THE CLASS ACTION WAIVER CLAUSE IS FOUND TO BE ILLEGAL OR UNENFORCEABLE, THE ENTIRE ARBITRATION PROVISION WILL BE UNENFORCEABLE, AND THE DISPUTE WILL BE DECIDED BY A COURT. IN THE EVENT THIS ENTIRE ARBITRATION PROVISION IS DETERMINED TO BE ILLEGAL OR UNENFORCEABLE FOR ANY REASON, OR IF A CLAIM IS BROUGHT IN A DISPUTE THAT IS FOUND BY A COURT TO BE EXCLUDED FROM THE SCOPE OF THIS ARBITRATION PROVISION, YOU AND WOW! HAVE EACH AGREED TO WAIVE, TO THE FULLEST EXTENT ALLOWED BY LAW, ANY TRIAL BY JURY.

NOTWITHSTANDING THE FOREGOING, PURSUANT TO AND TO THE EXTENT REQUIRED BY THE ILLINOIS CABLE AND VIDEO CUSTOMER PROTECTION LAW (EFFECTIVE JANUARY 1, 2008), IN THE EVENT CERTAIN ISSUES WITH REGARD TO OUR CABLE SERVICE IN ILLINOIS IS NOT RESOLVED THROUGH WOW!'S INFORMAL PROCESS, A LOCAL UNIT OF GOVERNMENT OR THE CUSTOMER MAY REQUEST NONBINDING MEDIATION WITH WOW!, WITH EACH PARTY TO BEAR ITS OWN COSTS OF SUCH MEDIATION. SELECTION OF THE MEDIATOR WILL BE BY MUTUAL AGREEMENT, AND PREFERENCE WILL BE GIVEN TO MEDIATION SERVICES THAT DO NOT CHARGE THE CONSUMER FOR THEIR SERVICES. IN THE EVENT THE INFORMAL PROCESS DOES NOT PRODUCE A SATISFACTORY RESULT TO THE CUSTOMER OR THE LOCAL UNIT OF GOVERNMENT, ENFORCEMENT MAY BE PURSUED IN A COURT OF COMPETENT JURISDICTION. CERTAIN COMPLAINTS FILED WITH THE MICHIGAN PUBLIC SERVICE COMMISSION (MPSC) ARE ALSO SUBJECT TO A MEDIATION AND HEARING PROCESS, AS PRESCRIBED BY THE MPSC.

27. **Sole Remedies.** Customer's sole and exclusive remedies are as expressly set forth in this Agreement. Some states do not allow the exclusion or limitation of implied warranties, and some states do not allow the limitations or exclusion of incidental or consequential damages, so certain of the above exclusions may not apply to you. In such states, THE LIABILITY OF THE WOW! ENTITIES IS LIMITED TO THE MAXIMUM EXTENT PERMITTED BY LAW.
28. **Term and Renewal.** The term of this Agreement shall be for the period specified in the Customer Agreement or Service Order (or, if not so specified, the term shall be one (1) year), beginning on the Commencement Date (the "Initial Term"). Upon expiration of the Initial Term, this Agreement and each applicable Customer Agreement or Service Order shall automatically renew for successive periods of one (1) year each ("Renewal Term(s)"), unless otherwise stated in these terms and conditions or prior notice of non-renewal is delivered by either Party to the other at least thirty (30) days before the expiration of the Initial Term or the then current Renewal Term. The then current General Terms and Service Policies shall apply for each Renewal Term. Effective at any time after the end of the Initial Term and from time to time thereafter, WOW! may modify the charges for its recurring monthly Phone and Internet Services, subject to thirty (30) days prior notice to Customer. Customer will have thirty (30) days from receipt of such notice to cancel the applicable Service without further liability. Should Customer fail to cancel within this timeframe, Customer will be deemed to have accepted the modified Services pricing. WOW! may modify the charges for its recurring monthly Cable services on an annual basis. All other charges (including, as applicable, taxes, fees, regulatory recovery fees, cost recovery charges, carrier fees, Subscriber Line Charges, Network Line Fees, Carrier Service Fee, carrier access fees and non-recurring, optional, measured, usage-based and special service charges such as: charges for international calls, directory assistance, time or usage based calls and/or operator assisted calls; charges for VOD, pay-per-view and other video service charges; and charges for other optional services and equipment not included in the base monthly service charge) may be modified at any time.
29. **Other Permitted Changes in Rates.** In the event of any change in applicable law, regulation, decision, rule or order, including without limitation any new application of or increase in universal service fees or other government or quasi-government-imposed charges that increases the costs or other terms of WOW!'s delivery of Service to Customer, or, in the event of any increase in pole attachment or conduit charges applicable to any facilities used by WOW! in providing the Service, Customer acknowledges and agrees that WOW! may pass through to Customer any such increased fees or costs, but only to the extent of the actual increase, provided WOW! notifies Customer at least thirty (30) days in advance of the increase. In such case, and if such increase materially increases the fees or charges due by Customer

hereunder for the applicable Service, Customer may, within thirty (30) days after notification of such increase, terminate the affected Service without incurring termination liability, provided Customer notifies WOW! at least fifteen (15) days in advance of Customer's requested termination date. Further, in the event that WOW! is required to file tariffs or rate schedules with a regulatory agency or otherwise publish its rates in accordance with regulatory agency rules or policies respecting the delivery of the Service or any portion thereof, and WOW! is required under applicable law to apply those rates to Customer's purchase of Service under this Agreement, then the terms set forth in the applicable tariff or rate schedule shall govern WOW!'s delivery of, and Customer's use or consumption of the Service. In addition, if WOW! determines that offering or providing the Service, or any part thereof, has become impracticable for legal or regulatory reasons or circumstances, then WOW! may terminate this Agreement as to any or all of the Services and may terminate any affected Orders, without liability by giving Customer thirty (30) days prior written notice or any such notice as is required by law or regulation applicable to such determination.

30. **Termination; Early Termination Charges.** Either party may terminate this Agreement for cause if written notice via certified or registered mail is given to the other party at least thirty (30) days prior to termination specifying the cause for termination and requesting correction and such cause is not corrected within such thirty (30) day period. "Cause" is any material breach of the terms of this Agreement. Notwithstanding the forgoing, the Agreement may also be terminated by WOW! for cause without prior notice: (i) if Customer uses the Services in violation of applicable law, or WOW!'s acceptable use or other policies; (ii) in accordance with any applicable tariff on file with applicable regulatory authorities; or (iii) if WOW! determines in its sole discretion that the termination of Services and this Agreement is necessary to protect itself, its customers or the general public against acts of fraud and other unlawful activities. WOW! may also terminate this Agreement immediately without incurring any liability whatsoever if: (i) any local, state, national or international law makes it unlawful for WOW! to provide a service to Customer, or (ii) WOW! is unable to secure or maintain the necessary facilities or utilities required to provide a service to Customer. If WOW! terminates this Agreement for cause or Customer terminates this Agreement without cause, Customer shall pay early termination charges. If such termination is prior to installation of Service and after execution of this Agreement, early termination charges shall be those reasonable expenses and costs incurred by WOW! through the date of termination including but not limited to any third party cost incurred by WOW!, direct labor and materials. If such termination is after activation of Service, Customer, in addition to any unpaid sums owed for Services provided, will pay an early termination charge equal to seventy-five percent (75%) of its average monthly billing for all Services for the last twelve months (or the number of months for which Customer has received Services from WOW!, if less than twelve months) purchased from WOW! multiplied by the number of months remaining in the applicable Term of this Agreement, plus any other related reasonable expenses of WOW! including, but not necessarily limited to, waived installation charges, discounts or credits or competitive contract buyout charges. Customer agrees that WOW!'s damages for early termination would be difficult to determine and the termination charges specified herein constitute liquidated damages and are not a penalty. Month-to-month service agreements may be terminated on thirty (30) days prior written notice. If Customer provides notice of termination as specified in this Section but retains WOW! Service, the Customer will be converted automatically to a month to month agreement at the end of the current term, and Customer's pricing for the Service will be modified to reflect WOW!'s current month to month pricing schedule. To terminate this Agreement in accordance with this Section, Customer must notify WOW! Customer Care by written notice to WOW! at WOW! Internet, Cable & Phone, Attn: VP of Business Operations, 7887 E Belleview Ave, Suite 1000, Englewood, CO 80111-6015.
31. **Effect of Expiration or Termination of the Agreement or a Service Order.** Upon the expiration or termination of a Service Order for any reason: (i) WOW! may disconnect the applicable Service; (ii) WOW! may delete all applicable data, files, electronic messages, voicemail or other information stored on WOW!'s servers or systems; (iii) if Customer has terminated the Service Order prior to the expiration of the Service Term without cause, or if WOW! has terminated the Service Order prior to the expiration of the Service Term for cause, WOW! may assess and collect from Customer applicable termination charges (as described above in [Section 30](#)); (iv) Customer shall permit WOW! access to retrieve from the applicable service locations any and all WOW! Equipment (however, if Customer fails to permit access, or if the retrieved WOW! Equipment has been damaged and/or destroyed other than by WOW! or its agents, normal wear and tear excepted, WOW! may invoice (or collect in accordance with [Section 10](#)) Customer for the full replacement cost of the relevant WOW! Equipment, or in the event of minor damage to the retrieved WOW! Equipment, the cost of repair, which amounts shall be immediately due and payable); and (v) if used in conjunction with the terminated Service, Customer's right to use applicable software shall automatically terminate, and Customer shall be obligated to return the software to WOW!.
32. **Price Lists, Channel Line-ups and Service Information.** While we try to ensure that all prices, channel line-up, programming and other information relating to our Services that we make available to you, online or offline, and whether in the form of advertisements, customer communications or customer information materials, is accurate at all times, we cannot be responsible for unintended inaccuracies, incorrect information or errors ("Unintended Service Information"). WOW! is not responsible and shall have no liability or obligation with respect to Unintended Service Information. If we discover any Unintended

Service Information, we will endeavor to correct the Unintended Service Information as soon as we become aware of it. WOW! shall have the right to refuse or cancel any services based on Unintended Service Information. You agree to release, hold harmless and indemnify WOW! and its affiliates, suppliers and agents from any and all liability arising from Unintended Service Information.

33. **Deletion of Customer Information.** WOW! and its suppliers reserve the right both during the term of this Agreement and upon its termination to delete Customer's voicemail, call detail, data, email, files, or other information that is stored on WOW!'s or its suppliers' servers or systems. Customer understands and acknowledges that WOW! shall have no liability whatsoever as a result of the loss or removal of any such voicemail, call detail, data, email, files, or other information.
34. **Ownership of Telephone Numbers and Addresses.** Customer acknowledges that use of the Services does not give it any ownership or other rights in any telephone number or Internet/on-line addresses provided, including but not limited to Internet Protocol ("IP") addresses, e-mail addresses and web addresses. We may modify or change these numbers and addresses at any time without notice and shall in no way be required to compensate you for these changes.
35. **Password Security.** For certain WOW! services, WOW! requires the creation of a customer user identification and/or password that enables access to services and account information. Customer agrees that it will immediately change any default user identification and/or password and will be responsible for the confidentiality, security and use of user identifications and/or passwords. Customer shall immediately notify WOW! if there has been an unauthorized release, use or other compromise of any user identification or password. WOW! shall not be liable for any loss, cost, expense or other liability arising out of any unauthorized access to a service or Customer account by use of Customer's user identification and/or password.
36. **Additional Phone Service Terms, Restrictions and Advisories.** In addition to the provisions of this Agreement generally applicable to all WOW! Services, the following provisions more specifically apply to Customers that subscribe to certain of WOW!'s Phone Services. In some of our service areas, we offer interconnected voice over IP (VoIP) phone services ("VOIP Phone"), which may include Hosted VoIP services. Our VoIP Phone services, as well as certain other specialized phone products, have certain limitations and restrictions that do not generally apply to traditional circuit switched phone services. In addition, we may provide or require additional Ancillary Agreements that have additional terms and conditions that apply to certain services.

A. OIP PHONE SERVICE E911 ADVISORY; Limitations Affecting Access to Phone and 911 Services. IF YOU ARE SUBSCRIBING TO WOW!'S VOIP PHONE SERVICE, YOU ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE FOLLOWING E911 NOTICE: WOW!'S VOIP PHONE SERVICE ALLOWS YOU TO ACCESS E911 SERVICES. YOU WILL NOT BE ABLE TO ACCESS E911, HOWEVER: (I) IN THE EVENT OF A POWER OUTAGE. FOR SOME SERVICES, WOW! MAY PROVIDE A BATTERY BACK-UP WHICH WILL PROVIDE POWER TO THE WOW! MODEM FOR A LIMITED PERIOD OF TIME IN THE EVENT OF A POWER OUTAGE. BATTERY BACKUP IS NOT GUARANTEED, AND DOES NOT SUPPLY POWER TO THE PHONE ITSELF. YOU SHOULD NOTIFY WOW! IMMEDIATELY IF THE BATTERY IS LOW, EXHAUSTED OR INOPERABLE. IF WOW! DOES NOT PROVIDE A MODEM OR BACKUP BATTERY POWER FOR WOW! SERVICES UTILIZING A TELEPHONE CABLE MODEM, YOU MUST PROVIDE IT AND IT WILL REMAIN YOUR RESPONSIBILITY IN ALL RESPECTS; (II) IN THE EVENT OF A NETWORK OUTAGE; OR (III) DURING PERIODS WHEN YOUR BROADBAND CONNECTION IS UNAVAILABLE. YOU SHOULD NEVER MOVE THE LOCATION OF YOUR WOW PROVIDED ADVANCED MODEM WITHOUT NOTIFYING US. THE ADDRESS ASSOCIATED WITH AN E911 CALL IS THE AUTHORIZED ADDRESS WHERE WOW! SERVICE WAS ORIGINALLY PROVIDED. IF YOU MOVE THE ADVANCED MODEM FROM THE ORIGINAL SERVICE LOCATION, A CALL TO E911 USING THAT MODEM WILL STILL IDENTIFY THE ORIGINAL SERVICE LOCATION. YOU AGREE THAT, TO THE MAXIMUM EXTENT ALLOWED BY LAW, WOW! SHALL HAVE NO LIABILITY FOR ANY DAMAGES CAUSED, DIRECTLY OR INDIRECTLY, BY YOUR INABILITY TO ACCESS THE SERVICES, INCLUDING E911 SERVICES. You agree to defend, indemnify, and hold harmless WOW!, its officers, directors, employees, affiliates, suppliers and agents and any other service provider who furnishes services to you in connection with WOW! phone service, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, reason able attorneys fees) by, or on behalf of, you or any third party or user of your account relating to the absence, failure or outage of the phone service, including 911 dialing and/or inability of you or any third person or party or user of your service to be able to dial 911 or to access emergency service personnel and the operation of any medical monitoring device, or home security or alarm monitoring system.

B. Maintenance. From time to time, WOW! will provide scheduled and unscheduled maintenance to customer premises equipment and the WOW! network, during which time the Service, including access to E911, will not function. No prior customer notification of unscheduled maintenance will be provided, while advance customer notification of scheduled maintenance will be provided solely by posting on our website at www.wowway.biz. WOW! will make a commercially reasonable effort to

schedule maintenance of an expected duration of less than two hours after 12:00 a.m. and before 5:00 a.m. local switch time. Scheduled maintenance that requires a longer duration may be scheduled to begin during normal business hours. WOW! will also provide prior customer notification of scheduled construction and repair activities by posting such notice on our website at <http://www.wowway.com/> and/or providing other customer notification.

- C. **EMTA Battery.** FOR CERTAIN OF ITS VOIP PHONE SERVICES, WOW! HAS PROVIDED AN ADVANCED MODEM ("EMTA") WHICH MAY PROVIDE BATTERY BACK-UP POWER. YOU UNDERSTAND, ACKNOWLEDGE AND AGREE THAT THE PERFORMANCE AND DURATION OF ANY BATTERY BACKUP IS NOT GUARANTEED. THE BATTERY MAY NOT BE PROPERLY INSTALLED, MAY HAVE BEEN REMOVED, MAY FAIL, MAY PROVIDE POWER FOR ONLY A LIMITED TIME, OR MAY BE EXHAUSTED. IF THERE IS NO BATTERY BACKUP OR THE BATTERY BACKUP DOES NOT PROVIDE POWER, THE SERVICES WILL NOT FUNCTION UNTIL NORMAL POWER IS RESTORED. When the "Replace Battery" light is illuminated on your EMTA, the battery is not functioning and consequently your phone service will not function in the event of a power outage. When the "Battery Low" light is illuminated, the battery is functioning, but will provide less than four hours of power back-up in the event of a power outage. IT IS YOUR RESPONSIBILITY ALONE AND NOT WOW!'S TO REGULARLY CHECK THE BATTERY INDICATOR LIGHTS LOCATED ON YOUR EMTA AND TO IMMEDIATELY REPLACE THE BATTERY IN THE EVENT THE EMTA INDICATES "REPLACE BATTERY" OR "BATTERY LOW." For instructions on obtaining and installing replacement batteries in your EMTA, please go to www.wowway.biz or call 1-888-969-4249. AS A CONDITION TO SUBSCRIBING TO WOW! PHONE, YOU AGREE TO ASSUME ALL RISK AND LIABILITY ASSOCIATED WITH OBTAINING, INSTALLING AND MONITORING YOUR BATTERY AND OBTAINING AND INSTALLING A NEW BATTERY TO REPLACE AN INOPERABLE OR LOW FUNCTIONING BATTERY. IF WOW! DOES NOT PROVIDE A MODEM OR BACKUP BATTERY POWER FOR WOW! SERVICES UTILIZING A TELEPHONE CABLE MODEM, YOU MUST PROVIDE IT AND IT WILL REMAIN YOUR RESPONSIBILITY IN ALL RESPECTS.
- D. **Security Systems and Medical Monitoring Devices.** You understand and acknowledge that WOW!'s VOIP Phone service: (i) does not support rotary-dial telephones, DSL on the same line or any features, calling functions or certain call types not specifically listed in WOW!'s product literature; and (ii) may not support or be compatible with certain medical monitoring devices or security systems. In order to maintain any necessary alarm or medical equipment monitoring functions, Customer may be required to maintain a telephone connection through a local exchange carrier. In the event that WOW! installs and configures WOW! Phone to operate with Customer's medical monitoring equipment or security system, Customer expressly acknowledges that: (x) Customer must, directly or with the assistance of the provider of its medical monitoring equipment or alarm monitoring services, test the functioning and compatibility of the equipment and/or alarm monitoring services with WOW! Phone; and (y) the Service has certain limitations as described herein that may affect the reliability and functionality of the medical monitoring equipment and security systems. Customer assumes all risk associated with the limitations of the Service. CUSTOMER HEREBY WAIVES ALL CLAIMS AGAINST THE WOW! ENTITIES FOR INTERFERENCE, DISRUPTION OR INCOMPATIBILITY BETWEEN THE WOW! EQUIPMENT AND SERVICE AND ANY OTHER SERVICE, SYSTEMS AND EQUIPMENT, AND AGREES THAT, TO THE MAXIMUM EXTENT ALLOWED BY LAW, THE WOW! ENTITIES SHALL HAVE NO LIABILITY FOR ANY DAMAGES CAUSED, DIRECTLY OR INDIRECTLY, AS A RESULT OF THE DISRUPTION, FAILURE OR IMPROPER FUNCTIONING OF ANOTHER SERVICE, SYSTEM OR EQUIPMENT (INCLUDING A MEDICAL MONITORING DEVICE OR SECURITY OR ALARM MONITORING SYSTEM) THAT OPERATES WITH USE OF THE WOW! SERVICE.
- E. **Service and Feature Modifications.** WOW! shall have the right at any time to add to, modify, or delete any aspect, feature or requirement of WOW! Phone, including but not limited to equipment and system requirements.
- F. **CPNI Approval.** Customer has a right, and we have a duty, under federal law, to protect the confidentiality of customer proprietary network information (CPNI). CPNI includes information such as the quantity, technical configuration, type, destination, location and amount of use of a telecommunications service. We desire to use your CPNI (or disclose or permit access to our agents and affiliates that provide communications related services) to market communications related services (such as Internet and cable services) to you. IF YOU APPROVE, YOU DO NOT HAVE TO TAKE ANY ACTION. HOWEVER, YOU DO HAVE THE RIGHT TO RESTRICT OUR USE OF YOUR CPNI. You may deny or withdraw our right to use your CPNI at any time by calling us at 1-888-969-4249. If we do not hear from you within 30 days of this notification, we will assume that you approve our use of CPNI for the purpose of providing you with information about other communications-related services. Denial of approval will not affect the provision of any services to which you subscribe. Approval or denial of approval for use of CPNI outside of the service to which you subscribe is valid until you affirmatively revoke or limit your approval or denial.

