

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 and/or early termination 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! Business, Attn: Billing Disputes, 406 Headquarters Drive, Suite 201, Millersville, MD 21108. 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 <http://cableanytime.com/AABroadband>, or pay via phone anytime at 410-987-9300.

#### 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, VCRs, DVD players and Blu-Ray players. 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.

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.

**Theft of Cable Service** - Unauthorized commercial cable hook-up and unauthorized commercial exhibition of cable programming intended for residential viewing are severe and expensive problems. In some circumstances, they are also crimes punishable by fines and/or imprisonment. If you exhibit cable programming in a commercial establishment, such as a bar or restaurant, you are solely responsible for ensuring that you are complying with all applicable laws, including but not limited to, any copyright requirements and the provisions of the Cable Piracy Act.

**Complaint Resolution; Arbitration** - WOW! is committed to providing the best possible customer service. In accordance with legal regulations, we are pleased to provide you with the following procedures in case of any problems with our service. Any time you have a problem with your service or equipment, please contact our Customer Service Department. We have customer service representatives on duty to assist you or, if necessary, arrange for a technician to address the problem. All reasonable effort will be made by our service technicians and other employees to resolve any complaints concerning the technical quality of service promptly and efficiently. If your problems are not resolved to your satisfaction, please feel free to speak to your local general manager or contact our main office through [wowforbusiness.com](http://wowforbusiness.com). Most problems can be solved with the above procedures. However, if you wish, you may also contact the relevant regulatory authority. If you would like to be referred to the applicable regulatory authority, please contact WOW! at 1241 O.G. Skinner Drive, West Point, Georgia 31833; ATTN:Legal Department.

As fully described in our 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 Terms, as opposed to litigating the dispute in court.

**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 (where applicable) and premium programming may not be distributed

to commercial establishments. Customer may not order or request Pay-Per-View, Video OnDemand (where applicable) 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.

**Customer Communications** - We may communicate with you in various ways, including, for example, by mail, email, phone or through in browser communications (which allows us to provide our customers with messages regarding our services when they open their Internet service browser). We may send service-related announcements and notices to our subscribers from time to time. For example, we may send you an email announcement or in browser communication 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 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 business 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. **You are not required to consent to our calling you with promotional messages in order to use our services.** You understand and agree that when we communicate with you by phone, the call may be recorded for quality assurance purposes. Please contact us if you do not want us to place telemarketing calls to you or send you marketing emails.

**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) prepayment 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.

#### Local Franchise Authority

Anne Arundel County  
Cable Administrator  
P.O. Box 2700  
Annapolis, MD 21401  
410-222-1700  
CUID MD0060  
CABLETV@aacounty.org

#### ANNUAL CABLE TV CUSTOMER NOTICE

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 inform you of 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 customers located in Maryland. The cable services are provided to you by the WOW! company that operates in your service area. 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 information about our products and services, how to use our services, our installation and maintenance policies, our billing and complaint resolution procedures (including the arbitration of disputes) and the terms that apply to you and WOW!.

For those of our business Customers receiving cable television service through certain bulk rate arrangements with multiple dwelling unit owners or similar arrangements, the policies and terms and conditions of subscription described in this Notice (the "Terms") generally apply to you unless otherwise provided in the terms of any separate written agreement between you and WOW!. Please refer to the terms and conditions of documents reflecting such separate arrangements. Where such documents are inconsistent with the policies, procedures and information relating to service set forth herein, the terms and conditions of such separate arrangements will generally control except as otherwise expressly indicated herein. 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, and other premium programming in commercial establishments, which are explained below in the "RESTRICTIONS ON RE SALE, 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 affects 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 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 Terms shall remain in full force and effect, except for such provision.

**Products & Services Offered** - WOW! offers a wide variety of programming tiers and services, including basic tier service, digital cable programming services, premium channels, Pay-Per-View, and Video OnDemand (Video OnDemand not available in all areas). Please visit our website at [wowforbusiness.com](http://wowforbusiness.com) for information regarding the cost of and services included in our service packages, including the basic service tier. 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.

