

## COMMERCIAL SERVICES: PROMOTIONAL OFFER TERMS, CONDITIONS AND DISCLAIMERS

### General Disclaimers Trademarks (applies to all Services)

WiFi Your Way, Straight Up, Breezeline, and the Breezeline logo are registered trademarks of Cogeco US Finance, LLC.

Plume and SuperPod are trademarks or registered trademarks of Plume Design, Inc. All other trademarks are the property of their respective owners.

### Breezeline Internet Services (applies to all Internet Services)

Products, services and pricing differ by market and all pricing includes the Auto Pay Discount. Packages require 36-month contract and continuous enrollment in Auto Pay. Early termination or change fees apply. After promotional period, price reverts to standard rate. All Breezeline Internet Services are subject to either a monthly “High-Speed Network Recovery Fee” or “Network Recovery Fee”, which varies by market and the specific Internet Services subscribed to by the customer, and recovers a portion of Breezeline’s investment to expand network capacity, enhance network infrastructure, and deliver other improvements to provide faster and more reliable Internet Service. Such High-Speed Network Recovery Fee may be increased by Breezeline at any time to reflect increases in Breezeline’s costs, even if you have subscribed to a promotional package for a set rate for a certain period of time. Speeds are stated for download and/or upload only over wired connections. Wireless speeds will be substantially lower. Actual Internet speeds, including wireless speeds, may vary due to conditions outside of network control and congestion, including customer location, equipment, and access through a wireless connection, and are not guaranteed; please see Breezeline’s Network Management Disclosure at breezeline.com for details. Actual speeds for Internet Service may vary due to subscriber device limitations. WiFi Your Way™ provides at least one (1) additional device to support enhance wireless coverage.

### Breezeline Video Services (applies to all Video Services)

**Subscription to Breezeline Video Services requires a continuous Breezeline Internet Service subscription.** Products, services and pricing differ by market and pricing include the Auto Pay Discount. Separate third-party streaming memberships are required to use any integrated streaming functionality. High Definition (“HD”) service and specific channels subject to availability. HD receiver required for HD service and your television must be HD capable. On Demand programming varies by level of service; pricing, ratings & scheduling are subject to change. Some Video Services not available in all areas. Video Services are also available with CableCARD, however, interactive features such as Video On Demand are not available.

### Breezeline Unlimited Phone Service (applies to all Phone Services)

**Subscription to Breezeline Phone Services requires a continuous Breezeline Internet Service subscription.** Products, services and pricing differ by market and pricing include the Auto Pay Discount. Unlimited Phone service includes one phone line with direct-dialed, unlimited local and long distance calls from your home phone to anywhere in the U.S., Canada and Puerto Rico plus 16 calling features. Number portability is not available in all areas. Other international calls are billed at an additional per minute rate. Additional terms and conditions apply.

### Breezeline Business FlexTrunk Service; Metro Ethernet Service, Hosted Voice and Carrier Services

Products and services differ by market. Restrictions may apply. Please contact Breezeline for more

details.

### Breezeline 4G LTE HSD Backup Service

Service subject to availability. 4G LTE HSD Backup Service is only available to small business Customers using Breezeline's broadband Internet Service at the Customer's premises. Pricing as indicated on the applicable Commercial Services Order Form. Additional terms and conditions apply.

#### Auto Pay Discount (applies to all Services)

A total discount of \$10 per month shall apply when you enroll in automatic payments using a debit card, credit card or bank account. Only a single \$10 per month Auto Pay discount applies regardless of the number of subscribed services. Enrollment requires sign up for an Ecare account in the "My Services" section of Breezeline.com or by calling customer support, and by providing a verified email address. Failure to enroll in Auto Pay or the removal of Auto Pay will result in a \$10 rate increase. When you activate Auto Pay, you authorize Breezeline to send your monthly invoice electronically to your provided email address and to charge the payment card or banking account after we establish payment verification with your financial institution. You may need to make 1-2 one-time manual payments before automatic payments begin. By providing your payment information, you certify that you have the authority to authorize debits or charges to the payment identified and you authorize Breezeline to electronically debit or charge the payment method each month in the amount due for your monthly service. Your authorization will remain in effect until you notify us that you wish to revoke this authorization and we have a reasonable opportunity to act on your notice, or this authorization may also be terminated by your card issuer or Breezeline. Discontinuation of Auto Pay will result in the discontinuation of the \$10 per month discount.

### **New Customer Promotions (All Markets)**

#### *Internet Services*

#### \$19.99 WiFi Your Way™ for Business Internet Offer

Services are subject to availability. Offer expires 12/31/23. Offer available to new business customers only. Price shown requires purchase of any Breezeline Business Internet service (at a separate rate) and includes WiFi Your Way™ for Business for an additional \$19.99 per month. Packages require 36-month contract and continuous enrollment in Auto Pay. Early termination or change fees apply. After promotional period, price reverts to standard rate. Additional services, receivers, equipment, modem, installation fees, taxes, fees and other surcharges are not included. Additional terms and conditions apply. Contact Breezeline for more details.

### **New Customer Promotions (Ohio)**

#### *Internet Services*

#### Free Modem with Business Internet Offer

Services are subject to availability. Offer expires 12/31/23. Offer available to new business customers only. Monthly lease of modem is free with the purchase of any Breezeline Business Internet service (at a separate rate) and requires a 24-month or 36-month contract and continuous enrollment in Auto Pay. Early termination or change fees apply. After promotional period, price reverts to standard rate. Additional services, receivers, equipment, modem, installation fees, taxes, fees and other surcharges are not included. Additional terms and conditions apply. Contact Breezeline for more details.

### Business Plus Internet

Service subject to availability. Offer expires 12/31/23. Offer available to business customers only. Offer includes Internet Service speeds of 300 Mbps / 30 Mbps for \$59.99 per month with purchase of 24-month or 36-month contract. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Early termination or change fees apply. Applicable services, receivers, equipment modem, installation fees, taxes, surcharges and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

### Internet plus Voice Offer

Services are subject to availability. Offer expires 12/31/23. Offer available to new business customers only. Offer includes Voice Service for \$19.99 per month when purchased with Internet Service contract of 24-months or 36-months. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Early termination or change fees apply. Applicable services, receivers, equipment modem, installation fees, taxes, surcharges and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.