- G. Directory Listings.** WOW! may publish and distribute telephone directories in print, on the Internet and on CDs. Those telephone directories may include customer names, addresses and telephone numbers, without restriction as to their use. WOW! also makes customer information available at a charge through directory assistance operators. WOW! may also provide customer names, addresses and telephone numbers to unaffiliated directory publishers and directory assistance providers for their use in creating directories and offering directory assistance services. Name, address, and telephone information in telephone directories is not currently protected by copyrights and may be sorted, packaged, repackaged and made available again in different formats by anyone. WOW! takes reasonable precautions to ensure that non-published and non-listed numbers are not included in telephone directories or directory assistance services, although WOW! does not guarantee against errors. THE AGGREGATE LIABILITY OF THE WOW! ENTITIES FOR ANY ERRORS OR OMISSIONS IN ANY DIRECTORY LISTINGS OR PUBLICATIONS (INCLUDING LIABILITY FOR FAILING TO PUBLISH A LISTING OR PUBLISHING AN "UNLISTED" LISTING) IS LIMITED TO THE AMOUNT ACTUALLY PAID TO WOW! TO LIST, PUBLISH, NOT LIST, OR NOT PUBLISH THE INFORMATION FOR THE AFFECTED LISTING. CUSTOMER AGREES TO DEFEND, INDEMNIFY AND HOLD HARMLESS THE WOW! ENTITIES FROM ANY AND ALL CLAIMS FOR DAMAGES (INCLUDING CLAIMS FOR ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING LOSS OF USE, LOSS OF BUSINESS, OR LOSS OF PROFIT), CAUSED OR CLAIMED TO HAVE BEEN CAUSED, DIRECTLY OR INDIRECTLY, FROM ERRORS OR OMISSIONS IN DIRECTORY LISTINGS.
- H. Porting of Telephone Numbers.** For new phone customers, until your telephone number is ported to WOW!, your existing local exchange carrier will be responsible for providing access to emergency services such as 911. YOU AGREE THAT, DURING THIS PORTING PROCESS, WOW! ASSUMES NO RESPONSIBILITY AND HAS NO LIABILITY FOR THE ACCURACY OF THE LOCAL EXCHANGE CARRIER RECORDS OR ITS ABILITY TO PROVIDE ACCESS TO 911 SERVICES.
- I. Voicemail.** Customers who subscribe to WOW! Phone with voicemail must set-up the voicemail box account within ninety (90) days of subscription. After 90 days, WOW! shall have the right to remove any unused voicemail boxes. Voicemail boxes that have been removed may be reinstated by calling WOW at 1-888-969-4249.
- J. Usage Based Charges.** Our calling plans billed as a flat monthly fee may not, depending upon the calling plan and available features, include certain call types. Rates for the Services, including separate rates for usage based charges (e.g., operator services) and per call or time-based charges (e.g., international calling and certain measured or limited use calling plans), are posted to the WOW! website, www.wowway.biz. Both the amounts and the types (e.g., periodic, time-based, usage-based) of charges for the Service are subject to change. For billing purposes, a time-based call begins when the call is answered by the called party or an automated answering device (such as an answering machine or fax machine); it ends when one of the parties disconnects the call. Time-based calls are recorded in whole minutes, with partial minutes rounded up to the next whole minute. However, some providers (e.g., those involved in calls to foreign countries) charge for a completed call when the called party's line rings or after a certain number of rings. If such a provider charges WOW!, its affiliates, or suppliers as if your call were answered by the called party, WOW! will charge you for a completed call. If the computed charge for a time-based call includes a fraction of a cent, the fraction is rounded up to the nearest whole cent. If the computed charge for taxes or surcharges includes a fraction of a cent, the fraction is rounded up to the nearest whole cent.
- K. Third Party Charges.** The Services may allow you to access "dial-up" Internet service providers, other enhanced service providers (e.g., information services accessible through 800, 888, and 877 numbers), and other third-party providers. You acknowledge that you may incur charges with such providers that are separate and apart from the amounts charged by us. You agree that all charges payable to third parties, including all applicable taxes, are your sole responsibility. In addition, you are solely responsible for protecting the security of credit card information provided to others in connection with such transactions.
- L. Retention of Rights.** Nothing contained in this Agreement shall be construed to limit WOW!'s rights and remedies available at law or in equity. WOW! and its suppliers reserve the right both during the term of this Agreement and upon its termination to delete your voicemail, call detail, data, files, or other Customer information that is stored on WOW!'s or its suppliers' servers or systems, in accordance with our storage policies. You understand and acknowledge that we shall have no liability whatsoever as a result of the loss or removal of any such voicemail, call detail, data, files, or other Customer information.
- M. Toll Free Services.** Subject to service availability, Customer may order Toll Free Services. Toll Free Services are not intended for residential use. In order to purchase and retain Toll Free Service with WOW!, Customer must have Voice Services, and must map each Toll Free telephone number ("TFN") to a Voice Service telephone number ("Associated TN"). If Customer terminates an Associated TN at any time during the Toll Free Services term, Customer must immediately: (1) map the applicable TFN to another Digital Voice telephone number on Customer's WOW! account, or (2) purchase a new Digital

Voice telephone number to map to the TFN.. If Customer fails to take immediate action as indicated above,WOW! will disconnect the TFN. WOW! shall have no liability for loss of Toll Free Services which results from Customer failing to take immediate action as indicated above.

- i. When ordering Toll Free Service, as set forth or referenced in each applicable Service Order Customer authorizes WOW! to act as its agent in initiating and provisioning such Toll Free Service.
 - ii. Toll Free Service is subject to the toll free pricing identified in the applicable Service Order.
 - iii. Unless otherwise stated in a Service Order, usage-based charges will be billed on either a per-minute or per-message basis. Service calls invoiced on a per-minute basis will have an initial minimum call duration of, 18 seconds subsequent intervals 6 seconds each.
 - iv. Subject to the terms and conditions herein, Toll Free Services are intended for commercial use only.
- N. **Trunk Services.** Subject to service availability and any applicable Ancillary Agreement, Customer may order Trunk Services. Trunk Services are not intended for residential use. Customer expressly acknowledges and agrees that it has reviewed, understands, and agrees to the terms set forth below and in any applicable Ancillary Agreement.

- i. **Customer action is essential to the protection of its employees and other users of the Trunk Services, as described below.** Multi-line telephone systems, such as PBX systems, ordinarily only transmit the same, generic location information for all 911 calls placed from any handset connected to the PBX or other system. For example, in the case of a business with telephone extensions in three buildings and multiple floors in each building, the E911 call taker would only see the same main telephone number and location that the customer has identified, regardless of which station was used to place the call. **If Customer does not take action as described below, fire, police and other emergency responders may be delayed or even prevented from timely reaching its location in response to a 911 call.**
- ii. WOW! offers the opportunity for Customers to designate up to ten different zones within their premises that would be separately identified to the E911 call taker, such as a specific floor, side of a building, or other identifying information that could assist emergency responders to more quickly reach the appropriate location. To utilize this option, Customer must in the initial or a subsequent Service Order request the assignment of Emergency Location Information numbers and provide location information for each zone exactly as it should appear to the 911 call taker. For each zone requested, up to ten, Customer will receive a phone number that WOW! will register in the 911 database or databases with the specific location information provided by Customer. Customer is solely responsible for programming its telephone system to map each station to one of these numbers, and for updating the system as necessary to reflect moves or additions of stations within the premises.
- iii. Many states now require businesses using multi-line telephone systems to program their systems to transmit specific location information for 911 calls. Customer acknowledges and understands that it, and not WOW!, bears sole responsibility to ensure that it identifies and complies with all such applicable laws, and any failure to do so is a breach of the Agreement. Customer represents, warrants and covenants that it will utilize the WOW! Emergency Location Information numbers described above at least to the extent required by law, and that Customer does not require the use of more than ten different location identifiers or other features not currently offered under this Agreement in order to comply with applicable laws. Customer also warrants that it does not currently have "Private Switch/Automatic Location Identification" service in connection with its existing telephone service from another provider at the location(s) for which it has ordered Trunk Services from WOW!.
- iv. WOW! will post only the main billing telephone number in the 911 database or databases using Customer's address as the Registered Location, unless Customer requests the assignment of Emergency Location Information as set forth above. Customer must notify WOW! at least five (5) days prior to moving the Trunk Service to another location. Customer acknowledges that if they move prior to providing such notice and a 911 call is placed using the Trunk Services, or if Customer when using Emergency Location Information numbers does not timely update their telephone system to account for internal moves, adds and changes, the E911 call taker may see incorrect or incomplete location information and the caller may need to confirm their actual location information to the call taker.
- v. Some businesses elect to make test calls to 911 from multiple stations to verify that the 911 call taker receives the desired location information and is able to call back one or more of the telephone numbers that they receive to confirm it rings to the station from which the 911 call was placed. If Customer chooses to do so, it agrees to obtain prior approval from the relevant emergency communications center and assumes all responsibility for the placement of such calls.

- vi. **Customer is solely responsible for providing and maintaining working PBX equipment and handsets (Customer-Provided Equipment), notifying and training its users regarding proper use of the system in accordance with applicable, including regulatory, requirements, and for any programming to its telephone system that may be necessary to enable direct dialing of N11 numbers such as 911 or 711 and to enable calls to be connected to new area codes.** Customer also acknowledges and accepts that WOW! does not support seven-digit local calling even in areas of the country that still permit that option, and Customer will program its system as necessary to support ten-digit dialing for local calls.
- vii. WOW! shall not be responsible to the Customer if changes in any of the facilities, operations or procedures of WOW! utilized in the provision of Trunk Service render any Customer-Provided Equipment or other equipment provided by a Customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

Customer must arrange its Customer-Provided Equipment to provide for the interception of assigned but unused station numbers. A call intercepted by the attendant will be considered to be completed and subject to a charge for the call.

Trunk Service is subject to the trunk service pricing identified in the applicable Service Order. Unless otherwise stated in a Service Order, domestic long distance calls, and in-bound domestic calls to toll-free numbers associated with Trunk Services will be billed on basis of six (6) second increments with a minimum call duration of six 18 seconds. For purposes of this section, "domestic" means calls within the continental United States.

- O. **Hosted VoIP Services.** In some service areas, WOW! offers Hosted VoIP services that have additional restrictions and limitations. **BEFORE RECEIVING HOSTED VOIP SERVICES, ALL CUSTOMERS ARE REQUIRED TO SPECIFICALLY ACKNOWLEDGE AND AGREE TO THE SERVICE RESTRICTIONS AND LIMITATIONS ASSOCIATED WITH HOSTED VOIP SERVICES, INCLUDING LIMITATIONS REGARDING E911 ACCESS AND "OFF-NET" USE OF THE SERVICES.**
- P. **SIP Trunk (iPlex) Services.** In some service areas, WOW! offers SIP Trunk (iPlex) services that have restrictions and limitations in addition to those otherwise described above. **BEFORE RECEIVING SIP TRUNK (IPLEX) SERVICES, ALL CUSTOMERS ARE REQUIRED TO SPECIFICALLY ACKNOWLEDGE AND AGREE TO THE SERVICE REQUIREMENTS, RESTRICTIONS AND LIMITATIONS ASSOCIATED WITH SUCH SERVICES.**
- Q. By subscribing to and using phone products such as Trunk Services, VoIP, Hosted VoIP and/or SIP Trunk (iPlex) services, you must agree to assume all risks associated with the restrictions and limitations of the service. YOU HEREBY WAIVE ALL CLAIMS AGAINST WOW! AND ITS AFFILIATES, SUPPLIERS AND AGENTS FOR INTERFERENCE, DISRUPTION OR INCOMPATIBILITY BETWEEN THE WOW! EQUIPMENT AND SERVICE AND ANY OTHER SERVICE, SYSTEMS AND EQUIPMENT, AND AGREE THAT, TO THE MAXIMUM EXTENT ALLOWED BY LAW, WOW! AND ITS AFFILIATES, SUPPLIERS AND AGENTS SHALL HAVE NO LIABILITY FOR ANY DAMAGES CAUSED, DIRECTLY OR INDIRECTLY, AS A RESULT OF: (I) THE DISRUPTION, FAILURE OR IMPROPER FUNCTIONING OF ANOTHER SERVICE, SYSTEM OR EQUIPMENT (INCLUDING A MEDICAL MONITORING DEVICE OR SECURITY OR ALARM MONITORING SYSTEM) THAT OPERATES WITH USE OF THE WOW! EQUIPMENT OR SERVICE; AND (II) YOUR INABILITY TO ACCESS THE SERVICES, INCLUDING E911 SERVICES.
- R. **Unlimited Long Distance (LD) Plans.** In some service areas, unlimited LD voice plans are available to WOW! Business customers who choose the service and pay the applicable fees. These services are available on certain voice packages as specified on the Service Order or other documentation for those packages. Unlimited LD voice plans apply only to 1 + domestic direct-dialed, live voice long distance calls in the continental United States. **WOW! Business unlimited voice services are for normal business use only, and cannot be used with any of the following: call centers; autodialers or any similar types of devices; modems, data transmission or similar equipment; broadcast fax transmissions; or, Centrex, foreign exchange, public telephone, ISDN, or the equivalents of any such services. Customer lines associated with education institutions (colleges, Universities, etc.) or other businesses that aggregate end user traffic are not eligible for unlimited voice plans.** WOW! Business unlimited voice plans do not include multi-party conference calls, 900 number calls, directory assistance, or operator services; additional charges may apply. Taxes, fees and other charges, including Universal Service Fund and other Separate Fees and Charges, apply. WOW! reserves right to deny or terminate service, without notice, to anyone who uses WOW! Business unlimited plans in any manner prohibited above or whose usage adversely impacts our network or service levels. Similarly, WOW! Business reserves the right to deny or terminate WOW! Business unlimited LD voice plans where usage, in WOW! Business's sole determination, is inconsistent with normal business use or otherwise indicates possible resale, abuse or automated use of the unlimited voice services. WOW! Business unlimited voice plans may be modified or discontinued at any time, and may be subject to other terms and conditions contained in a separate service guide or agreement.

S. Change in Regulatory Status. Customer acknowledges and understands that certain of the WOW! phone Services use Voice over Internet Protocol (VOIP) to transmit calls. At present, VOIP is not regulated as a "telephone" service. Important distinctions exist between regulated telephone service and the information Service offering provided by WOW!. The Service is subject to different regulatory treatment than telephone service. This treatment may, for example, limit or otherwise affect your rights of redress before Federal and State telecommunications regulatory agencies. The FCC and State regulators are currently reviewing the proper regulatory status of VOIP services. Customer agrees that WOW! retains the right to restate this Agreement to the extent necessary to comply with any change in or clarification to applicable law that impacts upon the Service. WOW! may, in its sole discretion, immediately terminate this Agreement, in whole or in part, in the event there is a material change in any law, rule, regulation, Force Majeure event, or judgment of any court or government agency, and that change affects WOW!'s ability to provide the Services herein.

37. Additional Internet Service Terms, Restrictions and Advisories. In addition to the provisions of this Agreement generally applicable to all WOW! Services, the following provisions more specifically apply to Customers that subscribe to the WOW! Internet Service. In addition, we may provide or require additional Ancillary Agreements that have additional terms and conditions that apply to certain services.

A. WOW! Policies. Customer agrees at all times to adhere to the current WOW! policies, including its DMCA, E-mail Retention and Internet Acceptable Use Policies (AUP), which are available for review at our website, www.wowway.biz, and are incorporated into this Agreement by this reference. Upon any violation of the AUP or other policy by Customer or another user through use of Customer's Account, WOW!, in addition to all of its other available legal or equitable remedies, may take any responsive actions that it deems appropriate, including: (i) temporary or permanent removal of content, (ii) temporary or permanent blocking of websites, and/or (iii) the immediate suspension or termination of all or any portion of the Service. Notwithstanding anything to the contrary in this Agreement, you acknowledge and agree that the terms of the DMCA, E-mail Retention Policy, AUP and any other applicable WOW! policies may be put into effect or revised from time to time without notice by posting a new version of the AUP or the other policy to the WOW! website at www.wowway.biz. Accordingly, you and other users of the Service should consult the AUP and all other posted policies regularly to conform to the most recent version. CUSTOMER AGREES TO: (I) INDEMNIFY, DEFEND AND HOLD HARMLESS THE WOW! ENTITIES AGAINST ALL CLAIMS AND EXPENSES (INCLUDING REASONABLE ATTORNEY FEES) RESULTING FROM CUSTOMER ENGAGING IN ANY OF THE PROHIBITED ACTIVITIES LISTED IN THE WOW! POLICIES OR RESULTING FROM CUSTOMER'S VIOLATION OF THE POLICIES RELATED TO THE SERVICE. CUSTOMER'S INDEMNIFICATION WILL SURVIVE ANY TERMINATION OF THE APPLICABLE CUSTOMER SUBSCRIPTION AGREEMENT; AND (II) ANY ADDITIONAL LIMITATIONS OF LIABILITY SET FORTH IN THE POLICIES.

B. Restrictions on Use; Monitoring Service Use.

1. Customer acknowledges that the WOW! Internet service may provide its employees and other users with a connection to the Internet that may be unfiltered, and that WOW! neither controls nor assumes any responsibility for any content on the Internet or that is posted by a subscriber. All content and material accessed by you or others through the Service is accessed and used by you or such others at their own risk. Customer is solely responsible for the content that is viewed, posted or transmitted by it, its employees and other users of Customer's Account, and agrees to indemnify, defend and hold the WOW! Entities harmless from and against any claims, liabilities, damages and expenses, including attorney's fees, arising out of or relating to content accessed, posted or transmitted by Customer's employees and other users through the WOW! Internet service. Customer shall ensure that each of its employees, contractors, customers, guests and other users with access to the Internet Service complies with the Terms and uses the Service only in accordance with any WOW! acceptable use or other applicable policy and all applicable laws and regulations. In all events, Customer and its users must respect the property rights of others, including those conferred by copyright, trademark and other laws that protect intellectual property rights. Except as allowed by applicable law, you shall not upload, post or otherwise make available on the Service any material protected by copyright, trademark, or trade secret or other proprietary right without the express permission of the owner thereof. You may upload public domain materials, but you are solely responsible for and assume all risks with respect to the determination of whether materials are in the public domain.
2. WOW! shall have no obligation to monitor postings or transmissions made in connection with the Service, however, Customer acknowledges and agrees that WOW! and its agents shall have the right to monitor any such postings and transmissions from time to time and to use and disclose them in accordance with this Agreement and WOW! policies, and as otherwise required by law or government request. WOW! reserves the right to edit, remove, request removal of, or refuse to upload, post, publish, transmit or store any information or materials, in whole or in part, that, in WOW!'s sole discretion, is unacceptable, undesirable or in violation of this Agreement or WOW! policies. Customer

agrees that WOW has the right to take any action WOW! deems appropriate to protect the Service, its facilities for provision of the Service, or the WOW! Equipment, including but not limited to restricting or prohibiting the posting of any material that interferes with WOW!'s ability to provide the Service.