The services included in WOW!'s basic service tier vary depending upon your service location, and include your local educational and government channels, broadcast networks, and a wide range of quality programming from the most popular cable networks. In some of our service areas, channels on WOW! Basic Cable are transmitted in digital format only, and may be encrypted. In those areas, WOW! Customers with WOW! Basic Cable must have digital equipment on all TVs connected to cable in order to view all of the channels, including broadcast channels. Keep in mind that cable programming services available to certain of our business customers can vary from those available to our residential customers.

Special restrictions, permissions and fees may apply with respect to Pay-Per-View events. See below under **“RESTRICTIONS ON RESALE, DUPLICATION AND COMMERCIAL USAGE.”**

Visit us at wowforbusiness.com or call us at the number on your bill for more information about products and services offered in your area.

**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.

Changes requested by you for the Services you receive may result in upgrade, downgrade or change of service charges.

**Installation & Service Maintenance** - By ordering service, you grant to WOW! the specific authority to enter onto your premises to install, maintain, repair, replace, operate and remove WOW!'s 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. If WOW!'s access rights are terminated or restricted, early termination fees may apply. WOW! requires an adult at least 18 years of age to be present for all installations and repairs. WOW! Representatives may require proof of identification and/or separate landlord authorization prior to installation.

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 VCRs, computers, video games or other Customer or third party equipment, or (4) a problem not within the control of WOW!.

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.

WOW! may offer a wire maintenance plan (Service Protection Plan), which must be subscribed to separately by Customer for an additional charge. The complete terms and conditions of the Service Protection Plan are available at www.wowforbusiness.com. Except for repairs and maintenance covered by the Service Protection Plan, Customer is solely responsible for maintaining all inside wiring and Customer Equipment within the service location.

If you are experiencing trouble with your service, contact our Customer Service Department at 410-987-9300.

**Prices and Options for Programming Services, Including CableCARD Information** - WOW! offers a wide variety of cable programming services. 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. 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.

Please visit our website at www.wowforbusiness.com for complete details and information regarding current pricing and specific bundled offers.

Prices and price guarantees for our cable services exclude taxes and fees, however designated, (including, for example, regulatory and franchise fees, PEG fees, regulatory recovery fees, and separately stated cost recovery fees such as the Broadcast TV Surcharge and the Sports Surcharge), equipment, installation, service call charges, pay per view, VOD (where applicable) or other usage-based, or separately billed services and charges. **WOW! imposes a Broadcast TV Surcharge on those customers who subscribe (whether alone or as part of a bundle of services) to certain levels of WOW! cable television service.** This fee recovers a portion of the costs of retransmitting television broadcast signals. **WOW! also imposes a Sports Surcharge on those customers who subscribe (whether alone or as part of a bundle of services) to certain levels of WOW! cable television service. This surcharge offsets a portion of the costs that WOW! incurs for sports programming.** These surcharges are not government mandated taxes or fees and are subject to change. The surcharges are in addition to other charges associated with the WOW! cable television services.

WOW! assesses fees for the rental of navigation devices and single and additional CableCARDs, which fees are identified on our website at www.wowforbusiness.com and may vary depending upon your service location. We offer a customer equipment discount 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 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 service 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, but we would assess you a fee for each CableCARD that you use. The fees and discount are subject to change.

#### **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 premium, Video OnDemand (where applicable), 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, Video OnDemand (where applicable) 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.

#### **Parental Control Feature**

Digital receivers provide a parental control feature that allows customers to restrict view of specific channels, programs, Video OnDemand (where applicable) and Pay-Per-View. WOW! is not responsible for inaccurate or incomplete ratings and other information provided by program suppliers or the Interactive Guide Vendor.

#### **Channel Positions of Programming Carried on the System**

WOW! Business provides its Customers with a separate listing of the channel positions of the programming carried on its local cable system. If you did not receive a channel lineup, please contact our Customer Service Department at 410-987-9300 and one will be sent to you.

**Billing Procedures** - Unless you are subject to a specific term agreement (such as a business services agreement) or a minimum term arrangement, our services are provided to you on a month to month basis. You may be subject to early termination charges. Your monthly cable bill provides the charges, due dates, payments and credits for your account, and may also contain special customer messages. Additional information for your area regarding WOW! billing may be found at wowforbusiness.com or you may call us at the telephone number listed on your bill. 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