3. You understand and agree that if you type a Uniform Resource Locator (URL) which contains a nonexistent or unassigned domain name, or enter a search term into your browser address bar, WOW! may present you with a WOW! web search page containing suggested links based upon the query you entered in lieu of your receiving an NXDOMAIN, similar error message or browser assigned query. WOW!'s provision of the web search page may impact applications that rely on an NXDOMAIN or similar error message and may override similar browser-based search results pages. If you would prefer not to receive these pages from WOW!, you should follow the opt-out instructions that are available by clicking on the "About", "Opt Out" or similar link on the page.
 4. WOW! automatically measures and monitors network performance and the performance of your Internet connection and our network. We may also monitor and record information about your computer, equipment profile or settings and the installation of software we provide. You agree to permit us to monitor your computer and equipment and to record such data, profiles and settings for the purpose of providing the Service. We do not share information collected for the purpose of network or computer performance monitoring or for providing customized technical support outside of WOW! or its authorized vendors, contractors and agents. WOW! reserves the right to modify the password(s) for the router(s) used with the Service in order to safeguard Internet security, the security and privacy of Customer information, where required by law, and/or for other good cause to provide, upgrade and maintain the Service, protect the network, other users of the Internet, or our Customers. Should WOW! change such password(s), we will use reasonable means to notify the Customers affected, which may include notice by email and/or through notice on our website.
 5. The Service is for Customer's use only at the specified service locations. Customer is specifically prohibited from permitting other users and/or locations to access the WOW! Internet service, whether through wireless or other means.
 6. WOW! makes no representation regarding the speed of the Internet Service. Actual speeds may vary and are not guaranteed. Many factors affect speed including, without limitation, the number of workstations using a single connection.
 7. Customer acknowledges and agrees that WOW! shall have the right to monitor the "bandwidth" utilization (i.e. volume of data transmitted) arising out of the Service provided hereunder at any time and on an on-going basis. In its sole discretion, WOW! may: (i) limit excessive use of bandwidth; (ii) suspend, terminate or limit a Customer's Account for excessive use of bandwidth; (iii) require Customer to upgrade Customer's service level and pay additional fees in accordance with WOW!'s Price List; (iv) require the payment of one and a half times the Service charges for past excessive bandwidth usage; and/or (v) otherwise require the payment of high bandwidth usage fees.
 8. WOW! further reserves the right to act immediately and without notice to terminate or suspend the Services and/or to remove from the Services any information transmitted by or to Customer or users, if WOW! (i) determines that such use or information does not conform with the requirements set forth in this Agreement, (ii) determines that such use or information interferes with WOW!'s ability to provide the Services to Customer or others, or (iii) reasonably believes that such use or information may violate any laws, regulations, or written and electronic instructions or policies for use.
- C. Security.** WOW! recommends that the Customer implement security measures such as a "firewall" to protect the Customer's system from the hazards involved in getting connected to the Internet. Customer assumes full responsibility for any security measures relating to Customer's connection to WOW!'s Internet Service, and Customer waives any and all claims against WOW! for such security measure issues.
- D. Eavesdropping.** Our facilities are used by numerous persons or entities including, without limitation, other subscribers to the Service. As a result, there is a risk that you could be subject to "eavesdropping." This means that other persons or entities may be able to access and/or monitor your use of the Service. This risk of eavesdropping exists not only with our facilities, but also on the Internet and other services to which access is provided as a part of the Service. Any sensitive or confidential information posted, stored, transmitted or disseminated by you is done so at your sole risk, and the WOW Entities shall have no liability whatsoever for any claims, losses, actions, damages, suits or proceedings arising out of or otherwise relating to such actions by you. You acknowledge that software programs claiming to be capable of encryption are commercially available. We make no representation or warranty regarding the effectiveness of these programs.
- E. File Sharing.** WOW! recommends that Customer leave File and Print Sharing services turned off. If Customer leaves File and Print Sharing ON, it is possible that other users can access Customer's machine while Customer is on the Internet. Customer hereby acknowledges and agrees that the

Customer assumes all risk associated with “file sharing”, and that WOW! shall have no liability whatsoever for any claims, losses, damages, actions, suits or proceedings arising out of or otherwise relating to such use by the Customer.

- F. **FTP/HTTP.** You acknowledge that when using the Service there are certain applications such as FTP (File Transfer Protocol) or HTTP (Hyper Text Transfer Protocol) which may be used by other persons or entities to allow such other persons or entities to gain access to Customer’s Equipment. You are solely responsible for the security of the Customer Equipment or any other equipment you choose to use in connection with the Service, including without limitation any data stored on such equipment. Neither WOW! nor its affiliates or agents shall have any liability whatsoever for any claims, losses, actions, damages, suits or proceedings resulting from, arising out of or otherwise relating to the use of such applications by you, or the access by others to the Customer Equipment or other equipment of yours.
- G. **User Name and Address.** Customer represents that the username selected by the Customer, when used alone or combined with a second or third level domain name, does not interfere with the rights of any third party and is not being selected for any unlawful purpose. Customer acknowledges and agrees that if such selection does interfere with the rights of any third party or is being selected for any unlawful purpose then WOW! may immediately suspend the use of such WOW! Internet e-mail address, and Customer will indemnify and hold the WOW! Entities harmless for any claim or demand against WOW! that arises out of such selection. Customer acknowledges and agrees that WOW! shall not be liable to Customer in the event that WOW! is ordered or required, as a result of a court order or legal settlement, to desist from using or permitting the use of a particular domain name as part of a WOW! Internet e-mail address. If as a result of such action, Customer loses an e-mail address, the Customer’s sole remedy shall be the receipt of a replacement WOW! Internet e-mail address.
- H. **Service and Feature Modifications.** WOW! shall have the right at any time to add to, modify, or delete any aspect, feature or requirement of WOW! Internet, including but not limited to equipment and system requirements.
- I. **Web Hosting.** If Customer submits and WOW! accepts a Service Order(s) for web hosting services, the following terms shall also apply:
1. **Authorization.** By using the Services to publish, transmit or distribute material or content, Customer (i) warrants that the material or content complies with the provisions of the Agreement, (ii) authorizes WOW!, its agents, suppliers and affiliates to reproduce, publish, distribute, and display such content worldwide and (iii) warrants that Customer has the right to provide such authorization. Customer acknowledges that material posted or transmitted using the Services may be copied, republished or distributed by third parties, and agrees to indemnify, defend and hold harmless the WOW! Entities for any harm resulting from such actions.
 2. **Web Site Content.** If applicable, WOW! (or its third party supplier) will host Customer’s web site in a data center in accordance with WOW!’s then-current published specifications, including, without limitation, storage levels (“Customer Web Site”). Ownership of all graphics, text, or other information or content materials supplied or furnished by Customer for incorporation into or delivery through a Customer Web Site shall remain with Customer (or the party that supplied such materials to Customer). Ownership of any software developed or modified by WOW! or its suppliers and all graphics, text, or other information or content materials supplied or furnished by WOW! or its suppliers for incorporation into a Customer Web Site shall remain with WOW! (or the party that supplied such materials to WOW!). Customer agrees to be bound by and adhere to the required Digital Content License Agreement which applies with respect to WOW!’s provision in connection with the Services of certain objects including their API’s as well as images, photographs, templates, animations, video, audio, music, text and “applets”, and “online” or electronic documentation. Customer agrees that WOW! has no proprietary, financial, or other interest in Customer’s goods or services that may be described in or offered through a Customer Web Site, and that Customer is solely responsible for content quality, performance, and all other aspects of its goods or services and the information or other content contained in or provided through a Customer Web Site. Customer assumes all responsibility for use by others of the Customer Web Site (including commercial transactions, whether completed or not).
 3. **Web Site Backup and Restoration.** Customer acknowledges and agrees that (i) it is responsible for developing and maintaining procedures (apart from the Services) to protect the Customer content, including, without limitation, making appropriate backup copies of the Customer content as may be necessary for reconstruction of any data, files, informational materials, or electronic messages; and (ii) the WOW! Entities are not responsible for backup and restoration of Customer Content.
- J. **Domain Name Registration.** If Customer submits and WOW! accepts a Service Order(s) for domain name registration services available from WOW! or its third party supplier, the following terms shall also apply:

1. **Registration.** At the request of Customer, WOW! (or its third party supplier) will use commercially reasonable efforts to facilitate the registration of the Customer internet domain name ("Customer Domain Name") with a domain name registration service of WOW!'s choosing, but only to the extent that Customer provides WOW! with all necessary information relevant to such registration and subject to the further terms and conditions of any third party supplier. The domain name registration service will invoice Customer directly for all applicable registration fees, maintenance fees, and other applicable fees related thereto. Customer hereby acknowledges that Customer is entirely responsible for the payment of any and all such fees. WOW! does not represent that the Customer Domain Name will be available on an initial or ongoing basis. Further, Customer acknowledges that Customer, not WOW!, has ownership, control, and use of the Customer Domain Name. Further, Customer hereby agrees now and forever to release and to hold harmless the WOW! Entities, from any and all losses, damages, rights, claims, and actions with respect to, or in any way arising from: (i) services provided to Customer by a third party domain name registration service; and/or (ii) the domain name registration service's removal of allocation or support for the Customer Domain Name. Should Customer require modification of the Customer Domain Name or additional related services, additional charges may apply from the relevant registration service and/or from WOW! for setup of the modification or addition.
 2. **Sub-Domain Name.** Should Customer be unable to register a unique domain name, WOW! may in its sole discretion grant upon Customer request and only for the term of the Service Order providing for such service, the limited, personal, and non-transferable right to specify and append a sub-domain name to WOW!'s prescribed domain name, for the sole purpose of uniquely identifying Customer's e-mail address. WOW! does not represent that Customer's selected sub-domain name will be available. Customer receives no right to WOW!'s domain name other than as specifically stated in this Section. Upon the termination of the applicable Service Order, Customer shall surrender all rights, privileges and interest in and to the sub-domain name and WOW!'s domain name.
38. **Additional Cable Service Terms, Restrictions and Advisories.** In addition to the provisions of this Agreement generally applicable to all WOW! Services, the following provisions more specifically apply to Customers that subscribe to the WOW! Cable Service. In addition, we may provide or require additional Ancillary Agreements that have additional terms and conditions that apply to certain services.
- A. **Restrictions on Use.** Pay-per-view (including special programming such as sporting events), video on demand (VOD) and premium programming offered as part of the Cable service may not be distributed to commercial establishments. Customer may not order or request pay-per-view, VOD or premium programming for receipt, exhibition or taping in a commercial establishment, nor may Customer exhibit or assist in exhibiting pay-per-view, VOD or premium programming in a commercial establishment, unless expressly authorized in writing to do so, in advance, by both WOW! and our program provider. In all events, Customer must identify itself as a commercial establishment when requesting any such special authorization. Customer shall not, and shall not authorize or permit any other person to (i) copy, record, dub, duplicate, alter or make or manufacture any recordings or other reproductions of the Cable service (or any part thereof); (ii) transmit the Cable service (or any part thereof) by any television or radio broadcast or by any other means or use the Cable service (or any part thereof) outside the of the service location(s). Customer acknowledges that such duplication or reproduction may subject Customer to criminal penalties under applicable copyright and/or trademark laws. Customer agrees to not move any WOW! Equipment, from another location to any service location. Customer further agrees not to undertake any activity related to the unauthorized reception of the Cable service at any service location(s). Customer shall not, and shall not authorize or permit any other person to (i) charge a cover charge or admission fee to the service location(s) at the time Cable service (or any part thereof) is being or is to be performed therein; (ii) permit dancing, skating or other similar forms of entertainment or physical activity in conjunction with the performance of the Cable service (or any part thereof) unless Customer has obtained all necessary licenses and authorizations from the applicable copyright owners (Customer acknowledges and agrees that it shall be solely responsible for the payment of any charges or fees in connection therewith); or (iii) insert any commercial announcements into the Cable service, or interrupt any performance of the Cable service for the making of any commercial announcements, except that public address commercial announcements may be made concerning goods or services sold or offered to the public at the service location provided that no compensation (whether in money or in any other form) is paid by any person or entity, directly or indirectly, for such announcements unless pursuant to a separate written agreement which permits store-casting or ad-casting. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to the Cable service. CUSTOMER WILL DEFEND, INDEMNIFY AND HOLD THE WOW! ENTITIES HARMLESS FROM ANY CLAIM MADE AGAINST CUSTOMER OR WOW! RELATING TO ANY UNAUTHORIZED COMMERCIAL EXHIBITION.
 - B. **Additional Sets.** Customer agrees not to add additional sets or disturb, alter or remove any portion of the WOW! Equipment. Any unauthorized connection or other tampering with the Cable service or the

WOW! Equipment shall be cause for disconnection of the applicable Service, legal action and WOW shall be entitled to recover damages, including, but not limited to, the value of any Services illegally obtained plus reasonable collection costs including reasonable attorney's fees.

- C. Equipment.** Additional equipment is required to receive certain levels of service. WOW! Basic, Digital TV and Ultra TV are transmitted in digital format. Therefore, Customers subscribing to a package of services that includes WOW! Basic, Digital TV and/or Ultra TV must have a WOW! Digital Receiver, a Digital Adapter or an authorized CableCARD on all TVs connected to cable (including digital QAM tuner televisions). However, TVs with built-in QAM digital tuners do not need WOW! digital equipment to receive certain channels. Contact us for complete and current details, as equipment requirements are subject to change.
- D. Programming Content and Changes.** All programming, program services, program packages, number of channels, channel allocations and broadcast channels are subject to change in accordance with applicable law. Customer acknowledges and agrees that WOW! has the right at any time to preempt, without prior notice, specific programs and to determine what substitute programming, if any, shall be made available. WOW! may in its discretion make additions, deletions or modifications to its channel line-up without liability to Customer or anyone claiming through Customer. WOW! shall not be liable for failure to deliver any programming which is caused by the failure of the programmer to deliver or make such programming available to WOW! or any other reason beyond the reasonable control of WOW!. WOW! assumes no liability for any programmer content or information distributed over WOW!'s cable system. Moreover, WOW! shall not be responsible for any products, merchandise or prizes promoted or purchased through use of the cable system.
- 39. Force Majeure.** If WOW!'s (or any of its vendors, agents or suppliers) performance of any obligation under this Agreement is prevented, restricted or interfered with by causes beyond its reasonable control including, but not limited to, failure or malfunction of Customer Equipment, acts of God, explosions, vandalism, cable cuts, storms, fires, floods or other catastrophes, accidents, power failure, failures of telecommunications or computer resources, a third party supplier, fuel, energy, labor or materials, national emergencies, insurrections, terrorist act, riots, wars, strike, lockouts, boycotts, work stoppages or other labor difficulties, or any law, order, regulation or other actions of any governmental authority, agency, instrumentality, or of any civil or military authority, then WOW! and its vendors, agents and suppliers shall be excused from such performance on a day-to-day basis to the extent of such restriction or interference. WOW! shall use reasonable efforts under the circumstances to avoid or remove such causes of nonperformance with reasonable dispatch. WOW! may, in its sole discretion, immediately terminate this Agreement, in whole or in part, in the event there is a material change in any law, rule, regulation, Force Majeure event, or judgment of any court or government agency, and that change affects WOW!'s ability to provide the Services herein.
- 41. Survival of Limitations.** All representations, warranties, indemnifications, and limitations of liability contained in this Agreement shall survive the termination of this Agreement; any other obligations of the parties hereunder shall also survive, if they relate to the period before termination or if, by their terms, they would be expected to survive such termination.
- 40. Telephone and Email Contact.** We ask that you provide us with a contact email address (which may include that of a wireless or mobile device) and telephone number (which may be your home telephone, your cell phone, or another number that you provide to us). By providing us with these contact addresses and telephone numbers, you give us express consent to email and call you for purposes that include marketing our services to you and providing you with transactional or informational messages about your account and services (for example, we may call or email you about a new product or promotion, or if there will be a change or interruption in your services, or if we have a question about or want to provide you with information concerning your services, equipment, account, billing statement or a past due invoice), and these calls may include autodialed calls, pre-recorded and/or artificial voice messages. You further understand and agree that: (i) certain calls and emails (such as calls to a cell phone or an email to a wireless device) may result in data or airtime charges from your carrier, which are your responsibility; (ii) you will notify us immediately if your contact email or telephone number changes; and (iii) being included in any state or federal "do not call" registry will not be sufficient to remove you from WOW!'s phone marketing list. Please contact us if you do not want us to place telemarketing calls to you or send you marketing emails.
- 42. MODIFICATIONS TO THESE TERMS.** WOW! MAY REVISE, AMEND OR RESTATE THESE TERMS AND CONDITIONS FROM TIME TO TIME. IF WE ARE REQUIRED BY LAW TO GIVE YOU ADVANCE NOTICE OF A SIGNIFICANT CHANGE TO THESE TERMS REGARDING YOUR CABLE SERVICES, IT MAY BE PROVIDED ON YOUR MONTHLY BILL, AS A BILL INSERT, BY MAIL, E-MAIL, IN A NEWSPAPER, BY TRANSMISSION OVER OUR CABLE SYSTEM OR OTHER COMMUNICATION PERMITTED UNDER APPLICABLE LAW. MOREOVER, WOW! WILL NOTIFY YOU OF OTHER CHANGES TO THESE TERMS REGARDING YOUR INTERNET AND/OR PHONE SERVICES BY POSTING A NEW VERSION OF THIS

DOCUMENT ON THE WOW! WEB SITE AT [HTTP://WWW.WOWWAY.BIZ](http://www.wowway.biz) (OR ANY SUCCESSOR URL(S)) AND/OR BY E-MAIL OR POSTAL MAIL. ACCORDINGLY, CUSTOMERS AND USERS OF THE WOW! SERVICES SHOULD REGULARLY VISIT OUR WEB SITE AND REVIEW THESE TERMS AND CONDITIONS TO ENSURE THAT THEIR ACTIVITIES CONFORM TO THE MOST RECENT VERSION. CUSTOMER AGREES THAT ANY ONE OF THE FOREGOING METHODS OF NOTICE WILL CONSTITUTE SUFFICIENT NOTICE OF SUCH CHANGES. NOTWITHSTANDING THE FORGOING, IF WOW! MAKES A CHANGE TO THESE TERMS THAT IS MATERIAL AND ADVERSE TO CUSTOMER, CUSTOMER HAS THIRTY (30) DAYS FOLLOWING NOTICE OF THE CHANGE TO TERMINATE THE AGREEMENT WITHOUT THE IMPOSITION OF EARLY TERMINATION CHARGES. CUSTOMER'S CONTINUED RECEIPT OF SERVICES SHALL BE DEEMED ACCEPTANCE OF ANY SUCH CHANGE. WOW! AT ITS OPTION MAY AGREE NOT TO APPLY THE CHANGED TERMS TO CUSTOMER, IN WHICH CASE THE AGREEMENT IS NOT SUBJECT TO EARLY TERMINATION BY CUSTOMER.

43. **Severability.** The parties acknowledge that WOW! is subject to the provisions of its franchises and to the provisions of applicable federal and state laws and regulations. Any duty or promise of WOW! under this Agreement that conflicts with any provision of a franchise, or with applicable federal or state laws or regulations is to that extent void. Notwithstanding, the terms of this Agreement are considered severable, and in the event that any term is rendered unenforceable due to any such conflict or is otherwise found to be invalid or unenforceable, the parties shall replace the invalid or unenforceable portion with another provision that, as nearly as possible, reflects the original intention of the parties, and the remainder of this Agreement shall remain in full force and effect.
44. **Notices.** Except as otherwise provided in this Agreement, any notices or other communications contemplated or required under this Agreement, in order to be valid, shall be in writing and shall be given via personal delivery, overnight courier, or via U.S. Certified Mail, Return Receipt Requested. Notices to Customer shall be sent to the Customer billing address; notices to WOW! shall be sent to WOW! Internet, Cable and Phone, Attn: VP of Business Operations, 7887 E. Belleview Ave, Suite 1000, Englewood, CO 80111-6015, with a copy to: WOW! Internet, Cable and Phone, Attn: General Counsel, 259 E. Michigan Ave., Suite 209, Kalamazoo, Michigan 49007. All such notices shall be deemed given and effective on the day when delivered by overnight delivery service or certified mail.
45. **Miscellaneous.** This Agreement, together with the Business Customer Agreement, Service Order, applicable tariffs, Acceptable Use Policy, applicable Ancillary Agreements and any other policies, rules, regulations or service guides communicated to Customer, constitute the entire agreement between Customer and WOW! and supersedes all other agreements whether written or oral, including but not limited to any advertising, brochures, proposals, representations, or understandings regarding the subject matter hereof, and shall prevail if any conflict arises. This Agreement shall be governed by and construed in accordance with federal law, the regulations of the FCC and the internal laws of the state and locality in which the service is provided, without regard to any conflicts of law provisions. Customer may not assign or otherwise transfer this Agreement in any manner without WOW!'s prior written consent. No approved assignment shall relieve Customer of its obligations hereunder. WOW! may assign or transfer this Agreement at any time without consent and without notice. The Parties to this Agreement are independent contractors. Neither Party is an agent, representative, or partner of the other Party. Neither Party shall have any right, power, or authority to enter into any agreement for, or on behalf of, or incur any obligation or liability of, or to otherwise bind, the other Party. This Agreement shall not be interpreted or construed to create an association, agency, joint venture, or partnership between the Parties or to impose any liability attributable to such a relationship upon either Party. Customer acknowledges that any products, software, and technical information (including, but not limited to, services and training) provided pursuant to the Agreement may be subject to U.S. export laws and regulations, and any foreign use or transfer of such products, software, and technical information must be authorized under those regulations. Customer agrees that it will not use, distribute, transfer, or transmit the products, software, or technical information (even if incorporated into other products) except in compliance with U.S. export regulations. If requested by WOW!, Customer also agrees to sign written assurances and other export-related documents as may be required for WOW! to comply with U.S. export regulations. Except as specifically provided herein, this Agreement does not expressly or implicitly provide any third party (including users) with any remedy, claim, liability, reimbursement, cause of action, or other right or privilege. No failure by either party to enforce any rights hereunder shall constitute a waiver of such right(s). Each of the Parties agrees to comply with all applicable local, state and federal laws and regulations and ordinances in the performance of its respective obligations under this Agreement.

REVISED AND EFFECTIVE AS OF: March 20, 2014

IMPORTANT INFORMATION FOR OUR VIDEO SERVICE CUSTOMERS

1. WOW!'s Network Enhancement.

Channels on WOW! Basic Cable, Digital TV and Ultra TV are transmitted in digital format. Consequently, WOW! Customers subscribing WOW! Basic Cable, Digital TV and Ultra TV must have a WOW! digital equipment or an authorized CableCARD on all TVs connected to cable in order to view all of the channels in those packages. However, TVs with built-in QAM digital tuners do not need WOW! digital equipment to receive WOW! Basic Cable. Keep in mind that a Digital Adapter provides access to the WOW! Basic Cable channels, but does not allow access certain specialized features such as video on demand, pay-per-view, on-screen guide and other features. You will need a digital receiver for those specialized features. At this time, CableCARDs also do not support two-way interactive services such as video on demand, pay-per-view and the interactive program guide.

2. Complaint Procedures and Remedies.

You may submit a complaint to WOW! with regard to any aspect of our video service, including service issues, privacy concerns and/or the quality of the television signal delivered by WOW!, at any time. WOW! maintains a toll-free telephone number 1-866-496-9669 that is available 24 hours a day, 7 days a week. When you call about a service related issue, a customer care representative (CCR) will attempt to determine the nature of the problem. If possible, the CCR will help you resolve the problem over the telephone. If the problem cannot be resolved during the call, the CCR may if necessary schedule a service technician to visit your home. If the problem cannot be resolved by the CCR or a technician visit to your home, the problem will be referred to a supervisor who will make best efforts to resolve the issue immediately. If a Customer has a complaint requiring further escalation, Customer should contact WOW! at our toll-free number, 1-866-496-9669, in writing at WOW! Internet, Cable & Phone, Attn: Billing Disputes, P.O. Box 63000, Colorado Springs, CO 80962-3000, or by emailing us from the "Contact Us" section on www.wowway.com. WOW!'s policy is to reply to an escalated Customer complaint within thirty working days of receipt. WOW! will endeavor to include in its reply a statement of action taken, description of future work needed to resolve any issue or an explanation why the complaint is unjustified or outside the jurisdiction of WOW!. If Customer is dissatisfied with WOW!'s handling of a complaint, Customer can also contact the local or state franchising authority. Information regarding Customer's local or state franchising authority can be found on Customer's monthly billing statement, or by calling 1-866-496-9669. MOST DISPUTES THAT CANNOT BE RESOLVED INFORMALLY ARE SUBJECT TO INDIVIDUAL BINDING ARBITRATION, AT THE ELECTION OF EITHER PARTY.

Illinois. Our Illinois video services customers have the right to request mediation and to review in a court of competent jurisdiction. In the event an issue in Illinois is not resolved through WOW!'s informal process, a local unit of government or the customer may request nonbinding mediation with WOW!, with each party to bear its own costs of such mediation. Selection of the mediator will be by mutual agreement, and preference will be given to mediation services that do not charge the consumer for their services. In the event the informal process does not produce a satisfactory result to the customer or the local unit of government, enforcement may be pursued in a court of competent jurisdiction. In addition, the Illinois Cable and Video Customer Protection Law, effective January 1, 2008 (the "Illinois Cable Law") provides for certain credits to be provided to customers in the event we fail to comply with the customer service, installation, privacy, billing and other standards provided in the Illinois Cable Law. The applicable credit will be applied to your monthly billing statement, following discovery of the violation. You do not have to request the credit.

Michigan. If you have attempted to resolve a dispute with WOW! regarding your video services and you are not satisfied with the resolution, you may file a complaint with the Michigan Public Service Commission. As part of its Dispute Resolution Process, set forth at MCL 484.3310, the commission will handle the complaint in the following manner:

(a) An attempt to resolve the dispute shall first be made through an informal resolution process. Upon receiving a complaint, the commission shall forward the complaint to the provider and attempt to informally mediate a resolution. The provider shall have 10 business days to respond and offer a resolution. If the dispute cannot be resolved through the informal process, the customer can file a formal complaint under subdivision (b).

(b) A formal complaint filed under this subdivision shall be in writing and shall state the section or sections of this act that the customer alleges the provider has violated, sufficient facts to support the allegations, and the exact relief sought from the provider. The formal complaint shall comply with the same requirements of a written complaint filed under section 203 of the Michigan Telecommunications Act, 1991 PA 179, MCL 484.2203. The complaint shall be resolved by one of the following:

- (i) If the dispute involves an amount of \$5,000.00 or less, the commission shall appoint a mediator within 7 business days of the date the complaint is filed. The mediator shall make recommendations for resolution within 30 days from the date of appointment. Within 10 days of the date of the mediator's

recommendations, any named party in the complaint may request a contested case as provided under subparagraph (ii).

- (ii) If the dispute involves an amount greater than \$5,000.00, a contested case hearing in the same manner as provided under section 203 of the Michigan Telecommunications Act, 1991 PA 179, MCL 484.2203. The Commission's toll-free customer service number is 1-866-552-7725. Their website address is: <http://www.michigan.gov/mpsc>.

Ohio. If your complaint is not resolved after you have called us, you can contact the Ohio Department of Commerce at <http://www.com.ohio.gov/admn/vsa> or via the PUCO's call center at 1-800-686-7826.

Revision Date: February 8, 2012.

WOW! BUSINESS CUSTOMER PRIVACY NOTICE FOR CABLE TELEVISION, INTERNET AND PHONE SERVICES

As a subscriber to cable service or other services provided by WOW!, you are entitled under Section 631 of the Federal Cable Communications Policy Act of 1984, as amended, (the "Cable Act") to information regarding the collection, maintenance and disclosure of personally identifiable information by cable television operators. This Notice applies to WOW! customers in Indiana, Illinois, Michigan and Ohio. We provide this Notice to inform you of: (1) the nature of personally identifiable information we collect and the limitations imposed by the Cable Act upon cable operators in the collection and disclosure of personally identifiable information about subscribers; (2) the nature of our use of personally identifiable information; (3) the nature, frequency and purpose of any disclosure which we may make of such information, including the types of persons to whom we may disclose the information; (4) the period during which we maintain personally identifiable information; (5) the times and place at which you may have access to your personally identifiable information; and (6) your rights under the Cable Act concerning personally identifiable information and its collection and disclosure.

Personally identifiable information is information that identifies a particular person; it does not include aggregate data that does not identify a particular person or persons.

In addition, Section 702 of the federal Telecommunications Act of 1996, as amended, (the "Telecommunications Act") provides additional privacy protections for the following information related to phone services: (i) information about the quantity, technical configuration, type, destination, location, and amount of your use of the phone services; and (ii) information contained on your telephone bill concerning the phone services you receive. That phone information, when matched to your name, address, and telephone number is known as customer proprietary network information or CPNI for short. This notice, which includes our CPNI Policy, describes what CPNI information we obtain, how we protect it, and how it may be used.

WOW! provides IP-enabled or "VoIP" phone service in all of its operating regions. In addition, WOW!, through its operating affiliate, Sigecom, LLC, provides both VoIP and traditional circuit switched phone service ("Traditional Phone"). In an Order released by the Federal Communications Commission in April 2007, the Commission modified its rules regarding CPNI, and also determined that its rules (as modified) regarding CPNI apply to VoIP services effective December 8, 2007. If you are a customer of our Traditional Phone services or (effective December 8, 2007) our VoIP phone services, you have the right, and WOW! has a duty, under the Telecommunications Act, to protect the confidentiality of CPNI. We will also honor any restrictions applied by state law, to the extent applicable. **WE EXPLAIN BELOW IN GREATER DETAIL THE RULES REGARDING CPNI, AND THE CHANGES TO THE RULES THAT BECAME EFFECTIVE DECEMBER 8, 2007. THE LAW ALLOWS US TO USE YOUR CPNI FOR CERTAIN PURPOSES (EXPLAINED BELOW UNDER "GIVING OR WITHHOLDING YOUR APPROVAL FOR WOW! TO USE CPNI TO MARKET ADDITIONAL PRODUCTS AND SERVICES TO YOU") UNLESS YOU DENY OR RESTRICT YOUR APPROVAL. WE WILL ASSUME THAT YOU APPROVE OUR USE OF CPNI FOR THE PURPOSES DESCRIBED BELOW UNLESS YOU CONTACT US TO DENY OR RESTRICT YOUR APPROVAL.**

In this notice, the terms "WOW!," "we," "us," or "our" refer to the operating company affiliate of WOW! Internet, Cable and Phone that owns and/or operates the cable television system in your area pursuant to a cable television franchise or other authority with the local or state franchising authority. The term "you" refers to you as a subscriber to our cable service or other services.

I. COLLECTION OF PERSONALLY IDENTIFIABLE INFORMATION AND CPNI

The Cable Act applies to personally identifiable information (PII) that you have furnished to WOW!, or that WOW! has collected using the cable system, in connection with the provision of cable service or other services. As further described below in "The kind of personally identifiable information and CPNI that WOW! collects", PII is information that identifies or can potentially be used to identify you such as: your name, address, phone number, fax number, email address, birth date, names of household members, driver's license or state ID number, social security number, bank account information, credit card information and other financial information. PII does not include, among other things, any aggregate data or other data which does not identify you. The Telecommunications Act applies to CPNI related to our regulated phone services, and certain orders of the Federal Communications Commission apply the CPNI rules to our VoIP services. This notice applies to our cable television service, our high-speed Internet service, and our phone services as provided for by applicable law and except as otherwise noted. This notice only covers information that is collected by WOW! in connection with the provision of our cable television service, our Internet service, and our phone services to you as a subscriber to one or more of these services. It does not cover information that may be collected through any other products, services, or websites, even if accessed through our services and even if co-branded with them. You should read the privacy policies for these other products, services, and websites to learn how they handle your personal information.

Purposes for which WOW! may collect personally identifiable information and CPNI

The Cable Act authorizes WOW! as a cable operator to use the cable system to collect personally identifiable

information concerning any subscriber: (i) in order to obtain information necessary to render our cable service or other services to our subscribers; and (ii) to detect unauthorized reception of cable communications. The Cable Act prohibits us from using the cable system to collect personally identifiable information concerning any subscriber for any purposes other than those listed above without the subscriber's prior written or electronic consent.

The Telecommunications Act authorizes us to use, disclose, or permit access to individually identifiable CPNI in our provision of (i) the telecommunications service from which this information is derived; or (ii) services necessary to, or used in, the provision of these services, including the publishing of directories. The Telecommunications Act prohibits us from using CPNI for any purposes other than those listed above except as permitted or required by law or with your approval.

The kind of personally identifiable information and CPNI that WOW! collects

WOW! collects information from you at several different points when you initiate and use our services. Some of this information is personally identifiable information, but much of it is not. For example, PII does not include, among other things, any aggregate data or other data which does not identify you (for example, information that is collected anonymously or demographic information not connected to an identified individual or household) or information which by itself does not identify you, such as your zip code, gender, IP address, MAC address or other equipment identifiers. We do collect certain personally identifiable information that our subscribers furnish to us in connection with the provision of cable service or other services. In order to provide reliable, high quality service to you, we keep regular business records containing information about you that may constitute personally identifiable information. These records include some, but typically not all, of the following information: (i) your name; (ii) service address; (iii) billing address; (iv) email address; (v) telephone number; (vi) driver's license number; (vii) social security number; (viii) bank account number; (ix) credit card number; and (x) other similar account information.

With respect to phone services, examples of CPNI include information typically available from telephone-related details on your monthly bill, such as: (i) location of service; (ii) technical configuration of service; (iii) type of service; (iv) quantity of service; (v) amount of use of service; (vi) calling patterns; and (vii) other information contained on your bill for local and long distance services.

CPNI does not include your name, address, and telephone number, because the Telecommunications Act classifies that information as "subscriber list information" which is not subject to the protections applicable to CPNI. However, that information is also subject to certain protections as described below under "Disclosure of your personally identifiable information and CPNI". We also collect and maintain certain other information about your account. For example, this information may include: (i) billing, payment, and deposit history; (ii) additional service information; (iii) customer correspondence and communications records; (iv) maintenance and complaint information; (v) records indicating the number of television sets, set-top boxes, modems, or telephones connected to our cable system; and (vi) additional information about the service options you have chosen.

Some of our services permit you to establish secondary accounts, and if you do so we collect similar information in order to establish and service the secondary accounts. During the initial provisioning of our services, and during any subsequent changes or updates to our services, WOW! may collect technical information about your televisions, any set-top boxes, computer hardware and software, cable modems, telephones, and/or other cable or other service-related devices, and customization settings and preferences. Additionally, if you rent your residence, we may have a record of whether landlord permission was required prior to installing our cable facilities as well as your landlord's name and address.

The kind of information we collect with our cable system and equipment

When you use our interactive or other transactional services such as video on demand, for example, our systems and equipment may automatically collect certain information about your use of these services. Most of this information is not personally identifiable information and it is simply used, for example, to carry out a particular request you make using your remote control, set-top box, DVR, or other equipment. This may include information required to change your television channel, review listings in an electronic program guide, pause or fast forward through certain video on demand programs, or invoke a calling feature for our phone service, among other things. It may also include other information such as the time you actually use our services and the use of other features of our services, and which menus and menu screens are used most often and the time spent using them. In order to carry out a particular request you make to watch a pay-per-view program or purchase a product, service, or feature, for example, our system may collect certain personally identifiable information. This information typically consists of account and billing-related information such as the pay-per-view programs or other products, services, or features ordered so that you may be properly billed for them.

In addition, our cable systems may also collect anonymous and/or aggregate information using set top boxes and other equipment. We may collect and use this information to determine which programs are most popular, how many people watch a program to its conclusion, whether people are watching commercials, as well as other audience-measurement focused information, for example. We use this information to provide the services that

you subscribe to, and for programmer, advertiser and/or research purposes, and to improve our services and to improve the content and service experience that subscribers receive. As described further below under "Use of your personally identifiable information and CPNI", we may provide subscriber lists, and de-identified information regarding viewing habits and system interaction, with third parties such as advertisers, programmers, data companies, audience measurement service providers and market research firms, for purposes that may include but not be limited to improving our cable television service and other services, providing you with more relevant programming, advertising and features, increasing the value of the services, providing you with information or offers about products or services that we believe may be of interest to you, or assisting third parties with media, programming and content planning and purchasing efforts. We, or third parties working for or with us, may also use this information to distribute relevant programming and advertising to you without disclosing personally identifiable information about you to programmers or advertisers. Some of these programs or advertisements may invite your participation, which you can accept or decline by using your program guide commands or by following any special instructions on your video screen. We or third parties (such as audience measurement firms, market research firms and data companies) also sometimes combine anonymous and/or aggregate tuner and other information with additional demographic information (such as census records) and may use or share it with others for purposes such as audience analysis, programming, marketing, advertising and similar purposes. We will not provide third parties with personally identifiable information about you unless we have received your consent first, except as required or permitted by law.

In addition to this privacy notice, we may provide additional notices to you regarding specific advertising or other initiatives. These notices will describe the initiatives in greater detail and may, as appropriate, contain information you can use to choose to participate, or not participate, in these initiatives.

II. USE OF YOUR PERSONALLY IDENTIFIABLE INFORMATION AND CPNI

We collect, maintain, and use personally identifiable information and CPNI as permitted by the Cable Act and the Telecommunications Act and other applicable laws. We use this information primarily to conduct business activities related to providing you with our cable service and other services, and to help us detect theft of service. Generally speaking, we use personally identifiable information in connection with: (i) billing, invoicing and credit verification; (ii) administration; (iii) surveys; (iv) collection of fees and charges; (v) marketing; (vi) service delivery and customization; (vii) maintenance and operations; (viii) technical support; (ix) hardware and software upgrades; and (x) fraud prevention.

More specifically, we also use personally identifiable information to: (i) install, configure, operate, provide, support, and maintain our cable service and other services; (ii) investigate your credit history by obtaining a credit report or other similar information and/or making inquiries of account histories; (iii) confirm you are receiving the level(s) of service requested and are properly billed; (iv) identify you when changes are made to your account or services; (v) make you aware of new products or services that may be of interest to you; (vi) understand the use of, and identify improvements to, our services; (vii) detect unauthorized reception, use, or abuse of our services; (viii) determine whether there are violations of any applicable policies and terms of service; (ix) manage the network supporting our services; (x) configure cable service and other service-related devices; and (xi) comply with law.

The Telecommunications Act further permits WOW! to use, disclose, and permit access to CPNI obtained from our customers, either directly or indirectly, to: (i) initiate, render, bill, and collect for telecommunications services; (ii) protect our rights and property, and protect our users of these services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, these services; (iii) provide any inbound telemarketing, referral, or administrative services to you for the duration of the call, if you initiated the call and you approve of the use of this information to provide these services; and (iv) provide call location information concerning the user of a commercial mobile phone service. We are also permitted to use, disclose or permit access to CPNI: (i) for the purpose of providing or marketing service offerings among the categories of service to which you already subscribe; (ii) in our provision of inside wiring, installation, maintenance and repair services; and (iii) to market certain services (formerly known as adjunct to basic services) such as speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller I.D., call forwarding and certain centrex features.

With respect to phone services, except as provided above, unless we obtain your approval in accordance with our policies described below under "Giving or withholding your approval for WOW! to use CPNI to market additional products and services to you" WOW! may not use CPNI to market products and services to you other than the phone services.

WOW! transmits, and may collect and store for a period of time, personally identifiable and non-personally identifiable information about you when you use our high-speed Internet and phone services to: (i) send and receive email, video mail, and instant messages; (ii) transfer and share files; (iii) make files accessible; (iv) visit websites; (v) place or receive calls; (vi) leave and receive voice mail messages; (vii) establish custom settings or preferences; (viii) communicate with us for support; or (ix) otherwise use the services and their features.

Our transmission, collection, and storage of this information is necessary to render the services. In certain

situations, third-party service providers may transmit, collect, and store this information on our behalf to provide features of our services. These third parties are not permitted to use your personally identifiable information except for the purpose of providing these features.

We may also combine personally identifiable information, which we collect as described in this notice as part of our regular business records, with personally identifiable information obtained from third parties for the purpose of creating an enhanced database or business records. We may use this database and these business records in marketing and other activities related to our cable service and other services. We also maintain records of research concerning subscriber satisfaction and viewing habits, which are obtained from subscriber interviews and questionnaires.

We may investigate your credit history by obtaining a credit report or other similar information and/or making inquiries of account histories. Generally, we will do this by providing your information (such as your social security number) to credit reporting agencies. When we obtain a credit report or other similar information, we maintain this information in your account file and may disclose this information to third parties for reasonable business purposes consistent with this Notice.

III. DISCLOSURE OF YOUR PERSONALLY IDENTIFIABLE INFORMATION AND CPNI

The Cable Act provisions relating to disclosure of personally identifiable information WOW! considers the personally identifiable information contained in our business records to be confidential. The Cable Act authorizes WOW! as a cable operator to disclose personally identifiable information concerning any subscriber for the following purposes if the disclosure is: (i) necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided to the subscriber; (ii) required by law or legal process (described below under “Disclosure of personally identifiable information and CPNI when required by law”); or (iii) of the names and addresses of subscribers for “mailing list” or other purposes (subject to each subscriber’s right to prohibit or limit this disclosure and the CPNI Policy described below under “WOW!’s ‘do not call’ and ‘do not mail’ lists”).

The Cable Act prohibits us from disclosing personally identifiable information concerning any subscriber for any purposes other than those listed above without the subscriber’s prior written or electronic consent.

We may disclose personally identifiable information as provided for in the Cable Act when it is necessary to render, or conduct a legitimate business activity related to, the cable service or other services we provide to you. These kinds of disclosures typically involve billing and collections, administration, surveys, marketing, service delivery and customization, maintenance and operations, and fraud prevention, for example. We may also collect, use, and disclose information about you in non-personally identifiable or aggregate formats, such as ratings surveys and service usage and other statistical reports, which do not personally identify you, your particular viewing habits, or the nature of any transaction you have made over the cable system. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities.

The Cable Act authorizes WOW! as a cable operator to disclose limited personally identifiable information to others, such as charities, marketing organizations, or other businesses, for cable or non-cable “mailing list” or other purposes. From time to time we may disclose your name and address for these purposes. However, you have the right to prohibit or limit this kind of disclosure by contacting us by telephone at 1-888-969-4249 or by sending us a written request as described below under “How to contact WOW!” Any “mailing list” and related disclosures that we may make are limited by the Cable Act to disclosures of subscriber names and addresses where the disclosures do not reveal, directly or indirectly, (i) the extent of any viewing or other use by the subscriber of a cable service or other service provided by us; or (ii) the nature of any transaction made by the subscriber over our cable system.

We may sometimes disclose personally identifiable information about you to our affiliates or to others who work for or with us, such as third party vendors or service providers who provide us with equipment and/or services in connection with the services that we provide to you. We may also disclose personally identifiable information about you to outside auditors, professional advisors, service providers and vendors, potential business merger, acquisition, or sale partners, and regulators. We make these disclosures as provided for in the Cable Act. Typically, we make these disclosures when the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services we provide to you. We may be required by law or legal process to disclose certain personally identifiable information about you to lawyers and parties in connection with litigation and to law enforcement personnel. We may also disclose certain personally identifiable information about you to third parties such as, for example, charities, marketing organizations, or other businesses, in connection with disclosures made for “mailing list” or other purposes as described above under “Disclosure of your personally identifiable information and CPNI”.

If we (or our parent company) enter into a merger, acquisition, or sale of all or a portion of our assets, subscribers’ personally identifiable information will, in most instances, be one of the items transferred as part of the transaction. If this notice will be changed as a result of a transaction like that, you should refer below under “Changes to this notice.”

We may also use or disclose personally identifiable information about you without your consent to protect our customers, employees, or property, in emergency situations, to enforce our rights under our terms of service and policies, in court or elsewhere, and as otherwise permitted by law.

Disclosure of personal information to others in connection with phone service

WOW! may disclose to others personally identifiable information in connection with features and services such as Caller ID, 911/E911, and directory services as follows:

- We may transmit your name and/or telephone number to be displayed on a Caller ID device unless you have elected to block such information. Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business or emergency numbers, 911, 900 numbers, or toll free 800, 888, 877, or 866 numbers.
- We may provide your name, address, and telephone number to public safety authorities and their vendors for inclusion in E911 databases and records, inclusion in "reverse 911" systems, or to troubleshoot 911/E911 record errors.
- We may publish and distribute, or cause to be published and distributed, telephone directories in print, on the Internet, and on disks. Those telephone directories may include subscriber names, addresses, and telephone numbers, without restriction to their use.
- We may also make subscriber names, addresses, and telephone numbers available, or cause such subscriber information to be made available, through directory assistance operators.
- We may provide subscribers' names, addresses, and telephone numbers to unaffiliated directory publishers and directory assistance providers for their use in creating directories and offering directory assistance services.
- Once our subscribers' names, addresses, and telephone numbers appear in telephone directories or directory assistance, they may be sorted, packaged, repackaged and made available again in different formats by anyone.

We take reasonable precautions to ensure that non-published and unlisted numbers are not included in our telephone directories or directory assistance services, but we cannot guarantee that errors will never occur. There is a fee for subscribers who choose to have non-published or unlisted numbers.

Disclosure of personally identifiable information and CPNI when required by law

We make reasonable efforts to protect subscriber privacy as described in this notice. Nevertheless, we may be required by law to disclose personally identifiable information or individually identifiable CPNI about a subscriber without his or her consent and without notice in order to comply with a valid legal process such as a subpoena, court order, or search warrant.

For subscribers to our cable television service, the Cable Act requires WOW! as a cable operator to disclose personally identifiable information to a third-party or governmental entity in response to a court order. If the court order is sought by a non-governmental entity, we are required to notify the subscriber of the court order. If the court order is sought by a governmental entity, the Cable Act requires that the cable subscriber be afforded the opportunity to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. At the proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case.

For subscribers to our high-speed Internet and phone services, the Cable Act requires WOW! to disclose personally identifiable information and individually identifiable CPNI to a private third party in response to a court order, and we are required to notify the subscriber of the court order. The Cable Act requires us to disclose personally identifiable information and individually identifiable CPNI about subscribers to high-speed Internet and phone services to a government entity in response to a subpoena, court order, or search warrant, for example. We are often prohibited from notifying the subscriber of any disclosure of personally identifiable information to a government entity by the terms of the subpoena, court order, or search warrant.

WOW!'s protection of your personally identifiable information

We follow industry-standard practices to take such actions as are necessary to prevent unauthorized access to personally identifiable information by a person other than the subscriber or us. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

Period that WOW! maintains personally identifiable information

WOW! maintains personally identifiable information about you in our regular business records while you are a subscriber to our cable service or other services. We also maintain this information for a period of time after you are no longer a subscriber if the information is necessary for the purposes for which it was collected or to

satisfy legal requirements. These purposes typically include business, legal, or tax purposes. If these purposes no longer apply, we will destroy the information according to our internal policies and procedures.

IV. ADDITIONAL INTERNET PRIVACY INFORMATION

We provide below in this Section additional information pertaining to our Internet Service and website (referred to in this Section as the "Service").

Provision and transmission of information

We will not read your outgoing or incoming email, video mail, private chat, or instant messages, but we (or our third party providers) do store email messages and video mail messages on computer systems for a period of time. We could be required to disclose these messages or be required to store these messages for an extended period and communications along with other personally identifiable information about you to comply with law or to protect our Service as described in this WOW! Customer Privacy Notice. We also monitor the performance of our Service and your service connection in order to manage, maintain, and improve the Service and your connection to it. We (or our third party providers) use tools to help prevent and block "spam" emails, viruses, spyware, and other harmful or unwanted communications and programs on the Service. These tools may automatically scan your emails, video mails, instant messages, file attachments, and other files and communications in order to help us protect you

and the Service against these harmful or unwanted communications and programs. However, these tools do not collect or disclose personally identifiable information about you. You should also be aware that any personally identifiable information you provide in forums, chat areas, instant message services, or bulletin boards may be read, collected, and used by others who access those services. We are not responsible for any personally identifiable information you choose to submit in forums, chat areas, instant message services, bulletin boards, or any other publicly accessible service or website.

Third party advertisers

We may use or partner with a third party advertising company (or companies) who may use cookies, web beacons, or other technologies to deliver or facilitate delivery of advertisements about goods and services tailored to interests you have shown by browsing on WOW! and other websites you have visited. It also helps determine whether you have seen a particular advertisement before in order to avoid sending you duplicate advertisements. In doing so, the advertising company collects non-personally identifiable information such as your browser type, your operating system, web pages visited, time of visits, content viewed, ads viewed, and other click stream data. To the extent WOW! engages in this type of advertising, you will be given the ability to "opt-out."

The use of cookies, web beacons, or similar technologies by these third party advertising companies is also subject to their own privacy policies.

Software and configuration

You have the choice to provide any information to a support representative, and you have the ability to confirm your decision before sending any information to our systems. The information collected by our support team is limited to any emails you send or discussions you have during a live support session. This information is available only to authorized personnel for maintaining and supporting the use of the Service. WOW! also provides customer contact and support pages on the Service that you can use to communicate with WOW! about technical support.

WOW! uses the information provided by you on these pages to support your use of the Service. WOW! may also offer or provide software directly or through third parties for your use in connection with the Service. For example, we may provide software you can use for security, search, parental controls, digital photographs, gaming, instant messaging, and video emails. These programs may be subject to their own terms of service and other policies. You should carefully read their terms and policies to understand how they may use personally identifiable information about you.

In certain cases, at your request or with or without prior notice to you, WOW! may configure your Service or Service-related equipment to resolve a technical support issue or otherwise render or deliver the Service. WOW! may perform these configurations remotely over the cable network and/or the Internet.

Preferences

We store information that you provide to personalize your settings on the Service so that

you don't have to change these settings each time you use the Service. We do not share your preferences with third parties except for service providers or other third parties who may provide certain components of the Service.

Cookies

Cookies are small files stored on a computer's hard drive to simplify and improve a user's Web experience. A website may store information in a cookie about your computer configuration so that it can more efficiently

provide information to you the next time you visit the site. Or, your browser program might save a cookie with your username and password so that a website's server will automatically recognize you the next time you access the site.

WOW! uses cookies, among other things, to remember your username and password, if you choose to store them, from the home page of the Service at www.wowway.biz, as well as to remember some of your personalization preferences and Service plan features. WOW! does not store your name or other personal information in cookies.

Some of our business relationships are with vendors who may use cookies. For example, search engines or network advertising providers, or in connection with the vendor's own advertisers and other business partners. However, we have no access to or control over these cookies. For more information about how these vendors and their business partners use cookies, and how you may be able to "opt-out" of those cookies, read the privacy policy that applies to each vendor's website. This policy covers the use of cookies by WOW! on the www.wowway.biz website only; it does not cover the use of cookies by any other party or website unless stated otherwise.

Log files and website and email management

Like many websites, WOW!'s website servers use log files. These logs record aggregate (non-personally identifiable) information about site usage such as Internet protocol (IP) addresses, browser types, Internet service providers, referring/exit pages, pages accessed, platform types, date/time stamps, times of use, and numbers of clicks, for example. This information is necessary to analyze trends, administer the Service's website, balance web traffic, evaluate users' electronic browsing in the aggregate, and gather broad demographic information for aggregate use. We do not link IP addresses to personally identifiable information except as may be required to comply with law and as described in this WOW! Customer Privacy Notice.

We use a software technology called Web Bugs (also known as Web Beacons/clear gifs) with the log files for the Service's website www.wowway.biz. These Web Bugs are usually 1 by 1 pixel invisible images on our website's pages. When a user visits one of these Web pages, the user's browser contacts our Web servers and creates an entry in the log for the website www.wowway.biz. These entries do not use personally identifiable information and they provide us with more accurate website visit and session information in the log files. We also use clear gifs on the Service's website to help format graphic elements.

We (or our third party providers) also use clear gifs in some of the emails that we send to you as described in this Policy. These clear gifs (also known as email sensors) are small invisible images included in HTML-based emails. These clear gifs have two functions. First, they determine whether an email recipient has opened a particular email. This helps us improve the wording of subject lines and content as well as determine readership levels. Second, they determine whether an email recipient is capable of receiving an HTML-based email. This helps us customize email content and improve your overall customer experience. WOW! owns the information collected by using email sensors, and our third party providers are obligated to keep this information confidential and not share this information with anyone else or use it for any other purpose. If you do not want to receive emails that use email sensors, you can set up your email program so that it does not accept HTML-based email, and instead uses only plain text format for email.

Links

The Service's website contains links to other sites. Some of these other sites may be

co-branded with WOW! and may look like Service features, but WOW! is not responsible for the privacy practices of these other sites. We encourage you to be aware when you leave our website and to read the privacy policies of every website that collects personally identifiable information about you, whether the site is co-branded with WOW! or not. WOW! is not responsible for a third party website, or for the use, storage or disclosure of information that you provide to a third party. WOW! is not responsible for webcasting or any other form of transmission received from any third party or linked site nor is WOW! responsible if the third party or linked site is not working appropriately. WOW!'s provision of links or other access to a third party site does not imply endorsement by WOW! of the site or its contents, or affiliation with its operators. By using our services, you assume all responsibility related to the security, privacy, and confidentiality risks inherent in sending any content or information over the Internet, or providing personal information to a third party site. By its very nature, a website and the Internet cannot be absolutely protected against intentional or malicious intrusion attempts. WOW! does not control the third party sites and the Internet over which you may choose to send confidential personal information or other content and, therefore, WOW! does not warrant any safeguard against any interceptions or compromises to your information, or how your information may be used by the third party site. When posting any content or information on an Internet site, you should think carefully about your own privacy in disclosing detailed or private information about yourself and your family.

URL Directs

If you type a Uniform Resource Locator (URL) which contains a nonexistent or unassigned domain name, or enter a search term into your browser address bar, WOW! may present you with a WOW! web search page containing

suggested links based upon the query you entered in lieu of your receiving an NXDOMAIN, similar error message or browser assigned query. WOW!'s provision of the web search page may impact applications that rely on an NXDOMAIN or similar error message and may override similar browser-based search results pages. If you would prefer not to receive these pages from WOW!, you should follow the opt-out instructions that are available by clicking on the "About" or "Opt Out" link on the page.

Special note about children

The Service is not directed to children under the age of 13, and WOW! does not knowingly collect personally identifiable information from anyone under the age of 18 on the Service unless expressly specified on the appropriate pages of the Service website. However, some pages of the Service website may be of interest to children. On those pages, WOW! or its service providers will provide a special notice or other information describing any additional privacy protections that may apply. Children should always get permission from a parent or legal guardian before sending any information about themselves (such as their names, email addresses, and telephone numbers) over the Internet, to us or to anyone else.

V. CUSTOMER ACCESS AND CHOICE REGARDING PERSONALLY IDENTIFIABLE INFORMATION AND CPNI

You may examine and correct, if necessary, the personally identifiable information regarding you that is collected and maintained by WOW! in our regular business records. In most cases, the personally identifiable information contained in these records consists solely of billing and account information. We will correct our records if you make a reasonable showing that any of the personally identifiable information we have collected about you is inaccurate.

If you have Internet access, you can view and change certain information yourself as follows: (i) For accounts you have established at the WOW! website, use the Portal Login feature at www.wowway.biz; or (ii) For high-speed Internet accounts, use the Portal Login feature at www.wowway.biz

You may also examine the records containing your personally identifiable information at your local WOW! office upon reasonable prior notice to us and during our regular business hours. If you wish to examine these records, please contact us by mail or telephone at 1-888-969-4249, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment. You will only be permitted to examine records that contain personally identifiable information about your account and no other account.

If you make an affirmative, written request for a copy of your CPNI, we will disclose the relevant information we have to you, or to any person designated by you, if we can properly authenticate your identity. However, subscribers to our phone services should be aware that we generally do not provide them with records of any inbound or outbound calls or other records that we don't furnish in the ordinary course of business (for example, as part of a bill) or which are available only from our archives, without valid legal process such as a court order. In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, our or our vendors' directory lists until the next available publication of those directory lists.

Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers which are not owned by us or our subsidiaries.

WOW! must properly authenticate your identity prior to disclosing CPNI based on customer-initiated telephone contact, online account access, or an in-store visit. We will only disclose call detail information over the telephone, based on customer-initiated telephone contact, if you can provide us with all of the call detail information necessary to address a customer service issue (i.e., the telephone number called, when it was called, and, if applicable, the amount charged for the call). Even under these circumstances, however, we will not disclose to you any call detail information about your account other than the call detail information that you provide to us. If you require further call detail information, we will mail it to your address of record or you can check the records online (in accordance with our online access and authentication procedures).

We must also authenticate your identity prior to allowing you online access to CPNI related to your account. You can access your account information by following all of the registration and authentication procedures found on our website at www.wowway.biz. Once authenticated, you may only obtain online access to CPNI related to your account through a password. We will also disclose CPNI to you if you, at one of our retail locations, first present to us or our agent a valid photo ID matching your account information.

If you are a business customer, some of these authentication regimes may not apply to you, depending on your specific agreement with WOW!. You should consult your agreement with WOW! to determine how we have agreed to protect your CPNI. In all events, WOW! reserves the right to charge you for the cost of retrieving and photocopying any documents that you request.

Giving or withholding your approval for WOW! to use CPNI to market additional products and services to you

WOW! provides IP-enabled or "VoIP" phone service in all of its operating regions. In addition, WOW!, through its operating affiliate, Sigecom, LLC, provides both VoIP and traditional circuit switched phone service

("Traditional Phone"). In an Order released by the Federal Communications Commission in April 2007, the Commission modified its rules regarding CPNI and also determined that its rules (as modified) regarding CPNI apply to VoIP services effective December 8, 2007. If you are a customer of our Traditional Phone services or (effective December 8, 2007) our VoIP phone services, you have the right, and WOW! has a duty, under the Telecommunications Act, to protect the confidentiality of CPNI.

In addition to WOW! Phone, WOW! offers (either directly or through its agents and affiliates that provide communications related services) other communications-related services, such as WOW! Internet and cable television services. From time to time we would like to use the CPNI information we have on file to provide you with information about our communications-related products and services or special promotions. Our use of CPNI may also enhance our ability to offer products and services tailored to your specific needs.

We would like your approval so that we may use this CPNI (or disclose it to our agents and affiliates that provide communications related services) to let you know about communications related services other than those to which you currently subscribe that we believe may be of interest to you. IF YOU APPROVE, YOU DO NOT HAVE TO TAKE ANY ACTION. HOWEVER, YOU DO HAVE THE RIGHT TO RESTRICT OUR USE OF YOUR CPNI. You may deny or withdraw our right to use your CPNI at any time by calling the number listed below. If we do not hear from you within 30 days of this notification, we will assume that you approve our use of CPNI for the purpose of providing you with information about other communications-related services.

WOW! PHONE SERVICE – CALL 1-888-969-4249

We may also occasionally ask you during a telephone call with one of our representatives for your oral consent to WOW!'s use of your CPNI for the purpose of providing you with an offer for non-communications related products and services. If you provide your oral consent for WOW! to do so, WOW! may use your CPNI only for the duration of that telephone call in order to offer you additional services.

If you deny or restrict your approval for us to use your CPNI, you will suffer no effect, now or in the future, on how we provide any services to which you subscribe. Any denial or restriction of your approval remains valid until your services are discontinued or you affirmatively revoke or limit such approval or denial. You may disregard this notice if you previously contacted us in response to a CPNI notification and denied use of your CPNI for the purposes described above.

WOW!'s "do not call" and "do not mail" lists

You may contact WOW! at 1-888-969-4249 to ask us to put your name on our "do not call" and "do not mail" lists so that you do not receive marketing or promotional telephone calls or postal mail from us or made at our request. You also have the right to prohibit or limit disclosure of your personally identifiable information for "mailing list" or other purposes as described above in this notice by contacting us at 1-888-969-4249.

WOW!'s use of your account information for marketing and promotional activities is also subject to your right to limit or restrict us from making those offers as described above in "Giving or withholding your approval for WOW! to use CPNI to market additional products and services to you" in this notice.

If you prefer to contact WOW! in writing instead of by telephone, you may send a written request to the address listed below under "How to contact WOW!". Be sure to include your name and address, your WOW! account number, and a daytime telephone number where you can be reached in the event we have any questions about your request. The written request should be signed by the person who is identified in our billing records as the subscriber. If you have a joint account, a request by one party will apply to the entire account. If you have multiple accounts, your notice must separately identify each account covered by the request.

Online Access to Services

As part of its video service, WOW! may provide for online access to certain programming and other content (the "Online Content"). You (and members of your household) are allowed access to the Online Content by use of a WOW! password (or other similar credentials). You should take special care to maintain the confidentiality of your password and other credentials, as password sharing with persons outside of your immediate household (that would allow those persons access to the Online Content) is prohibited. To access the Online Content, you may be re-directed to a website that is not controlled by or affiliated with WOW! (a "third party site"), and is subject to its own terms and conditions and policies. WOW! has no responsibility for the Online Content or any other aspect of the third party site, or for the use, storage or disclosure of information that you provide to a third party. WOW! is not responsible for webcasting or any other form of transmission received from any third party or linked site nor is WOW! responsible if the third party or linked site is not working appropriately. WOW!'s provision of links or other access to a third party site does not imply endorsement by WOW! of the site or its contents, or affiliation with its operators.

Email and other communications from WOW!

We may send a welcome email and sometimes other information to new subscribers to our cable service and other services (including each new secondary account holder, where applicable). We may also send service-related announcements and notices to our subscribers from time to time. For example, we may send you an

email announcement about a pricing change, a change in operating policies, a service appointment, or new features of one or more of the cable service or other services you receive from us. You may not opt-out of these service-related communications. If you fail to check your primary WOW! email address for service-related announcements, you may miss important information about our services, including legal notices, for example.

We reserve the right to send you promotional or commercial email as permitted by applicable law. You can manage the promotional or commercial emails WOW! may send to you by following the instructions contained in the emails. If you no longer wish to receive these emails you may opt-out of receiving them by clicking the link in the emails for unsubscribe.

We ask that you provide us with a contact telephone number (which may be your home telephone, your cell phone, or another number that you provide to us). You understand and agree that the contact phone number that you provide to us will be used by us to contact you with informational messages about your services (for example, we may call you if there will be a change or interruption in your services, or if we have a question about or want to provide you with information concerning your services, billing statement or a past due invoice), and may include autodialed and/or pre-recorded messages. Please be sure to tell us immediately if your contact telephone number changes.

What to do if you think your privacy rights have been violated

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act, we encourage you to contact us directly as described below in "How to contact WOW!" in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act as applicable with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

Changes to this Notice

As required by the Cable Act, we will provide you with a copy of this customer privacy notice at the time we enter into an agreement to provide any cable service or other service to you, and annually afterwards, or as otherwise permitted by law. You can view the most current version of this notice by going to www.wowway.biz and selecting the "privacy" link at the bottom of the page.

We may modify this notice at any time. We will notify you of any material changes through written, electronic, or other means and as otherwise permitted by law. If you find the changes to this notice unacceptable, you have the right to cancel your service. If you continue to use the service following notice of the changes, we will consider that to be your acceptance of and consent to the changes in the revised privacy notice. This includes your consent for any personally identifiable information that we may collect and use starting on the effective date of the revised notice, as well as for any personally identifiable information that we have collected prior to the effective date of the revised notice. However, we will only consider your continued use of the service to be your acceptance of and consent to changes in the revised privacy notice for changes made after the initial effective date of this revised notice.

How to contact WOW!

If you have any questions or suggestions regarding this privacy notice, or wish to contact us about your personal information, please reach us as follows:

Phone: 1-888-969-4249

Web site: www.wowway.biz

Mail: WOW!, P.O. Box 63000, Colorado Springs, CO 80962.

Revised and effective: June 1, 2013

BUSINESS ANNUAL SUBSCRIBER NOTICE AND TERMS OF SERVICE

This notice is being furnished to you, as a new or existing business Customer of WOW! Internet, Cable and Phone (WOW!), to provide you with information concerning our cable services, and to provide you with information regarding the terms and conditions that govern your use of the service. This notice is specific to WOW!'s cable television service except as otherwise expressly indicated herein, and applies to our business customers located in Illinois, Indiana, Ohio and Michigan. If you are a WOW! Internet and/or telephone customer, other terms of subscription and use policies that are not addressed in this notice apply. Please read this document carefully. It contains specific information about our services (including our current prices), how to use our services, our installation and maintenance policies, our billing and complaint resolution procedures (including the arbitration or mediation of disputes) and information regarding the contract terms that apply to you and WOW!.

Your use of our services is subject to the terms and conditions contained in your Business Customer Agreement (including any applicable work or service order), our General Terms and Conditions applicable to business customer services, business customer use policies and business pricing schedules, as well as any particular written Addendum or other agreement between us (the "Business Terms"). Please note that all of our accounts, including business accounts, are subject to specific prohibitions regarding the resale of services, and the ordering, display or distribution of certain Pay-Per-View, Video OnDemand and other premium programming in commercial establishments, which are explained below in the "RESTRICTIONS ON RESALE, DUPLICATION AND COMMERCIAL USAGE" Section of this Notice.

We periodically adopt new policies or procedures, or change our existing policies, procedures or the terms and conditions that apply to your subscription to our cable service. When we make a significant change that effects your service, we will provide you with notice of the new or changed policy, procedure or term consistent with and as required by our Business Terms and applicable law. The notice may be provided on your monthly bill, as a bill insert, by hand delivery, in a newspaper, by email, by video transmission over our cable system, or by other permitted communication.

WOW! services are subject to its franchise agreements, state service authorizations and applicable law. In the event that any provision contained within our policies or Business Terms is rendered unenforceable due to a conflict with WOW!'s agreements, authorizations or applicable law or is otherwise found to be invalid or unenforceable for any reason, the policies and Business Terms shall remain in full force and effect, except for such provision.

PRICES AND OPTIONS FOR PROGRAMMING SERVICES

CABLE PROGRAMMING AND SERVICE PRICE LIST:

Effective June 1, 2013. [All prices reflect à la carte monthly residential rates and are subject to change.] **Prices and price guarantees for our cable services exclude taxes and fees, however designated, (including, as applicable, regulatory and franchise fees, PEG fees, regulatory recovery fees, and the Broadcast TV Surcharge), equipment, installation, service call charges, and pay per view, VOD or other usage-based, or separately billed services and charges.**

Effective June 1, 2013, WOW! imposes a Broadcast TV Surcharge on those customers who subscribe (whether alone or as part of a bundle of services) to any WOW! cable television service (except Limited Basic). This surcharge is not a government mandated tax or fee and is subject to change. The surcharge is in addition to other charges associated with the WOW! cable television services.

OPTIONAL SERVICES:

Basic Cable* (includes Local Service):

Illinois \$68.00

Detroit \$68.00

Mid-MI \$65.49

Columbus \$66.00

Cleveland \$66.00

Evansville \$61.00

Broadcast TV Surcharge: Illinois \$3.00, Detroit \$3.00, Columbus \$4.00, Cleveland \$3.00, (applies to all cable services except limited basic)

*To receive Digital TV with Basic Cable you must lease a Digital Receiver or CableCARD for a separate monthly fee.

Digital Basic \$20.00 (requires Basic Cable + Digital Receiver)

HD Pak – Illinois, Detroit, and Ohio (HD Receiver required) \$10.00

HD Pak – Mid-MI (HD Receiver required) \$9.99

HD Pak – Evansville area (HD Receiver required) \$10.00

High Speed Data (various speed levels) \$35.00-\$300.00

Music Choice \$32.00 (requires Basic Cable + Digital Basic + Digital Receiver)

MONTHLY EQUIPMENT RENTAL*:

- Digital Adapter \$2.00
- Digital Cable Receiver with Digital Service \$10.00
- DVR with Digital service \$10.00
- High Definition Receiver with Digital Service \$10.00
- HD/DVR with Digital Service \$13.00, Mid-MI \$14.00
- Cable Card (Digital TV required) \$3.50
- Cable Modem/Advanced Modem Lease Fee \$5.00
- Customer Equipment Discount \$2.00-\$10.00*

*The customer equipment discount is available to customers that supply their own CableCARD enabled device in connection with a "bundle" of WOW! services that combine video service and equipment into a single fee, including a bundled offer of multiple services. The discount is based upon the monthly fee that WOW! allocates to the lease of the WOW! equipment included in the offer and so can vary depending upon the type of navigation device and allocated fee. The listed equipment rental fees are also the amounts that WOW! allocates to the lease of the WOW! equipment included in qualifying bundled offers. For example, if we offer a bundle for a single fee that includes a Digital Cable Receiver and you choose instead to use your own navigation device, you would be entitled to a customer equipment discount of \$10.00, but we would assess you a \$3.50 fee for each CableCARD that you use. The fees and discount are subject to change.

INSTALLATION AND REPAIR:

- Install Cable TV, High Speed Data and/or Phone \$50.00
- Technician Visit Service Charge \$50.00
- Restart Fee \$30.00
- Rewire Outlet (per outlet) \$20.00
- Install Additional Outlet (per outlet) \$20.00
- Wall Fish (per wall) \$15.00
- Transfer Service \$10.00

Prices and services are subject to change and do not reflect special, bundled, temporary or discounted prices. The price that you pay for our cable services will generally be reflected on a work or service order, and may vary from those prices reflected here. Prices and services are subject to change. The Business Terms will reflect any agreed upon price guarantee.

OPTIONS FOR PROGRAMMING

WOW! offers a wide variety of cable programming services. We describe below the many cable television services available to you from WOW!. For more information, you should also review our current Price List and Channel Lineup that is available to our business customers in your service location. Keep in mind that cable programming services available to certain or our business customers can vary from those available to our residential customers.

Certain services are available separately or as part of other levels of service. Not all services are available in all areas. Basic Cable must be purchased in order to subscribe to any other optional video service or tier of video services. You must rent (or own) a converter and a remote control to receive certain services. Installation, equipment, additional outlet, change of service, programming access and other charges may apply, depending on location and services ordered. All of our Services, including programming, program services, program packages, number of channels, channel allocations and broadcast channels, and the prices for those services are subject to change, as more fully described in the Business Terms. We assume no liability for any program or information distributed over the cable system. You agree that we are not responsible for any products, merchandise or prizes promoted on or purchased through the use of the cable system or the Services.

PRODUCTS AND SERVICES OFFERED

Some products and services vary, or are not available to all business services customers. We provide additional information concerning available business services as part of our Business Terms.

LIMITED CABLE (WHERE AVAILABLE)

WOW! Limited Cable includes local broadcast channels, educational and government programming, but is only available to business customers in limited circumstances.

BASIC CABLE

WOW! Basic Cable offers you over 70 channels of great programming, including your local educational and government channels, broadcast networks, and a wide range of quality programming from the most popular cable networks. Basic Service also features stereo sound if broadcast in stereo and crystal-clear picture quality backed by our service repair, seven days a week. Channels on WOW! Basic Cable are transmitted in digital format. Consequently, WOW! Customers with WOW! Basic Cable must have a WOW! Digital Adapter on all TVs connected to cable in order to view all of the channels. However, TVs with built-in QAM digital tuners do not need WOW! digital equipment to receive WOW! Basic Cable.

DIGITAL BASIC CABLE

WOW! Digital Basic Cable includes Basic Cable plus additional programming choices to improve your viewing

experience. Digital Basic Cable also gives you access to Pay-Per-View and an Interactive Program Guide. A WOW! Digital Receiver or an authorized CableCARD is required to receive Digital Basic Cable service.

PAY-PER-VIEW

WOW! offers access to multiple Pay-Per-View channels that feature live events, as well as movies and sports. Movies and events are priced individually. Seasonal sports packages are also available. WOW! Digital Basic and Digital Receiver are required to view Pay-Per-View programming. Special restrictions, permissions and fees may apply with respect to Pay-Per-View events. See below under **“RESTRICTIONS ON RESALE, DUPLICATION AND COMMERCIAL USAGE.”**

HIGH-DEFINITION TELEVISION (HDTV)

HD (High-definition) TV is the new standard in television technology, and its main benefits are widescreen picture quality (similar to 35mm film) coupled with compact disc (CD) sound quality. WOW! HDTV service requires the lease of a WOW! HD Receiver at a separate monthly fee, as well as an HD television set.

DIGITAL VIDEO RECORDER (DVR)

A DVR allows you to digitally record, store, and playback programs, plus you can play your stored programs as often as you like and control live TV with DVD-like functions, such as pause, rewind, and instant replay. We offer DVRs, HD DVRs for a monthly lease fee.

DIGITAL MUSIC

All WOW! Digital Receivers and CableCards deliver digital quality, commercial-free digital music 24 hours a day. Not available with Digital Adapters. Additional fees apply.

INTERACTIVE PROGRAM GUIDE

The Interactive Program Guide is available to Customers using a Digital Receiver. This onscreen guide lists programs for services offered on our system. Additional features include a parental control option that provides the ability to restrict viewing by rating or channel.

CONDITIONS OF SUBSCRIPTION TO CABLE PROGRAMMING SERVICES

Our business services are subject to the terms and conditions contained in our Business Terms. Our Business Terms contain the terms and conditions that govern your use of our cable services and can vary from customer to customer (depending upon your service location, when you subscribed to our services and any individually agreed-upon terms and conditions). Generally, the Business Terms describe the services that we will provide to you, how long we will provide the services to you, and the prices that you agree to pay for those services during the term of our agreement. You should closely review the Business Terms, as they address many other aspects of our relationship and generally contain provisions that: (i) require your payment of an early termination fee under certain circumstances; (ii) limit our warranties and liability; (iii) require (at the option of either party) that we individually arbitrate certain disputes between us; and (iv) address our pricing and service policies, including our ability to change pricing and/or services during the term of our agreement. Our Business Terms also typically allow us to change our terms and policies, so long as we notify you in advance.

INSTRUCTIONS ON HOW TO USE YOUR CABLE SERVICE AND EQUIPMENT COMPATIBILITY VIEWING CABLE SERVICE ON YOUR TELEVISIONS AND VCRs

In areas where we have upgraded our network, You must have WOW! digital equipment (such as a Digital Receiver, Digital Adapter or CableCARD) on all TVs in your business to view channels that we provide in digital format only. However, in many of our service areas, TVs with built-in QAM digital tuners do not need WOW! digital equipment to receive WOW! Basic Cable. Our equipment requirements are subject to change, and can vary depending upon your service location. In some of our service areas, for example, digital equipment must be used on all TVs, even those with built-in QAM tuners. Our cable system utilizes the VHF & UHF band's from channel 2 through 99. You must subscribe to Basic Cable and have a compatible converter in order to receive digital cable services. You must subscribe to Digital Basic Cable and have a WOW! converter to receive Pay-Per-View services. Various options exist to connect your VCR with our cable service. Our Welcome Kit that we provided to you at the time of installation contains detailed information regarding configuring our cable service to function properly with your televisions and VCRs.

COMPATIBILITY OF SET-TOP RECEIVERS OR CONVERTERS

Many newer television sets and VCRs are labeled Cable-ready. According to government rules, after July 1997, TVs and VCRs sold in the U.S. cannot be called Cable-ready unless they comply with new requirements, including the ability to properly tune channels. Some TVs and VCRs, however, cannot tune all channels without some interference. If this is the case with your equipment, you may need to purchase or rent an electronic channel selection device (called a "receiver" or "converter"), or Digital Adapter. If you use a converter, you can only tune to one channel at a time and certain features on your TV and VCR that depend on channel tuning of these devices may not be available with this configuration. For instance, taping one program while watching another, recording two or more consecutive programs that appear on different channels, and the use of advanced picture generation and display features such as picture-in-picture, channel review and other functions that necessitate channel selection by the consumer device may not be possible without additional equipment. If you are not sure whether your television or VCR is Cable-ready, you should review the equipment manual and instructions, or contact the manufacturer. If your equipment is not fully Cable ready, you can still receive all standard cable channels offering non-scrambled or non-encrypted programming by renting or

purchasing a simple set-top converter without descrambling or decryption capabilities. For a monthly fee, we rent set-top converters to our customers that will be compatible with the services you purchase from us. You may also purchase set-top converters at electronic stores or other retail outlets in your area.

WOW! uses state-of-the-art encryption methods to ensure the security of our system. Certain cable converters that have descramblers (so called "pirate boxes" or "black boxes") are illegal to sell, purchase or use on the cable system. People who use illegal converters/descramblers may be subject to prosecution for theft of cable service. It is unlawful to alter or tamper with any device belonging to a cable operator in order to receive, intercept, or assist in receiving or intercepting any communications service offered over a cable system. People who take such actions may be subject to fines or imprisonment. To the extent our encryption methods affect your reception of signals, we can supply to you special equipment that will enable the simultaneous reception of multiple signals. This equipment could include for example, a Digital Receiver (multiple set-top devices may be required), and signal bypass switches, which will allow simultaneous reception of any two encrypted signals and provide for tuning to alternative channels on a pre-programmed schedule. We will consult with you to determine your specific equipment needs. Upon request, we will attempt to provide you with the types of special equipment needed to resolve your compatibility problem. Please call us if you would like to discuss the type of special equipment needed to resolve individual compatibility problems or if you have any questions regarding other equipment compatibility issues. Charges will apply for purchase or lease of special equipment.

USE OF CABLECARDS

If you plan to purchase cable services that we encrypt, such as Pay-Per-View or digital services, you should make sure that any set-top converter, or navigation device or digital-cable-ready television (which can receive digital cable services using a device that we must provide called a CableCARD in place of a converter) that you purchase from a retail outlet is compatible with our system. Due to device limitations, digital Cable-ready retail devices using CableCARD technology only receive what is known as "one-way" cable services. Such devices cannot receive "two-way" cable services, such as WOW!'s interactive program guide or Pay-Per-View services. Two-way digital Cable-ready devices are not yet commercially available, but are expected to be available in the near future. Upon your request, we will provide you with the necessary technical parameters for any set-top converter rented or acquired from retail outlets to operate with our cable system. We will not authorize the use of any converter/descrambler that does not conform to all of our required signal security specifications.

REMOTE CONTROL UNITS

Converters offered by WOW! operate with a hand-held remote control device. This remote performs some universal functions for many of the most popular TVs and VCRs. The remote control that came with your TV or VCR may be capable of controlling some features of our Digital Receiver. You may also buy a "universal" remote control device from a third party. Most "universal" remotes are capable of operating many features of the WOW! Digital Receiver but not all remotes have every function that our custom remotes support. A representative list of compatible remote control models currently available from local retailers includes: Harmony 890 Model 966193-0403; Universal Remote Control Model URC-R6; and RCA Models RCR612 and D770. Please contact us to inquire about whether a particular remote control unit that you are considering for purchase would be compatible with the Customer premises equipment. Mobility impaired customers will be provided with a remote control unit free of charge.

NOTICE OF AVAILABILITY OF CONVERTERS FOR ADDITIONAL OUTLETS

Subscribers who install their own additional receiver connections may not be able to receive all broadcast stations carried on the cable system without additional equipment. For those television sets that are not truly compatible with the cable system, television broadcast stations located above Channel 13 may not be receivable without additional equipment.

The equipment necessary to receive all broadcast stations carried on the cable system is for lease from us and may be available from retail stores within your community. Instructions for installation of equipment provided by us are also available from us upon request. Please contact us for complete details.

BLOCKING OF A SPECIFIC ANALOG CABLE SERVICE

Upon request, the company can entirely block the reception of both the audio and video on a specific analog channel on which programming is provided. We can also block "packages" of digital programming. If you can see images or hear sound from scrambled premium or adult channels that you do not subscribe to, you may have these channels blocked free of charge.

PARENTAL CONTROL FEATURE

WOW! Digital Basic Receivers provide a parental control feature that allows Customers to restrict viewing of specific channels, programs and Pay-Per-View. The parental control feature is available through the Interactive Program Guide. WOW! is not responsible for inaccurate or incomplete rating and other information provided by program suppliers or the Interactive Guide Vendor.

OTHER POLICIES AND PROCEDURES

INSTALLATION, AUTHORITY TO INSTALL SERVICE AND DISCONNECTION

WOW! requires that each Customer grant to WOW! the specific authority to enter onto the Customer's

premises to install, maintain, repair, replace, operate and remove its equipment. Our installers will always have with them a visible identification card with their name and photograph and will identify themselves a WOW! installer. **You agree to indemnify WOW! against any liability (including attorney fees and other expenses) associated with a claim against WOW! that it did not secure proper authority to install, operate and maintain equipment on the property.** IT IS ESPECIALLY IMPORTANT THAT TENANTS IN LEASED PREMISES HAVE AUTHORITY FROM THE OWNER OF THE PROPERTY TO ALLOW US TO INSTALL AND OPERATE OUR EQUIPMENT. WOW! requires an adult at least 18 years of age to be present for all installations. WOW! Representatives may require proof of identification and/or separate landlord authorization prior to installation. Customers are required to pay their bills on time, and in accordance with the provisions of the Business Terms. Service will be disconnected upon request of the Customer or by WOW!, in accordance with the Business Terms.

SECURITY DEPOSITS AND ADVANCE PAYMENTS

We reserve the right to require advance payment for services and/or a security deposit or other form of security as more fully described in the Business Terms. If your account is paid in full, your deposit will be returned to you after the latter of the close of your billing cycle following your request for termination or your return of our equipment, undamaged.

SERVICE AND REPAIR; CUSTOMER SERVICE

Technician visits required to resolve many service problems are provided at no cost to the Customer. Customers will be charged the applicable fee for service calls in situations where the problem was not caused by a WOW! technical or equipment malfunction or failure, including (1) Customer negligence, (2) destruction of or tampering with company's equipment, (3) improperly connected or malfunctioning VCR's, computers, video games or other Customer equipment, or (4) a problem not within the control of WOW!.

Customer is solely responsible for maintaining all inside wire and the Customer equipment within the premises. WOW! will troubleshoot and fix reported problems for a specified Technician Visit service charge. The charge is based on the current standard Technician Visit service charge in effect. You can call our toll free customer service number at 1-888-969-4249 anytime. You can use this telephone number to subscribe to, change or terminate service, request customer service or seek general or billing information.

For customers requesting installations or service: WOW! shall, at the customer's option, either: (1) schedule the customer to be the first appointment of the day, on a first come, first served basis; (2) establish a four-hour or less appointment window with the customer (or adult representative of the customer). WOW! will respond to the request for service in accordance with the option selected by the customer.

WOW! will not cancel an appointment with a customer after 5 p.m. on the business day prior to the scheduled appointment. If our technician is running late for an appointment with a customer and will not be able to keep the appointment as scheduled, the WOW! technician will promptly contact the customer. The appointment will be rescheduled, as necessary, at a time certain that is convenient for the customer.

In the event access to the customer's premises is not available when the technician arrives during the established appointment window, the technician will leave written notification stating the time of arrival and requesting that the customer contact WOW! to establish a new appointment window.

RESPONSE TIMES

Excluding situations beyond our control: (i) standard installations will be performed within seven business days after an order has been placed; (ii) WOW! will begin working on a service interruption or other affected service within twenty four (24) hours after becoming aware of the problem; and (iii) WOW! will respond within two (2) hours, including weekends and holidays, after receiving notice of a system outage.

AUDITS AND THEFT OF SERVICE

WOW! has monitoring equipment that allows detection of illegal reception of cable TV signals. We regularly audit our system to detect such reception. Federal law makes unauthorized reception of cable service a crime. Any person who willfully intercepts, receives or assists in intercepting or receiving any communications service offered over a cable system is subject to significant fines and/or imprisonment. We share the federal government's serious view of cable theft. We are working to control this problem for the benefit of our Customers, community and organization. If you know or suspect someone is violating this law, please contact us toll free at 1-888-969-4249.

RESTRICTIONS ON RESALE, DUPLICATION AND COMMERCIAL USAGE

The following restrictions apply to all customers (residential and business): THE SERVICE MAY NOT BE RESOLD, REBROADCAST OR TRANSMITTED, NOR MAY ADMISSION BE CHARGED FOR ITS VIEWING. PAY-PER-VIEW, VIDEO ONDEMAND (VOD) AND PREMIUM PROGRAMMING MAY NOT BE DISTRIBUTED TO COMMERCIAL ESTABLISHMENTS. CUSTOMER MAY NOT ORDER OR REQUEST PAY-PER-VIEW, VIDEO ONDEMAND OR PREMIUM PROGRAMMING FOR RECEIPT EXHIBITION OR TAPING IN A COMMERCIAL ESTABLISHMENT, NOR MAY CUSTOMER EXHIBIT OR ASSIST IN EXHIBITING PAY-PER-VIEW, VIDEO ONDEMAND OR PREMIUM PROGRAMMING IN A COMMERCIAL ESTABLISHMENT, UNLESS EXPRESSLY AUTHORIZED IN WRITING TO DO SO, IN ADVANCE, BY BOTH WOW! AND OUR PROGRAM PROVIDER. YOU AGREE TO DEFEND, INDEMNIFY AND HOLD WOW! HARMLESS FROM ANY CLAIM MADE AGAINST

YOU OR WOW! RELATING TO ANY UNAUTHORIZED COMMERCIAL EXHIBITION. THE SERVICE WILL NOT BE DUPLICATED EXCEPT IN COMPLIANCE WITH APPLICABLE LAW.

PROGRAMMING BLACKOUTS

Occasionally, we are required by federal law to block the cable casting of certain scheduled programs. These "blackouts" usually affect sporting events. Sports blackouts are usually imposed to protect: (i) the local sports team's ability to attract a live audience; and (ii) the television rights revenue by preventing duplication of any event by multiple carriers. In each case, one network is designated as the exclusive carrier of an event of a specific sports team. The exclusive network has arranged for this privilege at its own expense. FCC regulations require us to blackout all other carriers of these events.

CHANGES IN SERVICES AND CHARGES

Subject to applicable law and the Business Terms, we have the right to change our service and equipment and our prices and fees, at any time. We also may rearrange, delete, add to or otherwise change the Service provided on our Basic Service or other levels of Service. If the change affects you, we will provide you advance notice of the change and its effective date. The notice may be provided on your monthly bill, as a bill insert, in a newspaper, by video transmission on the cable system itself, by email or by other reasonable method of communication consistent with applicable law. If you find a change that is material and adverse to you unacceptable, you have the right to cancel your Service without an early termination charge to the extent provided in the Business terms. However, if you continue to receive Service after the effective date of the change, we will consider this your acceptance of the change. Changes requested by you for the Services you receive may result in upgrade, downgrade or change of service charges. Please refer to the Business Terms and/or the Services Price List we have supplied to you for details or call us at the number on your monthly bill if you have questions.

CHANNEL POSITIONS OF PROGRAMMING CARRIED ON THE SYSTEM

WOW! provides its Customers with a separate listing of the channel positions of the programming carried on its local cable system. Channel positions may be changed by us from time to time. If you did not receive a channel lineup, please contact WOW! and one will be sent to you.

BILLING PROCEDURES

We require that all charges for services be paid on a timely basis. We bill you monthly in advance for Services to be received, plus additional charges, if any, not previously billed. IN ADDITION, WOW! MAY REQUIRE THAT, ON OR BEFORE THE DAY WE INSTALL ANY OR ALL OF THE SERVICES, YOU PAY THE FIRST MONTH'S SERVICE CHARGES, EQUIPMENT CHARGES, ANY DEPOSITS, AND ANY INSTALLATION CHARGES. We also bill you monthly for Pay-Per-View or other services ordered where charges are based on actual usage or on orders placed during the previous month. Please take the time to read the monthly messages and to review your bill carefully to make sure your name and address are correct. You will generally be billed at the same time each month. If you fail to pay your bill on time, we have the right to discontinue your service, remove our equipment and/or impose a late charge. We will provide you any notice required by law before discontinuing your service. If you pay us an amount in excess of the amount due for the current billing period cycle, we will apply the overpayment to your next monthly billing statement. You have thirty (30) days from the date of receipt of our bill to register a written dispute with us. You should send billing disputes to: WOW!, Attn: Billing Disputes, P.O. Box 63000, Colorado Springs, CO 80962-3000. You should immediately pay the undisputed portion of your bill.

You can pay your bill by mailing your payment to the address listed on your bill, arranging for automatic credit or debit card payments, delivering your payment to our local office or one of our retail payment or collection box locations, pay online at wowway.biz, or pay via phone anytime at 1-888-969-4249.

If you make payment by check, you authorize WOW! to collect your check electronically. You agree that you may not limit, change, amend or modify the amount that you owe us with any restrictive endorsements (such as "paid in full"), releases, or other statements on or accompanying checks or other payments accepted by WOW! and that any such notations shall have no legal effect.

COMPLAINT PROCEDURES AND REMEDIES

You may submit a complaint to WOW! with regard to any aspect of the services, privacy concerns and/or the quality of the reception delivered by WOW!, at any time. WOW! maintains a toll-free telephone number 1-888-969-4249 that is available 24 hours a day, 7 days a week. When you call about a service related issue, a customer care representative (CCR) will attempt to determine the nature of the problem.

If possible, the CCR will help you resolve the problem over the telephone. If the problem cannot be resolved during the call, the CCR may, if necessary, schedule a service technician to visit your business. If the problem cannot be resolved by the CCR or a technician visit to your premises, the problem will be referred to a supervisor who will make best efforts to resolve the issue immediately. If a Customer has a complaint requiring further escalation, the Customer should contact WOW! at our toll-free number, 1-888-969-4249, in writing at WOW! Internet, Cable & Phone, Attn: Complaints or Customer Concerns P.O. Box 63000, Colorado Springs, CO 80962-3000, or by emailing us from the "Contact Us" section on www.wowway.biz. WOW!'s policy is to reply to an escalated Customer complaint within thirty working days of receipt. WOW! will endeavor to

include in its reply a statement of action taken, description of future work needed to resolve any issue or an explanation why the complaint is unjustified or outside the jurisdiction of WOW!. If a Customer is dissatisfied with WOW!'s handling of a complaint, the Customer can also contact the local or state franchising authority. Information regarding the Customer's local or state franchising authority can be found on the Customer's monthly billing statement, or by calling 1-888-969-4249.

Illinois. Our Illinois video services customers also have the right to request mediation and to review in a court of competent jurisdiction. In the event an issue in Illinois is not resolved through WOW!'s informal process, a local unit of government or the customer may request nonbinding mediation with WOW!, with each party to bear its own costs of such mediation. Selection of the mediator will be by mutual agreement, and preference will be given to mediation services that do not charge the consumer for their services. In the event the informal process does not produce a satisfactory result to the customer or the local unit of government, enforcement may be pursued in a court of competent jurisdiction. In addition, the Illinois Cable and Video Customer Protection Law, effective January 1, 2008 (the "Illinois Cable Law") provides for certain credits to be provided to customers in the event we fail to comply with the customer service, installation, privacy, billing and other standards provided in the Illinois Cable Law. The applicable credit will be applied to your monthly billing statement, following discovery of the violation. You do not have to request the credit.

Michigan. If you have attempted to resolve a dispute with WOW! regarding your video services and you are not satisfied with the resolution, you may file a complaint with the Michigan Public Service Commission. As part of its Dispute Resolution Process, set forth at MCL 484.3310, the commission will handle the complaint in the following manner: (a) An attempt to resolve the dispute shall first be made through an informal resolution process. Upon receiving a complaint, the commission shall forward the complaint to the provider and attempt to informally mediate a resolution. The provider shall have ten (10) business days to respond and offer a resolution. If the dispute cannot be resolved through the informal process, the customer can file a formal complaint under subdivision (b). (b) A formal complaint filed under this subdivision shall be in writing and shall state the section or sections of this act that the customer alleges the provider has violated, sufficient facts to support the allegations, and the exact relief sought from the provider. The formal complaint shall comply with the same requirements of a written complaint filed under section 203 of the Michigan Telecommunications Act, 1991 PA 179, MCL 484.2203. The complaint shall be resolved by one of the following: (i) If the dispute involves an amount of \$5,000.00 or less, the commission shall appoint a mediator within 7 business days of the date the complaint is filed. The mediator shall make recommendations for resolution within thirty (30) days from the date of appointment. Within ten (10) business days of the date of the mediator's recommendations, any named party in the complaint may request a contested case as provided under subparagraph (ii). (ii) If the dispute involves an amount greater than \$5,000.00, a contested case hearing in the same manner as provided under section 203 of the Michigan Telecommunications Act, 1991 PA 179, MCL 484.2203.

The Commission's toll-free customer service number is 1-866-552-7725. Their website address is: <http://www.michigan.gov/mpsc>.

Ohio. If your complaint is not resolved after you have called us, you can contact the Ohio Department of Commerce at <http://www.com.ohio.gov/admn/vsa> or via the PUCO's call center at 1-800-686-7826.

BINDING ARBITRATION AND AVAILABILITY OF MEDIATION

As fully described in our Business Terms, in the event we are unable to resolve a dispute between us in the informal manner described above, you or WOW! may elect to arbitrate the dispute in accordance with the Arbitration provision of our Business Terms, as opposed to litigating the dispute in court. Our Illinois customers have the right under the Illinois Cable Law to request non-binding mediation, with each party to bear its own costs of such mediation. Most Michigan complaints filed with the MPSC are also subject to the mediation process described above.

SUBSCRIBER PRIVACY

WOW! provides its Customers with a separate Privacy Notice that describes the types of information that we may collect from you, how we may use that information, and our obligation to maintain the privacy of your personally identifiable information (PII). The Privacy Notice also describes the types of information that our system and equipment may automatically collect as you use the Services, and how we use that information. PII is information that identifies or can potentially be used to identify you such as: your name, address, phone number, fax number, email address, birth date, names of household members, driver's license or state ID number, social security number, bank account information, credit card information and other financial information. PII does not include, among other things, any aggregate data or other data which does not identify you (for example, information that is collected anonymously or demographic information not connected to an identified individual or household) or information which by itself does not identify you, such as your zip code, gender, IP address, MAC address or other equipment identifiers. As fully described in our Privacy Notice, our cable systems may collect anonymous and/or aggregate information using set top boxes and other equipment, and our systems may automatically collect other information about your use of some of our services, such as interactive or other transactional services like video on demand, for example. We use this information to provide the services that you subscribe to, and for programmer, advertiser and/or internal research, and to improve our services and to improve the content and service experience that

subscribers receive. We may share some of this information (even PII) with third parties, where necessary to provide cable or other services to you, or detect unauthorized use of our services. We also may share information (that does not include PII) regarding viewing habits and system interaction to third parties, such as advertisers, programmers and audience measurement service providers, for purposes that may include but not be limited to providing you with more relevant programming, advertising and features, increasing the value of the services, providing you with information or offers about products or services that we believe may be of interest to you, or assisting third parties with media, programming and content planning and purchasing efforts. We will not provide these other third parties with personally identifiable information about you unless we have received your consent first, except as required or permitted by law. We or third parties working with us also sometimes combine anonymous and/or aggregate tuner information with additional demographic information and may use or share it with others for programming, marketing, advertising and similar purposes. If you did not receive a Privacy Notice, please contact WOW! and one will be sent to you. The Cable Act authorizes WOW! as a cable operator to disclose limited personally identifiable information to others, such as charities, marketing organizations, or other businesses, for cable or non-cable "mailing list" or other purposes. From time to time we may disclose your name and address for these purposes. However, you have the right to prohibit or limit this kind of disclosure by contacting us by telephone at 1-888-969-4249 or by sending us a written request. Any "mailing list" and related disclosures that we may make are limited by the Cable Act to disclosures of subscriber names and addresses where the disclosures do not reveal, directly or indirectly, (i) the extent of any viewing or other use by the subscriber of a cable service or other service provided by us; or (ii) the nature of any transaction made by the subscriber over our cable system. **The Privacy Notice is subject to change. The most recent version will be posted and available for your review at www.wowway.biz.**

CREDIT INQUIRIES

We reserve the right to verify and approve credit as a condition of providing any Services, and you authorize us to investigate your credit history by obtaining a credit report or other similar information and/or making inquiries of account histories. You authorize us to enter this information in your file, and to disclose this information concerning you to appropriate third parties for reasonable business purposes. WOW!, in its sole discretion, may deny the Services based upon an unsatisfactory credit history, or may condition the Services, which may include requiring (i) pre-payment for Services and other charges, and/or (ii) a security deposit, valid credit card on file or bank account information (EFT) to secure return of equipment and payment for Services and other charges.

CUSTOMERS WITH VISUAL, HEARING AND MOBILITY DISABILITIES

WOW! does not discriminate in the provision of services for the hearing and visually impaired. Upon request, we will: (i) deliver and pick-up, or provide customers with pre-paid shipping and packaging for the return of, converters and other necessary equipment at the premises of customers with disabilities; and (ii) provide free use of a converter or remote control unit to mobility impaired customers.

INFORMATIONAL MESSAGES ABOUT YOUR ACCOUNT AND SERVICES

We ask that you provide us with a contact telephone number (which may be your business or home telephone, your cell phone, or another number that you provide to us). By providing this number to us, you understand, consent and agree that the contact phone number that you provide to us will be used by us to contact you with informational messages about your account and services (for example, we may call you if there will be a change or interruption in your services, or if we have a question about or want to provide you with information concerning your services, equipment, account, billing statement or a past due invoice), and may include autodialed calls and/or pre-recorded messages. Please be sure to tell us immediately if your contact telephone number changes.

FRANCHISE AUTHORITIES

ILLINOIS:

CAROL STREAM, ATTN: VILLAGE MANAGER, 500 N. GARY AVE., CAROL STREAM, IL 60188, (630) 871-6250
CITY OF CALUMET CITY, ATTN: CABLE ADMINISTRATOR, 204 PULASKI ROAD, CALUMET CITY, IL 60409-1519, CUID: IL1703, (708) 891-8100
CITY OF CHICAGO ATTN: DEPARTMENT OF BUSINESS, AFFAIRS AND CONSUMER PROTECTION, 121 N LASALLE ST, SUITE 805 CHICAGO, IL 60602
CUID: IL1683 (312) 744-6060
CITY OF CHICAGO HEIGHTS, ATTN: CITY CLERK, 1601 CHICAGO RD, CHICAGO HEIGHTS, IL 60411-3447, CUID: IL 1714, (708) 756-5300
CITY OF DES PLAINES, ATTN: CITY MANAGER'S OFFICE, 1420 MINER ST., DES PLAINES, IL 60016-4498, CUID: IL 1668, (847) 391-5488
CITY OF ELGIN, ATTN: CITY CLERK, 150 DEXTER CT., ELGIN, IL 60120-5570, CUID: COOK CO., IL 1655; KANE CO., IL 1656, (847) 931-5660
CITY OF GLENVIEW, ATTN: PUBLIC INFORMATION COORDINATOR, 1225 WAUKEGAN RD, GLENVIEW, IL 60025-3019, CUID: IL 1704, (847) 904-4382
CITY OF NAPERVILLE, ATTN: COMMUNITY RELATIONS COORDINATOR, 400 S. EAGLE ST., NAPERVILLE, IL 60540, CUID: DUPAGE CO., IL 1630; WILL CO., IL 1635, (630) 420-6070
CITY OF OAK FOREST, ATTN: CABLE ADMINISTRATOR, 15540 CENTRAL AVE., OAK FOREST, IL 60452-2195, CUID: IL1693, (708) 687-4050
CITY OF PALOS PARK, ATTN: VILLAGE CLERK, 8999 W 123RD ST, PALOS PARK, IL 60464-1755, CUID: IL 1705, (708) 448-6150
CITY OF PARK RIDGE, ATTN: CITY MANAGER, 505 BUTLER PLACE, PARK RIDGE, IL 60068, CUID: IL 1845, (847) 318-5200
CITY OF PROSPECT HEIGHTS, ATTN: CITY ADMINISTRATOR, 8 N. Elmhurst Road, PROSPECT HEIGHTS, IL 60070, CUID: IL 1666, (847) 398-6070
CITY OF ROLLING MEADOWS, ATTN: CITY MANAGER, 3600 KIRCHOFF RD., ROLLING MEADOWS, IL 60008, CUID: IL 1846, (847) 394-8500
CITY OF SCHAUMBURG, ATTN: CABLE ADMINISTRATOR, 101 SCHAUMBURG CT., SCHAUMBURG, IL 60193-1899, CUID: COOK CO., IL 1669; DUPAGE CO., IL 1670, (847) 895-4500
COUNTY OF DUPAGE, ATTN: DUPAGE COUNTY CABLE AUTHORITY, 421 N. COUNTY FARM RD., WHEATON, IL 60187-3978, CUID: IL1694; IL1696, (630) 682-7155

HOFFMAN ESTATES, ATTN: VILLAGE CLERK, 1900 HASSELL RD, HOFFMAN ESTATES, IL 60169, 847-781-2628
 INDIANA UTILITY REGULATORY COMMISSION, INDIANAPOLIS, IN 46204, (317) 232-2712, 1-800-851-4268, CUID #IN1114, (219) 853-6381
 UNC COOK COUNTY, ATTN: CITY MANAGER, 3600 KIRCHOFF RD., ROLLING MEADOWS, IL 60008, CUID: IL 1849, (847) 394-8500
 VILLAGE OF ARLINGTON HEIGHTS, ATTN: CABLE ADMINISTRATOR, 33 S. ARLINGTON HEIGHTS RD., ARLINGTON HEIGHTS, IL 60005-1499, CUID: IL 1649, (847) 368-5100
 VILLAGE OF CRESTWOOD, ATTN: VILLAGE CLERK, 13840 S. CICERO AVE., CRESTWOOD, IL 60445-1895, CUID: IL1684, (708) 371-4800
 VILLAGE OF GLEN ELLYN, ATTN: ASSISTANT TO THE VILLAGE ADMINISTRATOR, 535 DUANE ST., GLEN ELLYN, IL 60137-4675, CUID: IL1645, (630) 469-5000
 VILLAGE OF GLENDALE HEIGHTS, ATTN: VILLAGE ADMINISTRATOR, 300 CIVIC CENTER PLAZA, GLENDALE HEIGHTS, IL 60139-2696, CUID: IL 1628, (630) 260-6000 EXT. 301
 VILLAGE OF MOUNT PROSPECT, ATTN: ASST. VILLAGE MANAGER, 50 S EMERSON ST, MOUNT PROSPECT, IL 60056-3220, CUID: IL1701, (847) 392-6000
 VILLAGE OF ROBBINS, ATTN: VILLAGE CLERK, 3327 W 137TH ST, ROBBINS, IL 60472-1699, CUID: IL1697, (708) 385-8940
 VILLAGE OF SOUTH HOLLAND, ATTN: VILLAGE CLERK, 16226 WAUSAU AVE., SOUTH HOLLAND, IL 60473-2156, CUID: IL1685, (708) 210-2900
 VILLAGE OF STREAMWOOD, DIRECTOR OF COMMUNITY DEVELOPMENT, 301 EAST IRVING PARK RD, STREAMWOOD, IL 60107, CUID:IL1682, (630) 736-3800

INDIANA:

INDIANA UTILITY REGULATORY COMMISSION, CONSUMER AFFAIRS, (800) 851-4268, (317) 232-2712

MICHIGAN

SE MICHIGAN / DETROIT:

CANTON TOWNSHIP, ATTN: TOWNSHIP SUPERVISOR, 1150 S. CANTON CENTER RD., CANTON, MI 48188-1699, CUID: MI 1864, (734) 394-5191
 CHARTER TOWNSHIP OF CLINTON, ATTN: CABLE COORDINATOR, 40700 ROMEO PLANK RD., CLINTON TOWNSHIP, MI 48038-2900, CUID: MI 1898, (586) 723-8145
 CHARTER TOWNSHIP OF REDFORD, ATTN: TOWNSHIP SUPERVISOR, 15145 BEECH DALY RD, REDFORD, MICHIGAN 48329, CUID: MI2149, (313) 387-2707
 CITY OF ALLEN PARK, ATTN: CABLE ADMINISTRATOR, 16850 SOUTHFIELD RD., ALLEN PARK, MI 48101-2599, CUID: MI 1915, (313) 928-0771
 CITY OF BERKLEY, ATTN: CITY MANAGER, 3338 COOLIDGE HWY., BERKLEY, MI 48072-1690, CUID: MI 1930, (248) 546-2470 OR (248) 541-0812
 CITY OF BIRMINGHAM, ATTN: CABLE COMMISSION, P. O. BOX 165, BIRMINGHAM, MICHIGAN 48012, (248) 336-9445
 CITY OF CENTER LINE, ATTN: CITY MANAGER/CLERK, 7070 E. TEN MILE RD., CENTER LINE, MI 48015-1130, CUID:MI 1954, (810) 757-6800
 CITY OF CLAWSON, ATTN: ADMINISTRATOR, 425 N. MAIN ST., CLAWSON, MI 48017-1596, CUID: MI 1929, (248) 435-4500 OR (248) 541-0812
 CITY OF DEARBORN, ATTN: CABLE ADMINISTRATOR, 13615 MICHIGAN AVE, DEARBORN,MI 48126-3586, CUID: MI 1995, (313) 943-2036
 CITY OF EASTPOINTE, ATTN: CITY MANAGER, 23200 GRATOIT AVE., EASTPOINTE, MI 48021-1683, (810) 445-5016, CUID: MI 1932
 CITY OF FERNDALE, ATTN: ADMINISTRATOR, 300 E. NINE MILE RD., FERNDALE, MI 48220-1797, CUID: MI1928, (248) 546-2360 OR (248) 541-0812
 CITY OF GIBRALTAR, ATTN: CITY ADMINISTRATOR, 29450 MUNRO AVE, GIBRALTAR, MICHIGAN 48173
 CITY OF GROSSE ISLE, ATTN: CABLE ADMINISTRATOR, 9505 GROH ROAD, GROSSE ILE, MI 48138-2161, CUID: MI 1977, (734) 676-4422
 CITY OF GROSSE POINTE WOODS, CITY MANAGER, 20025 MACK PLAZA, GROSSE POINTE WOODS, MICHIGAN 48236
 CITY OF HAZEL PARK, 111 E. NINE MILE RD., HAZEL PARK, MI 48030-1892, CUID: MI 1947, (248) 546-4060
 CITY OF HUNTINGTON WOODS, ATTN: FINANCE DIRECTOR, 288115 SCOTIA RD., HUNTINGTON WOODS, MI 48070-1199, CUID: MI 1927, (248) 541-4300 OR (248) 541-0812
 CITY OF LINCOLN PARK, ATTN: CABLE COMMISSIONER, 1355 SOUTHFIELD RD., LINCOLN PARK, MI 48146-2380, CUID: MI 1891, (313) 386-1800
 CITY OF MELVINDALE, 3100 OAKWOOD BLVD., MELVINDALE, MI 48122-1298, CUID: MI 1914, (313) 429-1051
 CITY OF PLEASANT RIDGE, 23925 WOODWARD AVE., PLEASANT RIDGE, MI 48069-1199, CUID: MI 1926, (248) 541-2900 OR (248) 541-0812
 CITY OF PLYMOUTH, ATTN: CITY MANAGER, 201 S. MAIN ST., PLYMOUTH, MI 48170-1688, CUID: MI 1866, (313) 453-1234 EXT. 203
 CITY OF ROCHESTER, ATTN: CABLE ADMINISTRATOR, 400 6TH ST., ROCHESTER, MI 48307-1483, CUID: MI1969, (248) 651-9061 OR (248) 541-0812
 CITY OF ROCHESTER HILLS , ATTN: CABLE ADMINISTRATOR, 1000 ROCHESTER HILLS DR., ROCHESTER HILLS, MI 48309-3034, CUID: MI1952, (248) 541-0812 OR (248) 656-4764
 CITY OF SAINT CLAIR SHORES, ATTN: FRANCHISE AUTHORITY, 27600 JEFFERSON CIRCLE DR., SAINT CLAIR SHORES, MI 48081-2093, CUID: MI 1907, (810) 445-5200
 CITY OF TAYLOR, ATTN: CABLE ADMINISTRATOR, 22805 GODDARD RD., TAYLOR, MI 48180-4170, CUID:MI 1946, (734) 287-6550
 CITY OF TRENTON, ATTN: CITY ADMINISTRATOR, 2800 THIRD ST., TRENTON,MI 48183-2992, CUID: MI 1896, (313) 675-6500
 CITY OF TROY, ATTN: COMMUNITY AFFAIRS DEPARTMENT, 500 W. BIG BEAVER RD., TROY, MI 48084-5285, CUID: MI 1887, (248) 524-1147
 CITY OF UTICA, 7550 AUBURN RD., UTICA, MI 48317-5279, CUID: MI 1908, (810) 739-1600
 CITY OF WARREN, ATTN: CABLE COMMISSION, 5460 ARDEN, WARREN, MI 48092, CUID: MI 1923, (586) 258-2009
 CITY OF WAYNE, ATTN: ASSISTANT CITY MANAGER, 3355 S. WAYNE RD., WAYNE, MI 48184-1293, CUID: MI 1888, (734) 722-2000
 CITY OF WOODHAVEN, ATTN: ADMINSTRATOR, 21869 WEST RD., WOODHAVEN, MI 48183-3243, CUID: 1949, (313) 675-4900
 GARDEN CITY, ATTN: CITY MANAGER, 6000 MIDDLEBELT RD., GARDEN CITY, MI 48135-2499, CUID: MI 1886, (734) 793-1660
 HARRISON TOWNSHIP, ATTN: CABLE ADMINISTRATOR, 38151 L'ANSE CREUSE, HARRISON TOWNSHIP, MI 48045-3479, CUID: MI1964, (810) 466-1404
 NORTHVILLE TOWNSHIP, ATTN: TOWNSHIP MANAGER, 41600 W. 6 MILE RD., NORTHVILLE, MI 48167-2397, CUID: MI 1877, (248) 348-5800
 PLYMOUTH TOWNSHIP, ATTN: TOWNSHIP SUPERVISOR, 42350 ANN ARBOR RD. E., PLYMOUTH MI 48170-4394, CUID: MI 1867, (313) 453-3840
 SHELBY TOWNSHIP, ATTN: CABLE ADMINISTRATOR, 51690 VAN DYKE AVE, SHELBY TWP, MI 48316-4448, CUID: MI1970, (586) 254-9282
 VILLAGE OF BEVERLY HILLS, ATTN: CABLE COMMISSION, P. O. BOX 165, BIRMINGHAM, MICHIGAN 48012, (248) 336-9445

MID-MICHIGAN:

BROOKDALE APTS, 335 S. Warren St., South Lyon, MI 48178-1317 FCC Code: MI1604
 CITY OF ALBION, 112 W. Cass St., Albion, MI 49224-1731 FCC Code: MI1604
 CITY OF CHARLOTTE, 111 E. Lawrence Ave., Charlotte, MI 48813-1554 FCC Code: MI1604
 CITY OF HASTINGS, 201 E. State St., Hastings, MI 49058-1431 FCC Code: MI0151
 CITY OF LAINGSBURG, 114 N. Wood Hull St., P. O. Box 178, Laingsburg, MI 48848-0178 FCC Code: MI1062
 CITY OF LESLIE, 106 E. Bellevue St., P. O. Box 496, Leslie, MI 49251-0496 FCC Code: MI0454
 CITY OF MARSHALL, 323 W. Michigan Ave., Marshall, MI 49068-1578 FCC Code: MI1604
 CITY OF MASON, 201 W. Ash St., P. O. Box 370, Mason, MI 48854-0370 FCC Code: MI1604
 CITY OF OLIVET, P. O. Box 367, Olivet, MI 49076-0367 FCC Code: MI1066
 CITY OF PERRY, 203 W. Polly St., Perry, MI 48872-9503 FCC Code: MI0634
 CITY OF PORTLAND, 259 Kent St., Portland, MI 48875 FCC Code: MI1604
 CITY OF POTTERTVILLE, 319 N. Nelson St., P.O. Box 488, Potterville, MI 48876-0488 FCC Code: MI0651
 CITY OF SOUTH LYON, 335 S. Warren St., South Lyon, MI 48178-1317 FCC Code: MI0646
 CITY OF WILLIAMSTON, 161 E. Grand River Ave., Williamston, MI 48895-1497 FCC Code: MI0437

INDEPENDANCE COMMONS, 319 N. Nelson St., P.O. Box 488, Pottsville, MI 48876-0488 FCC Code: MI1604
 MORRICE MEADOWS, 401 N. Main St., P. O. Box 315, Morrice, MI 48857-0315 FCC Code: MI1604
 OLIVET COLLEGE, , P. O. Box 367, Olivet, MI 49076-0367 FCC Code: MI1604
 ONEIDA TOWNSHIP, 11041 Oneida Rd., Grand Ledge, MI 48837-9448 FCC Code: MI1604
 SARANAC HOUSING, 10 Bridge St., P.O. Box 312, Saranac, MI 48881-0312 FCC Code: MI1604
 SOUTH LYON WOODS, 335 S. Warren St., South Lyon, MI 48178-1317 FCC Code: MI1604
 SYCAMORE PARTNERSHIP, 201 W. Ash St., P. O. Box 370, Mason, MI 48854-0370 FCC Code: MI1604
 TOWNSHIP OF ALAIEDON, 2021 W. Holt Rd., Mason, MI 48854-9451 FCC Code: MI1604
 TOWNSHIP OF ALBION, 28051 F Drive South, Albion, MI 49224-9728 FCC Code: MI0073
 TOWNSHIP OF ATHENS, P. O. Box 368, Athens, MI 49011-0368 FCC Code: MI0930
 TOWNSHIP OF AURELIUS, 1939 S. Aurelius Rd., Mason, MI 48854-9763 FCC Code: MI1716
 TOWNSHIP OF BATH, 14480 Webster Rd., P.O. Box 247, Bath, MI 48808-0247 FCC Code: MI1060
 TOWNSHIP OF BELLEVUE, P.O. Box 6, Bellevue, MI 49021-0006 FCC Code: MI1065
 TOWNSHIP OF BENTON, 5136 Windsor Hwy., P.O. Box 217, Pottsville, MI 48876-0217 FCC Code: MI0653
 TOWNSHIP OF BOSTON, P. O. Box 2, Saranac, MI 48881-0002 FCC Code: MI1250
 TOWNSHIP OF BURLINGTON, 135 N. Elm St., P.O. Box 69, Burlington, MI 49029-0069 FCC Code: MI1602
 TOWNSHIP OF CAMPBELL, 331 S. Main St., P. O. Box 137, Clarksville, MI 48815-0137 FCC Code: MI1249
 TOWNSHIP OF CARLTON, 85 Welcome Rd., Hastings, MI 49058-9518 FCC Code: MI1604
 TOWNSHIP OF CARMEL, 1959 KALAMO HWY, PO BOX 207 CHARLOTTE MI 48813 FCC Code: MI1774
 TOWNSHIP OF CONCORD, P. O. Box 21, Concord, MI 49237-0013 FCC Code: MI0478
 TOWNSHIP OF CONVIS, 19500 15 Mile Rd., Marshall, MI 49068-8409 FCC Code: MI1296
 TOWNSHIP OF DANBY, 13122 Charlotte Hwy., Sunfield, MI 48890-9784 FCC Code: MI1297
 TOWNSHIP OF EAGLE, P.O. Box 147, Eagle, MI 48822-0147 FCC Code: MI1794
 TOWNSHIP OF EATON RAPIDS, 2512 S. Canal Rd., Eaton Rapids, MI 48827-9394 FCC Code: MI1717
 TOWNSHIP OF EATON, 3981 E Clinton Trl., Charlotte, MI 48813-9169 FCC Code: MI0652
 TOWNSHIP OF ECKFORD, 6612 23 Mile Rd, Homer, MI 49245 FCC Code: MI1756
 TOWNSHIP OF FREDONIA, 8803 17 Mile Rd., P. O. Box 271, Marshall, MI 49068-0271 FCC Code: MI1708
 TOWNSHIP OF GRASS LAKE, P. O. Box 216, Grass Lake, MI 49240-0216 FCC Code: MI1089
 TOWNSHIP OF GREEN OAK, 10001 Silver Lake Rd., Brighton, MI 48116-8361 FCC Code: MI1604
 TOWNSHIP OF HANDY, 135 N. Grand Ave., P. O. Box 189, Fowlerville, MI 48836-0189 FCC Code: MI1604
 TOWNSHIP OF HANOVER, 237 Farview St., P. O. Box 40, Horton, MI 49246-0040 FCC Code: MI1059
 TOWNSHIP OF HASTINGS, 885 River Rd., Hastings, MI 49058-9133 FCC Code: MI1604
 TOWNSHIP OF HOMER, 386 Grandview Ave., Homer, MI 49245-1218 FCC Code: MI1083
 TOWNSHIP OF INGHAM, 1420 Johnson St., P. O. Box 238, Dansville, MI 48819-0238 FCC Code: MI1604
 TOWNSHIP OF LEROY, P. O. Box 416, Webberville, MI 48892-0416 FCC Code: MI0613
 TOWNSHIP OF LESLIE, 4279 Oak St., P. O. Box 577, Leslie, MI 49251-0577 FCC Code: MI1076
 TOWNSHIP OF LIBERTY, 101 W. Liberty Rd., Clarklake, MI 49234-9626 FCC Code: MI1298
 TOWNSHIP OF LYONS, 105 Prairie St., P. O. Box 187, Lyons, MI 48851-0187 FCC Code: MI1548
 TOWNSHIP OF MARENGO, 13995 23 Mile Rd., Albion, MI 49224-9508 FCC Code: MI1691
 TOWNSHIP OF MARSHALL, 13551 Myron Avery Dr., Marshall, MI 49068-9552 FCC Code: MI0115
 TOWNSHIP OF ODESSA, 3862 Laurel Dr., P. O. Box 575, Lake Odessa, MI 48849-0575 FCC Code: MI1604
 TOWNSHIP OF ONEIDA, 11041 Oneida Rd., Grand Ledge, MI 48837-9448 FCC Code: MI1719
 TOWNSHIP OF ONONDAGA, P.O. Box 67, Onondaga, MI 49264-0067 FCC Code: MI1718
 TOWNSHIP OF PARMA, P. O. Box 51, Albion, MI 49224-0051 FCC Code: MI1081
 TOWNSHIP OF PERRY, 2770 W. Ellsworth Rd., Perry, MI 48872-9511 FCC Code: MI0745
 TOWNSHIP OF PORTLAND, P.O. Box 314, Portland, MI 48875-0314 FCC Code: MI1058
 TOWNSHIP OF PULASKI, 12363 Folks Rd., Hanover, MI 49241-9749 FCC Code: MI0479
 TOWNSHIP OF ROXAND, P. O. Box 127, Mulliken, MI 48861-0127 FCC Code: MI1158
 TOWNSHIP OF SCIOTA, 6550 Brewer Rd, Laingsburg, MI 48848-9713 FCC Code: MI1063
 TOWNSHIP OF SHERIDAN, 13355 29 Mile Rd., Albion, MI 49224-9428 FCC Code: MI1737
 TOWNSHIP OF SHERWOOD, 548 N. Main St., P.O. Box 8, Sherwood, MI 49089-0008 FCC Code: MI0931
 TOWNSHIP OF SPRING ARBOR, 107 Teft Rd., P. O. Box 250, Spring Arbor, MI 49283-0250 FCC Code: MI1078
 TOWNSHIP OF STOCKBRIDGE, 125 S. Clinton St., P. O. Box 565, Stockbridge, MI 49285-0565 FCC Code: MI1085
 TOWNSHIP OF SUNFIELD, P. O. Box 68, Sunfield, MI 48890-0068 FCC Code: MI1159
 TOWNSHIP OF UNION, 221 N. Broadway St., Union City, MI 49094-1153 FCC Code: MI1604
 TOWNSHIP OF VEVAY, 780 S. Eden Rd., Mason, MI 48854-9239 FCC Code: MI0614
 TOWNSHIP OF VICTOR, 6843 Alward Rd., Laingsburg, MI 48848-9256 FCC Code: MI1061
 TOWNSHIP OF WALTON, 3693 W. 5 Point Hwy., Charlotte, MI 48813-9516 FCC Code: MI1067
 TOWNSHIP OF WATERTOWN, 12803 Wacousta Rd., Grand Ledge, MI 48837-9240 FCC Code: MI1604
 TOWNSHIP OF WESTPHALIA, 7880 S. Wright Rd., Portland, MI 48875-9511 FCC Code: MI1295
 TOWNSHIP OF WHEATFIELD, 985 Holt Rd., Williamston, MI 48895-9754 FCC Code: MI1293
 TOWNSHIP OF WILLIAMSTOWN, 4990 N. Zimmer Rd., Williamston, MI 48895-8180 FCC Code: MI0611
 TOWNSHIP OF WINDSOR, 405 W. Jefferson St., Dimondale, MI 48821-9551 FCC Code: MI0706
 TOWNSHIP OF WOODHULL, 9053 Beard Rd, Laingsburg, MI 48848-9318 FCC Code: MI1292
 TOWNSHIP OF WOODLAND, 156 S. Main St., P.O. Box 98, Woodland, MI 48897-0098 FCC Code: MI1091
 TWP OF BERLIN, 4947 Harwood Rd, Ionia, MI 48846-9422 FCC Code: MI2075
 TWP OF DELHI, 2074 Aurelius Rd, Holt, MI 48842-1332 FCC Code: MI2077
 TWP OF EAGLE, , P.O. Box 147, Eagle, MI 48822-0147 FCC Code: MI1604
 TWP OF HENRIETTA, 11120 Musbach Rd, Munith, MI 49259 FCC Code: MI1299
 TWP OF LEBANON, 11200 W. Kinley Rd., Fowler, MI 48835-9758 FCC Code: MI2076
 TWP OF SANDSTONE, 7940 County Farm Rd., P. O. Box 288, Parma, MI 49269-0288 FCC Code: MI1079
 VILLAGE OF ATHENS, 129 E. Burr Oak St., Athens, MI 49011-9793 FCC Code: MI1519
 VILLAGE OF BELLEVUE, 201 N. Main St., Bellevue, MI 49021-1298 FCC Code: MI1064
 VILLAGE OF CLARKSVILLE, 162 S. Main, P. O. Box 118, Clarksville, MI 48815-0118 FCC Code: MI1251
 VILLAGE OF CONCORD, 110 Hanover St., P. O. Box 306, Concord, MI 49237-0306 FCC Code: MI0477
 VILLAGE OF DANVILLE, P. O. Box 236, Dansville, MI 48819-0236 FCC Code: MI1603
 VILLAGE OF DIMONDALÉ, P. O. Box 26, Dimondale, MI 48821-0026 FCC Code: MI0705
 VILLAGE OF EAGLE, Michigan & Washington, P. O. Box 36, Eagle, MI 48822-0036 FCC Code: MI1604

VILLAGE OF FOWLerville, 213 S. Grand Avenue, P. O. Box 677, Fowlerville, MI 48836-0677 FCC Code: MI0493
VILLAGE OF FREEPORT, 200 S State St., P. O. Box 210, Freeport, MI 49325-0210 FCC Code: MI1604
VILLAGE OF GRASS LAKE, 119 N. Lake St., P. O. Box 737, Grass Lake, MI 49240-0737 FCC Code: MI1088
VILLAGE OF HANOVER, 120 W. Main St., P. O. Box 220, Hanover, MI 49241-0220 FCC Code: MI1077
VILLAGE OF HOMER, 130 E. Main St., P. O. Box 155, Homer, MI 49245-0155 FCC Code: MI1604
VILLAGE OF HUBBARDSTON, P. O. Box 234, Hubbardston, MI 48845-0234 FCC Code: MI1549
VILLAGE OF LAKE ODESSA, 839 Fourth Ave., Lake Odessa, MI 48849-1077 FCC Code: MI0682
VILLAGE OF MORRICE, 401 N. Main St., P. O. Box 315, Morrice, MI 48857-0315 FCC Code: MI1294
VILLAGE OF MULLIKEN, P. O. Box 3, Mulliken, MI 48861-0003 FCC Code: MI1157
VILLAGE OF PARMA, 117 W. Main St., P.O. Box 127, Parma, MI 49269-0127 FCC Code: MI1080
VILLAGE OF PEWAMO, 130 Main St., P.O. Box 385, Pewamo, MI 48873-0385 FCC Code: MI1375
VILLAGE OF SARANAC, 10 Bridge St., P.O. Box 312, Saranac, MI 48881-0312 FCC Code: MI0707
VILLAGE OF STOCKBRIDGE, 115 E. Elizabeth, P.O. Box 155, Stockbridge, MI 49285-0155 FCC Code: MI1084
VILLAGE OF SUNFIELD, P.O. Box 66, Sunfield, MI 48890-0066 FCC Code: MI1156
VILLAGE OF UNION CITY, 208 N. Broadway, Union City, MI 49094-1154 FCC Code: MI1604
VILLAGE OF WEBBERVILLE, 115 S. Main St., P. O. Box 389, Webberville, MI 48892-0389 FCC Code: MI0463
VILLAGE OF WESTPHALIA, 200 N. Willow, P. O. Box 336, Westphalia, MI 48894-0336 FCC Code: MI1152
WOODLAND RIDGE, 335 S. Warren St., South Lyon, MI 48178-1317 FCC Code: MI1604

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